

LVHN Fitness Free to Colleagues

No cost, no minimum visit requirements starts Sept. 1.

Another Free Benefit: Health Coaching

Schedule an appointment and reach your wellness goals.

Star Ratings Now on Find a Doctor

It's a convenient way to get info when choosing a doctor.

New Chimes Ring Out a Joyful Sound

They'll play when a patient finishes cancer treatment.

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LVHN Fitness Free to Colleagues Beginning Sept. 1

BY [SHEILA CABALLERO](#) · AUGUST 17, 2017

You asked and we listened. Colleagues have told us they are most likely to participate in health and wellness activities that are provided free of charge. Starting Sept. 1, all colleagues can use [LVHN Fitness facilities](#) in the Lehigh Valley and Hazleton at no cost and with no minimum visit requirement.

“LVHN’s goal is to provide you with easy access to programs and services that allow you to thrive,” says Lynn Turner, Senior Vice President and Chief Human Resources Officer. “To support you in your wellness journey, we’re providing access to LVHN Fitness facilities free of charge.”



Whether you want to burn a few extra calories on your lunch break, hit the weights after work or take a group fitness class like yoga, the choice is yours. Simply use your LVHN badge to gain access to fitness facilities and amenities. New members need to [complete paperwork prior to the first visit](#).

The benefit is part of My Total Health – LVHN’s comprehensive health and wellness program for all full-time, part-time and per diem colleagues across the health network. The My Total Health vision is to create a workplace culture that makes it easy for all colleagues to be at their best by providing support to live healthy lives. Look for more information about our My Total Health offerings – including an update to our Culture of Wellness program – in your Open Enrollment packet in September.

“We want to create an exceptional experience for colleagues and help them enjoy the wellness journey,” Turner says. “When you take charge of our own health, you can better care for our patients, community and our families.”

This health benefit is available to all colleagues regardless of health plan coverage or where they work. Stop by for a tour or see member services for more information at the following locations:

- LVHN Fitness–Cedar Crest
- LVHN Fitness–Muhlenberg
- LVHN Fitness–One City Center
- LVHN Fitness–Mack Boulevard

- Fitness Center at the Health & Wellness Center at Hazleton

Dependent reimbursement and more

Dependents on LVHN Health Plan will continue to use their Culture of Wellness dollars for fitness center reimbursement. LVHN retirees receive a 50-percent discount on membership. And guest passes are available for family and friends.

Effective Jan. 1, 2018, Culture of Wellness reimbursement will be discontinued for Steel Fitness. More details will be outlined in your Open Enrollment packet.

If you have questions, please contact the Colleague Benefit Resource Center at 484-884-3199.

Health Coach Helps Denise Woodworth Tackle the Gym

BY [SHEILA CABALLERO](#) · AUGUST 17, 2017

For years, Denise Woodworth enjoyed working out at LVHN Fitness with her husband, David. It was a healthy habit they both enjoyed. Then David's work schedule changed, and Denise had a decision to make.

"Going to the gym was something David and I often did together," Denise says. "If I continued with my evening fitness classes, we'd have less time together. I didn't want that to happen so I stopped going to classes and chose to walk instead."

As a Senior Informatics Analyst, Denise understands the role regular exercise plays in maintaining good health. With fitness classes no longer an option, she wanted to work on getting stronger by using equipment at the gym instead of attending classes. She also was interested in learning about mindfulness and had recently signed up for the health network's class Mindfulness Eating: Developing a Health Relationship with Food.



"I set a lot of goals for myself," Denise says. "I wanted to get physically stronger, yet I wasn't comfortable working out in the open area of the gym. I also wasn't sure how I would achieve everything I wanted to do by summer vacation. I thought a health coach might be able to keep me on track."

Phone-based coaching sessions

Last March, Denise had her first 30-minute [health coaching session](#) over the phone. She's had them nearly every other week since. After just two sessions with Health and Wellness Coach Kacie Miller, Denise was back in the gym working on her strength goals. "Kacie didn't tell me what to do," Denise says. "Instead, she supported me in setting my own goals and helped me figure out how to get there."

An LVHN Fitness colleague put together an exercise plan that includes the treadmill, weight machines, kettle balls and resistance bands. Miller also suggested that Denise go to the gym when it's less crowded, until she was more comfortable working out. That tip helped Denise get over her hesitancy so she could reach her goals.

"As people age, their bodies change and the things they need to do to stay healthy change," Denise

says. “I want to stay in shape and continue to be healthy. Kacie helped me choose what to focus on so I could stay on track. She made me feel really supported.”

Interested in working with a health coach?

Health coaching is a free benefit available to all colleagues, regardless of health plan coverage. Phone-based sessions offer non-judgmental support to help you reach your personal wellness goals – including achieving work/life balance, taking charge of your financial health, reducing stress, managing chronic conditions and much more. To schedule an appointment, visit the health and wellness tab on MyPopulytics or call 610-969-0487.

Convenience Update: Star Ratings Now on LVHN.org's Find a Doctor

BY ADMIN · AUGUST 16, 2017

This message is from Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer, and Ed Dougherty, LVHN Senior Vice President and Chief Business Development Officer.

We recently started telling the people of our community and you about the ways we are making health care more convenient at LVHN: Reach us by calling one phone number, 888-402-LVHN. Schedule an appointment by clicking LVHN.org or MyLVHN. Receive same-day care by walking in to an ExpressCARE or schedule a Video Visit for treatment of a common illness.

Now to continue helping exceed their expectations of great care and service, we have made it more convenient for community members to get essential information when choosing a doctor. Just as many of us turn to online ratings and comments to help make purchasing decisions, we can now see star ratings for 400 Lehigh Valley area physicians and advanced practice clinicians on LVHN.org's Find a Doctor. Those ratings come from people who have direct experience with those providers – their patients.

The screenshot displays the 'Find a Doctor' interface for John Doe, MD. At the top right, there is a green button labeled 'Find Another Doctor'. The doctor's name 'John Doe, MD' is prominently displayed, followed by his specialty: 'Obstetrics and Gynecology' and 'Gynecology/Obstetrics'. A profile picture of a smiling man in a white coat is shown. Below the photo, the 'Patient Rating' is highlighted with five yellow stars and a score of '4.7 out of 5' based on '50 Ratings'. A link to 'About Our Survey' and the 'Lehigh Valley Physician Group' logo are also visible. A red button at the bottom left of the profile section says 'Make an Appointment'. To the right, the 'Overview' tab is active, showing the practice name 'LVPG Obstetrics and Gynecology-Valley Center Parkway' and its former name. The address is listed as '1665 Valley Center Parkway, Suite 130, Bethlehem, Pennsylvania 18017-2352'. Contact information includes 'Phone: 610-317-0208' and 'Fax: 610-317-0210'. A map shows the location with a red pin and a 'View Larger Map' link. Other sections for 'Languages', 'Experience', 'Education', and 'Training' are partially visible.

Instead of looking at unverified ratings sites (which may have just one or two participants), you and our community members can review ratings from patients who have completed CG-CAHPS surveys after an

appointment with an LVPG health care provider. At minimum, a provider must have 30 completed CG-CAHPS surveys to have star ratings appear on their Find a Doctor profile. In October, provider profiles will feature patient comments too. In time, LVPG providers at our other locations will also display ratings and comments.

Not only can you advise patients about this tool and encourage them to use it, if you are an LVPG patient, you can share your opinion too. If you receive a patient satisfaction survey following an LVPG appointment, please complete the survey and share your honest opinion. If a friend, family member or patient asks you about choosing a provider, tell them about our Find a Doctor tool and the ratings feature.

We are providing support for you to answer questions and discuss this benefit. You can refer to our new Convenience Tool Kit, a clickable and easy-to-navigate guide to LVHN's call, click and walk-in features. The tool kit can be downloaded below and is featured on the left side of LVHN intranet home page.

The Convenience Took Kit includes a section about health care provider ratings. Go to the index on page 2, and click on Provider Ratings and Transparency (page 15). As new features that support convenience are released, we will update the guide.

As always, thank you for all you do to give the people of our community convenient access to exceptional care. You are the key to helping exceed their expectations of great care and service and we know we can rely on you to make that happen with each patient experience.

[Download ToolKit](#)



Videos Show our Call, Click and Walk In Convenience-VIDEO

27 JUL, 2017



Call
800-402-LEHIGH

Our number connects you to everything LHN has to offer. Make an appointment or schedule a test in a few simple steps.



Click
LHN.org

Our website is designed to help you find a doctor and make an appointment in a matter of few. You'll find it that easy.



Walk-In
ExpressCARE

Convenient care when and where you need it. Free minor diagnosis and repairs without an appointment. We make more patients across the Lehigh Valley than anywhere else. Visit your nearest location at lhn.org.



Convenience Campaign Tells People to Call, Click, Walk in or Have a Video Visit

17 JUL, 2017

“While we’re here to heal, comfort and care for patients throughout the cancer journey, it’s equally important to be part of their celebration,” says Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer. “The new chime will rally our hospital community in celebration. My hope is that when colleagues hear the chime, they will take a moment for reflection, gratitude or to say a prayer for the individual finishing treatment.”

Zemlansky was the first patient to ring the cancer chimes. Afterwards, family and friends held a surprise lunch to continue the celebration.

“Completing chemo is a big accomplishment and reason to celebrate,” she says. “Everyone I came in contact with here was phenomenal. I have surgery in September followed by radiation. I hope to be completely finished by Christmas.”

Come to LVH–Muhlenberg’s Town Hall Meeting on Colleague Safety

BY [RICK MARTUSCELLI](#) · AUGUST 18, 2017

Colleague safety is a top concern. It’s also the topic of LVH–Muhlenberg’s next Town Hall Meeting on Aug. 24. All colleagues are invited to attend. Please help us spread the word about this important Town Hall by sharing the details with your colleagues. Town Halls are scheduled in the morning, afternoon and evening to make it convenient for everyone to attend.

Safety is everybody’s business

Leaders and other colleagues have been busy looking at ways to optimize campus safety and security for patients, visitors and colleagues on the LVH–Muhlenberg campus. When you attend a Town Hall you’ll learn about the enhancements we’ve already made and others that we are in the process of implementing. Colleague participation is important. Please attend and come with your ideas, concerns and questions. Working together, we can make LVH–Muhlenberg a safer place for everyone.

LVH–Muhlenberg Town Hall Meetings

Thursday, Aug. 24

ECC rooms C and D

7:30-8:30 a.m.

3-4 p.m.

7:30-8:30 p.m.

Presentation and Q&A session

Hear safety updates and get your questions answered by Jim Geiger, LVH–Muhlenberg President, Bob Begliomini, Vice President of Operations, and Lou Puentes, Administrator, Department of Public Safety and Emergency Operations.



Refer an RN and Earn a Bonus

BY [RICK MARTUSCELLI](#) · AUGUST 15, 2017

Do you know a registered nurse who is interested in working for LVHN in the Lehigh Valley? When you refer a qualified candidate for one of the following areas, you could be eligible to earn a \$1,000 referral bonus:

- Inpatient registered nurse (minimum one year experience)
- Home care and hospice registered nurse (minimum one year experience)
- Rehabilitation registered nurse (minimum one year experience)

Visit [LVHN.org/referRN](https://www.lvhn.org/referRN) to submit the name of your referral candidate today.

After your referred candidate is hired, successfully completes orientation and achieves 60 days of active employment, you'll receive the first half of your bonus. After your referred candidate achieves one year of service, you'll receive the second half of your bonus. Additional information about referral program guidelines are available on [LVHN.org/referRN](https://www.lvhn.org/referRN).



First Days

BY [KIM JORDAN, DNP, RN](#) · AUGUST 18, 2017

LVHN is fortunate to have a formalized nurse residency program for newly graduated, bachelor's-prepared nurses. The aim is to build a foundation of leadership and competency among these nurses, as well as help them navigate new work situations with guidance from their LVHN nurse facilitators.

On Tuesday, I was privileged to visit LVHN's Department of Education (DOE) and meet the nurse residents who started with us this summer. Looking around the room – which was filled with new nurses – I could sense their excitement as well as a certain level of anxiety. This group, with their collective energy and patient care skills, is one of the ways we will improve our care environment for each other and our patients.



Family ties

I talked to the nurse residents about our current staffing challenges and efforts around improving retention. As we have previously discussed at Staff RN Retention Committee meetings, in this column and on rounds, retention relies on many factors. Among the most mentioned: LVHN's sense of family.

Please welcome these new colleagues into your department families. As the new kids on the block, they may have patient movement matrix questions or inquiries about Epic. It's possible some API advice could make their day! Your partnership and sense of family will ensure that our newest patient care staff members, who have enthusiasm and positive attitude to spare, will know you as mentors and their colleagues.

Why did you become a nurse?

No doubt, nursing is hard work; however, my personal feeling is there is no more rewarding profession. As we enter the waning days of summer, I'd ask that you reflect on why you became a nurse. What do you remember about those early days? Support your new colleagues who are experiencing those new moments every day and remain positive about this most honorable profession you have chosen.

One of our patient care services colleagues, Jennifer Silva, DNP, RN, administrator with Women and

Children’s services, has been working on an alumni blog. She shared it with me and I have her permission to share it with all of you. It is beautifully written and a profound reminder of why we come to LVHN everyday:

- “Second to being a mother, being a nurse has been my greatest achievement and life’s work. I have had the opportunity to share in both beginnings and ends. So many times I’ve had to hold it together when inside I was falling apart.

What I’ve learned along the journey is that life is precious and short. We must take every opportunity we can, smile, give back and most of all be humble and kind.”

Jennifer Silva, DNP, RN

Thank you for all you do for each other and our patients. As Jennifer writes, take every moment to be kind and give back. When I reflect on your day-to-day interactions with your colleagues and our patients, I know that’s exactly how you approach it.

Kim

Ps. For further reinforcement about the patient care excellence you and your colleagues provide, check your email or ask your manager about the Patient Care Services 2017 Annual Report. You will be inspired by the Magnet®-caliber achievements you and your colleagues accomplish here at LVHN.



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.

Service Star of the Month – August 2017

BY SHEILA CABALLERO · AUGUST 17, 2017

Jaime Christman, emergency department, LVH–Muhlenberg



Jaime Christman is a technical partner in the emergency department (ED) at LVH–Muhlenberg. Colleagues appreciate her smiling face and the compassionate work she does with patients and their families.

Recently, a patient arrived at the ED suffering from amnesia. Because the woman didn't know her name, physicians had no way of reviewing her records. The only clue was the woman's possible city of residence.

Christman was assigned to monitor the patient one-on-one to ensure her safety. She settled in to the woman's ED bay and proceeded to interact in hopes she might glean a clue to the woman's identity. As they chatted, Christman hit on an ingenious idea. She decided to recite the alphabet in a hope the woman might remember the first letter of her name. Within minutes, she hit on a letter that sounded familiar. That clue prompted the woman to recall her first name.

Christman then asked the woman if she remembered her birth date. She didn't. Unfazed by the temporary set-back, Christman then reviewed the signs of the zodiac to see if one struck a chord. It did,

and the woman was able to recognize her zodiac sign. Armed with more data points and a solid birth date range, Christman was able to begin a search of the hospital's medical records based on first name, city of residence and birth range.

A record with matching patient identifiers was found in Epic, which gave physicians the information they needed to confirm the woman's identity and start her treatment plan.

“Jaime makes patients feel for a moment that they are the most important person in the department,” say nominators Sheila Green, an Administrative Partner in the ED, and Emergency Medicine Physician John Wheary, DO. “She always goes above and beyond to make patients feel special.”

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. [The PRIDE Award is a new part of our expanded Service Star Award program.](#)

- **Dillon Farrell, RN, ED, LVH–17th Street**

Farrell organized volunteers to feed Allentown's homeless. First, he asked colleagues to donate supplies. Next, he gathered colleagues from LVH–17th Street and LVH–Muhlenberg to assemble sandwiches. A handful of colleagues then delivered the meals to people at the Allentown Rescue Mission, the Allentown warming station and the Salvation Army on possibly the coldest day of the year.

- **Multidisciplinary colleagues, Emergency Preparedness, Home Care, and Infection Control and Prevention, LVHN–Mack Boulevard**

Colleagues helped a man in cardiac arrest who had been replacing the roof at 2024 Lehigh Street. Colleagues climbed onto the roof and initiated CPR, shocked him with an automatic external defibrillator (AED), provided ventilation with a handheld resuscitation bag, started an IV and intubated the man until EMS arrived.

- **Lehigh Valley Physicians Practice specialties, LVPG**

Colleagues helped a patient who was homeless and without insurance get the care he needed. The man had an extremely large mass that required an MRI. Colleagues interceded to make sure he was connected with a financial counselor so the MRI and follow-up appointments could be scheduled immediately before leaving the office.

- **Nicole Zellers, MICU/SICU, LVH–Cedar Crest**

Zellers advocated on behalf of a “stubborn and difficult” elderly man in the ICU who had sustained multiple injuries after a terrible fall. The man believed he didn't have long to live and wanted to go home to be near his wife of 70 years. Doctors finally agreed to discharge the man home where he died in peace two hours later.

- **Jasmine Rooks, Dale and Frances Hughes Cancer Center, LVH–Pocono**

Rooks is a medical assistant who recently lost everything in an apartment fire yet still came to work on time and with a smile. While shopping with her mother, she assisted in an emergency situation by performing CPR that resuscitated a young girl who had no pulse.

Blanket Donation Update

BY [RICK MARTUSCELLI](#) · AUGUST 16, 2017

We appreciate the overwhelming support our community and many others have demonstrated in offering to donate blankets to our NICU. Due to the amazing generosity, we have received many donations and are no longer in need of additional blankets.

Always keep in mind that if you would like to support, or seek community support for LVHN, please contact the Office of Philanthropy. For LVHN news and posts, please follow us on our official social media channels: Facebook, Twitter and Instagram.

If you receive a phone call from someone interested in donating blankets, here is what you should say:

“Thank you for your generosity. At this time, we have received many donations and are no longer in need of additional blankets. If you’d like to support the NICU, please visit LVHN.org/give.



LVHN Exclusive: Cirque Du Soleil Presale Tickets

BY [EMILY MITCHELL](#) · AUGUST 16, 2017

Get your tickets for the *Icarus*-themed acrobatic performance *Varekai* by Cirque Du Soleil when they come to the PPL Center for seven performances Nov. 9-12.

Presale begins on Thursday, Aug. 17, at 10 a.m. and ends Friday, Aug. 25, at 11:59 p.m.

To purchase tickets, click on [LVHN's presale link](#) and enter promo code PTLVHN.

