

Bullying Has No Place at LVHN

Lynn Turner talks about LVHN's zero tolerance for bullying.

The Day My Email Exploded

Kim Jordan on bullying culture.

LVHN United Way Campaign Drawing: Week 2

Here are this week's winners.

LVHN Library Services Introduces DynaMed Plus

Access it through the Digital Library Services website.

Donald Levick Named Top 25 CMIO

Find out more about LVHN's Chief Medical Information Officer.

Four Extraordinary LVPG Practices

How all four practices hit green on their quality dashboards.

I Pink I Can: Continuing Education Symposium

Colleagues can earn credits by attending the symposium.

LVHN's Healthcare Outreach in Haiti

Colleagues are helping and educating the people of Haiti.

Attend LVH-Schuylkill Auxiliary's "Art for a Cause"

Abdul Wahhab, MD, will auction off 100 original paintings.

Colleagues Help Fight Hunger in CANstruction Contest

Two LVHN colleagues join in building can sculpture.

Safety Expectations and Realities

[Read More](#)



Colleague Flu Shot Clinics Begin

[See Dates](#)



Open Enrollment Packet

[Read Now](#)



LVHN news

What Are the Symptoms of Head and Neck Cancer? »

Gamma Knife Icon Effectively Treats Painful Trigeminal Neuralgia Without Surgery »

Disney On Ice Presents “Frozen” Ticket Presale

Come see Elsa and Olaf at the PPL Center in January.

LVHN Claims 2 Honors in
2017 Morning Call Readers'
Choice Awards »

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I Hear You: Bullying has No Place at LVHN.

BY LYNN TURNER · OCTOBER 12, 2017

My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. I am launching my new blog today because LVHN cares about you and your experience working here. My goal is to use this forum to support you, listen to you, address your concerns and inform you about resources that can enhance your life at LVHN.

We're going to talk about the good days, the great days *and* the challenging days. Today has been a challenging day. I've heard your concerns about a bullying incident that was made public on social media. Colleagues are concerned this incident doesn't reflect the culture we've created here at LVHN. I'm concerned too.



It's important for you to know that we have a [zero tolerance policy](#) for bullying and harassing behavior. At LVHN, we aim to create a safe and welcoming environment for our patients, colleagues and community members. We take any situation that violates these policies very seriously, and we investigate and address them in a timely and appropriate manner.

If you're having a relationship problem with another colleague, here are some things you can do:

- **Alert your manager, supervisor or human resources employee representative.** Make a formal complaint with your department or unit leadership or reach out to Human Resources for assistance. We will support you.
- **Stand up to the harasser.** Be assertive and professional. Tell your colleague the action or remark is unacceptable and must stop.
- **Make an appointment with Preferred EAP.** A professional counselor at [Preferred EAP](#) can provide coaching to help you deal with personal or professional challenges.
- **Take advantage of LVHN's professional development opportunities.** Sign up for our free [Crucial Conversations](#) program or request information on our Lateral Violence program, which can help you develop the skills to deal with bullying and harassing behaviors.

Compassion and respect

Working in health care is both rewarding and challenging. We have good days and tough ones. But even

when our challenges are great, we need to support each other, respect differences, and treat each other with compassion and dignity. That's the LVHN culture.

Working with people from different backgrounds, skills and life experience is an opportunity to grow. When we mentor those who are struggling, we create a stronger health network that has the emotional, physical and professional capacity to heal, comfort and care for our community.

Living by PRIDE

LVHN is an exceptional organization for many reasons. We live by the principals of PRIDE (privacy, respect, involvement, dignity and empathy). I promise to treat all of you with PRIDE and LVHN expects the same from each and every one of our more than 17,000 colleagues.

I love working for LVHN and spending my days making this health network a great place to work. I hope you will follow my blog and share the issues most important to you. At LVHN, we call each other colleagues for a reason. All of us play a valuable role in the care experience. When we work together and treat each other with PRIDE, we can accomplish anything.



A handwritten signature in black ink that reads "Lynn Turner".

About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

The Day My Email Exploded

BY [KIM JORDAN, DNP, RN](#) · OCTOBER 13, 2017

I am out of town at the 2017 ANCC National Magnet Conference®, but it's important that you know I am not out of touch. In fact, my email has been exploding since yesterday when a post surfaced on social media, alleging that a new LVHN nurse was bullied by another colleague (or other colleagues).

LVHN is continuing to investigate this, but let me get to the heart of my message: Bullying, harassment, intimidation or any other mistreatment of colleagues is NEVER OK and does not represent LVHN's culture. More specifically: These behaviors are not acceptable parts of our nursing culture or anywhere in health care. Not in the Lehigh Valley. Not in Pottsville, Hazleton, East Stroudsburg or any other LVHN location.



(See [Lynn Turner's post](#) about this topic and LVHN's zero-tolerance policy for bullying and harassment.)

Any type of bullying behavior, and what it represents, is offensive to me. The old adage, "Nurses eat their young," ends here.

You agree: This is not us

I tend to get quite a few emails, but this topic hit a nerve. Many colleagues who sent emails wanted to make sure I knew about the post; however, many included powerful messages that uplifted me and should uplift you too:

- "This is not who we are!"
- "This does not represent nursing at LVHN."
- "Be responsible for the positive environment you wish to work in and accept nothing less!!!"
- "Remember silence denotes agreement – if you see bad behavior address it and seek help."

While I may not have a chance to reply to every email that I received about this topic, please know that I read every single one. I must admit that at first, I was confused. Then upset. But after reading messages that said "this is not us," I felt better and more resolved than ever that with your partnership, we will ensure LVHN is a positive place to work.

People also have asked me, “What can I do?” My advice is this: Support each other at work. Look out for each other and be present for each other.

You are LVHN

Nursing is challenging and demanding work, as much as it is rewarding. All of us can help make every day positive in some regard:

- **New colleagues** – Seek support and offer thanks.
- **Seasoned colleagues** – Share your knowledge, tips and techniques.
- **Reminder** – Resentment and bullying have no place in nursing.

Regularly, I see and hear about the good – **the great** – that each of you brings to patients. It’s the reason you got into this career – you can make an important, oftentimes life-changing, difference to another human being. When you support your colleagues, it helps each of them bring “the great” to their patients. It’s a circle of care that builds momentum: you feel supported, your colleagues feel supported, and most importantly, your patients feel supported. You are what makes LVHN great. Never forget that.

Thank you for bringing “the great” to work and to each other. And please keep in touch. My email is always open to you (Marie.Jordan@lvhn.org), or if you see me on rounds, be sure to introduce yourself and let me know what’s on your mind.

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.

Are You a Winner? You Can Be When You Give to the United Way.

BY [ADMIN](#) · OCTOBER 12, 2017

Our annual LVHN United Way campaign runs through Dec. 1. This year's theme is "Our Future. Our Community." Your donation will help the United Way of the Greater Lehigh Valley support vital community-based programs that focus on education, food access, healthy aging and emergency services.

Each week, colleagues who donate are entered into a drawing for a variety of exciting prizes. Don't fret if you don't win. Your name will automatically be entered into the following week's drawing. Below is the list of winners for week two.



Winner

Prize

Catherine Yotter Gift certificate: Recreation Committee tickets/trips

Donated by: LVHN Recreation Committee

Anita Ambler VIP Parking Jan. 1-June 30:
LVH-17th Street, LVHN–Mack or LVH–Muhlenberg

Donated by: LVHN Security

Cheryl Rowan Gift card: 3 Men & A Bagel

Donated by: 3 Men & A Bagel

Christina Page LVHN PTO Day

Donated by: Human Resources

Kathy Nickerson UV Facial

Donated by: LVPG Esthetics

Kathy Tuliszewski Gift card: Target

Donated by: Target

Joseph Tulio Personal Training Session (\$75)

Donated by: LVHN Fitness

Melody Reed Personal Training Session (\$75)

Donated by: LVHN Fitness

There's still time to donate. You can give to the campaign by clicking the United Way icon on your SSO toolbar. *(Please note: To donate to the United Way, you must click the "United Way" icon. If the icon does not appear, refresh your toolbar under the "Options" drop down. The "Give Now" icon is for colleagues to donate to Lehigh Valley Health Network.)*

Have a Clinical Question? DynaMed Plus is Now Available!

BY [ADMIN](#) · OCTOBER 11, 2017

LVHN Library Services now has made available [DynaMed Plus®](#) through the Digital Library Services website and EPIC. *DynaMed Plus* presents critically appraised evidence from more than 500 medical journals in a quick, easy-to-read format designed for use at the point of care.

With *DynaMed Plus*, you will get:

- **Evidence-based recommendations** with supporting references updated 24/7/365 using GRADE
- Internal medicine topics developed and maintained jointly by *DynaMed Plus* and American College of Physicians (ACP) clinical leadership
- Ability to sign up for alerts when a topic or specialty area is updated with new evidence and guidelines
- **Free CME** AMA Category 1 Click for [more information](#)

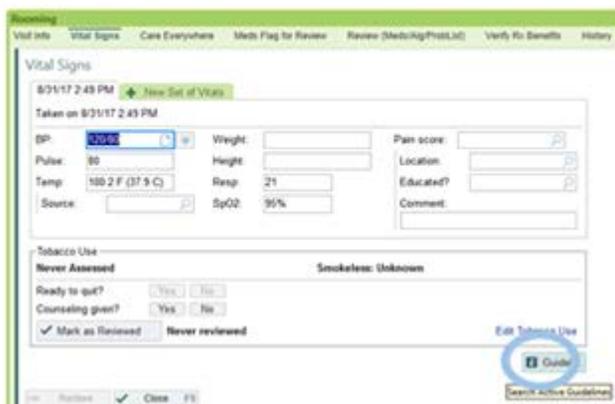
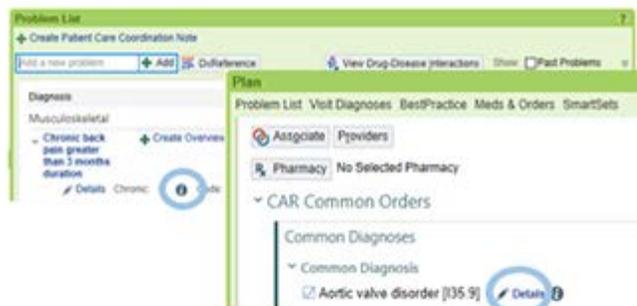
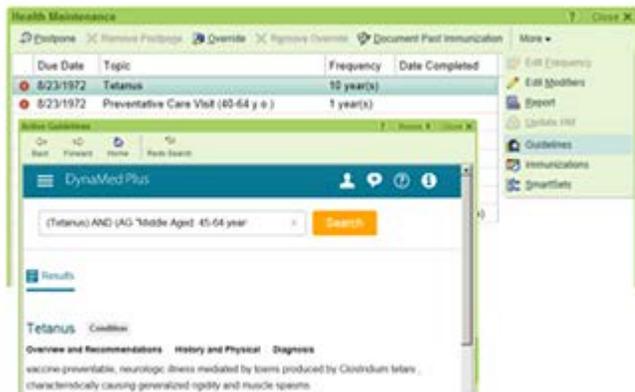


Where can I find [DynaMed Plus](#)?

- **Remote Access.** Create a personal account to access DynaMed Plus anywhere on any device.
- **Free mobile app** available on Android and iOS platforms. After you download the app, use your personal account to login or get an authorization email from Dynamed. [Click here for instructions](#)
- On Site at LVH-H: From the LVH-H intranet homepage, click on **Library Services** then click on [DynaMed Plus](#) or use the **DynaMed Plus search box**
- On Site at LVH-S: From the LVH-S intranet homepage, click on **Library Services & Patient Ed** then click on [DynaMed Plus](#) or use the **DynaMed Plus search box**
- On Site at LVH-P: *Please note not all eBooks are currently available at your site.* From the LVH-P intranet homepage, click on **LVHN Links** and then click on **Library Services\Patient Ed** then click on [DynaMed Plus](#) or use the **DynaMed Plus search box**
- On Site at LVH-CC /17 and LVH-M:

From the LVHN intranet homepage, click on **Find Fast/Library Services** then click on **DynaMed Plus** or use the **DynaMed Plus search box**

- In **EPIC** choose **DynaMed plus** under **WebLinks**
- **Also in EPIC** in the following Health Maintenance, Diagnoses / Chief Complaint, Allergies, Procedures Entry, Flowsheets, Results, and Vitals screens:



If you have any questions, please contact Library Services at 610-402-8410 or email us at Libraryservices@lvhn.org.

Donald Levick, MD, Among Nation's Top 25 Chief Medical Information Officers

BY [EMILY SHIFFER](#) · OCTOBER 10, 2017

What does a pediatrician know about health information technology? If you're Donald Levick, MD, MBA, you're so knowledgeable on the topic, you're recognized nationally.

Levick has been caring for the children of our community for 32 years. Today, however, patient care accounts for only one day of his workweek. The rest of his time at LVHN is spent overseeing health information technology (IT) to enhance patient care. "My role is to ensure clinicians have their needs met when it comes to the technical side of patient safety and efficiency, and ultimately, the patients' needs," says Levick, LVHN's Chief Medical Information Officer (CMIO). In this role, he also supports technical designers and software technicians to create highly optimized health IT tools.



Levick's skill and proficiency in this role led him to be named one of the top 25 CMIOs in the nation by [Health Data Management](#). He was specifically recognized for his role in the implementation of Epic, LVHN's integrated electronic medical records system.

Levick has worked as a member of our information services team since 2000. He was appointed CMIO in 2011 after serving as Medical Director of Clinical Informatics. In addition to Epic, he played an integral role in implementing multiple technologies for clinician and patient use throughout his career, including computer assisted physician order entry (CAPOE) and more recently, [MyLVHN](#), our free, secure and easy-to-use patient website that is now being used by nearly 180,000 people.

"The best part of my job is the exposure to new technology and helping determine where it can be best used to benefit our clinicians and our patients," Levick says. He especially enjoys communicating the vision of health IT at our health network with colleagues. "I like getting colleagues excited about technology," he says.

For Levick, it's the best of both worlds. He gets to create health IT tools and watch them impact patient care and patients' lives. "It's energizing to see patients use Epic," he says, "because it really make a

difference in how we manage their care.”

Levick's national recognition is the latest of [many accolades earned by LVHN's information services team](#). LVHN earned the HIMSS (Healthcare and Information Management Systems Society) EMR Adoption Model Stage 7 designation (for inpatient and ambulatory care) in May, three Most Wired awards, including Innovator and Advanced in June, and the prestigious HIMSS Davies Award in August.

Levick was born and raised in Philadelphia. His wife is also a pediatrician at LVHN and has practiced for 31 years. They have three children together.

Outside of work, Levick enjoys science fiction books and TV, especially *Dr. Who*. He enjoys biking and also riding his Bonneville and Indian motorcycles.

LVPG Practice of the Month: Celebrating Not One, but Four Extraordinary LVPG Practices

BY [MARCIANN ALBERT](#) · OCTOBER 9, 2017

In September's [LVPG Practice of the Month](#), [LVPG Family Medicine—Blandon](#) was featured as one of the five practices across all of LVPG to have all of their tracked quality metrics “green.”

During the “magical” month of October, we celebrate not one, but four remarkable LVPG practices that hit green on their quality dashboards. The practices include:

- [Centro De Salud](#)
- [LVPG Family Medicine—Centronia Road](#)
- [LVPG Internal Medicine—3080 Hamilton Blvd.](#)
- [LVPG Internal Medicine—Hausman Road](#)

See photos of colleagues from all these practice below.

LVPG_1



[◀ Back](#)

Picture 1 of 7

[Next ▶](#)

[LVPG Internal Medicine—3080 Hamilton Blvd.](#)

The recipe for success in each of these practices is no “mystery.” Ingredients include colleague commitment, continuous improvement of care processes and workflows, and a desire to deliver high-quality, efficient, patient-centered care.

Team members worked to address tracked metrics by implementing enhanced workflows and practice efficiencies related to:

- Care coordination/patient safety
- Preventative health
- At-risk populations

[Click here to see their quality dashboards.](#) Then, take time to reach out and congratulate these colleagues for their “spooktacular” achievements.

I Pink I Can: Continuing Education Symposium for Colleagues

BY [JENN FISHER](#) · OCTOBER 9, 2017

If faced with either of these questions from a patient, how would you answer?

- **“My breast hurts, and I feel a lump. What should I do?”**
- **“I have a discharge from my nipple—what is that about?”**

Two LVHN lead providers from Breast Health Services will present I Pink I Can, a one-hour symposium on these topics and help prepare you to answer these questions from your current or future patients. All physicians, residents, students and staff are welcome to attend.

Diagnostic radiologist Priya K. Sareen, MD, Imaging Director, Breast Health Services and surgeon Lori Alfonse, DO, Medical Director, Breast Health Services, have met and counseled thousands of women. In this symposium for colleagues, you will receive information to achieve these objectives:

- Discuss how to appropriately manage work-up for a patient with breast lump or pain.
- Describe causes, clinical findings, work-up and treatment of nipple discharge.

Tuesday, Oct. 17, 2017

12–1 p.m.

LVH–Cedar Crest

1240 Atrium rooms A, B and C

Those not able to attend I Pink I Can at LVH–Cedar Crest can attend virtually:

LVH–Muhlenberg, conference rooms C and D



LVH–Hazleton, third floor ETC Room

LVH–Schuylkill Wall auditorium

Registration

Whether attending in person or from remote location, please register online at [I Pink I Can Symposium](#).

Accreditation

Lehigh Valley Health Network is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. Lehigh Valley Health Network designates this live educational activity for a maximum 1 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the educational activity.

Lehigh Valley Health Network is an approved provider of continuing nursing education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Completion Criteria

Registered nurses attending the entire program and completing the evaluation tool will receive 1 contact hour.

Activity approved by ASRT for 1 Category A CE credit for radiologic technologists attending entire program.



Nazareth Woman Shares Reflections on Breast Cancer Clinical Trial

22 OCT, 2015

'The World Is Our Community'

BY [RICHARD LALIBERTE](#) · OCTOBER 10, 2017

In 2014, the Nursing Professional Excellence Council established a relationship with Hospital de la Convencion Baptiste d'Haiti (HCBH) in Cap-Hatien, Haiti. The relationship was inspired by the Magnet® vision that challenges professional nursing to influence health care globally. Since then, nursing and other colleagues have made six trips to Haiti to provide humanitarian outreach, education and other support. Following is a brief look of some of the work LVHN colleagues are doing to influence health care in Haiti.

haiti_1



[◀ Back](#)

Picture 1 of 4

[Next ▶](#)

Tonya Kemp, RN, primed herself as best she could for her first medical mission to Haiti in November 2015. But nothing prepared her for watching a Haitian woman almost die for lack of a blood transfusion.

It happened on one of Kemp's first days at the Hospital de la Convencion Baptiste d'Haiti (HCBH) in Cap-Haïtien. The patient had already lost her baby due to a uterine rupture. Massive blood loss threatened her life.

“In the U.S., it’s easy for me to get a blood transfusion for a patient,” says Kemp. “In Haiti, the nurses were excellent and knew exactly what they needed but didn’t have resources. I could feel their frustration.”

Kemp left shaken and deeply affected. “I thought, ‘We need to fix this.’” Her determination set the stage for two additional trips by Kemp and a hunt for desperately needed resources. Here’s a look at what she and her colleagues are doing in Haiti:

A blood bank for Cap-Haïtien

At the top of Kemp’s list was a blood bank and lab equipment that would improve treatment for traumas like hemorrhages. Back in the U.S., she met a retired nurse who had connections. She also reached out to Miller-Keystone Blood Center, the Haitian Embassy in Washington D.C., and the Red Cross.

Return trip, November 2016

The rains were falling heavily during Kemp’s second trip. Severe flooding slowed the stream of patients to the hospital, allowing Kemp and hospital administrators to focus on the blood bank.

Within a short period of time, paperwork from a previous blood bank application was found. A Michigan organization confirmed it could provide much-needed lab equipment. And the hospital staff located a compliant refrigerator that met Haitian Red Cross specifications. With tears in her eyes, Kemp placed an order for the remaining items needed for the blood bank. Everything was coming together.

Team approach

The most recent trip to Haiti in March 2017 included a multidisciplinary team of colleagues including obstetrician-gynecologist Tim Pellini, MD, labor and delivery nurse Melissa Motz, RN, lactation consultant Mary Kelly Aungst and Kemp.

Breastfeeding is the gold standard for infant nutrition and a natural solution to prevent hemorrhaging. Yet it’s not a cultural norm in Haiti. Motz and Aungst set out to educate new mothers and nurses to help them understand the benefits of breastfeeding and to initiate feedings.

“Breastfeeding stimulates the release of oxytocin which helps contract the uterus,” Motz says. “We did a lot of education around the benefits of breastfeeding, skin-to-skin contact and early management of hemorrhaging.”

Labor and delivery education

In Haiti, nurses perform vaginal deliveries and repairs, while doctors handle cesarean sections, office visits and complicated deliveries. Pellini assisted Haitian doctors by examining patients, dating pregnancies through ultrasound and counseling mothers with the help of a translator.

Motz prepared education on gestational diabetes and shoulder dystocia. She was accompanied by

Pellini in a demonstration on maternal positioning techniques and fetal rotation using a cardboard box to replicate a woman's pelvis. Together, the team led a lively question-and-answer session.

"I expected to find a lack of resources and a lack of knowledge," says Pellini. "What I found was only a lack of resources. The commitment and knowledge were impressive."

A life-changing experience

Team members say the experience changed them. "I'm learning to be thankful for what we have here," Kemp says. "Part of LVHN's mission statement is to care for people in our community. The whole world is our community. As a leader in the health care field, we have a responsibility to the world."

From Studio to Showroom

BY [MIKE PECKMAN](#) · OCTOBER 11, 2017

LVH–Schuylkill Auxiliary is busy preparing for its annual Breast Cancer Awareness Dinner, and so is retired surgeon Abdul Wahhab, MD. This year’s dinner features an “Art for a Cause” auction where the Auxiliary is planning to auction off approximately 100 Wahhab originals. “Right now I have 101,” says Wahhab during a walk through his den where he has been organizing his completed works.

The event is Wednesday, Oct. 18, at the Lodge at Sharp Mountain, 201 South 26th Street, Pottsville. You can preview the art and enjoy hors d’oeuvres and a dessert buffet beginning at 6 p.m. The cost is \$35 in advance and \$40 at the door. For tickets or more information, contact Mary Bardell at 570-621-4242 or

mary.bardell@lvhn.org. For a sneak peek at Wahhab’s work, visit LVHN.org/artforacause.

Each year, the Auxiliary hosts a social and educational evening as part of National Breast Cancer Awareness Month. This year, local surgeon Kristina Thornburg, DO, is the featured speaker. She will discuss “Awareness as the Key to the Cure.”

“Early detection is so important,” says Thornburg. “My main message is to discuss the prevalence of and risk factors for breast cancer. Creating awareness is a good start.”

Retired LVH–Schuylkill caregiver Ruby Paris, RN, will serve as auctioneer. The KRJ Trio will provide entertainment throughout the evening.



Every can used in the sculptures contains nonperishable food and will be donated this year to the Second Harvest Food Bank after they're disassembled on Oct. 20.

Last year, LVHN was invited to join one of the competing assembly teams led by vendors BDA Architects LLC of Clarks Summit, Pa., and Whiting-Turner Contracting Co., a nationwide firm with an office in Allentown. Fink and LVHN colleague Brenda Rocchino, Senior Project Manager, Interiors, represented the health network, as they did in 2016.

The can structures must be self-supporting and the cans themselves and their labels must not be tarnished in any way. Teams must use only thin strips of Masonite and zip ties if needed to keep the cans in place. Each team had eight hours to complete its project. An awards ceremony honoring the competing teams is scheduled for next week.

Last year, Fink and Rocchino joined in the building of a [steaming locomotive chugging through a mountain of crayons](#). That sculpture required 7,467 cans.

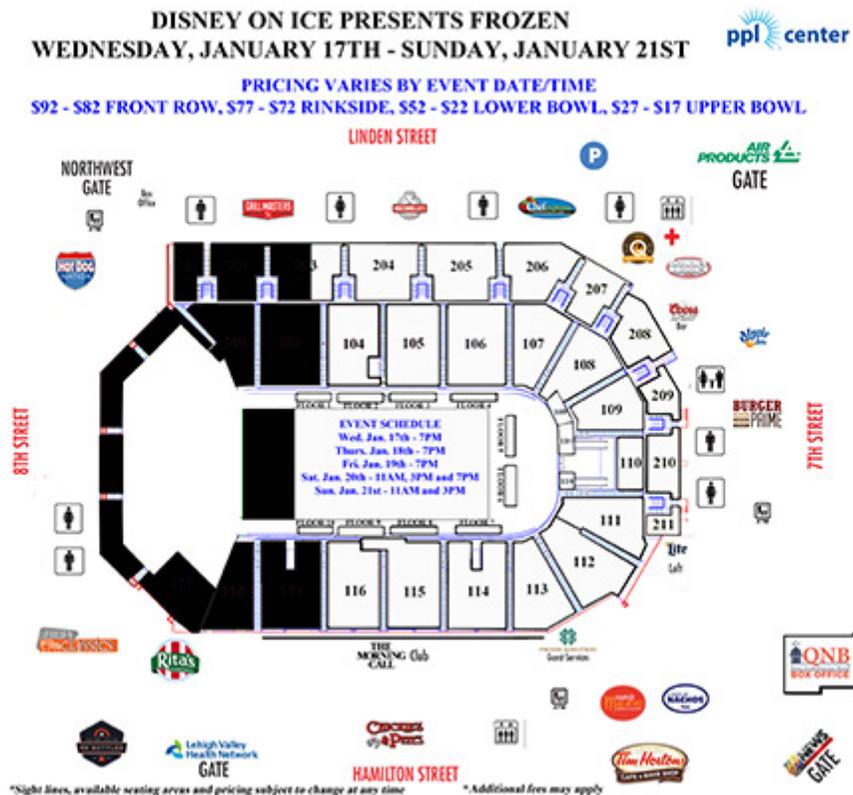


LVHN Employees Use Building Talents for a Good Cause at CANstruction Lehigh Valley

12 OCT, 2016

LVHN Exclusive: Disney On Ice Presents Frozen Ticket Presale

BY [EMILY SHIFFER](#) · OCTOBER 10, 2017



Come see Elsa and Olaf when they take the ice at the PPL Center for 8 performances January 17-21.

Tickets range from \$17-\$92.

Presale tickets are on sale now through Monday, Oct. 16 at 11:59 p.m. To purchase tickets, click on [LVHN's presale link](#) and enter code PTLVHN.