

## CEO Update: Investments in You—VIDEO

Dr. Nester explains how investments are part of our strategy.

## Ideas Shared at Safety Town Halls

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## The Kindness Project

Kim Jordan discusses the foundation of our culture.

## Updated Solicitation Policy

Ensure you're following it when supporting a cause.

## Meet October's Service Star

Dillon Farrell inspired colleagues to help area homeless.

## Mammogram Done on Live TV

It's one way we're fighting breast cancer.

## New Cafeteria Hours at LVH—Cedar Crest

They're expanded for patients and families who arrive early.

## LVPG Provider You Should Know

Meet Steven L. Lewis, MD, Chief of Neurology.

## Free Hernia Screening

Everyone can attend Oct. 24 at LVH—Cedar Crest.

## This Week's United Way Winners

If you donated, your name may be on the list.

### Bullying Has No Place at LVHN

[Read More](#)



### Open Enrollment Packet

[Read Now](#)



### Colleague Flu Shot Clinics Begin

[See Dates](#)



## LVHN news

What Influences Your Cholesterol? »

What Are the Symptoms of Head and Neck Cancer? »

Gamma Knife Icon Treats  
Trigeminal Neuralgia Without  
Surgery »

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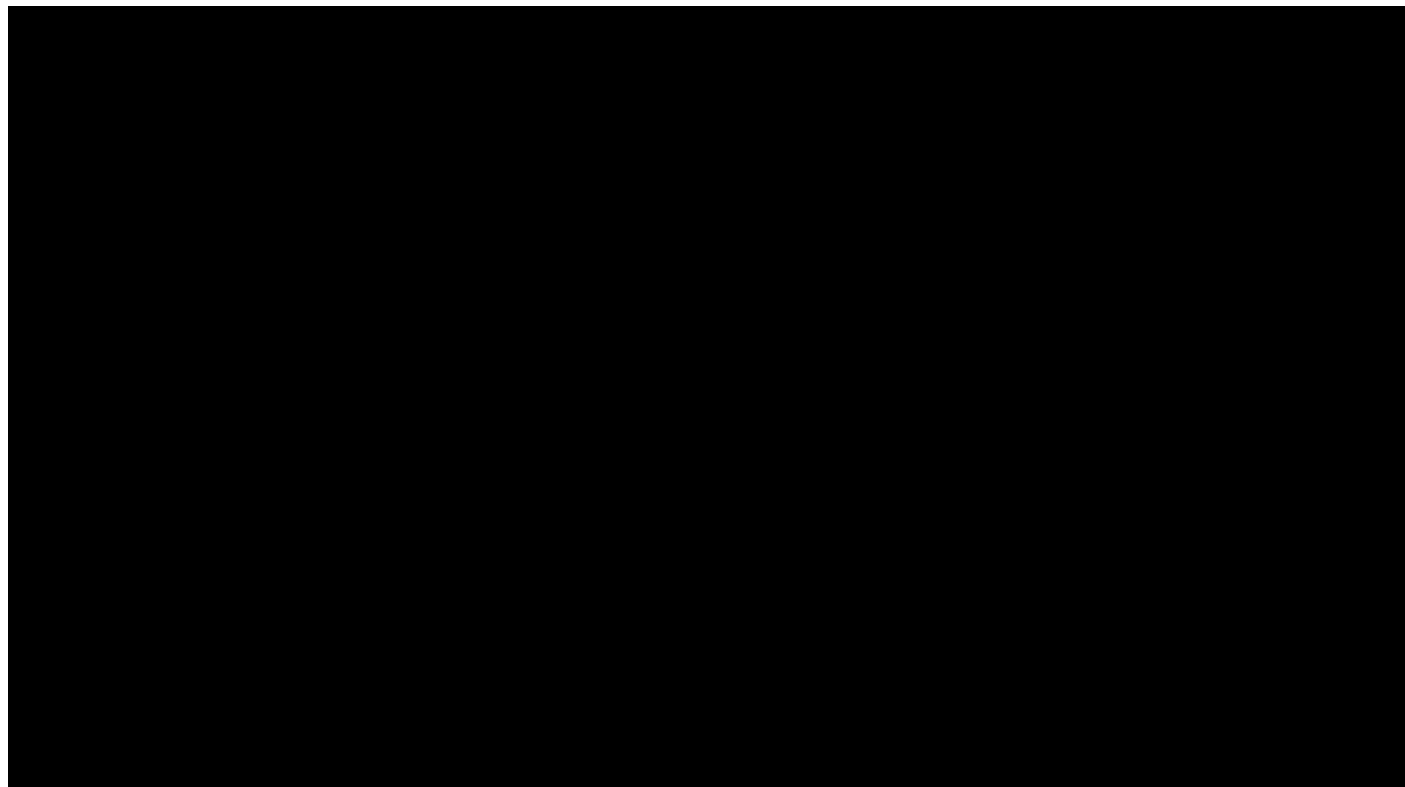
# CEO Update: Our Strategy Includes Investments in You

BY RICK MARTUSCELLI · OCTOBER 16, 2017



*Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. It's part of the way we're sharing information with you called the [Communication Cascade](#). In this edition, Dr. Nester discusses our strategy to build our health network in the region. Our strategy also includes investments in you.*

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



Hi everyone. Fall is here, and the leaves are beginning to change. What isn't changing is the exceptional work you are doing to heal, comfort and care for our community. Thank you for your tremendous

dedication and commitment. In return, know that LVHN is here to support you as our health network evolves and responds to our changing health care environment.

If you follow the news, you may have read about the mergers taking place within the health care industry regionally and nationally. As a result, you may be wondering what we're doing to build our health network in the region. First of all, know that our organization is strong. Furthermore, we have a strategic plan in place to make our health network even stronger.

As part of our strategy, we created a "Drivable Super Regional Health Network" through our mergers. All of the quality services we provide at LVHN are conveniently accessible within driving distance. And despite the mergers taking place around us locally, you can be assured we remain committed to the needs of the communities we already serve. We will continue to grow in our region and provide the services people need close to where they live.

Through all this change, what matters most is you. That is why we're also making investments in you so you can be at your best for our patients and their families.

We'll talk more about how we're investing in you during my State of the Health Network Address, which has been rescheduled for Nov. 16.

Our investments include a sharp focus on new wellness programs to help you be at your best, and new opportunities for professional and personal development. They also include opportunities for you to provide feedback at Town Halls and huddles, and through Colleague Surveys. We want to listen to you, learn about your needs and respond so that – together – we can make LVHN even better.

It all fits together. When we care for you, you can be at your best to care for our patients and their families. After all, that's why you chose a career in health care: To always serve and care for the people of our community.

At LVHN, we care for our community with PRIDE. Soon, you'll be hearing about our renewed focus on our PRIDE behaviors. If we all promise to practice our PRIDE behaviors, we will successfully build and maintain strong relationships with patients and each other.

That's how we'll make our health network even stronger and further our mission. I believe in you, and I thank you for everything you do to make LVHN strong. I'll talk with you next month.

# Colleagues Share Ideas and Concerns During Safety Town Halls

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

No question was off limits during our recent Colleague Safety Town Halls held at LVH–Muhlenberg, LVH–Cedar Crest and LVH–17<sup>th</sup> Street. Nearly 300 colleagues attended the sessions held on each of our hospital campuses. Night shift colleagues at LVH–17<sup>th</sup> Street couldn't get away to attend a Town Hall, so a roving Town Hall went to them.

## N03850 17th town hall safety 2895



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Sessions were hosted by President [Jim Geiger](#), President [Bill Kent](#), Administrator of Public Safety and Emergency Operations Lou Puentes and other campus leaders.

**Colleague safety is our top priority**

Town Halls included a short presentation by Puentes that detailed some of the changes we've implemented after recent security events. Colleagues were then invited to ask questions, share concerns and suggest changes that can make LVHN safer for everyone.

"If you see something, say something," says Puentes. "Colleagues know their areas better than anyone. We take your safety and security very seriously and appreciate having your eyes and ears on the ground to alert us when there are problems."

Here are some of the takeaways:

### **We're implementing changes**

We're implementing new policies and procedures to increase colleague safety. Some are happening quickly, while others will take time. We're also reviewing the feasibility of the suggestions colleagues shared during Town Halls and will communicate changes.

### **We won't tolerate abusive and threatening behavior**

LVHN will not accept verbally abusive and threatening behavior from visitors and patients. Call Security right away if you feel threatened. We will talk to the individual to set expectations about behavior. If the individual doesn't comply, we can remove the individual from campus.

### **New Epic flag to identify abusive patients**

We've created a new flag in Epic to proactively identify patients with a history of abusive behavior. Call Security right away when a patient displays threatening behavior. The officer will write a security report after the incident, and also has the option to create a behavioral flag in Epic that will become part of the patient's history.

### **Self-expiring visitor passes**

A new visitor badge system called EasyLobby is being piloted on some units at LVH–Muhlenberg. In the future, we'll roll out new visitor passes to all our campuses.

### **Enhanced Security tactics**

Select members of our Security team are being equipped with enhanced tactical tools. Other security enhancements – including metal detectors – are also under review. "We are studying the pros and cons of additional tools and looking at what other hospitals are doing so we can make a fully informed decision," says LVH-Cedar Crest & 17<sup>th</sup> Street President Bill Kent.

### **Maintaining situational awareness**

Too often, unauthorized people are able to "piggyback" their way onto locked units by walking closely behind a colleague with badge access. "We all need to maintain situational awareness to make sure no one comes in behind us that doesn't belong there," says LVH–Muhlenberg President Jim Geiger.

## **We're creating an action plan**

The information collected during our Safety Town Halls is being added to our action plan. Next, leadership will get to work studying solutions, implementing new processes and communicating those changes to you.

## **Safety Tips coming to LVHN Daily**

In the near future, we'll be unveiling our new Safety Tips column designed to give colleagues the information they need to feel secure at work. Look for future columns on safety and security including: how to use your Ascom phone during a security event; how to use panic alarms to notify Security and your colleagues; what to say to visitors who are trying to piggyback and much more.

“When in doubt, call Security,” Puentes says. “That’s really the takeaway for everyone. We’re here to help keep you safe.”

# The Kindness Project

BY [KIM JORDAN, DNP, RN](#) · OCTOBER 20, 2017

Last week on LVHN Daily, two blogs focused on the subject of colleague bullying. It's a topic that has been on my mind all week, and yours too, based on the continued stream of emails on the subject.

Because my message last week was primarily directed toward nursing/patient care, I want to go a step further. Demeaning behavior or mistreatment of any person – colleague, patient, family member, classmate, neighbor, etc., etc. – is unacceptable. Awareness of our own tendencies toward incivility is the starting point. But it has to continue from there with action and self-checking to ensure the people we encounter at work, home, in parking lots or grocery stores see and experience the better side of us. We are, after all, human too.



## Your feedback about bullying

I have read many very thoughtful emails from you about bullying. One of the common threads was to make sure we (collectively) take an honest look at ourselves and make sure each of our practices, hospitals, offices and health centers are places all feel welcome.

Here are some additional thoughts from your LVHN colleagues that struck a chord with me:

- “I am one of the seasoned nurses and feel an extra sense of protection for the newer nurses that I encounter on nights. We can always do better!”
- “It is only in a respectful and inclusive workplace that colleagues can perform at their best and provide the best possible care for patients and families.”
- “I’ve been in the network a long time, and you are right. This is not, ‘Who we Are.’ Our culture has always been P.R.I.D.E. behaviors. We have gotten so far removed from that, I can almost bet most people don’t know what it means anymore.”
- “NOBODY should be bullied at work! No employee on any level should have to tolerate this behavior against them!”



- “I hope our workplace will become a more cohesive and team building workplace.”

## How do we tackle this?

As colleagues – whether in patient care or in administrative or other supporting roles – I am humbled by the call for action to make LVHN a better place for all of us. In my opinion, change begins with self-reflection. Think about this:

- Do I gossip?
- Do I intentionally leave someone out of our work clique?
- If someone doesn't want to join us at lunch or other activities, do I feel insulted and dislike that person?
- Do I harass someone (verbally, physically or emotionally)?
- Do I yell at colleagues or speak harshly to patients?
- Do I apologize and then repeat a demeaning or cruel behavior?
- Do I create a negative work environment?

If you identify with one or more of these behaviors, it's time to change.

If you are subject to someone behaving this way toward you, it's time to speak up.

Last week on LVHN Daily, Lynn Turner, Senior Vice President and Chief Human Resources Officer, provided excellent advice about confronting this type of behavior and the resources right here that can help. I encourage anyone who is struggling with this (victim or perpetrator) to please read Lynn's blog: [I Hear You: Bullying Has No Place at LVHN](#).

## Next step: Kindness

Among the emails about bullying, I received an intriguing note from an LVHN nurse who brings decades of care to our patients. In her note, she shared insights about, “The Gathering of Kindness,” a conference she is attending (at her own cost) to learn more about how Australian hospitals have focused on “kindness” to reshape health care culture.

In her note she said, “Perhaps using the word ‘kindness’ more often rather than ‘bullying’ may instill some compassion in the more senior staff. In my humble opinion, this is not just a nursing problem, every department has dealt with bullying or rather, lack of kindness, issues.”

I decided to learn more about the Gathering of Kindness, and read a blog by physician, *Catherine Crock, AM, with Royal Children's Hospital in Melbourne*. Her thoughts about kindness sum up what I would like to see our culture fully evolve to:

- “Kindness does three vital things. Kindness makes best use of your team – if you are kind to those around you, then they will be there to provide support and assistance and kind behaviors in return. Kindness brings the safest environment – by fostering a culture where people aren't afraid to speak up, mistakes or risks can be dealt with openly, and before they have consequences. Lastly,

kindness creates unexpected wonderful moments of joy.”

I thank you all for contemplating and seriously addressing the need for more kindness in our workplace (and everywhere). So many of you are already there – you do it every day! Keep showing your kindness in action because it is a gift that has abundant returns: more satisfaction at work, less colleague turnover, safer environment for our patients. These are the pillars we want to build our culture upon. With a foundation of kindness and respect, let’s see how far we can go.

Kim

P.S.: My email is always available to you, so do not hesitate to share your thoughts on this topic (or other nursing/patient care/colleague retention/positivity topics) with me: [Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org).



*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 Following the Updated LVHN Solicitation Policy?

BY [TED WILLIAMS](#) · OCTOBER 17, 2017

Being in health care, you're going to find many LVHN colleagues who are more than willing to help someone in need. While it's certainly admirable to show support for a good cause, it's wise to discuss it with your human resources (HR) consultant first to make sure what you're planning fits within the guidelines of the updated LVHN solicitation policy.

The purpose of the policy is not to discourage anyone's good intentions, but rather to prevent unnecessary disruption of a colleague's daily work and manage the frequency of the requests of a colleague to contribute to a cause. LVHN continues to be committed to supporting causes that benefit our community. These causes are outlined in the solicitation policy.



“Primarily, we’ve become lax with enforcing the policy,” says Jane Leary, HR’s Director of Colleague Relations. “We think many colleagues don’t realize there may be a problem. Some aren’t even aware there is a policy. We just want to make sure everyone knows what’s acceptable and what isn’t. Please reach out to your human resources consultant to confirm that your good intent is consistent with the solicitation policy.”

All colleagues are invited to [review the complete updated Solicitation and Access Policy](#). Here are some of the key points:

- Solicitation and distribution of literature are not permitted when either the colleague seeking patronage for a cause or the colleague being approached is on working time engaged in his or her job duties. Please note working time does not include meal times, break times or other periods when the colleague isn’t engaged in work functions.
- Also, solicitation and literature distribution are not permitted in direct working areas, and LVHN communication tools, such as LVHN email, can’t be used to advertise causes. Please note lounges, break rooms, lobbies, parking lots and locker rooms are not considered working areas. Cafeterias and gift shops generally are not considered working areas, except in regard to colleagues working at those locations.

Solicitation includes but is not limited to:

- Raffles
- Charity drives
- Cosmetics, jewelry, food and houseware sales
- Sponsorship requests
- School or club fundraising activities
- Ticket sales
- Catalog or online sales
- Commercial or personal business sales
- Bake sales or external food vendors
- Drives to benefit specific individuals or colleagues (excluding paid time off donations)
- Use of LVHN electronic resources

The exceptions to the policy are charitable and community activities supported or sponsored by LVHN, or related to LVHN services. They include:

- United Way Employee Campaign
- LVHN Via Marathon
- American Heart Association Heart Walk
- March of Dimes/March for Babies
- Lymphoma and Leukemia Society
- LVHN foundations
- LVHN auxiliaries
- Blood drives
- Employee Benefit Fairs and activities related to employee benefit programs
- Employee discounts which specifically benefit LVHN colleagues

## Service Star of the Month – October 2017

BY SHEILA CABALLERO · OCTOBER 19, 2017

### OCTOBER SERVICE STAR OF THE MONTH



Dillon Farrell, RN, has a special way about him that makes patients and colleagues feel cared for and supported. Since coming to LVH–17<sup>th</sup> Street, he has brought a positive energy and kind heart to everyone he meets.

One morning during daily huddle, Farrell mentioned he wanted to do something special for the homeless. Every year during the holidays, his family makes bagged lunches and hands them out to homeless individuals in Philadelphia. He suggested emergency department (ED) colleagues do something similar in Allentown, and they warmly agreed.

Based on his suggestion, colleagues reached out to members of our Street Medicine team for guidance. Farrell then contacted ED colleagues at LVH–Muhlenberg and LVH–17<sup>th</sup> Street to see if others would be interested in helping. After organizing donations of bread, peanut butter, jelly, water and apples, colleagues gathered one evening in December to assemble 200 bagged lunches.

Early the next morning – on perhaps the coldest day of the year – Farrell led a handful of volunteers to the Allentown warming station where homeless individuals can get a safe bed, warm shower and

helping hand. As individuals left the warming station, each received a bagged lunch.

Shivering and unable to feel fingers or toes, colleagues got back in their cars and headed for the Allentown Rescue Mission to hand out lunches, coats, gloves and other items. Then the team headed to the Salvation Army for the final meal and clothing distribution of the day.

“It was so cold we were shivering,” says nominator Michelle Rice, RN, Director of Clinical Services. “As we complained about the temperature, Dillon reminded us all we had warm homes to go back to. It was such a rewarding day and reminded us of how thankful we should be for what we have.”

## Next Steps

Nominate a Service Star.

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

- **Joseph DiGirolamo, RN, LVPG ExpressCare–Palmer Township**

DiGirolamo is an excellent example of a colleague who practices PRIDE and AIDET behaviors. He has gone above and beyond for injured patients by walking them to their car after an ExpressCare appointment.

- **Maryann Christman, 4T, LVH–Muhlenberg**

When a caller showed signs of respiratory distress, Christman checked to see if she was alone, asked for her name and birthdate, then located her patient record. Christman then contacted 911 to request they check on the woman. Later, the woman was found to be severely hypoxic and admitted for further treatment.

- **Nilsa Rivera, education, LVHN–Mack Boulevard**

Rivera is available for colleagues and happy to assist in any way she can. She models PRIDE behaviors by demonstrating care, respect and dedication to all her trainees to ensure they get the information they need to be successful in their roles.

- **Lori Eckhart, RN, operating room, LVH–Cedar Crest**

Eckhart is an excellent nurse inside and outside of work. While playing golf on a day off, she performed the Heimlich maneuver on a woman who was choking and saved her life.

- **Alisa Matthews, RN, population health, LVHN–One City Center**

Matthews follows up with patients after discharge to ensure they receive optimal care. Recently she used translator services to help a mother who did not speak English. With the help of a translator she was able to confirm the mother’s child was safe, had her needs met and had a follow-up appointment with her pediatrician.

- **Emergency department colleagues, LVH–Hazleton**

Colleagues provided exceptional care and emotional support to the teenage victims of a tragic auto accident, and their friends, family and teachers. One teen died at the scene. Another was stabilized by the trauma team and flown to LVH–Cedar Crest. Two others had less significant physical injuries yet

were struggling with the emotional trauma of the accident.

# Colleagues Perform Mammogram Live on TV – VIDEO

BY [EMILY SHIFFER](#) · OCTOBER 20, 2017

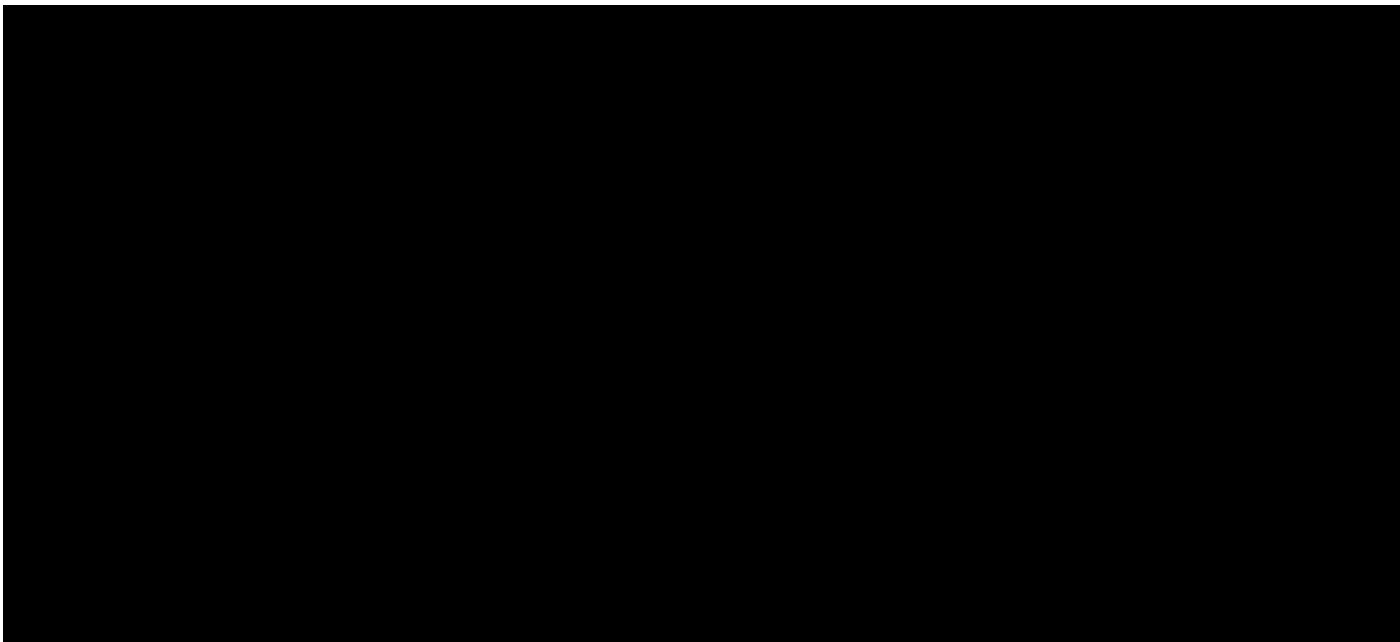
LVHN is leading the way this October to support women in the fight against breast cancer. To help raise awareness, colleagues at the Health Center at Bethlehem Township performed a live 3-D mammogram on WFMZ.

As part of a 10-minute segment, Mammography Technologist Donna Henry helped 57-year-old Donna Mugavero with her very first mammogram. “Early detection is the best prevention,” Henry says. She walked viewers through the preparation and process of having a mammogram and made her patient feel as comfortable as possible throughout. “I am so mad at myself that I didn’t do this years ago,” Mugavero says. “This was so easy.” [Watch the full WFMZ segment.](#)



LVHN also makes it convenient for women to schedule a mammogram. You can schedule online at [LVHN.org/mammo](http://LVHN.org/mammo) or call 888-402-LVHN (5846).

Here’s a video we’re sharing that tells women how easy it is to schedule a mammogram at LVHN. You can help too by telling people about this and [all our other conveniences.](#)





Colleagues Perform Mammogram Live on TV – VIDEO – LVHNDaily



# Earlier Hours of Operation Introduced at the LVH–Cedar Crest Cafeteria

BY [EMILY SHIFFER](#) · OCTOBER 19, 2017

In response to feedback from patients' loved ones and guest services, the cafeteria at LVH–Cedar Crest has introduced new hours of operation, including earlier openings on weekdays.

The cafeteria is now open Monday through Friday, 1-4 a.m. and 5 a.m.-9 p.m. It is open on weekends 6:30 a.m.-9 p.m.

“To enhance the experience of our patients' loved ones, Sodexo operationalized earlier hours so no one has to leave campus for a warm cup of coffee or a bite to eat early in the morning,” says Kelley Gold, Guest Service Manager at LVHN.

Continental breakfast offerings will also be available at 5 a.m., with full selection beginning at 6:30 a.m.



## LVPG Provider You Should Know: Steven L. Lewis, MD

BY [MARCIAANN ALBERT](#) · OCTOBER 18, 2017

*The “LVPG Provider You Should Know” is a new regular feature on LVHN Daily. It’s designed to introduce you to some of the exceptional physicians and advanced practice clinicians we have within our medical group. It may even help you or someone you know who is searching for a provider find the perfect one.*

LVPG’s newly appointed Chief of Neurology, Steven L. Lewis, MD, has worn many hats in his illustrious medical career. His passion for neurology began during his second year of medical school. “That is when I discovered – frankly, to my complete surprise – how much I thoroughly enjoyed learning about neuroanatomy and working through the process of neurological diagnosis,” he says. “This set of knowledge and skills remain integral to providing the best care of our patients with neurologic disease.”



Lewis received his bachelor’s degree in molecular biochemistry and biophysics from Yale University and his medical education at Stanford University School of Medicine.

While at the University of Chicago, Lewis completed a medical internship and neurology residency. Transitioning from student to educator, Lewis was appointed professor of neurological sciences at Rush University Medical Center, where he also wore the “hat” of Associate Chairman of the department, served as Head of the Section of General Neurology, and also Director of the Neurology Residency Training Program for more than 15 years.

His accolades continued, as he was the Neurology Book Editor for the “Medical Knowledge and Self-Assessment Programs” (MKSAP 13 and 14) for the American College of Physicians, editor of the book “Neurological Disorders Due to Systemic Disease,” co-editor of the book “Neurology for the Non-Neurologist,” and authored the book “Field Guide to the Neurologic Examination.”

Lewis is the Editor-in-Chief of “Continuum: Lifelong Learning in Neurology,” the official CME journal of the American Academy of Neurology. He is a Director of the American Board of Psychiatry and the past Chair of the Neurology Residency Review Committee for the Accreditation Council for Graduate Medical Education (ACGME). Lewis is a Trustee of the World Federation of Neurology, with the distinction of

being the first American to be elected to this position since 2008. He is also the Editor of “World Neurology,” the official newsletter of the World Federation of Neurology.

To learn more about Lewis, [visit his profile page on LVHN.org](#)

# Free Hernia Screenings and Information Session

BY [EMILY SHIFFER](#) · OCTOBER 20, 2017

Learn more about the signs and symptoms of a hernia and get a free hernia screening on Tuesday, Oct. 24, at 5:30 p.m. The screening will be held at LVH-Cedar Crest in conference rooms 1, 2 and 3 of the 1240 building. All colleagues and community members are welcome to attend.

LVHN has the region's most convenient and comprehensive treatment program for patients with hernias. We also offer next day scheduling for appointments so you get the care you need, on your time.

At the event, surgical experts Paul Cesanek, MD, and T. Daniel Harrison, DO, will lead presentations on the signs and symptoms of hernias. They also will discuss the importance of early detection and treatment options as part of the LVHN Institute for Special Surgery, including minimally invasive robotic surgery.

To sign up, call 888-402-LVHN (5846) or visit [LVHN.org/herniascreening](http://LVHN.org/herniascreening). Refreshments will be served.



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

BY [ADMIN](#) · OCTOBER 20, 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

Pamela Gomez      Gift certificate: Recreation Committee tickets/trips

Donated by: LVHN Recreation Committee

Elizabeth Clewell      VIP Parking Jan. 1-June 30: LVH-17<sup>th</sup> Street, LVHN–Mack or LVH–Muhlenberg

Donated by: LVHN Security

Tamatha Garman      Gift card: The Udder Bar

Donated by: The Udder Bar

Thya Riley      Gift card: Sodexo

Donated by: Sodexo

Diane Secara      Gift card: Giant

Donated by: United Way committee

Margaret Kornuskzko Personal Training Session

Donated by: LVHN Fitness

Joanne Schmidt Personal Training Session

Donated by: LVHN Fitness

Kristin Kocher Personal Training Session

Donated by: LVHN Fitness

Karen Steixner Personal Training Session

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.)*