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## Feeling Sick? Feel Better After Your ExpressCARE Video Visit, a New Service of MyLVHN

BY [JENN FISHER](#) · JANUARY 12, 2017

Starting this week, a new and convenient care option became available to patients who use MyLVHN. Known as an ExpressCARE video visit, patients who have a minor illness or injury can schedule a video visit through MyLVHN. Once connected through the secure portal using a video-capable, web-enabled device, the patient can then see and interact with an ExpressCARE provider, much like an office visit.

An ExpressCARE video visit is a new way to increase patient engagement with MyLVHN. Patient engagement and interactivity with the portal is a network goal tied to

# ExpressCARE

earning a Shared Success Plan (SSP) bonus for fiscal year 2017 (FY17).

## ***Frequently Asked Questions (FAQs) about ExpressCARE video visits***

### **1. Who can use the ExpressCARE video visit option?**

These visits are limited to patients age 18 and older who have a minor injury, illness or other non-life threatening health concern. A video visit should not be used during an emergency. **If you are experiencing an emergency, please call 911.**

### **2. Who is on the provider side of the video visit?**

Our providers come from LVHN's ExpressCARE locations.

### **3. What do I need for an ExpressCARE video visit?**

You need a video-capable smart phone or smart device and an internet connection. You also need to have a [MyLVHN.org](http://MyLVHN.org) account.

### **4. How does a video visit work?**

To access a video visit:

- Log into your [MyLVHN](http://MyLVHN) (Patient must be age 18 or older.)
- Click on the "Scheduling" tab and select "Schedule an Appointment."
- At the bottom of the page, select "ExpressCARE Video Visit."
- Select a time/day for your video visit.

You will receive a confirmation in your MyLVHN messages for an ExpressCARE video visit. Under your "Upcoming Appointments" in MyLVHN, you will be able to test your device and connection. You can test up to 15 minutes before your video visit appointment. Additional information about video visits is available on MyLVHN by clicking the "Resources" tab on the desktop version.

At the time of the visit, interact with the ExpressCARE provider just as you would at an in-office appointment. Explain your problem, symptoms and other information to help the provider make a

diagnosis.

### 5. How much does a video visit cost?

The cost of a video visit is \$49. Please check with your insurance provider to determine whether you have coverage for an LVHN video visit. If you are enrolled in a federal or state health care program, such as Medicare or Medicaid, a video visit is not a covered service and you will be financially responsible for the payment.

An ExpressCARE video visit is the latest innovation using MyLVHN and another way to increase patient access to our health network. A 2016 pilot with select LVHN weight-loss surgery patients showed that patients and providers could effectively communicate using this interactive medium for post-surgery follow-up appointments.

Consider an ExpressCARE video visit the next time you have an earache, eye irritation or another non-emergency health concern. You will receive LVHN quality care right from the convenience of your home or another private location using this interactive service.

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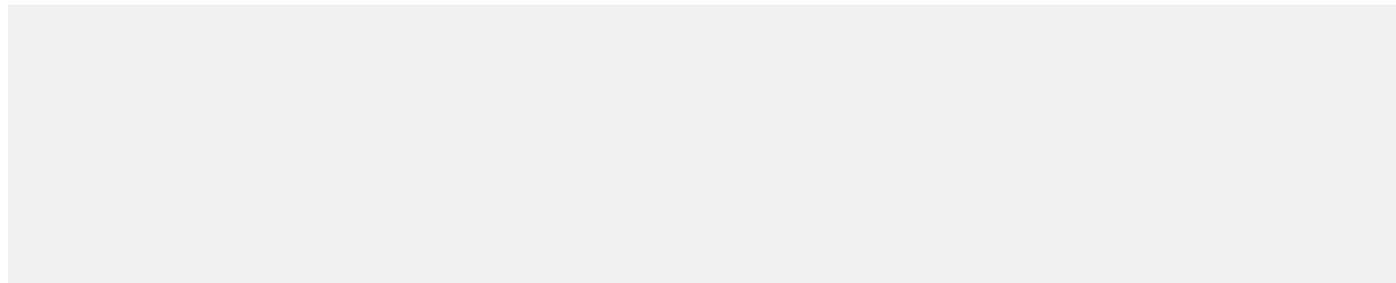
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## The Integration is Underway at LVH–Pocono

BY [ADMIN](#) · JANUARY 12, 2017

On New Year's Day, Pocono Health System became part of LVHN. After we celebrated the merger, we quickly began the process to integrate our organizations. Our goal: Create one cohesive health network with the same mission, culture, behaviors and processes that gives residents of the Poconos access to the health care they need close to home. Here is what's we've been doing to achieve smooth integration.

### **Creating consistency**



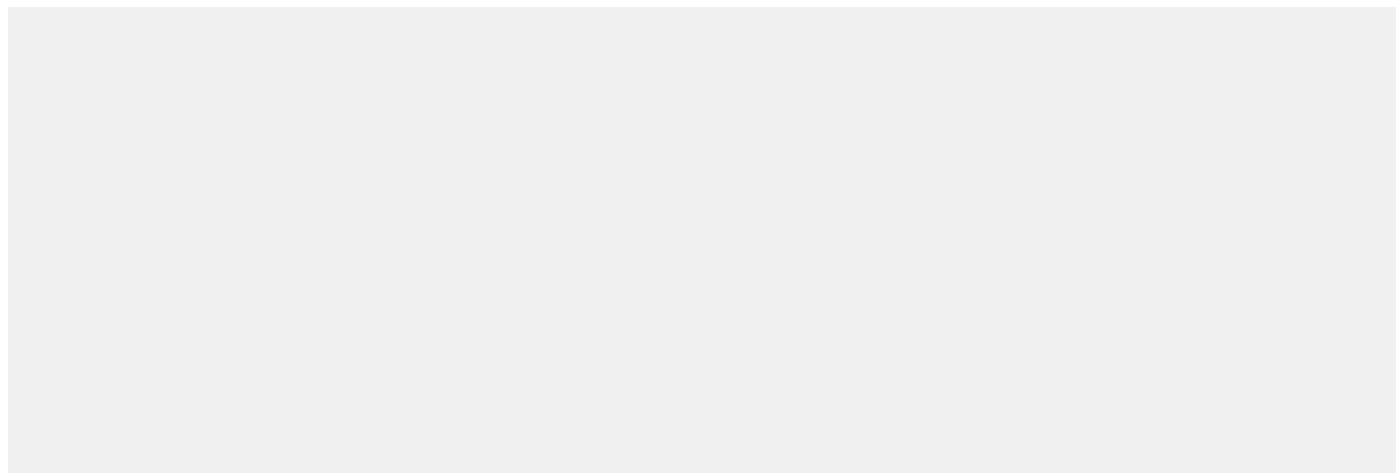


*Melissa Smith, RN, LVH–Pocono’s Labor and Delivery Unit Manager (second from left) and unit colleagues learn about visibility walls from Lean Coach Annamarie Deroberts of Organizational Effectiveness (left) on Wednesday, Jan. 4.*

Organizational Effectiveness (OE) colleagues journeyed to East Stroudsburg on Jan. 4 to familiarize new colleagues with the “LVHN way” – what it means to be part of our health network. They informed LVH–Pocono colleagues about our PRIDE behaviors and introduced the Daily Management System, which includes the use of visibility walls and huddles to track and discuss department and health network goals.

Melissa Smith, RN, LVH–Pocono’s Labor and Delivery Unit Manager, sees the benefit of uniformity. “Taking these formal steps toward consistency throughout the health network is a great concept,” she says. “It gives you a feeling of togetherness.”

### **Supporting effective leaders**



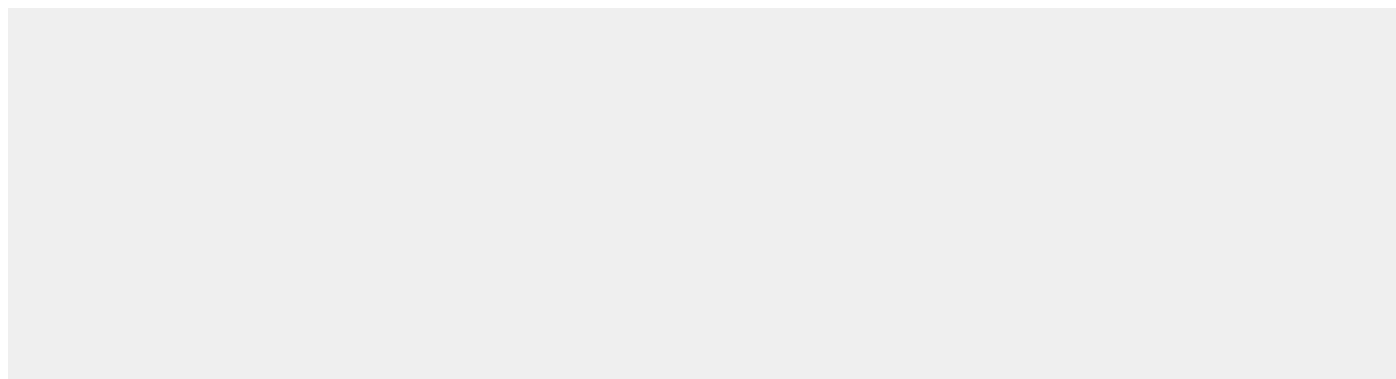


*Linda Salas-Mamary, Director of Clinical Outpatient Rehabilitation (center)*

Many of the concepts introduced on Jan. 4 also were discussed during a Management Connections and Onboarding Forum for LVH–Pocono leaders on Jan. 6. LVH–Pocono managers rotated through educational stations to learn from both LVHN and LVH–Pocono leaders about LVHN essentials such as our mission, vision and brand, performance evaluation process and accountability, PRIDE and service recovery, the value of transparency and cascading information to colleagues, opportunities for leadership development and more.

Linda Salas-Mamary, Director of Clinical Outpatient Rehabilitation, understands the challenges associated with bringing organizations together efficiently. Only one month before the merger, her team worked to acquire and integrate six new outpatient rehabilitation facilities in Monroe County. Now she's excited to integrate with LVHN. "I'm looking forward to merging our thoughts and concepts to align and mirror the quality of care we provide with that of the impressive LVHN," she says.

### **Integrating departments**





*MaryAnn Larock (left), LVHN’s Vice President of Internal Audit and Compliance huddled with Pamela Watkins (right), a colleague in LVH–Pocono’s Internal Audit and Corporate Compliance department.*

LVHN has numerous departments and functions. During the Corporate Integration Kickoff Meeting on Jan. 9, leaders from both organizations came together at LVHN–Mack Boulevard to meet their counterpart from the other organization. They discussed new reporting structures and steps they must take to fully integrate departments.

Pamela Watkins, a colleague in LVH–Pocono’s Internal Audit and Corporate Compliance department, huddled with MaryAnn Larock, LVHN’s Vice President of Internal Audit and Compliance. “Colleagues at LVH–Pocono have years of experience in this area,” Larock says. “So for us, it’s more a matter of teaching our new colleagues to follow our processes in corporate compliance.”

Watkins sees nothing but positives ahead. “We’ll now have the resources to grow in areas where we haven’t been able to in the past,” she says. “We’ll also be learning from some great colleagues. It can only make us better and better.”

### **What’s next?**

- There will be weekly sessions for leadership to help them navigate the changes in culture and processes as LVH–Pocono assimilates to “the LVHN way.”
- A Patient-Facing Integration Kickoff Meeting will be held Feb. 10 to allow colleagues from departments that frequently work together to meet and begin collaborating.



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## PPL Center Discount: 2017 AHL All-Star Classic

BY [ADMIN](#) · JANUARY 10, 2017



Because LVHN is a valued founding partner of PPL Center, colleagues are being provided with a special offer to purchase \$25 tickets to the AHL All-Star Skills Competition or AHL All-Star Challenge taking place at PPL Center.

## 2017 AHL All-Star Skills Competition

Jan. 29 at 7:30 p.m.

## 2017 AHL All-Star Challenge

Jan. 30 at 7 p.m.

Enter password **PTLVHN** to purchase your \$25 tickets for each event.

Offer ends Sunday, Jan. 29 at 12 p.m.

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## Get Your Weight-Loss Surgery Questions Answered; Watch Our Live Q&A on Facebook

BY [ADMIN](#) · JANUARY 13, 2017

Every weight-loss journey is unique. If 2017 is the year you resolved to make some changes on your journey to living a healthier life, LVHN can help.

On Jan. 19 at 6 p.m., join us live on Facebook ([Facebook.com/lvhealthnetwork](https://www.facebook.com/lvhealthnetwork)) with LVHN bariatric surgeon T. Daniel Harrison, DO. He will answer your questions about weight-loss surgery.

Harrison will be joined by David Rodriguez, a local man who lost 130 pounds after gastric sleeve surgery at LVHN. His family says it changed his life for the better.



[Read his story.](#)

**NOTE:** You must use your personal smartphone or computer to watch the live Q&A because Facebook and other social media sites are not accessible from LVHN computers.

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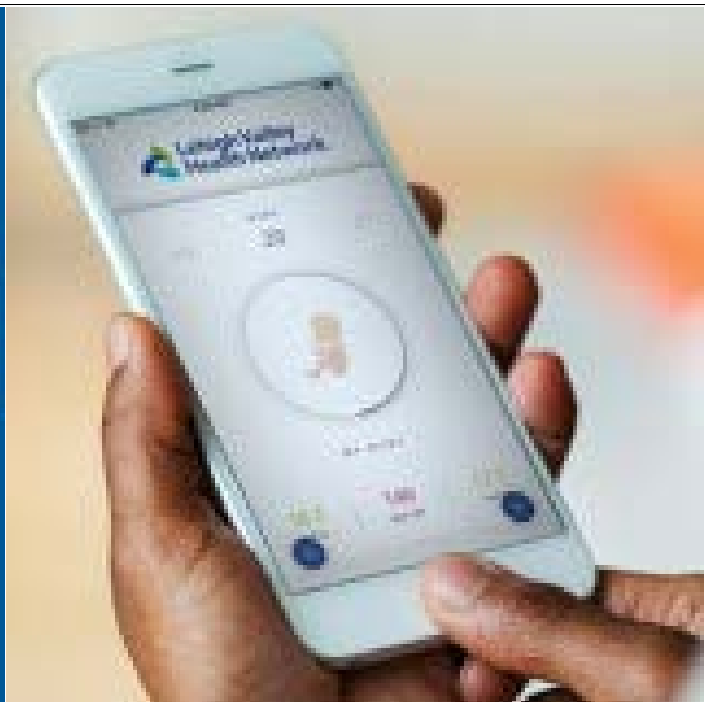
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## LVHN Celebrates Three DAISY Award Recipients

BY [JENN FISHER](#) · JANUARY 12, 2017

Each month, one LVHN nursing colleague is honored with a DAISY Award, a highly coveted award that recognizes exceptional levels of care, compassion and professionalism. Read about our August, September and October DAISY Award recipients: Yesenia (Nikki) Stott, BSN, RN, Douglas Jensen, RN, and Crystal Kilian, RN, and how they provide outstanding care to their patients. Also, learn more about these patient care-centered awards and how you can nominate a nursing colleague from LVHN (Lehigh Valley area) for one.

### **August 2016 DAISY Award Recipient**

**Yesenia (Nikki) Stott, BSN, RN**

7T, LVH–Muhlenberg

**Nominated by:** Patient

**Nomination excerpt:**

“I was admitted in early August with bilateral pulmonary embolisms, something that caused me more pain than I could have ever imagined was possible. When I couldn’t breathe, I started panicking. Without realizing she was doing it, Nikki brought me out of a panic attack by telling me a story. She was like some sort of human, anti-panic medication. Nikki is simply an amazing and attentive nurse.”



**September 2016 DAISY Award Recipient**

**Douglas Jensen, RN**

7A neuroscience unit, LVH–Cedar Crest

**Nominated by:** Colleague Rachel Armor, BSN, RN

**Nomination excerpt:**

“I took over care of a patient with dementia from Doug. The patient had significant memory deficit and the unfamiliar environment of the hospital caused the patient to become nervous and scared at times until reoriented.

“During patient rounding overnight, I heard the patient talking out loud. Upon entering the room I found the patient reading from a piece of paper that was stored in the patient’s gown pocket. The paper listed facts including the patient’s name, age, home address, current location, reason for being in the hospital, a song the patient enjoyed singing, that the patient was sometimes forgetful and that the patient was safe. After reading these few reminders, the patient was immediately comforted.

“The patient’s neighbor in the semi-private room told me that Doug the nurse had written the paper for the patient. Doug showed exemplary care by taking a few extra minutes of his day to provide a tool that could reorient and comfort the patient when a staff member was not present.”



## October 2016/DAISY Award Recipient

### Crystal Kilian, RN

Neuroscience ICU, LVH–Cedar Crest

**Nominated by:** Family member of patient

#### Nomination excerpt:

“He (my son) put Crystal in charge of the Seattle Seahawks winning the game. She took the task to heart just as she did caring for my husband. Her dedication and compassionate care for my husband included rooting for the Seahawks, and she did such a great job that they won. (Although) my husband passed away, I am so grateful to have had Crystal caring for him and my family.”



#### How DAISY Awards are selected and celebrated

Each month, Professional Excellence Council members who serve on the Award Team will select a DAISY Award recipient from nominations submitted by colleagues, patients, families and/or volunteers. After a recipient is selected, a surprise, short ceremony at the colleague's unit or department is held and the recipient is presented with a certificate, a DAISY Award pin, a specially-carved stone statue (“The Healer’s Touch”) and Cinnabon® cinnamon rolls. ([Read more about the Cinnabon connection to the DAISY Award.](#))

#### How to nominate a colleague

If you work with an exceptional nurse, or have been a patient or a patient’s family member who experienced care from an exceptional nurse, consider nominating her or him for a DAISY Award. Learn more and [complete the short nomination form.](#)

#### Magnet Evidence: Structural Empowerment

SE11

Magnet organizations recognize the contributions of nurses. LVHN’s participation in the DAISY Award program provides colleagues, patients and volunteers an opportunity to honor nurses who provide exceptional care.

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DAISY Award Recipients for June and July

5 OCT, 2016



LVHN Presents First DAISY Award

1 JUN, 2016

## Join the 2017 United Way Campaign Committee

BY [SHEILA CABALLERO](#) · JANUARY 9, 2017

Do you have a heart for our region's less fortunate? LVHN's United Way committee is looking for new members to lend their enthusiasm and their voice to raise awareness for the United Way's programs and services that benefit at-risk children, seniors and individuals in crisis.

The committee meets monthly to plan and implement the annual capital campaign. Committee members:

- Advocate for programs and services that benefit vulnerable citizens
- Encourage colleagues to donate to the annual campaign

# LIVE UNITED



United Way of the  
Greater Lehigh Valley

[UnitedWayGLV.org](http://UnitedWayGLV.org)

- Help us achieve our goals by using their creativity to brainstorm ways to increase participation

Ready to help? Contact 2017 United Way Co-Chairs [Melissa.Greb@lvhn.org](mailto:Melissa.Greb@lvhn.org) or [Joumana.De\\_Santiago@lvhn.org](mailto:Joumana.De_Santiago@lvhn.org).

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