

NICU Achieves Level IV Status

It's the highest level classification.

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LVHN Neonatal ICU Achieves Highest Level Classification

BY [ROBERT STEVENS](#) · JULY 11, 2017

The neonatal intensive care unit (NICU) at Lehigh Valley Children’s Hospital at Lehigh Valley Hospital—Cedar Crest was reclassified recently as a level IV unit, according to standards set by the American Academy of Pediatrics (AAP).



“Our NICU is the only unit in the Lehigh Valley that meets the standards for the most advanced NICUs set by the American Academy of Pediatrics’ Committee on Fetus and Newborn,” says J. Nathan Hagstrom, MD, Chair of Pediatrics at LVHN.

AAP level IV classification reflects a facility’s ability to provide immediate, on-site pediatric surgery, pediatric anesthesia and pediatric medical specialists for complex and congenital conditions, in addition to the services of a level III unit.

“We care for the tiniest and most fragile infants, as well as provide surgical repair of complex congenital or acquired conditions,” Hagstrom says. “Our experienced pediatric surgeons, pediatric surgical subspecialists, and pediatric medical specialists are available to our patients 24 hours a day, seven days a week. Our babies and their families do not need to travel out of the area to get the care that they need; they can stay right here at home. No other hospital or health network in the region provides care this advanced or qualifies for level IV status.”

Established in 2000, the NICU at LVH—Cedar Crest has grown from 18 beds to 40 beds and treats 650 premature or critically ill newborns each year. The unit had been classified as level III by providing specialty care for large volumes of infants born at less than 32 weeks gestation, or with complex medical or surgical needs.

The health network also operates a level II NICU at LVH—Muhlenberg and a level III NICU at LVH—Pocono. Both units have urgent access to the medical and surgical subspecialists, as well as the neonatologists at LVH—Cedar Crest via the neonatal transport team.

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Terry's Take: Security Measures to Protect Our Patients, Visitors and Colleagues

BY TERRY CAPUANO · JULY 13, 2017



Following [my recent Terry's Take on colleague safety](#), I want to continue the dialogue and update you about what network senior leadership is doing to protect our patients, visitors and colleagues. We're all aware that violence in our society is increasing at an alarming rate, and I think we're realistic that none of us is immune from the unthinkable.

That said, we want to ensure our work environment is as safe as it can be. Many of you have expressed concern that our security officers should have additional resources at their disposal, so I'll start with that issue and expand on what LVHN is doing across the security spectrum.

CEO Council supports providing additional safety resources to Security Officers at our LVHN campuses. I won't provide details because revealing specific actions to be taken could undermine their effectiveness. Also understand there are regulatory guidelines for protecting patient rights set by the Centers for Medicare and Medicaid Services (CMS), The Joint Commission (TJC), and Pennsylvania Department of Health (PA-DOH). We will follow these guidelines and also continue to engage in conversations with these agencies based on our needs.

I want to reassure you there are also measures we are taking to tighten safety and security, including:

- Conducting emergency preparedness drills and exercises with municipal law enforcement agencies to familiarize officers with our respective campuses;
- Conducting training for more than 1,000 network colleagues on the signs, symptoms and triggers to help staff proactively identify potentially violent situations and de-escalate those situations;
- Fourth Quarter TLC Emergency Preparedness training module on emergency safety response in the workplace for all network colleagues;
- Daily huddles where potential security concerns are addressed and quickly resolved;
- Daily leadership rounding to assess environmental issues, staff concerns and much more.

We've heard the recommendations from our LVH-Muhlenberg colleagues too during meetings about

safety. We are in the process of implementing these suggestions:

- Visitor registration/daily issuance of badges
- More frequent security rounding
- Night shift parking changes

We also are taking other measures following these discussions that, again, I won't be specific about to better ensure they can be effective.

We can all help to make our environment more safe and secure. Quoting from Homeland Security, "if you see something, say something". We need the attentive eyes and situational awareness of all 17,000 LVHN colleagues to ensure that when we see or suspect potential trouble, we take the initiative to contact a supervisor or emergency dispatch by dialing 555 from a hospital exchange (402, 969, 884, 862). Colleagues may also call 911 from a cell phone or from an off-campus location that is not a hospital exchange.

We want to be prudent and act to implement security measures that serve as a deterrent and at the same time don't overwhelmingly inconvenience our patients, visitors and colleagues. Individuals with criminal intent tend to ignore the most ardent security measures as history has shown. However, it's also our responsibility to ensure that any malicious activity will be met with overwhelming law enforcement and network incident command response committed to ending the threat in short order.

I want to thank all of you for your helpful feedback and genuine concern regarding colleague safety in the workplace. Please trust me when I say again that *Your Safety Means Everything at 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](#)



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LVHN Earns Three ‘Most Wired’ Awards

BY [TED WILLIAMS](#) · JULY 10, 2017

Dottie Kaplan began using LVHN’s patient portal shortly after her physician’s office launched this online resource. The active 81-year-old Allentown resident says improved communication is the best feature of the interactive portal known as MyLVHN.

“You can ask a question and get an answer right away,” Kaplan says. “If you are having an issue, you can ask what to do – how to adjust medication or what to do about a symptom – and get an answer within a day. It’s so much more efficient, and I think it helps build a positive relationship between the doctor and the patient.”



Implementing such technological innovation to advance patient care is the primary reason LVHN earned three awards for the “Most Wired” hospitals in the U.S. for 2017 by Hospitals and Health Networks (H&HN) magazine, a publication of the American Hospital Association. This recognition follows LVHN achieving a [Stage 7 Healthcare Information and Management Systems Society \(HIMSS\) Analytics designation](#), the highest level of electronic medical record (EMR) adoption, in May.

It’s the 12th consecutive year and the 13th time since 2003 that LVHN has made the top Most Wired hospitals list. In the 2017 H&HN award cycle, LVHN earned the following honors:

- Most Wired–Advanced, for meeting the advanced criteria in all areas of the Most Wired survey
- Most Wired–Innovator Award, for the electronic health record-supported daily hospital huddle
- Most Wired–Most Improved, for technological advancement at LVH–Pocono

To earn these awards, LVHN achieved high marks on a survey that examines how organizations leverage information technology to improve performance for value-based health care in the areas of infrastructure, clinical integration, quality and safety, and business and administrative management.

The MyLVHN patient portal is a critical part of the Epic EMR system, which LVHN implemented in 2015. More than 165,000 patients make use of MyLVHN, which allows patients to view their personal health information, share secure messages with their clinical providers, schedule appointments, renew prescriptions and pay their bills. Additional innovations in the patient portal include implementation of eVisits (a secure electronic clinical visit) and video visits (two-way video encounters between patients

and LVHN clinical providers).

Two key elements of LVHN's approach to deliver telehealth encounters include:

- Only LVHN clinical providers support video visit encounters
- Both the clinical provider and patient make use of the patient's clinical record that is part of the LVHN Epic EMR system.

LVHN is unique in this region when it comes to offering telehealth encounters with this approach.

"LVHN is proud to be one of the few organizations to be recognized with three Most Wired awards in 2017," says Michael Minear, Senior Vice President and Chief Information Officer at LVHN.

"LVHN has been working for several years to create the optimal daily huddle, where key clinicians and managers at each of its hospitals meet for about 15 minutes each morning. The quick meeting is supported by real-time EMR data about patient census in the emergency department (ED) and each hospital care unit, patient flow metrics, and status of any barriers to optimally deliver care to patients."

The real-time data in the EMR and the acute focus of hospital leadership has been a catalyst to reduce patient length of stay, reduce delays for patient discharge and move patients more quickly through hospital services to get the optimal care they require. The huddle and associated focus on patient flow has also helped to eliminate diversions of patients from the ED because of patient backlogs. Diversions are a major concern for patients needing immediate treatment in the ED.

"Having the most up-to-date information available to us is invaluable for our management huddles," says Kim Jordan, Senior Vice President and Chief Nursing Officer at LVHN. "We leave these meetings every day knowing exactly what we need to know to provide the best possible care to our patients."

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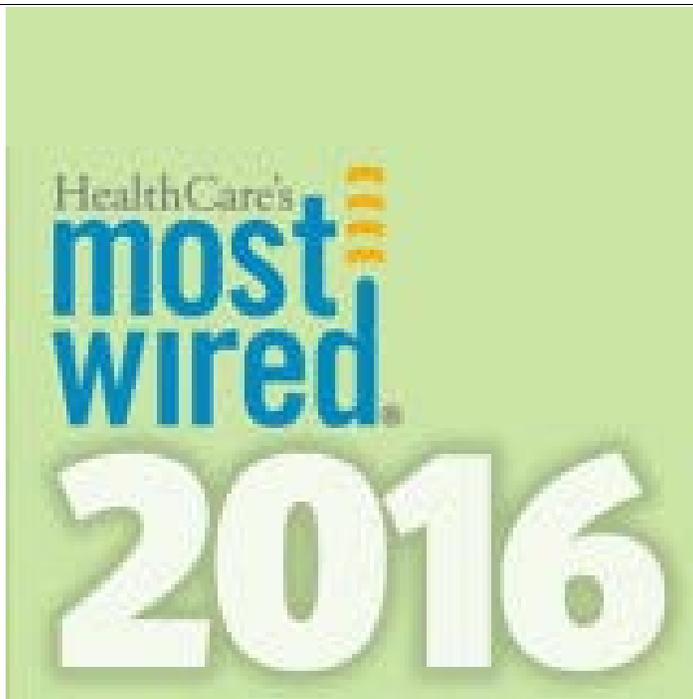
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LVHN Joins Prestigious 'Most Wired Advanced'
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LVHN Facilities and Construction Department Honored for Recent Building Initiatives

BY [TED WILLIAMS](#) · JULY 11, 2017

LVHN's facilities and construction department is being honored by *Healthcare Design* magazine for building initiatives over the past year.

LVHN will be featured in the magazine's upcoming fifth annual HCD 10 edition, which honors industry standouts for contributions to health care over the previous 12 months. LVHN won the "Outstanding Organization" category for efforts surrounding the construction of the Health Center at Easton, the Health Center at Palmer Township, as well as the Family Health Pavilion at LVH–Muhlenberg. LVHN was also cited for its contributions to the revitalization of center city Allentown and our Street Medicine program, which serves the health needs of the area's homeless population.



"When you reflect back on all that has been accomplished this year, what we've been able to achieve is remarkable," says Terry Capuano, LVHN Executive Vice President and Chief Operating Officer. "The hard work and dedication of Brian Hardner, Jennifer Fink, Marc Breidenbach and everyone in facilities and construction to create a superb experience for patients was ever present in the many projects that have been completed. They are all most deserving of this honor."

According to magazine editors, the award is "based on recent efforts including building community health centers that support population health management initiatives, engaging providers in design to determine models of care and design standards, considering local revitalization and redevelopment in organizational building plans, creating an innovation center and department of community health to improve delivery methods, and partnering with community organizations to ensure master plans not only consider roadmaps for LVHN's development but how those plans can address community needs as well."

LVHN was nominated for the award by ERDMAN, the health care architecture and design firm that partnered with the network on the Family Health Pavilion project. The HCD 10 edition of the magazine will be released in September.

Working on Staff Retention

BY [KIM JORDAN, DNP, RN](#) · JULY 14, 2017

When I started the weekly blog to discuss nurse hiring efforts, I knew we would eventually need to explore the nurse retention issue. It boils down to this: If the hiring effort results in qualified nurses coming to LVHN, it does little good if an equal (or larger) number of experienced nurses leave us.

Staff nurse retention committee meets

This week, we took our first step toward addressing nurse retention with the inaugural meeting of the staff nurse retention committee. This was a great first meeting where your nursing colleagues offered candid insights about why nurses would leave LVHN: What causes them to consider other hospitals? What would make nurses think twice about leaving? I appreciated the willingness of these RNs to donate their time and energy to this committee.



Who attended?

- 62 RNs volunteered to participate
- 4 were excused in advance
- 46 in total attended, including 6 subs or walk-in members

I was pleased with the overall mix of units and members, with representation from both LVH–Cedar Crest and LVH–Muhlenberg. I was also pleased with the initial honest dialogue we have started. Our next meeting will occur July 27. As the committee identifies retention ideas and begins to plan for their implementation, we will share them here as well as in unit huddles.

New nurses on the way

As reported last week, we have a steady influx of nurses and nurse interns completing LVHN orientation and joining staff. In the next few weeks, we have many graduate nurse interns starting:

New Graduate Nurse Intern Hires for Summer:

July 17

– 18 ED RNs

- 28 critical care RNs
 - 15 progressive RNs
- July 31**
- 43 med-surg RNs
 - 10 Women & Children's RNs

Thank you for welcoming these new colleagues to LVHN and offering encouragement and guidance. By modeling teamwork and exemplary patient care, our new colleagues will quickly adopt the same culture.

Thinking about staff retention

For those pondering the 80s punk anthem, “Should I Stay or Should I Go,” I hope you will tilt your answer to the “stay” side, and here’s why: This week’s meeting of the staff nurse retention committee was affirming to me.

Based on this first gathering, I can already see the committee is taking ownership of the retention issue by helping define it for LVHN. They aren’t going to sugarcoat or ignore the retention problem. After spending a couple hours with them, I am confident that they will come up with ideas that help ensure nurses not only want to stay at LVHN for their careers (or substantial parts of it,) but will also generate ideas and platforms that will attract new RNs to our network.

We need you here to sustain that effort. To answer The Clash’s question: Please stay. Help us make LVHN the place you love practicing your profession.

Kim

P.S. Thank you for another great week of patient care. It goes without saying, you and your patient care colleagues are the best in the profession.



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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Lehigh Valley Children's Hospital Kids Day July 29 at Pocono Raceway; Race Volunteers Still Needed

BY [TED WILLIAMS](#) · JULY 13, 2017



All LVHN colleagues and their children are invited to attend the 10th anniversary of Lehigh Valley Children's Hospital Kids Day at Pocono Raceway from 9 a.m. to 1 p.m. on Saturday, July 29.

Kids Day Activities will be located behind the Grandstands in the Chalet Village area. Activities including face painting, bounce houses, clowns, photo booths, educational/community activities and more. All activities and entertainment are free for children age 12 and under and free for adults with Saturday gate admission for the Pennsylvania 400 NASCAR race events for the day. You can get [more information on Kids Day](#) at the [Pocono Raceway website](#).

Also, volunteers are still needed to help sell 50/50 raffle tickets throughout the main grandstand during the entire weekend of Pennsylvania 400 NASCAR Sprint Cup races at Pocono Raceway July 28-30.

All volunteers will be trained in using a hand-held computer device to complete the raffle ticket sales. The raffle is being conducted by the Mattioli Foundation for the benefit of Lehigh Valley Children's Hospital.

Thus far, 18 additional volunteers have registered. The shifts where volunteers continue to be needed include:

- July 28, 1-5 p.m. (1 volunteer)

- July 29, noon-4 p.m. (24 volunteers)
- July 30, 11a.m.-5:30 p.m. (32 volunteers)

You can [register online](#) or call 888-402-LVHN. Feel free to sign up for more than one shift. Volunteers receive free admission to the race the day of their shift, free parking and a free T-shirt to be worn the day of their shift. Additionally, all volunteers can receive free tickets for family and friends. Contact [Kate Booth](#) for family/friend ticket information. Family, friends and children are welcome to volunteer with you as well. After you register, you'll receive a confirmation letter with more details that will be helpful to you.

LVHN is proud to continue our partnership with Pocono Raceway as a sponsor and as the official health care provider for its NASCAR Sprint Cup races. Our presence at these events is a wonderful collaboration that also benefits our health network. For a complete schedule of the daily activities taking place at the track, visit poconoraceway.com.

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Maryann Cortese-Rubino Named Vice President, Patient Care Services, at LVH–Pocono

BY [TED WILLIAMS](#) · JULY 12, 2017

A longtime executive in the Geisinger Health System has accepted the position of Vice President, Patient Care Services, at LVH–Pocono effective July 10. Maryann Cortese-Rubino fills a role that had been vacated by LVH–Pocono President Elizabeth Wise when Pocono Health System merged with LVHN in January.

Cortese-Rubino had been serving as Associate Vice President of Nursing Services, Northeast for both Geisinger Wyoming Valley Medical Center in Wilkes-Barre and Geisinger Community Medical Center in Scranton. Previously, she had been Chief Nursing Officer/Director of Clinical Operations for Geisinger Mountain View Care Center in Scranton, and Director of Nursing Education and Professional Development for Geisinger Community Medical Center.



She holds a bachelor's degree in nursing from Wilkes University and a master's degree with dual concentrations in health care administration and human resources administration from the University of Scranton. She is a licensed registered nurse and nursing home administrator in Pennsylvania, and is certified as a Nurse Executive, Advanced Board Certified (NEA-BC).

Cortese-Rubino and her husband, John, have a daughter, Natalie, and son, Eric.

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