

New Ways to Access LVHN

Call 888-402-LVHN. Schedule appointments on LVHN.org.

When Something Clicked for Bill Kent

Meet Lehigh Valley Hospital's President.

Ed O'Dea to Retire at the End of 2017

Read about the career of our Executive VP and CFO.

LVHN Health Plan News

We're working to include Schuylkill and Pocono providers.

Third Core Bundle on The Learning Curve

It must be complete by March 31.

March of Dimes T-Shirt Contest Winner

Sketch combines talent for design and passion for health care.

See 'Aladdin' on Broadway

Go on this Recreation Committee trip.

Purse Sale at LVH—Cedar Crest

Shop in the Jandl Pavilion Feb. 14 and 15.

He Gave Away a Year's Worth of Pizza

Josh Katrick received international media coverage.



Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

New Ways to Access LVHN: Call 888-402-LVHN or Schedule Appointments on LVHN.org

BY [JENN FISHER](#) · FEBRUARY 8, 2017

Last week, two new patient-centered initiatives launched, both with the power to improve access to our health network by piloting One Call/One Click access to LVHN. The pilots are designed to improve convenience and access to our services, and deliver the best possible patient experience. Our consumer research has indicated we need to pursue more retail-oriented access points to provide the excellent customer service our community members deserve and expect.

One Click: Schedule on LVHN.org's Find a Doctor

Lehigh Valley Physician Group has undertaken a 30-day pilot to offer appointment scheduling on LVHN.org with more than 70 family medicine, internal medicine, gynecology and urogynecology physicians and advance practice clinicians.

Patients who do not have an existing record with LVHN can now schedule new patient appointments with those 70+ providers through their Find a Doctor profiles on LVHN.org. Existing LVPG patients have the same opportunity to schedule on LVHN.org if they choose a provider they have not seen previously. This feature complements MyLVHN.org, which offers online scheduling for patients who schedule with their established LVHN provider.

Learn how it works

When a patient visits [LVHN.org Find a Doctor](#), one of the checkbox options is: *Only show providers who offer online appointment scheduling.* (See illustration below.)

Home > Find a Doctor Landing Page

Find a Doctor | Find a Practice

If you know the name of your provider, search by name

Enter Doctor Name

OR

If you are looking for a new provider, start here...

Type of Care

Location

Enter City or Zip Code

Online Scheduling

Only show providers who offer online appointment scheduling.
This feature is available to new patients only. Existing LVHN patients may schedule online using MyLVHN.org.

Accepting New Patients

Only show providers who are accepting new patients
This information is subject to change. Please call the provider to confirm new patients currently are being accepted.

Gender of Provider

Need Help?
We can help you find the right doctor, or answer any questions you may have.

610-402-CARE (2273)
7:00 a.m. - 8:00 p.m. Monday - Friday
9:00 a.m. - 5:00 p.m. Saturday

- ▶ **Chat Online**
Open 9:00 a.m. - 7:30 p.m. Monday - Friday
- ▶ **Request a Call**
Make a request any time. We'll call you back.
- ▶ **Make an Appointment**
For new and existing patients.

Lehigh Valley Physician Group

Choosing a doctor within the LVPG network comes with a range of benefits.

MyLVHN
A secure way for you to review your medical record, see test results and more.

Extensive Network
You can use our Find a Doctor search tool to choose your provider from a wide range of expertise.

Online Bill Pay
Paying your LVHN bills is easy with online bill pay.

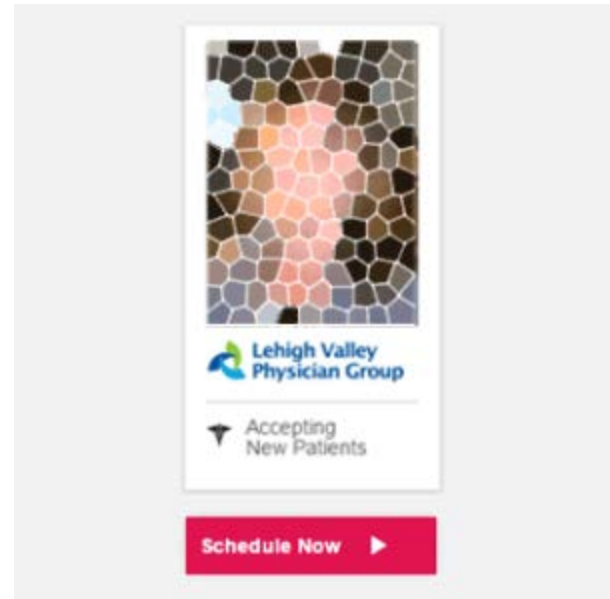
The patient can select from additional filter options, such as type of care, zip code, gender of provider, languages, etc. Then by clicking the Search button at the bottom of the page, a list of available providers

who offer online scheduling will open. Patients can also access the entire list directly by going to LVHN.org/schedulenow.

On a participating provider's Find a Doctor page, the Schedule Now button is prominently located on the left navigation bar, just below the provider's photo. (See illustration at right.)

In its first week, seven appointments have been scheduled through LVHN.org. LVPG will add more providers after the 30-day pilot and will offer scheduling on LVHN.org by June for all primary care providers who have capacity. Specialty providers will schedule online too with target dates to follow.

One Call: Contact 888-402-LVHN for all health network needs



LVHN is also improving patient access by piloting a new toll-free telephone number. In time, our new number (888-402-LVHN) will serve as a single point of contact for community members to access all health network services regardless of location. Accessing patient information, scheduling provider appointments or tests, asking general questions and enrolling in a class will be easier because patients will only need to dial one number to access the services they require. This number went into effect Feb. 3 for the Lehigh Valley area. It will expand to serve other regions over the next few months. For now, the local numbers for each geographic region remain, including 610-402-CARE.

With the addition of this toll-free number, we make it simple for people who live in our growing LVHN footprint to call on us for information and appointments without asking them to pay a fee for that call.

Additional Resources for One Call / One Click

Click to download a PDF of the following documents:

[Q&A](#)

[Talking Points](#)

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The Moment Something Clicked for LVH President Bill Kent

BY [RICK MARTUSCELLI](#) · FEBRUARY 6, 2017



This is the first in a series of LVHN Daily stories about the presidents of our hospitals and Lehigh Valley Physician Group (LVPG). As these leaders begin to play a greater role in keeping you informed through our Communication Cascade, their stories will give you a better understanding of their roles and responsibilities, and help you get to know them better.

Bill Kent has been associated with some of the most respected and renowned health care organizations in the United States. His resume includes stints at Massachusetts General Hospital, Johns Hopkins Hospital and most recently Cincinnati Children's Hospital.

As Kent neared 30 years as a health care administrator, he made the decision to further his career at another top-tier health care organization. "When I walked through LVH-17th Street, something clicked," he says. "That place exemplifies this health network's commitment to the community, and it resonated in my heart. I knew LVHN would be a great place and culture for the next step in my career."

Today, LVH-17th Street is just one of the facilities Kent leads as President of Lehigh Valley Hospital, a position he's held since December 2015. He also oversees day-to-day operations at LVH-Cedar Crest and works with a team of colleagues to support the women's and children's service line, perioperative services and support services including supply chain management, food, housekeeping, clinical engineering and engineering services network-wide.

Early in his career, Kent began amassing the experience needed to help lead a large and complex health care organization. During his administrative fellowship at Massachusetts General, Kent served as a unit coordinator for 18 different inpatient units. "I learned that the role of a leader is to serve the front-line staff," he says. "That is how you create an environment in which colleagues feel cared about so that they can give patients and families the best possible experience."

To create that environment at LVHN, Kent tries to stay visible. Most mornings, he huddles with nursing, physician and operational leaders to share information and brainstorm solutions to the day's challenges. He also regularly visits patients and rounds on units and shifts – with a basket full of candy in hand – to hear colleagues' successes, challenges and questions. If you haven't seen him yet, you will soon. To ensure he visits all units, Kent keeps track of where he's been and the stories he's heard. He does so using a spreadsheet he designed titled, Unit PRIDE: Stories to Celebrate. "The most important thing I can do is be available to colleagues," he says.

Kent is available to his family too, although he looks forward to the day when it will be easier to see them in person than it is now. Kent's wife of 25 years, Karen, and 18-year-old son, Ian, remain in Cincinnati while Ian finishes high school. Kent flies there every other weekend. "Our goal is to be together in Pennsylvania in June," he says. Until then, Karen continues to be an assistant professor for the Masters of Health Services Administration program at Xavier University. Once in Pennsylvania, the Kents will be closer to their 21-year-old daughter, Lauren, a musical theater and dance major who is currently interning in New York City with the choreographer of the Broadway smash "Hamilton." Like his daughter, Kent has an artistic side. He enjoys painting and drawing, as well as hiking and gardening.

Despite the temporary distance between him and his loved ones, Kent says he is confident he made the right decision to join LVHN. Special encounters with colleagues bolster his confidence. During one such encounter, Kent heard one of his favorite “stories to celebrate.” A colleague told him LVHN is like a wheel. Patients are at the center of the wheel and colleagues are the spokes emanating from the center. Every spoke is equally important and must work in unison to make the wheel spin. Kent says, “It motivates *me* to hear colleagues talk about LVHN in such an uplifting way.”

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Ed O'Dea to Retire at the End of 2017

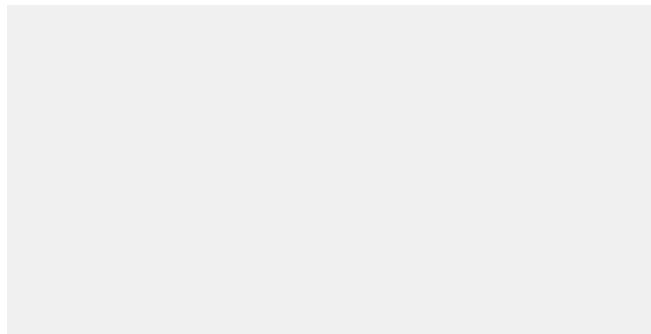
BY [ADMIN](#) · FEBRUARY 8, 2017

Special Announcement



This message is from Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer.

LVHN is filled with forward thinkers who welcome the possibilities of tomorrow with open arms. One colleague who consistently demonstrates this characteristic is LVHN Executive Vice President and Chief Financial Officer (CFO) Ed O'Dea, who has informed me of his plans to embrace life's possibilities in retirement. After 26 years with LVHN,



Ed will retire at the end of calendar year 2017.

Our health network and community has greatly benefited from Ed's ability to apply his business acumen, strategic planning and organizational leadership to help LVHN further its mission. Since he joined our organization in 1991 as Controller through his more than six-year tenure as CFO, Ed has amassed an impressive list of accomplishments. Under Ed's leadership, LVHN:



*Ed O'Dea, LVHN Executive Vice President and Chief
Financial Officer (CFO)*

- Experienced significant revenue growth, increasing from \$220 million in 1991 to \$2.4 billion in 2016
- Sustained the financial solvency needed to invest in facilities, technology, programs and services that meet our community's health care needs
- Maintained a positive credit rating with Moody's and Standard & Poor's, giving LVHN the financial flexibility to thrive in a volatile health care environment
- Successfully implemented the revenue cycle elements associated with Epic with no disruption in revenues or cash flows
- Maintained positive relationships with our commercial insurance payers, avoiding any interruption in services for patients and payments to LVHN
- Was frequently recognized by external auditors for the strong internal controls and efficient processes of its finance function

In addition, when LVHN faced financial challenges at the midpoint of fiscal year 2016, Ed played an integral role in identifying financial risks and helping to implement action plans that resulted in LVHN achieving a positive margin by fiscal year's end. Ed also led the financial aspects of our mergers with health care organizations in Hazleton, Schuylkill County and the Poconos. All the while, Ed enhanced LVHN's robust financial analysis and planning functions, helping to guide our Board of Trustees in decisions that helped ensure our organization's strength for future generations.

Ed and his wife of 31 years, Marybeth, will remain in the Lehigh Valley as their daughter, Claire, continues her studies at Penn State, which is Ed's alma mater. He plans to travel and enjoy the outdoors hiking, biking, fishing and kayaking. He may even learn to play the guitar.

Finding Ed's successor will be challenging. A national search, inclusive of any internal candidates, has

already been initiated.

Please join me in congratulating Ed for all he has done for our health network and community, and wishing him a happy and healthy retirement.

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We're Working to Include LVH–Schuylkill and LVH–Pocono Providers in the LVHN Health Plan

BY [RICK MARTUSCELLI](#) · FEBRUARY 10, 2017

Work continues to fully integrate with LVH–Schuylkill and LVH–Pocono. Part of that work involves securing formal contracts that make providers and facilities at LVH–Schuylkill and LVH–Pocono Tier 1 providers and facilities under the LVHN Health Plan (formerly Choice Plus). The contracting process is underway. We hope to have the facilities and related providers contracted within 120 days.

Until contracts are finalized, care provided at LVH–Schuylkill and LVH–Pocono is considered either Tier 2 or out-of-network, depending on whether or not you live

The logo for LVHN Health Plan is displayed on a blue and green gradient background. The text "LVHN" is in a bold, dark blue font, while "Health Plan" is in a lighter green font, stacked vertically.

LVHN Health Plan

in an in-area zip code. (See the in-area zip code list on page 5 of our [Benefit Information Guide](#).) That means if you use providers and facilities at these locations, you will incur more out-of-pocket expenses.

To receive the highest level of coverage, health plan participants should choose an LVHN Health Plan provider. To ensure your provider is in our health plan, visit MyPopulytics.com, log in and click “LVHN Health Plan (Choice Plus) Provider Directory” under “Quick Links.” Available to you any time online, the directory will be updated regularly as new providers are contracted. It always provides the most up-to-date list of providers and identifies each by benefit tier.

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Third Core Bundle of Fiscal Year 2017 on The Learning Curve

BY [RICK MARTUSCELLI](#) · FEBRUARY 6, 2017

The third core bundle of fiscal year 2017 will be released on The Learning Curve (TLC) in February. The mandatory training must be completed by March 31. The third-quarter bundle includes courses that focus on The Joint Commission's 2017 regulations. Based on your job responsibilities, you'll be assigned the clinical, non-clinical or home care version of the bundle.

To access the bundle, click the TLC icon on your SSO toolbar. Your assignment will be listed on the "To Do" list on your learner home page. This is the third of four bundles that will be available in fiscal year 2017.

Winning T-Shirt Sketch Combines Talent for Design With Passion for Health Care

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

Before Gary Werner was a nurse, he studied graphic design. So when a medical assistant in his office saw a story on LVHN Daily asking colleagues to enter our March of Dimes T-shirt contest, she told him, “You have to do this.”

Soon after, Werner put pen to paper to create a design to help bring awareness to the March of Dimes’ mission to end premature birth, birth defects and infant mortality. The design, which combines pen, pencil and the strategic use of color, showcases Werner’s two passions:



Expressing himself through art and caring for people.

“I knew this was a great opportunity to be part of something bigger than myself,” Werner says. “It brings me a lot of joy to do something good for people with special needs and help them have their voices heard.”

Werner and his colleagues at LVPG Neurology—1250 Cedar Crest are excited about his win. A small team from his office walks each year. And on Sunday, April 30 at Dorney Park in Allentown, Werner plans to join them for the first time. He’s looking forward to putting on the T-shirt and seeing other colleagues wearing his design.

Colleagues who [register for the walk as part of the LVHN team](#) and make a donation will receive a T-shirt.

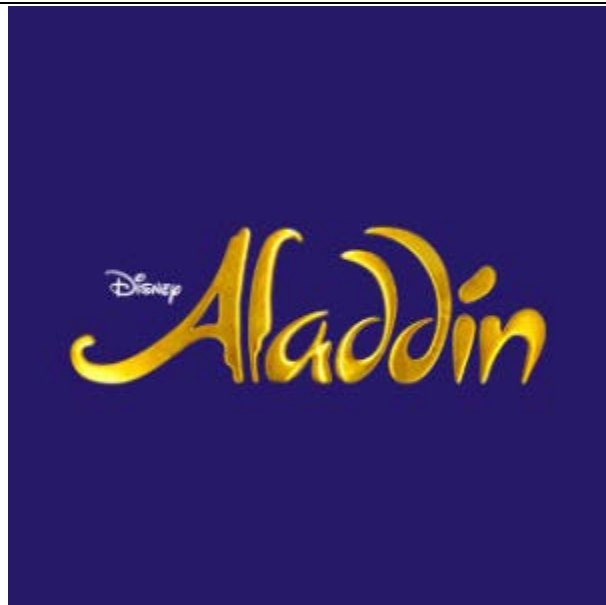
See 'Aladdin' With LVHN's Recreation Committee

BY [TED WILLIAMS](#) · FEBRUARY 7, 2017

LVHN's Recreation Committee will be sponsoring a trip for colleagues to a great Broadway show in New York City this summer.

Aladdin

Aladdin is a [musical](#) based on the 1992 Disney animated film. The musical includes seven songs not heard in the film. The story is the tale of a poor young man who discovers a genie in a lamp. He uses his wishes to marry a princess that he loves and to foil the Sultan's evil Grand Vizier. The show has been nominated for Tony and Grammy awards.



June 28, 2017 – 1 p.m. show

\$130 per person

For more details and to reserve your spot, [review and complete this form](#).

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Purse Sale at LVH–Cedar Crest Feb. 14 and 15

BY [TED WILLIAMS](#) · FEBRUARY 8, 2017

Over the years, the Auxiliary of Lehigh Valley Hospital has supported the hospital by operating gift shops and conducting a variety of fundraising events and activities. During February, the auxiliary will be hosting a purse sale at LVH–Cedar Crest.

In The Bag Purse Sale

Jaindl Pavilion, first floor lobby

Feb. 14 and 15, 8 a.m.-5 p.m.

The history of the Auxiliary of Lehigh Valley Hospital

The Auxiliary of Lehigh Valley Hospital has roots that date back more than a century. Thirteen women



formed the Auxiliary of Allentown hospital to raise money for the city's first hospital. Then they bought a plot of land at 17th and Chew streets in Allentown, and in 1899, they opened The Allentown Hospital. Today, the Auxiliary of Lehigh Valley Hospital supports two hospitals and is the only one in the nation to support three endowed chairs.

Meet the Colleague Who Gave Away a Year's Worth of Pizza

BY [TED WILLIAMS](#) · FEBRUARY 9, 2017



Did you hear about the guy who won free pizza for a year in a Christmastime contest by a pizzeria in Northampton, and then gave it all away? You probably did, as it was big holiday news locally and found its way around the country through outlets such as CNN. It even got some media splash in England through the London Daily Telegraph.

What many people don't know is Josh Katrick, also of Northampton, is a medical records clerk at LVPG Internal Medicine–Muhlenberg. Our colleague has been battling colon cancer and decided to donate his year's worth of pizza to the Northampton Food Bank. He says he's been getting so much support from family, friends and strangers in his effort to beat cancer, he was glad for the chance to give back.

Click on the links below and find out more about Josh Katrick's story:

- [WFMZ Channel 69](#)
- [The Morning Call](#)
- [Fox59 TV, Indianapolis](#)
- [CNN](#)
- [The Daily Telegraph, London](#)