

**Terry's Take: Your Safety Means Everything**

Learn what's happened since the LVH–Muhlenberg incident.

**Welcome to LVHN**

Kim Jordan greets newly hired colleagues.

**Progress at LVH–Cedar Crest**

Your feedback at Town Halls, PRIDE Rounds matters.

**Physician, APC Referral Program**

Make money when your referral gets hired.

**Student Loan Help for Physicians, APCs**

Programs help those with debt from medical education.

**A Tradition of Giving**

Auxiliary of LVH shows generosity at annual luncheon.

**Visit Point Pleasant Aug. 19**

Take this bus trip with the Recreation Committee.

**Bake Sale at LVH–Muhlenberg**

The auxiliary will host the sale on July 14.

**Give Blood July 13 and 25**

Register online to give the gift of life.

**Social Security Seminar**

VALIC will host this seminar five times in July.

**Volunteers  
Wanted**

[Sign Up](#)



**MUSIKFEST**

**Volunteers Needed**

**Identity  
Theft**

[Read More](#)



**READ  
LVHN  
NEWS**



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

# Terry's Take: Your Safety Means Everything at LVHN

BY [TERRY CAPUANO](#) · JULY 3, 2017



On behalf of LVHN, I'd like to express our heartfelt thanks to the entire staff at the LVH–Muhlenberg emergency department (ED) – including physicians, clinical staff, psychiatric evaluation service, public safety, emergency management, leadership ... and countless other colleagues who came to offer their support – for their quick response and intervention in this unfortunate situation.

I want every colleague to be assured that the safety of each LVHN colleague, patient and visitor is the primary concern at all times for all of us at our health network. We seem to live in a time where the unthinkable occurs more often around the world than we could ever expect. Please remember we are family here at LVHN. Health care is more than a job. We are committed to our patients and to each other.

Since this incident occurred, many suggestions have been brought to our attention by concerned colleagues, and we appreciate their feedback. We will review all suggestions in our efforts to enact short- and long-term changes that will enhance the security standards at all of our EDs.

I can tell you additional security will be patrolling the LVH-Muhlenberg campus throughout this week and beyond. But we also ask for your help in our efforts to prevent the unthinkable. If at any time you encounter something or someone who is concerning or suspicious, please contact 555 immediately and report it. Don't hesitate. The safety of our colleagues, patients and visitors may depend on it.

I ask every colleague to maintain "situational awareness," which means simply knowing what is happening around you. For example, when entering a locked, secure area, make sure no one is walking in right behind you. It's one of those things that you may not give a second thought during the course of a busy work shift. We're human. But all of us need to make the effort, to try to give it that second thought. Again, you may make a real difference.

You all do wonderful work every day, and we value every person that wears an LVHN badge. We're here for you and we know you are here for our community. As always, thank you for all you do for LVHN.



*Terry Ann Capuano*

**About me:** My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)

2 [Share](#)

[Print Email](#)

Tags: [Terry Capuano](#) [terry's take](#)



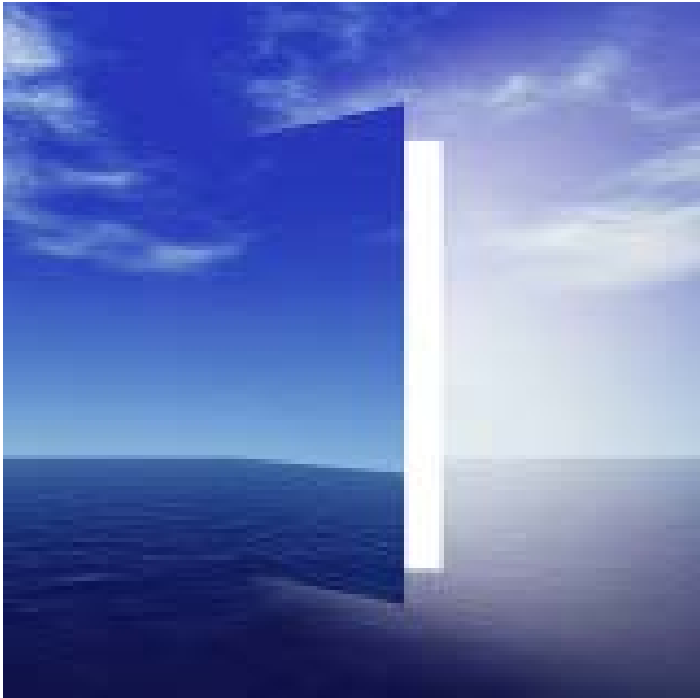
# ATTEND A TOWN HALL

Terry's Take: Creating a Better Patient and  
Colleague Experience

26 JUN, 2017

Terry's Take: Take Time for a Town Hall

12 APR, 2017



Special Announcement: Future of Health Care in  
Hazleton

21 MAR, 2017

## Welcome to LVHN

BY [KIM JORDAN, DNP, RN](#) · JULY 7, 2017

New faces are starting to show up on units, and I want to make sure if you are among our newly hired patient care services staff (RNs, technical partners) or interns that you know how happy we are to have you join us. Welcome to LVHN!



### Orientation Completed:

- **May 21** – 13 med-surg RNs
- **June 12** – 37 PSNAs; 15 PSPOAs
- **July 2** – 9 ED RNs
- **July 16** – 13 critical care RNs
- **May/June** – 16 Women & Children's RNs

### New Graduate Nurse Intern Hires for Summer:

- **June 19** – 5 med-surg RNs
- **July 3** – 13 med-surg (moved up from July 31); 5 Women & Children's RNs
- **July 17** – 18 ED RNs; 28 critical care RNs; 15 progressive RNs
- **July 31** – 43 med-surg RNs; 10 Women & Children's RNs

If new colleagues are on or join your unit, please welcome them and show them around. (Answer some Epic questions while you are at it!) We all remember what it's like to be the new person, so your warm welcome can make all the difference to new colleagues as they begin their tenure with LVHN.

### Float clarification

Last week I shared information regarding additional compensation for colleagues floating to another unit for a limited period of time. I apologize for not being clear that this incentive was for RNs only and not ancillary colleagues. The RN float incentive started a few weeks ago and will last until Sept. 9, 2017.

- **Who is eligible for this float incentive?**
  - Non-float pool RNs
  - RNs on the Sensation program who are floated off of their home unit
- **Who is not eligible for this incentive?**
  - Current float pool RNs, inclusive of specialty float pool staff

If you are an RN who is interested in participating in the float incentive program, please speak with your director.

### Thanks for reading

Though I was not happy to have confusion about the float incentive bubble up, it told me two things: First, incentives work. I will keep this in mind as we continue to work on our staffing. Second, it showed me that RNs are not my only readers. I thank all tech partners and ancillary staff for reading this column and staying engaged with the process. We are in this together, and I am glad we're all part of the LVHN family.

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.

# PRIDE Rounds, Town Hall Meetings Resulting in Progress at LVH–Cedar Crest

BY [ADMIN](#) · JULY 3, 2017

**This message is from [Bill Kent](#), Lehigh Valley Hospital President.**

We received excellent feedback from colleagues at LVH–Cedar Crest during Town Hall meetings and PRIDE Rounding sessions. Thank you for your input. All questions and comments were documented and reviewed collectively, and themes emerged.

Colleagues said they're proud of our teamwork and the exceptional care we provide. The quality of our care also was the most common comment made by patients and families during PRIDE Rounds. When it comes to opportunities for improvement, themes also emerged. Here are the top five topics colleagues brought up, and what we're doing to address your concerns.



## **1) Staffing – We need to add new colleagues to our team.**

- We've had an infusion of new professional student nurse assistants (37), professional student nurse patient observation assistants (15), and more than 70 nurses who signed on during the Summer Sensations initiative.
- HR is streamlining the application process so it only takes a few minutes to apply for a job.
- We're recruiting new colleagues by offering referral bonuses and RN hiring incentive bonuses to fill positions of greatest need.
- We're telling nurses about LVHN at national conference and encouraging them to join us.
- Chief Nursing Officer Kim Jordan hosted Town Hall meetings to talk with colleagues specifically about staffing.

## **2) Retention – We need to do more to prevent colleagues from leaving LVHN.**

- We're organizing a Staff Nurse Retention Committee to brainstorm ways to make positive changes. To apply, contact [Laurie Moshier](#).
- Kim Jordan is working with HR to ensure we are doing all we can to retain staff.

Kim also is posting a weekly [blog on LVHN Daily](#) that gives you a status report on staffing and retention.

### **3) Pool Pavilion renovation needs**

- Our facilities department is assessing the pavilion to identify and prioritize areas that need to be upgraded.

### **4) Physician identification**

- A Physician Communication Task Force was established.
- We're creating a best practice checklist to help physician be courteous and respectful, hone their listening skills and explain things in a way patients and families can understand.

### **5) Hackerman-Patz House**

- Many patients and families who travel a great distance to LVH–Cedar Crest are unaware of the [Hackerman-Patz House](#), our convenient and affordable “home away from home.”
- You can help by telling patients and families about it.
- Those who wish to make a reservation can call 610-402-9500 any time, 24/7.

Beginning in July, PRIDE Rounding at LVH–Cedar Crest will be held on the second and fourth Fridays of each month from 9-11 a.m. Campus leaders look forward to continuing our conversation with you about what's going well and how we can make LVHN even better. I'll continue to keep you updated on the topics that arise and the work we're doing to address opportunities.

Thank you for all you do for our patients, visitors, health network and community. This truly is an outstanding organizations driven by colleagues who are motivated to succeed. I'm honored to be part of it.

---

## □ RELATED CONTENT



The Moment Something Clicked for LVH  
President Bill Kent

6 FEB, 2017



Bill Kent Named New President at Lehigh Valley  
Hospital

28 OCT, 2015

---

# Earn 'Finder's Fee' in Physician, APC Referral Program

BY [TED WILLIAMS](#) · JULY 3, 2017

All Lehigh Valley Health Network (LVHN) colleagues are eligible to earn \$1,000 for referring a physician and \$500 for referring an advanced practice clinician (APC) who gets hired by the network under a recently enacted program.

The process for the referral program is as follows:

- Refer a physician or APC to the Physician & Executive Recruitment Department.
- Receive \$1,000 physician referral or \$500 APC referral "finder's fee" notification.
- Fee is payable to the colleague through the payroll process once the referred physician or referred APC starts employment.



Please refer candidates to [Lea Carpenter](#), Administrator, Physician & Executive Recruitment.



Help Us Recruit Qualified Candidates and Earn a Referral Bonus

23 MAR, 2017

# Help Available to Physicians, APCs with Student Loans

BY [TED WILLIAMS](#) · JULY 5, 2017

Lehigh Valley Health Network (LVHN) is offering a new student loan initiative that provides expert advice regarding loan repayment and forgiveness for physicians and advanced practice clinicians (APCs) who have incurred steep medical education debt.

Two programs are available:

- Public Service Loan Forgiveness (PSLF) allows certain federal student loans to be forgiven after 120 on-time, qualifying monthly payments. This program was created by Congress in 2007 to encourage employment in the nonprofit sector.
- Private Student Loan Refinance allows medical providers to lower interest rates with a consolidated refinance loan from a private lender.



LVHN has partnered with Joy Sorensen Navarre, president of Navigate, LLC, to provide expert student loan advice at no cost. During a 30-45 minute consultation with Navigate by phone or computer you will:

- Review your current plan and learn about student loan options.
- Create a customized analysis, compare estimates and determine your best option.
- Get a plan with step-by-step instructions for loan consolidation, repayment plan applications, employment certification or private refinance.
- Receive unlimited follow-up for future student loan repayment changes.

Physicians and APCs can [schedule a time](#) for a confidential consult by phone that fits their calendars or contact Sorensen Navarre by email at [joy@navigatestudentloans.com](mailto:joy@navigatestudentloans.com) or by text at **612-470-3040** with questions or concerns.

## Auxiliary of Lehigh Valley Hospital Continues Its Tradition of Giving

BY SHEILA CABALLERO · JULY 7, 2017



The Auxiliary of Lehigh Valley Hospital celebrated more than a century of service to LVHN patients and the community during its annual luncheon June 21. Approximately 60 members attended the annual event at Lehigh Country Club which featured an update on the health network from LVHN Chief Transformation Officer Debbie Salas-Lopez, MD, and a presentation of financial gifts to LVHN.

The Auxiliary's contributions over the years include endowed chairs, gifts to LVHN's Street Medicine program, community outreach, facility improvements and much more.

"The Auxiliary of Lehigh Valley Hospital is the only auxiliary in the country to raise the millions of dollars needed to endow chairs in critical care medicine, emergency medicine and cancer," says Auxiliary President Susan Rutt. "In addition to supporting the hospital financially, Auxiliary members provide the manpower – and womanpower – needed to run our three hospital gift shops and volunteer in other areas of the hospital."

The afternoon program included the following presentation of gifts:

- A \$300,000 gift, part of a larger pledge, to The Auxiliary of Lehigh Valley Hospital Chair in

### Orthopedics in honor of Peter A. Keblish, Jr., M.D.

- A \$200,000 gift, part of a \$1 million pledge, to the Street Medicine Homeless Outreach Fund
- A \$5,000 gift to the health network's Reach Out and Read program
- A \$5,000 gift to fund stained glass panels in the hospice unit at LVH-17<sup>th</sup> Street
- In addition, Monica Mankos was the first ever recipient of a \$2,000 scholarship to a high school volunteer

“Auxiliary members have the satisfaction of knowing they are helping our community,” Rutt says. “They also have the opportunity to network, socialize, learn and build long lasting friendships with others.”

Colleagues interested in learning more about the Auxiliary or becoming a member can call Volunteer Services at 610-402-8899.



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

8 FEB, 2017



Sales Marks 20th Anniversary of Atrium Gift Shop

25 JAN, 2017



Four \$5 Jewelry Sales at LVH–Cedar Crest in December

7 DEC, 2016

# Visit Point Pleasant on Aug. 19

BY [TED WILLIAMS](#) · JULY 5, 2017

Enjoy some fun in the sun with LVHN colleagues at the surf, sand and boardwalk of Point Pleasant, N.J. on Saturday, Aug. 19. The bus will leave from the water tower at LVH–Cedar Crest at 8 a.m. and arrive at Point Pleasant at 10:15 a.m. Jenkinson's Beach is open daily, weather permitting, with lifeguards on duty from 9:30 a.m. to 5:30 p.m. Daily beach badges are available at the beach gates.



- Adults 12 and older: \$10
- Children 5-11: \$2.50
- Children under 5 with an adult: Free
- Beach umbrellas: \$10
- Beach chairs: \$6

Beach prices are not included with the price of the trip.

Jenkinson's Boardwalk has a wide variety of family entertainment, including an aquarium, amusement park, arcades, mini-golf, batting cages and several eating establishments. The bus departs Point Pleasant at 6:30 p.m. and arrives at LVH–Cedar Crest at 8:45 p.m.

**Aug. 19, 2017**

**A Day at the Beach – Point Pleasant, N.J.**

**Price:** \$30 per person

[Complete a registration form](#) or contact [Brandi Haja](#) for more details.

NEXT STORY

Give Blood July 13 and 25



PREVIOUS STORY

Help Available to Physicians, APCs with Student Loans



## RELATED CONTENT



Visit Point Pleasant This Summer

16 MAY, 2016

# Bake Sale Set for July at LVH–Muhlenberg

BY [TED WILLIAMS](#) · JULY 7, 2017

Over the years, the Lehigh Valley Hospital–Muhlenberg Auxiliary has supported the hospital by operating the Camille gift shop and conducting a variety of fund-raising events and activities. Here is what the auxiliary has scheduled in July:

## **Bake Sale**

LVH-Muhlenberg, in front of cafeteria

July 14, 8 a.m.-4 p.m.

## ***The history of The Lehigh Valley Hospital–Muhlenberg Auxiliary***

When a group of Lutheran clergy purchased a 102-acre alfalfa field and set out to build a new hospital for Bethlehem in the late 1950s, a group of women who became The Auxiliary of the Muhlenberg Hospital Center went to churches all over the Lehigh Valley to gather members and funds in support of the project. By the time the hospital was dedicated in 1961, it was one of the largest auxiliaries in the country.





First Baby Arrives at the Family Health Pavilion  
at LVH–Muhlenberg – Photos

23 JUN, 2017



Parking Changes at LVH–Muhlenberg You Need  
to Know

21 JUN, 2017



Friends, Colleagues Celebrate Arrival of Family Health Pavilion at LVH–Muhlenberg

19 JUN, 2017

# Give Blood July 13 and 25

BY [TED WILLIAMS](#) · JULY 6, 2017

LVHN and Miller-Keystone Blood Center make it easy for you to give the gift of life. Visit [giveapint.org/LVHN](http://giveapint.org/LVHN) to sign up online for an upcoming blood drive at the various LVHN locations.

By signing up online, you save time and are rewarded by earning points for each donation you make through the LifeSaver Rewards Program. These points can be redeemed for a variety of gifts at the online shop. You also can attend any blood drive without signing up online. Here is an upcoming opportunity for you to save a life in June.

**July 13:** LVH–Muhlenberg ECC rooms B, C and D, 8 a.m.-3 p.m.

**June 25:** LVH–17<sup>th</sup> Street auditorium, 8 a.m.-1 p.m.

To reserve an appointment, visit [giveapint.org/LVHN](http://giveapint.org/LVHN). Walk-ins also are welcome at these blood drives. Each donor will receive cafeteria vouchers for a meal (\$4 value) and small beverage.





Give Blood May 9 and 23

3 MAY, 2017



Give Blood April 24

19 APR, 2017

# VALIC – Social Security Seminar

BY [TED WILLIAMS](#) · JULY 4, 2017

VALIC Retirement, the company managing our retirement plans, will host the “Social Security Seminar” at the following locations:

**July 11** – 12-1 p.m., LVHN–Mack Boulevard room 6B

**July 12** – 12-1 p.m., LVH–Cedar Crest ECC room 5

**July 13** – 12-1 p.m., LVH–17<sup>th</sup> Street auditorium

**July 19** – 12-1 p.m., LVH–Muhlenberg ECC room D

**July 20** – 12-1 p.m., LVHN–One City Center room 8 East 2



Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

For LVHN–Mack Boulevard seminar: LVHALL11BA

For LVH–Cedar Crest seminar: LVHALL11AO

For LVH–17<sup>th</sup> Street seminar: LVHALL11AL

For LVH–Muhlenberg seminar: LVHBET11AL

For LVHN–One City Center seminar: LVHALL11AO

VALIC Retirement advisors are available to help you at:

LVH–Cedar Crest:

Jeff Hofmann: 610-402-8801

Michael Ryan: 610-402-8801 (advisor for LVPG colleagues)

-

LVH-17<sup>th</sup> Street:

Tim Schroyer: 610-969-2625

-

LVH-Muhlenberg and Health Network Laboratories:

Kevin Gertz: 610-392-9912

LVHN-One City Center:

Michael Ryan 601-402-8801

Tim Schroyer 610-969-2625

Questions about Medicare supplements, Advantage or prescription plans?

Peggy Strouse 484-862-3478

☐ RELATED CONTENT

# VALIC® VALIC®

VALIC – Your Retirement Plan at Work

31 MAY, 2017

VALIC – Retirement Income Strategies for Women

1 MAY, 2017

# VALIC®

VALIC – The Investment Planner Seminar