

**Health Center at Palmer Township Opens**

Event celebrates the past, present and future of families.

**Family Health Pavilion Update—Video**

Virtual experience shows colleagues in action.

**Patient Care Services Myths**

Kim Jordan clears them up with the facts.

**TLC Will Be Offline June 16-26**

Complete required training prior to this period.

**Jessica Dalton, RN, is June's Service Star**

She made a hand-painted Tree of Life for a patient.

**Report Suspicious Emails**

Phishing puts patient data at risk.

**Susan Unruh is DAISY Award Recipient**

Her charge nurse sings her praises.

**Service Excellence Award Nominations**

Recognize colleagues who do amazing things.

**Friends of Nursing Award Recipients**

Meet more colleagues who are making a difference.

**Cindy Cappel Named Acting VP of DOE**

She will replace A.J. Lemheney July 1.

**Hospitals Earn Heart Failure Achievement**

Award recognizes quality improvement measures.

**Buy Flyers Preseason Tickets**

Presale ends June 16 at 9:59 p.m.



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computers outside of LVHN's network.

## LVHN 'Salutes' Eastern Northampton County With the Opening of the Health Center at Palmer Township

BY [TED WILLIAMS](#) · JUNE 14, 2017

In a very special Flag Day celebration, LVHN brought important health services to the people of Northampton County with the opening of the Health Center at Palmer Township.

The American flag holds a special significance in this area. The city of Easton was among the first three places where the Declaration of Independence was read in public, along with Philadelphia and Trenton. Local historians say the red, white and blue flag that waved as that hallowed document was being read was among the first to fly in the colonies. Today, that very flag is



Easton's municipal flag.

Palmer Township has a fascinating history as well.

Named for Pennsylvania's Surveyor General George Palmer, it originally included what is now Tatamy, West Easton, Stockertown and Wilson when it was incorporated in 1857. The population consisted of about 1,300 residents, families working hard to turn their township into a community.

Now, 160 years later, that same strong family spirit persists. LVHN is providing support with a two-story, 57,000-square-foot facility as a special salute to Northampton County residents and a commitment to help ensure healthy, happy lives.

"This is an area steeped in family tradition," says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer of LVHN. "With this health center opening today, we're making important health care services more convenient for those families."

Health services available at the Health Center at Palmer Township beginning June 15 include:

- Children's ExpressCARE – It's the only walk-in care service for kids in the entire region. When a child has a minor illness or injury, no appointment is needed.
- Adult ExpressCARE – The same walk-in service is available for grownups too.
- LVPG Pediatrics–Palmer Township – Its part of this health center's focus on children. There are four pediatric sub-specialties that will have a presence at the health center as well.
- About a dozen adult specialty services, including cardiology, orthopedics and sports medicine and urology.
- A full array of rehabilitation, imaging and specialty diagnostic services, both adult and pediatric.
- Laboratory testing – Blood testing from Health Network Laboratories.

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2 JUN, 2017

## Virtual Experience: See Colleagues in Action at the New Family Health Pavilion

BY [SHEILA CABALLERO](#) · JUNE 16, 2017

Jim Geiger watched from his office window as the Family Health Pavilion rose from a hole in the ground to a four-story facility ready to welcome community members who are having a baby or getting back to full function after an illness, injury or procedure. Now Geiger, who is President of LVH–Muhlenberg, is featured in a new virtual experience that gives colleagues a peek at the services we're providing for the people of Northampton County and beyond.

Watch the video featuring leaders and friends of the health network. Then plan to attend the colleague Open House on June 19 from 2:30-4 p.m.

**The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.**

## Inside Look at the Family Health Center at LVH-Muhlenberg



**Home-like feel promotes patient-centered experience**



Natural light, comfortable seating and a calming color palette make the Family Health Pavilion feel more like home than a hospital. Warm tones of blue and green help create a serene beachy feel for visitors to the first floor. While more intense blues and greens in the Family Birth and Newborn Center help create a playful, pediatric feel for families. Oversized windows provide beautiful views of South Mountain. LED lighting throughout the building saves energy. Here's a brief look at some of the things you'll find inside:



## Family Birth and Newborn Center – floors two and three



Expectations are high when you're having a baby. One of the ways we're meeting parent expectations is by encouraging moms to create a personalized birth plan with the help of her physician. Birth plans are housed in Epic and include a woman's choice for a birthing ball, hydrotherapy and other options to manage the discomforts of labor; clear operative drapes during a Cesarean section so mom doesn't miss the first moments of baby's life; choice of breastfeeding or bottle feeding her infant; rooming in with her infant after birth; and other items. We also offer parenting education through online videos or in-person baby bath demonstrations right in mom's room.

Mother-baby rooms have comfortable seating and sleeping accommodations for partners and family members, as well as lots of storage. Bedside tablets help moms stay informed about her care and her care team. Lighting options allow families to set the mood with dimmers or darken the room for optimal rest. Baby monitoring technology ensures our littlest occupants remain safe and secure in our care. Medigenic keyboards in all labor and delivery rooms provide easier sterilization for enhanced infection control.

## Inpatient Rehabilitation Center – first floor





Patients recovering from illness, injury or a procedure will receive intensive inpatient rehabilitation including physical, occupational or speech therapy. Our state-of-the-art facility includes 28 private rooms; a therapy gym with cardio equipment, resistance bands and weights; a kitchen where patients can practice loading a dishwasher or cooking on the stove; a Bioness Vector Gait for patients learning to stand or walk again; and an activities of daily living suite where patients can test their ability to live independently before discharge.

### **Multipurpose room – first floor**

The pavilion includes a multipurpose room that can be used for meetings, events, and parenting and family education classes. Classes include child care, breastfeeding, infant car seat safety, grandparenting and more.

### **The Pavilion Café – first floor**



There's something to please everyone in the family at our newest eatery located on the first floor of the pavilion. Visitors may dine in or enjoy their purchase in our outdoor courtyard among the sights and sounds of nature. The menu includes dozens of specialty soups, salads, sandwiches, chili, baked goods, snacks and dessert items. The café also offers a Starbucks drink menu. It is open Monday-Friday, 6:30 a.m.-10:30 p.m., and weekends 6:30 a.m.-7 p.m.

**Lehigh Valley Children's Hospital Play Center – first floor**





Families visiting LVH–Muhlenberg can take advantage of our new supervised play space for kids located on the first floor of the Family Health Pavilion. Our new Children's Play Center provides a respite for parents, while giving kids room to roam and be creative under the watchful eyes of play center assistants and volunteers.

### **Outdoor courtyard – first floor**



Families and patients are welcome to enjoy a meal, a conversation or a peaceful moment in our beautiful courtyard that features stone walkways, seating and plantings. Rehabilitation patients also will use the space to practice walking on different surfaces.

**The Grace Shop – first floor**



Our newest gift shop is named after LVH–Muhlenberg Auxiliary president Grace Ritter, who has served the hospital auxiliary for 25 years. The shop will feature gift items, apparel for newborns, balloons, greeting cards, jewelry, home décor and convenience items like bottled beverages and snacks.

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5 DEC, 2016



## Clearing Up Patient Care Services Myths

BY [JENN FISHER](#) · JUNE 16, 2017

In the last few weeks I have had the chance to meet with staff nurses and nurse leaders at Town Hall meetings. First, thank you to all who attended. As I greeted you and saw you chatting with your friends and colleagues, it felt good seeing you there. Your voices and candid comments were the reason for the meetings.

Some of the topics we heard about include Epic documentation concerns, staffing issues and who should volunteer for the staff nurse retention committee (more on that one later). Also, a couple of related myths came up that may limit who applies for nursing jobs.

### **Big myths**



Let's settle these so we aren't limiting who applies for nursing jobs here at LVHN.

**Myth:** We only hire nurses who have their bachelor of science in nursing (BSN).

**Fact:** We have never stopped hiring experienced associate's degree nurses (ADNs,) however we do ask them to commit to obtaining their BSN.

Another related myth is that we do not hire newly graduated ADNs. Within the last year, we began hiring newly graduated ADNs, again asking for the commitment to obtain their BSN. If you know someone who has not applied because they don't have a BSN, encourage them to reconsider.

### **Staff nurse retention committee**

For the last several weeks, I have asked nurses to join our new staff nurse retention committee. Several nurses have offered to join this group. Now I am asking directors to identify at least one staff RN on their team who would be willing to join us. Meetings will start on July 11 and will be held at LVH–Cedar Crest from 5-6:30 p.m. (Meeting room is TBD.)

Committee members will be asked for:

1. A commitment to meet two times per month between now and the end of the 2017 calendar year (July through December)

Meetings will be held the second Tuesday and fourth Thursday of the month at 5 p.m. This should allow either day shift participation (by the director arranging coverage for the last two hours of the shift) and/or night shift participation.

2. A willingness to come with innovative ideas regarding models of care, professional advancement or other ideas to improve retention

3. An understanding that this committee is not about conditions of employment such as salary and benefits

Staff RNs may still apply by sending a note of interest to Laurie Moshier at [Laurie\\_P.Moshier@lvhn.org](mailto:Laurie_P.Moshier@lvhn.org). You also can speak with your director about your interest, and she or he will let me know.

### Communication is everything

One detail that is ultra-clear to me is that communication is our greatest strength during times like these – and our greatest weakness too. When questions aren't asked or when answers aren't clear, an information vacuum happens. That information vacuum is the place myths and misinformation love to populate, creating more miscommunication, misinformation and chaos.

If something at work concerns you, start by asking your director or manager about it. She or he should have the information you need. But if you don't get that info, contact my office and we will address your question.

Thanks again for sharing your voice at Town Hall meetings. I'll see you on rounds and huddles and hope to hear from more of you as we keep our lines of communication open.

Kim



*Kim Jordan*

**About me:** My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

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## TLC Will Be Offline June 16-26 for an Upgrade

BY [RICK MARTUSCELLI](#) · JUNE 12, 2017

The Learning Curve (TLC), LVHN's eLearning system, will be upgraded this month. During the upgrade process, TLC will be taken offline and will be unavailable until the upgrade is complete.

TLC will go offline on Friday, June 16, at 5 p.m. to start the upgrade process. The new site is expected to go online Monday, June 26, at 9 a.m.

**Remember: TLC will not be available from June 16-26. Please plan ahead and complete any required training prior to the downtime period.**

Updated support materials are being created to assist





with common manager and learner tasks. Support resource will be available from TLC news pages/dashboards when the new system launches.

TLC email reminder notifications will be distributed for fourth quarter bundle and new employee training to prompt colleagues to complete required trainings early. All live training such as Epic, revenue cycle education, navigations, bed education and others will continue to function as scheduled during this downtime.

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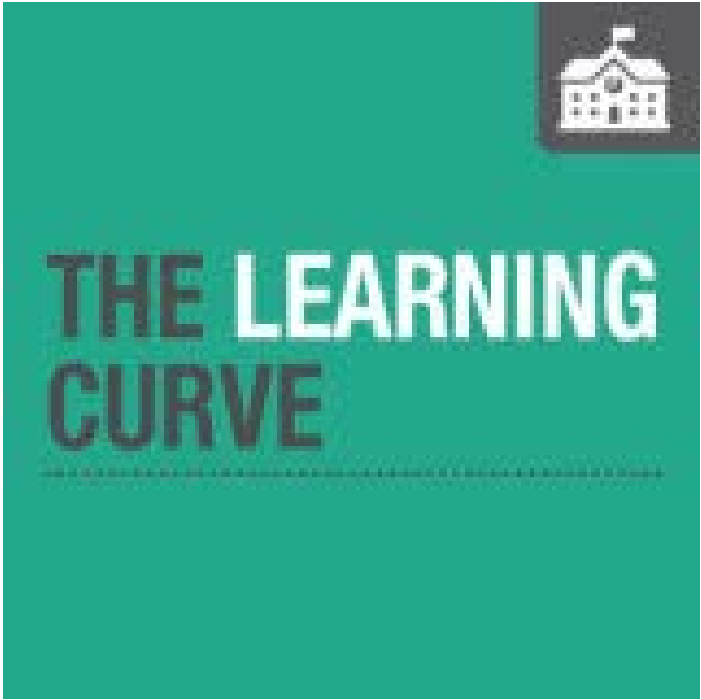


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LVHN Opens Health Center at Easton

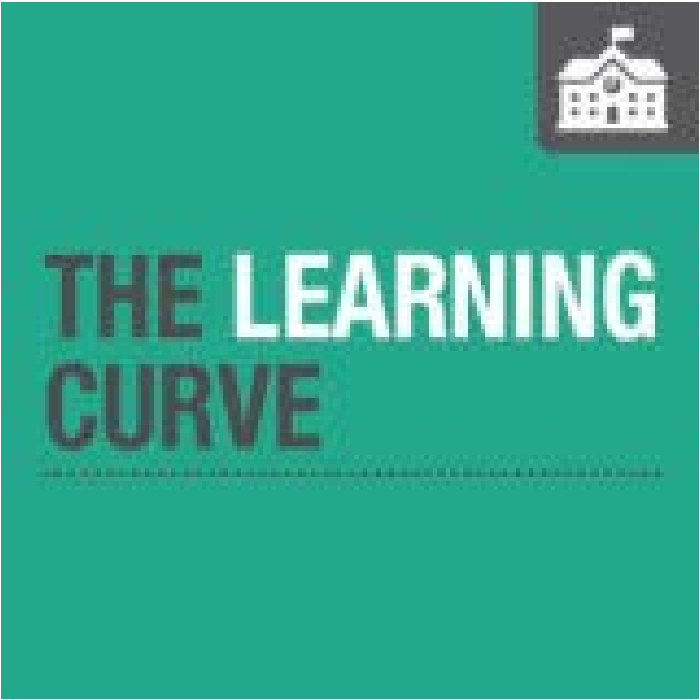


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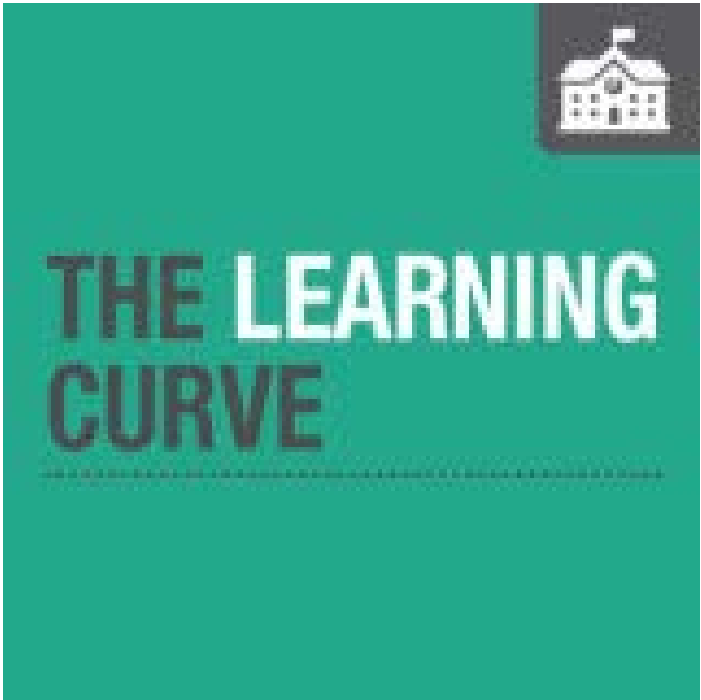
Fourth Quarter Core Bundle on The Learning Curve

4 MAY, 2017



Third Core Bundle of Fiscal Year 2017 on The Learning Curve

6 FEB, 2017



Second Core Bundle of Fiscal Year 2017 on The

## Service Star of the Month – June 2017

BY [SHEILA CABALLERO](#) · JUNE 15, 2017

## JUNE SERVICE STAR OF THE MONTH



### Jessica Dalton, 2K South

In fall 2016, the charge nurse on 2K South received a call from bed management that a teenage boy was critically ill and fighting for his life.

The boy's situation was special, his life marked by more stress than any young person should endure. He had lost his mom to cancer the year before and watched later as his dad also underwent cancer treatment. Trying to fill the void where his mom had been were a handful of other women – the moms of his good friends.

The teen was a popular student loved by many, and his hospital room was never without the company of friends and family. Pictures and cards filled his room.

After many long days and nights, he began to get better. Over time he moved out of intensive care, pediatrics, and rehabilitation, until finally he was discharged home. When he returned to school, he surprised classmates by walking onto the gym floor when his name was announced as a homecoming candidate.

The teen wanted to come back and visit the staff who took care of him and saved his life. To make his return special, Jess Dalton, RN, created a hand-painted Tree of Life in colors representing LVHN, and asked colleagues involved in his care to place their thumbprint on the tree along with their name.

"We save lives every day in the ICU," says nominator Christine Hartner, Director of Clinical Services. "This particular teenager meant a lot to us. There wasn't a dry eye in the room when he

returned to us looking wonderful. We were so proud to celebrate his life.”

Today, the teenager’s future is bright thanks to the compassionate care he received from colleagues and the love of family and friends. He plans to play baseball in the spring and will start college this fall.

## Next Steps

### Nominate a Service Star

Congratulate these nominees:



- **Charlotte Buckenmyer, RN, pre-admission testing, LVH–Cedar Crest**

Buckenmyer is a compassionate caretaker who makes patients feel at ease. Recently, she took the time to explain everything a colleague’s husband needed to know before and after surgery.

- **Alexandra Hutchinson, RN, and Alison Montgomery, RN, MICU/SICU, LVH–Cedar Crest**

Hutchinson and Montgomery took the time to bathe and groom a neglected man with extremely poor hygiene. Over three hours, they bathed, shaved, cleaned his mouth and cut his hair. In the process, they restored the man’s dignity.

- **Cynthia Smith, RN, cancer support services, LVH–Cedar Crest**

Smith is a nurse navigator who helped guide a man undergoing radiation treatment. In the beginning the patient was not responsive to her help, yet by the end of treatment she had gained his trust. He even opted to speak with her rather than call the doctor’s office.

- **William Swedar, information services physician support, 1245 Cedar Crest**

Swedar takes pride in his job providing Epic support that includes updates for LVPG Diabetes and Endocrinology. He works tirelessly to find new ways to make the system better in support of patient needs, including the retrieval of patient blood-sugar logs.

- **April Gheller, CRNP, cancer services, Health Center at Bangor**

Gheller often accommodates patients who need treatment on the weekend when the infusion center at Bangor is normally closed. Recently, she accommodated a man who needed daily IV antibiotic treatment – including six weekends. Her sacrifice brought tremendous relief to the patient and his wife who were overwhelmed by her kindness and compassion.

- **Courtney Sniscak, RN, Meghan Heller, Tammy L. Smith, Paul Lewis, Andria Walsh, RN, 7K**

The staff on 7K worked together to provide excellent care to a colleague’s husband after surgery. They took special care to instruct the man how to use a drainage bag, answered questions about medications and even helped with post-discharge care.

- **Nancy Cox, kidney acquisition, 1250 Cedar Crest**

Cox found a kidney match for a patient who had been on the transplant list for 12 years. When the patient didn’t respond to phone messages, she drove to the patient’s last known address to notify

her. After discovering the patient had moved, she drove to the woman's new address to make sure she could take advantage of the transplant.

- **Team of Jennifer Photiades, RN, Elizabeth Wetherhold, RN, and Cynthia Pena, RN, 7A Neuroscience unit, LVH-Cedar Crest**

Colleagues in 7A helped initiate comfort feeding for a stroke patient who was transitioning to hospice. Colleagues helped get the correct orders into Epic so the patient could taste her favorite foods and helped educate the family how to use mouth swabs and soft foods to avoid aspiration.

- **Traci Braun, ultrasound, LVH-Cedar Crest**

Braun recommended an ultrasound of the lungs for a patient who was having difficulty breathing. After the ultrasound showed pleural fluid, Braun and another colleague worked quickly to do a paracentesis, which helped the patient breathe much better. It was a display of teamwork at its best.

- **Jeanna Werner, RN, emergency department, LVH-Cedar Crest**

Werner displays extraordinary compassion and competency with patients and families. When the waiting room was full during peak flu season, she cared for patients on litters behind triage. Her actions helped a patient move out of the waiting room and into care more quickly.

- **Denise Hersh, bed management, LVH-Cedar Crest**

Hersh helped colleagues stay safe and find a place to rest during snowstorm Stella. She answered over 100 phone calls from colleagues located on three hospital campuses during the storm.

- **Steven Pyne, respiratory therapy, LVH-Cedar Crest**

Pyne exhibits a high degree of expertise and concern for his patients. Recently, he took the time to investigate a potentially dangerous respiratory situation, which led to the discovery of a mal-positioned tube in the patient's airway. His persistence led to an emergent transfer to LVH-Cedar Crest for airway treatment.

- **Christopher Jamison, patient logistics, LVHN-Mack Boulevard**

Jamison helped colleagues stay safe during a significant snowstorm. He fielded an enormous number of phone calls from colleagues looking to stay the night. His efforts meant that everyone from physicians, nurses, food services and general services all had a safe place to stay.

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April 2017 Service Star

18 MAY, 2017

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Service Star of the Month – March 2017

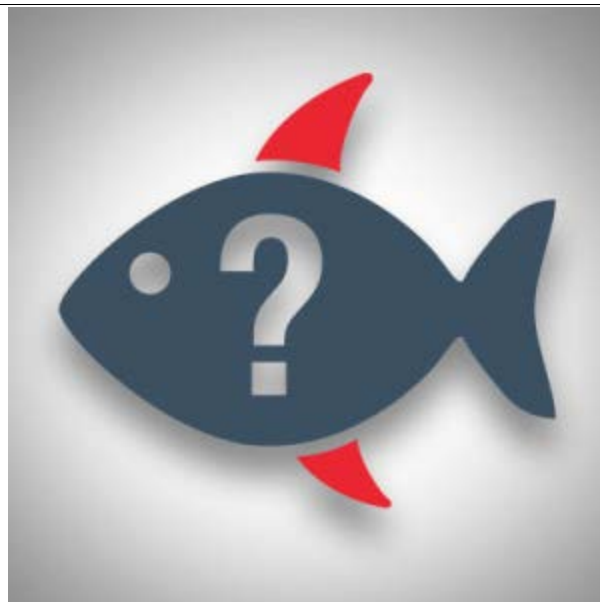
30 MAR, 2017

## What to Do if You Get Suspicious Emails

BY [ADMIN](#) · JUNE 16, 2017

The recent WannaCry ransomware attack made global headlines, placing a spotlight on health care data vulnerability. WannaCry impacted an estimated 100,000 computers across 150 countries. Health care organizations are a favorite for ransomware attackers, who steal or compromise data until the health care organization pays the ransom. All ransomware attacks should be preventable.

It is estimated that more than 90 percent of security breaches are attributed to successful phishing campaigns. By enticing a reader to click on an email link, ransomware software gains access to the network and



typically loads some form of malware, starting the chain of events the software is programmed to

perform. Ransomware uses “phishing” tactics to convince the email reader that the message is genuine, persuading the reader to click an embedded link or open an attachment. Spear phishing uses highly personalized messages, often impersonating trusted organizations, and targets small groups or individuals. Spear phishing emails can pass through network control points and technical filters that otherwise catch spam and phishing emails before delivering to readers.

There is evidence of recent phishing campaigns that specifically target physicians and other providers across an entire organization. The criminal’s goal is for clinical providers to give up their login credentials to the electronic health record (HER) or email systems, and be able to use the stolen credentials to access the huge amount of identity data in EHR systems. Clinical providers and other roles with access to EHR or other critical systems should be even more vigilant for phishing emails.

Given the importance of phishing awareness, LVHN has implemented programs to educate colleagues about the dangers of phishing, what to look for and how to report suspected phishing. LVHN’s information services (I/S) department recently completed the rollout of the software called “PhishMe” that embeds a button in the LVHN MS Outlook email toolbar (pictured). Readers suspecting an email is phishing can press the “PhishMe” button, sending a record of the email and event to the I/S security team for further investigation. I/S ran several phishing campaigns, pushing fake phishing emails to LVHN colleagues, tracking the response and providing information and training with LVHN colleagues who opened or clicked on suspect links.

Ransomware is avoidable by remaining vigilant. Please keep LVHN and patient data safe by remembering the following:

- Never click on a URL in an email unless knowing the link is safe. Call the email sender to confirm or validate its authenticity in other ways.
- Be cautious when opening email attachments that seem suspicious. These files can install malicious malware software on the reader’s computer that can spread through the LVHN network and infect

other computers, networks and clinical devices.

- Legitimate emails will never request a reader to share personal information or login credentials in an email. You should not share your login credentials to any system via an email request.

Always check to make sure the email is legitimate, never provide any personal information or credentials in email, and report any suspicious emails to I/S by pressing the PhishMe button or forwarding the email to [spam@lvhn.org](mailto:spam@lvhn.org).

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Virtual Experience: See Colleagues in Action at the New Family Health Pavilion



# A message from LVHN Department of Public Safety



Do You Know the Woman in This Photo?

24 JUN, 2015



## Susan Unruh Receives DAISY Award

BY [JENN FISHER](#) · JUNE 13, 2017

Every month, LVHN honors a nursing colleague with a DAISY Award, a highly coveted award that recognizes nurses who exhibit exceptional levels of care, compassion and professionalism. Read about our February DAISY Award recipient Susan Unruh, RN.

### February 2017 DAISY Award Recipient

**Susan Unruh, RN**

2K, MICU/SICU

LVH–Cedar Crest

**Nominated by:** Emily R. Bear, RN



**Nomination excerpt:**

“The hustle and bustle of a large ICU presents many exciting opportunities to learn. There are two traits that cannot be taught: kindness and compassion. It can be hard at times to disconnect from tasks and really be in the moment. I was rounding on patients as the charge nurse and overheard something that made me stand still and really live in that moment.

“I peeked into the room and there sat Sue (Susan Unruh, RN) holding her patient’s hand singing ‘Jesus Loves Me’ and ‘Twinkle, Twinkle Little Star.’ This may seem like such a simple act of compassion, but it almost brought tears to my eyes. Her patient was sitting upright in bed singing along and rocking back and forth to Sue’s voice. She did not care that she may have flubbed a word or two. She was enjoying every moment. Sue provided care that cannot be taught. In that moment, the ICU stood still.”

**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 cinnamon rolls. ([Read more about the cinnamon rolls 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](#) or visit [LVHN.org/daisyaward](#).

**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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16 JUN, 2017

9 JUN, 2017



Come Together at Town Hall

2 JUN, 2017

## Nominate a Colleague for a Service Excellence Award

BY [RICK MARTUSCELLI](#) · JUNE 14, 2017

The Rewards and Recognition (R&R) Committee invites you to nominate a colleague for a Service Excellence Award. There are numerous Service Excellence Awards to choose from when making a nomination. They include:

- **The Community Service Award** recognizes a colleague or team that demonstrates exceptional service through a program or individual action that benefits our community.
- **The Guldin Award for Efficiency and Innovation in the Clinical Workplace** recognizes the colleagues or team that exhibits exceptional



contributions toward implementation of a new or more efficient clinical work practice and/or process method.

- **The Guldin Award for Efficiency and Innovation in the Nonclinical Workplace** recognizes the colleagues or team that exhibits exceptional contributions toward implementation of a new or more efficient administrative work practice and/or process method.
- **The Guldin Award for Efficiency and Innovation in the Physician Practice** recognizes the colleagues or team that exhibits exceptional contributions toward implementation of a new or more efficient work practice and/or process method.
- **The Most Creative Reward and Recognition Program Award** recognizes the department that developed the most creative and innovative reward and recognition program.
- **The Physician Service Star Award** recognizes the physician who consistently demonstrates exceptional customer service characteristics.
- **The Walking on Water Award** recognizes the colleague who goes the extra 10,000 miles to meet a demonstrated need of a fellow human being.
- **The Mark Young, MD, Award** recognizes the physician who demonstrates an outstanding accomplishment in community health improvement.
- **The Star Mentor/Coach Award** recognizes the colleague who instructs, develops and promotes other colleagues and is considered an “unsung teacher” in their department (clinical and nonclinical).

[Click here](#) to nominate a colleague or learn more about the award criteria. Nominations must be received by August to be considered.

Not sure which award category best fits your nomination? Need help putting your thoughts into words? The R&R Committee has coaches to help with writer’s block. Please contact Karla Bachl at 610-402-8897 or [karla\\_m.bachl@lvhn.org](mailto:karla_m.bachl@lvhn.org) if you need assistance.

Nomination instructions:



1. All nominations must be submitted using the online nomination form.
2. For verification purposes, please make every effort to provide the correct spelling of names, departments, locations and phone numbers.
3. Type in upper and lower case text. Please do not use all caps.
4. The narrative statement should provide specific examples of how the nominee(s) meets the criteria for the designated award based on the award description, and should discuss the nominee(s) distinct contributions.
5. This nomination must be electronically submitted to the Reward and Recognition Committee. Contact Karla Bachl at 610-402-8897 or [karla\\_m.bachl@lvhn.org](mailto:karla_m.bachl@lvhn.org) with questions.
6. Nominations must be received by July to be considered.

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Roberta "Birdie" Meckes Celebrates 45 Years of Service

12 OCT, 2015



Meet More Service Excellence Award Recipients

5 OCT, 2015



Colleagues Honored for Service Excellence and Years of Service at Star Celebration Gala – PHOTOS

29 SEP, 2015

## Final Awards: Friends of Nursing 2017

BY [JENN FISHER](#) · JUNE 16, 2017

Since mid-May, we have been recounting the stories of our nursing colleagues and other health care providers who received Friends of Nursing Awards for 2017. In this last column, we introduce you to more colleagues who are making a difference in the lives of our patients each and every day.

**Save the date:** Next year's Friends of Nursing Celebration will take place on Thursday, May 3, 2018.

**Grace Under Fire**



**The Legal Services/Risk Management Award for Exemplary Care and Professionalism in a Critical and Challenging Situation** recognizes superior clinical care and professionalism in the face of a challenge to that care. The award recipients, **Kim Badillo and Stephanie Genovese**, Patient Representatives, work every day handling hospital patients' concerns, facilitating communication and supporting our caregivers in an increasingly complex and stressful patient care environment. One could focus on any number of serious issues that Badillo and Genovese have addressed with compassion and diplomacy throughout their combined 65 years of service. They define "grace under fire." However, the award is also bestowed in recognition of the countless matters that never became serious because of their interventions. Donors of this award are Attorney and Mrs. Glenn Guanowsky.

**Attaining the Best: Ambulatory**



The Lehigh Valley Health Network Board of Trustees Patient Satisfaction Award for Ambulatory Services recognizes colleagues from an ambulatory care area who achieved the highest Press Ganey weighted score for calendar year 2016. This year's recipients, **Breast Health Services – Bethlehem Township, Bangor and Bath**, all had scores ranging from 98.31 through 98.58, and were in the 99<sup>th</sup> percentile for the last quarter of the year. The award was donated by the LVHN Board of Trustees.

### Inpatient Achievement





**The Senior Management Council Patient Satisfaction Award for Inpatient Care** recognizes staff from an inpatient care unit who achieved the highest HCAHPS and Press Ganey weighted score considering the overall nursing rating score and response time for calendar year 2016. On behalf of the former Senior Management Council, congratulations to our **Adolescent Psychiatry** colleagues for this impressive achievement.

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## Cindy Cappel Named Acting Vice President of DOE

BY [TED WILLIAMS](#) · JUNE 16, 2017

Cynthia “Cindy” Cappel, DNP, has been named Acting Vice President of LVHN’s Division of Education effective July 1. She assumes her new role with the departure of current Vice President of Education Alexander “A.J.” Lemheney, who is leaving the health network in mid-July to become Chief Learning Officer at Knowledge to Practice, a technology startup in postgraduate medical education.

Cappel returned to LVHN in 2007 when she accepted the position of Director of Clinical Staff Development. In addition to her duties regarding clinical staff development, she’s also had responsibility for continuing



education and the Epic electronic medical records training programs. She's also been program manager for the Vizient Nurse Residency Program.™ Upon becoming Administrator for the division, she added the Simulation and Learning Center, Interprofessional Education team, and the education departments of LVH–Hazleton, LVH–Schuylkill, and LVH–Pocono to her areas of responsibility.

Cappel actually started her career at LVHN as a registered nurse before moving into nursing management positions. She was Nursing Director at Good Samaritan Regional Medical Center in Pottsville (now LVH–Schuylkill E. Norwegian Street) for almost 13 years before returning to LVHN. Additionally, she has held leadership positions at Hershey Medical Center and St. Joseph's Hospital in Reading.

Lemheney joined LVHN's Division of Education in 2005 from Northampton Community College, where he was Manager of the Instructional Technology & Center for Teaching and Learning, and prior to that a workforce organizational development consultant and high school teacher. He began at LVHN as Manager, Continuing Medical Education before earning promotions through the years to Director, Continuing Education and eLearning, Division of Education Administrator and finally Vice President of Education. He also has served as LVHN's Accreditation Council for Graduate Medical Education (ACGME) Designated Institutional Officer for the past year.

In his current role, Lemheney has been responsible for workforce development including on-boarding, accredited continuing medical education, e-learning infrastructure and digital content development, instructional technologies and simulation laboratory operations, residency and fellowship programs, undergraduate medical education, consumer education, educational research and innovation, and the school of nursing.

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Clearing Up Patient Care Services Myths

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## LVH–Hazleton and LVH–Schuylkill Earn Heart Failure Achievement Award

BY [ADMIN](#) · JUNE 12, 2017



The American Heart Association/American Stroke Association recognize this hospital for achieving 85% or higher compliance with all Get With The Guidelines®-Heart Failure Achievement Measures and 75% or higher compliance with four or more Get With The Guidelines®-Heart Failure Quality Measures for two or more consecutive years and for documentation of all three Target: Heart Failure<sup>SM</sup> care components for 50% or more of eligible patients with heart failure discharged from the hospital to improve quality of patient care and outcomes.

LVH–Hazleton and both LVH–Schuylkill hospitals received the Get With The Guidelines®-Heart Failure Gold Plus Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation’s secondary prevention guidelines for patients with heart failure. This marks the ninth consecutive year that LVH–Hazleton has been recognized with this quality achievement award. It’s the eighth consecutive year for LVH–Schuylkill

Get With The Guidelines-Heart Failure is a quality improvement program that helps hospital teams follow the most up-to-date, research-based standards with the goal of speeding recovery and reducing hospital readmissions for patients with heart failure. Launched in 2005, numerous published studies have demonstrated the program’s success in achieving patient outcome improvements, including reductions in 30-day readmissions.

Our hospitals earned this award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients. These measures include evaluation of the patient, proper use of medications and aggressive risk-reduction therapies, such as ACE inhibitors/ARBs, beta-blockers, diuretics, anticoagulants and other appropriate therapies. Before patients are discharged, they also receive education on managing their heart failure and overall health, schedule a follow-up visit, as well as other care transition interventions.

All these hospitals also received the association’s Target: Heart Failure<sup>SM</sup> Honor Roll, an initiative that provides hospitals with educational tools, prevention programs and treatment guidelines designed to reduce the risk of heart failure patients ending up back in the hospital. Hospitals are required to meet criteria that improves medication adherence, provides early follow-up care and coordination, and enhances patient education. The goal is to reduce hospital readmissions and help patients improve their

quality of life by managing this chronic condition.

These awards recognize all of our caregivers and support staff who work so diligently to provide our patients with high quality, best practice care.

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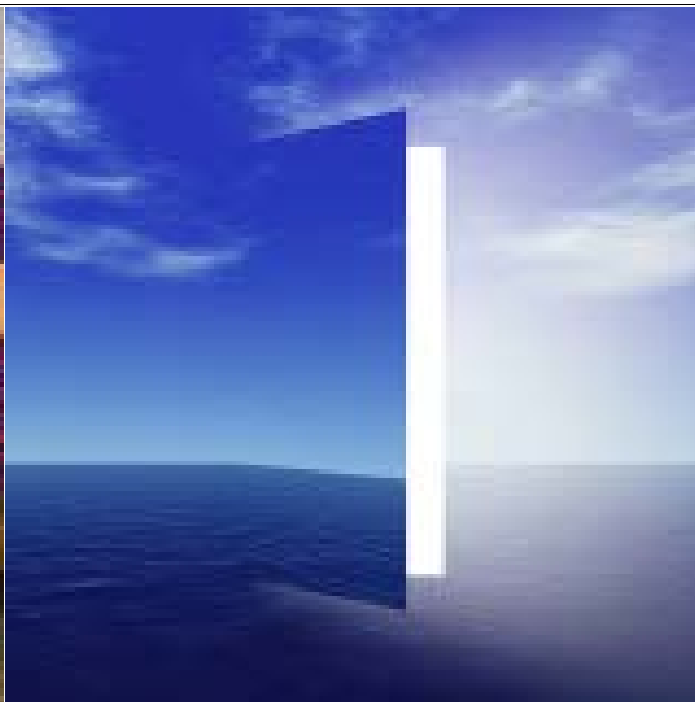
TLC Will Be Offline June 16-26 for an Upgrade





## LVH–Hazleton Receives SightLife™ Vision Award

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## Special Announcement: Future of Health Care in Hazleton

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## Letters of Encouragement Inspire LVH–Schuylkill and LVH–Pocono Colleagues

22 FEB, 2017

## LVHN Exclusive: Flyers Preseason Tickets Presale

BY [EMILY MITCHELL](#) · JUNE 14, 2017

Tickets are now available for LVHN colleagues for a National Hockey League preseason game between the Philadelphia Flyers and New York Islanders at PPL Center on Wednesday, Sept. 20.

The presale ends at 9:59 p.m. on Friday, June 16, when tickets are made available to the general public. To purchase tickets, click on LVHN's [pre-sale link](#) and enter promo code PTLVHN.



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