

### Three New Conveniences

"Just Say Yes," ExpressCARE wait times, online comments.

### Open Enrollment Ends Oct. 27

You have until midnight to enroll in benefits.

### Drive-Through Flu Shot Clinics

Encourage your family and friends to get vaccinated.

### Watch October Leader to Leader—VIDEO

We're enhancing the patient and colleague experience.

### Thwarting the Unkind

Get resources from an expert on workplace bullying.

### International Street Medicine Conference

Attendees from around the world tackle tough topics.

### See the Center for Connected Care and Innovation

Guided tours will be held Nov. 3 from 1-3 p.m.

### Family Medicine Hits the Ground Running

Learn about the department priorities for FY18.

### In Case You Missed It—VIDEO

Conveniences, honors and media coverage take center stage.

### Tactics to Deal With Violent Situations

RAD classes will be held Nov. 5 and 12.

### Colleague Flu Shot Clinics Begin

[See Dates](#)



### Meet October's Service Star

[Read More](#)



### Follow the Solicitation Policy

[Read More](#)



## LVHN news

How a Lactation Consultant Can Help »

New Prostate Cancer Treatment Protects Organs at Risk »

## **Enjoy Brunch With Santa**

Sign up for the event on Dec. 9.

## **This Week's United Way Winners**

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

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[Top 7 Weight-Loss Tips »](#)

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

# Three New Ways We're Improving Access and Convenience

BY [ADMIN](#) · OCTOBER 27, 2017

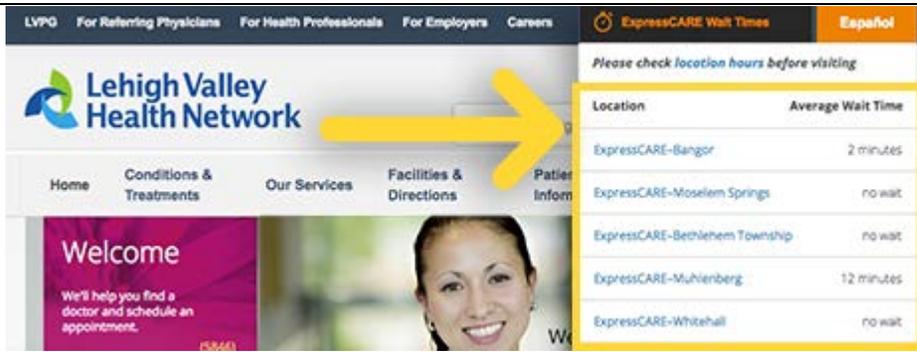
*This message is from Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer.*

In the last few months, you have implemented many initiatives to make it easy for patients to choose and access LVHN for their care, including use of a new, all-inclusive telephone number (888-402-LVHN) and convenient online appointment scheduling. Today, we're pleased to announce three new ways you and LVHN are improving customer and patient convenience, access and experience.

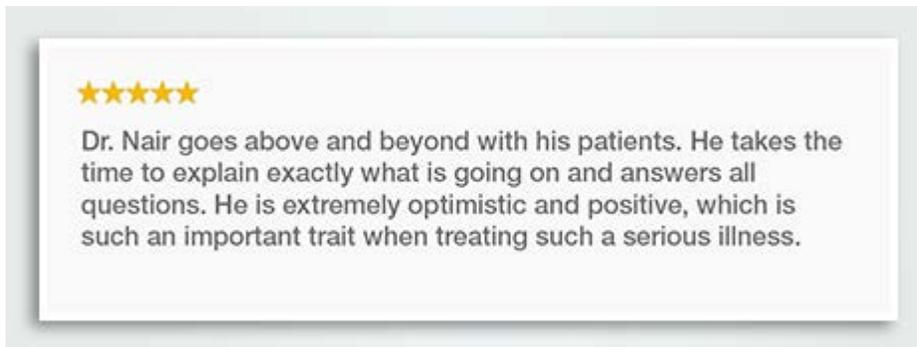
1. **Just Say Yes** – When a patient needs to schedule an appointment, they shouldn't have to wait four to six weeks for care. We are making a promise to people who call an LVPG practice or 888-402-LVHN for an appointment to get them in "today, tomorrow or the next day." During the visit, we continue to say yes. When they need a test, we help them schedule it before they leave by providing them with a special phone that will connect them with the Access Center. In some cases, when tests like a Holter monitor or DEXA bone density scan are ordered, patients who have a MyLVHN account can schedule those tests right from the patient portal. Women age 40 and older who have not had a screening mammogram in the last 365 days can also use MyLVHN to conveniently schedule their annual screening mammogram.



2. **ExpressCARE Wait Times** – When a patient needs walk-in care now, we want to help them find the location with the shortest wait time. Now our community members can learn how soon they can be seen at our ExpressCAREs with real-time online wait times. Look for the orange alarm clock at the top of [org](#) and click to see the list of wait times at 12 ExpressCARE locations and our exclusive Children's ExpressCARE in Palmer Township. Wait times can also be found on [LVHN.org/ExpressCARE](#).



3. **Physician Rating Comments Now Live** –When looking for a doctor or advanced practice clinician (APC), patients often rely on the opinions of others who had an experience. In August, we launched physician star ratings on [org/Find\\_a\\_Doctor](#) for about 400 LVPG providers to help our community members learn how other patients rate their provider. This month, patient comments began appearing on those providers' Find a Doctor profiles for a more complete picture. Comments and ratings come from CAHPS survey responses that patients may fill out following a verified visit. The use of star ratings and comments is one of many features in our Find a Doctor tool – such as education, videos, scholarly works and personal care philosophy – that help patients choose a doctor or APC who is best suited for them.



I appreciate all the ways you have contributed to the success of each access and convenience initiative we've introduced. With the new features on LVHN.org and the Just Say Yes appointment promise, we will continue to demonstrate our commitment to patients as the only place they need to go for care.

For information about these and our other conveniences at LVHN, review our [Convenience Tool Kit](#).



# Open Enrollment is Ending Soon. Make Your Benefit Selections by Friday, Oct. 27

BY [SHEILA CABALLERO](#) · OCTOBER 24, 2017

Time is running out to enroll in health benefits for 2018. If you are a benefit eligible colleague, you must make your final benefit selections no later than midnight on Friday, Oct. 27. To date, approximately 8,500 colleagues have completed their enrollment.

If you have questions or need assistance, help is available. There is still time to attend a [Help Session](#) (you must bring your SUI and password to log into Lawson during the Help Session). You also can refer to our [2018 User's Guide](#) for step-by-step instructions to guide you through the process.

Please note that all colleagues must re-enroll in benefits each calendar year, even if your selections don't change. If you have questions about Open Enrollment, please call the Colleague Benefit Resource Center at 484-884-3199.

## 2018 LVHN Health Plan



 Lehigh Valley Health Network

# 20th Annual Community Seasonal Influenza Vaccination Campaign

BY [ADMIN](#) · OCTOBER 25, 2017

Every [flu](#) season for the past 19 years, we've distributed free flu vaccines to the community. The program grows each year. The first year we distributed 100 vaccines, now we administer about 11,000 vaccines a year.

During this year's two-day community drive-through clinic, free flu vaccinations will be administered to adults and children 6 months and older. High-dose vaccine are available for 65 and older.



**Optional donations of nonperishable and nonexpired food items will be accepted.**

**People can choose to attend on:**

**Sat., Nov. 4, 2017**

9 a.m. to 3 p.m.

Dorney Park, Allentown, Pa. ([view map](#))

**Sun., Nov. 5, 2017**

9 a.m. to 3 p.m.

Home of the Lehigh Valley IronPigs, Coca-Cola Park, Allentown, Pa. ([view map](#))

## Instructions for receiving a free flu vaccine

In order to receive a free flu vaccination, people should follow these two simple steps.

- 1. Complete a consent form for each person being vaccinated and review the vaccine information sheet.**

[English flu vaccine consent form and vaccine information sheet](#)

[Spanish flu vaccine consent form and vaccine information sheet](#)

- 2. Complete an [online registration](#), which will allow you an opportunity to select a location and vaccination time slot.**

You will be taken to the Allentown Health Bureau's web site to complete this step.

[Download the English-language flyer](#)

# Watch Leader to Leader – October 2017

BY [ADMIN](#) · OCTOBER 23, 2017

Do you want to know what's going on in our health network? Watch the Leader to Leader meeting, which are held the third Thursday each month. Using a PowerPoint presentation as a guide, colleagues share updates on key issues and initiatives. Click the links below to watch this month's presentations.

**In order to watch the below videos, you need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)**

[Accelerating Access and Experience](#)

[Accelerating Colleague Experience](#)

[Accelerating Consumer and Patient Access](#)

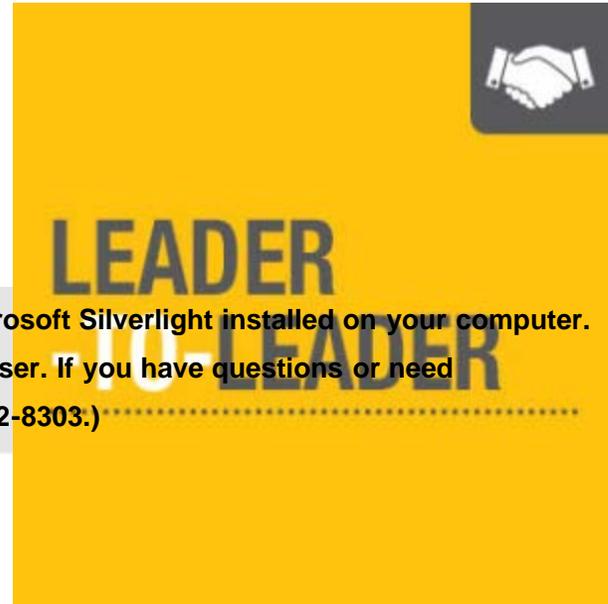
[Accelerating Outpatient Experience](#)

[Accelerating Inpatient Experience](#)

[LVH-Schuylkill Success Story](#)

[United Way Campaign Update](#)

[October PRIDE Award Nominees and Service Star Award Recipient](#)



# Thwarting the Unkind

BY [KIM JORDAN, DNP, RN](#) · OCTOBER 27, 2017

We are having a dialogue – you and me – about unkindness in the workplace, aka bullying. It's been eye-opening. What I was unaware of was how many of you have experienced bullying (lateral violence) here and elsewhere. Also, I was surprised how many of you have studied it, for personal as well as academic purposes.

Among the resources sent to me were a few documents by Renee Thompson, DNP, RN, CMSRN, a nurse from Pittsburgh, who is considered an expert in the field of workplace bullying and in particular, bullying by nurses. I will include her blog link below: It is terrific, and I recommend that you read it.



## **Protect your nurse hero powers**

Though some may get into professional nursing just for a paycheck, I'd say that number is small. Most of us chose this field because it means something to us – we want to help others, help make their lives better, encourage them, or make sure the end of life is peaceful, comfortable, honored. Your nurse hero powers are what make those positive things happen – it's your energy.

Unkind behavior is the antithesis of why you/we chose this profession, and as Dr. Thompson says, you need to protect your nurse hero powers from bullying. Here's a brief recap of some key anti-bullying tactics she has shared:

- **Always learn:** Read every day; get certified, advance your degree.
- **Don't judge:** Celebrate other nurses (nominate someone for an award!); treat support staff as team members (yes!); put yourself in another's shoes.
- **Don't let fear stop you:** Get comfortable being uncomfortable; believe in yourself; make decisions based on what's best for patients.
- **Communicate:** Speak honestly and respectfully; stop gossiping; be direct with others.
- **Stop bullies:** Don't accept bullying as the norm; speak up if you see bullying; go out of your way to support others who are bullied.

## **Self-assessment: Are you a bully?**

Last week I jotted down some things I thought of as indicative of bullying, including gossiping and yelling at colleagues or patients. In most cases, change only happens after recognition of a problem and personal acceptance of responsibility.

This week, we have a link to one of Dr. Thompson's own bullying assessments, posted by the Patient Safety Authority of Pennsylvania. <http://patientsafety.pa.gov/pst/Documents/Bullying/whatif.pdf>

This dives more deeply into the nurse workplace, asking about whether you give easy assignments to colleagues you like; whether you intimidate people; if you ridicule inexperienced co-workers, etc.

**My request:** This is a short assessment and one I ask that you each take. You don't need to turn it in to anyone. The point of this is for you to see how you score. Does your score show a tendency toward unkindness and incivility? If so, it is important for you to know and make decisions about curbing your bullying behavior or request help to change those behaviors. As Lynn Turner noted in her previous blog, there are resources:

- Talk with your supervisor or Human Resource Consultant
- Connect with the Employee Assistance Program. EAP is helpful in the event issues at home or with family translate into poor interpersonal relations at work.

If you need help, please ask. One of the things Dr. Thompson points out is that some of the worst bullies are the most competent nurses. We need you – but we need you to change.

### **Keep shining the light on this**

After the Magnet® conference earlier this month, I attended a conference of chief nursing officers from large health organizations. At the CNO meeting, we talked about workplace bullying because it was very freshly imprinted in my mind. What others told me is a) LVHN is not alone in this and b) lateral violence is on their radars too.

Let us keep working on making LVHN a safe, positive and professional environment in which we provide AND receive care. There is nothing more destructive to a positive work environment than behavior that undermines another colleague. It is critical that we speak up when bullying occurs and that we support those who are bullied. With your presence and attention, we can make sure this type of behavior is not tolerated and has a bright light directed on it so it is visible to everyone – because in the end, it affects all of us.

Kim

P.S.: Two things:

1. Renee Thompson's blog is found at: <https://blog.rtconnections.com/>. She has another website, mainly for speaking engagement info, but it is also worth a read: <https://www.reneethompsonspeaks.com/>

If you have time for just one of those, then go to her blog!

2. And a reminder, you are welcome to email me about this topic or others that concern you. My email is: [Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org). I love hearing from you because I learn from each of you. Thank you to those who have shared their thoughts, resources and stories with me – I greatly appreciate you and the time you have taken to correspond.



*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.

# International Street Medicine Conference Tackles Tough Topics

BY ROBERT STEVENS · OCTOBER 23, 2017



LVHN colleagues and the City of Allentown shared center stage last week with global experts on homelessness at the 13<sup>th</sup> Annual International Street Medicine Symposium.

This four-day conference, sponsored by the Street Medicine Institute, is the world's premier educational event dedicated to the health care of the unsheltered and homeless people.

The audience of more than 500 converged on downtown Allentown from 85 cities in 14 countries on four continents, making it the Institute's largest symposium to date. They heard compelling presentations, shared innovative ideas and discussed topics like risk management, sex trafficking, novel methods of delivering care to the homeless and how to measure street medicine programs' value.

The conference featured LVHN colleagues, including President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, who welcomed attendees. "We at LVHN support street medicine because our community is only as healthy as the least healthy members of community," Nester said. He was praised by symposium chair Liz Frye, MD, as the only CEO she knows who does street medicine rounds.

Brett Feldman, PA, Director of Street Medicine at LVHN and Vice Chair of the Street Medicine Institute, said, “Everyone sleeping on the street deserves to have access to health care, because everybody matters. It’s why we do what we do.”

Roughly 100 million men, women and children in the world go to bed homeless and often hungry every night. This sobering fact and others revealed during the conference underscore the growing need for people and resources to care for this often-forgotten population.

# Tour the Air Products Center for Connected Care and Innovation at LVHN and See the Future

BY [TED WILLIAMS](#) · OCTOBER 24, 2017

All colleagues are welcome to get a look at the facility where creative health network minds gather to shape the future of health care – the Air Products Center for Connected Care and Innovation (APCCCI) at LVHN.

Guided tours will be available from 1 to 3 p.m. on Friday, Nov. 3, on the fifth floor of LVHN–One City Center.

What will you see? Say you're studying video visits. You'll stop by three connected care simulation rooms

- One looks like a living room. It's designed to simulate a place where a patient might go into MyLVHN for a video visit. The environmental experience can be studied there.
- The second room looks like a provider's office, where the experience on the other end of the video visit can be evaluated. One can study how a provider handles the visit examining the patient through a computer screen, with the patient's Epic record showing as well.
- The third room looks like a physician's examination room, where a consultation with another provider would take place. Again the simulation can be studied as to how it transpires.

These rooms can be configured to accommodate a variety of study purposes. There also are several conference rooms, each containing furniture that won't be found in other conference rooms around the health network. It's especially designed to foster collaboration and partnership.

But the big attraction is the large interactive computer screen you can't miss when you first walk into the center. It features Prysm digital workspace platform and has a variety of one-touch features that can be used in meetings and presentations.

Parking is permitted in the Linden Street parking deck. APCCCI will be providing validation tickets. Please call 484-862-3600 for more information.



# LVPG Bird's-eye View: Family Medicine Hits the Ground Running

BY [MARCIANN ALBERT](#) · OCTOBER 26, 2017

The pace of progress within LVPG continues to quicken. One department where this is most evident is Family Medicine. Grant Greenberg, MD, Chair of the Department of Family Medicine, is honored to be the “pace setter” moving the needle of progress.

With LVPG Family Medicine and ExpressCARE locations in more than eight counties, with 110 employed physicians, more than 70 advanced care practitioners, and many dedicated staff, it can be challenging to keep up with all the primary care information being shared.

“I continue to be impressed with the high level of dedication and commitment to the community our physicians, advanced practice clinicians (APC), nurses, medical assistants, and staff demonstrate on a daily basis,” says Greenberg, who has served as department chair for one year.

Greenberg is also on a quest to run a half-marathon in half the states. “Running a half marathon is not unlike serving as chair,” he says. “I am continually learning, developing knowledge and an understanding of the department.” When encourages colleagues to view unexpected challenges as “opportunities to learn, grow and develop the stamina to maintain a vision of the finish line, however distant it might seem.”

Greenberg’s team approach is quite clear. “Running isn’t often viewed as a team sport, but without a team working together for a common goal, the journey wouldn’t even begin,” he says. It’s not always about how fast you can go. When colleagues are focused and dedicated to reaching a goal, collaboration, encouragement and camaraderie organically develops.

Greenberg looks forward to working collaboratively within Family Medicine and throughout LVPG with other primary care and specialist colleagues to improve the health of our community. With Family Medicine priorities outlined for fiscal year 2018 (FY18), Greenberg and his colleagues are fully supportive of global LVPG quality initiatives and will channel resources to topics identified by the Family Medicine Department as priorities to assist individual practices address local health challenges.

The FY18 Family Medicine priorities are:



- Better Health and Better Cost: A1c (diabetes) control and appropriate upper respiratory infection (URI) treatment
- Better Care: Provider ratings (Press Ganey), and defining and measuring continuity of care
- Better Education: Enhancing the percentage of resident physician visits with patients under age 10

As an active practicing clinician, Greenberg can assess the health care landscape. “With the emphasis on convenience, increasing access and expanding the size of our patient panels, we are striving to understand what this may mean for the continuity relationship for Family Medicine,” he says. Because Family Medicine is a relationship-based, patient-centered specialty, we’ve identified defining our rate of continuity (how often the patient receives outpatient care from the physician or APC they have identified as their usual provider) as an essential first step to determine how continuity influences quality and patient satisfaction. “We want to ensure we provide convenience without sacrificing the relationship which is paramount to the nature of Family Medicine,” Greenberg says.

Educational strides link goals to achievement. “We will continue our high-quality educational training programs, with continued work at serving the pediatric population, to ensure our graduates provide the full spectrum of Family Medicine care upon graduating,” Greenberg says. This benefits our local community, as we have already hired 50 percent of our current third-year residency class to remain with us as clinical and faculty members at LVPG next year.

The Department of Family Medicine is a forerunner in community care. “I have a great team of people to work with, and I look forward to continuing the journey,” Greenberg says.

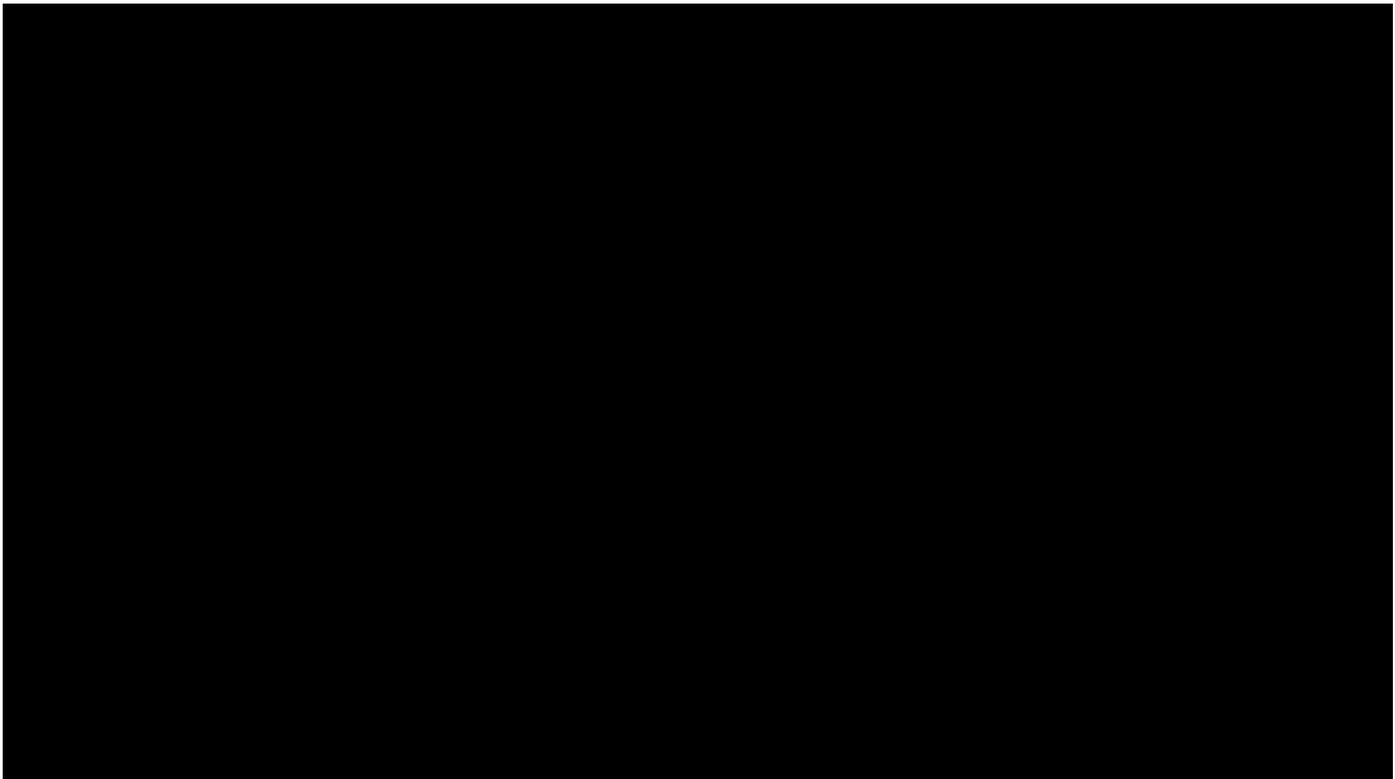
If you get the opportunity, congratulate Greenberg as he ran a half-marathon in North Carolina earlier this month. To learn more about Greenberg, [visit his profile page on LVHN.org](#).

# Headline: ICYMI: LVHN's 2017 Fall Headlines – VIDEO

BY [TED WILLIAMS](#) · OCTOBER 27, 2017

We continue to make our services even more convenient for our patients. Find out the latest on the “Call, Click and Walk In Convenience” campaign in the Fall 2017 edition of “In Case You Missed It,” also known as ICYMI. You’ll also learn about our new Cancer Chimes, a network department that’s earned several national honors recently, and some great media buzz at our hospital campuses. Watch the video and be in the know.

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



# Learn Tactics to Deal With Violent Situations

BY [TED WILLIAMS](#) · OCTOBER 25, 2017

Though potentially violent situations are isolated, they do exist. Women in particular can feel vulnerable walking to their vehicle, leaving work late or entering a dark home. There are steps you can take to reduce the risk of becoming the victim of violence, and female colleagues now have the opportunity to learn these steps free of charge.

The Rape Aggression Defense (RAD) System is the largest, most comprehensive women's self-defense course in the world. The system empowers women to make their own decisions regarding self-preservation and self-defense. Women learn defensive concepts and techniques against various types of assaults by utilizing proven, effective self-defense tactics.



The RAD course is taught by certified instructors. The 12-hour course focuses on awareness, prevention, risk reduction, avoidance and basic hands-on defense.

Colleagues who complete the course have lifetime free access to any RAD classes taught in the U.S. or Canada at any time if they'd like to brush up on self-defense techniques.

The classes will be taught at the public safety office, 2024 Lehigh St., Allentown, in different timing formats to make them accessible to different shifts. The schedule will be as follows:

- **Sept. 25 and 27**, 6-9 p.m. (each class) and **Sept. 30**, 8 a.m.-2 p.m.
- **Oct. 14 and 21**, 8 a.m.-2 p.m.
- **Nov. 5 and 12**, noon-6 p.m.

For more information and course registration, see our [RAD brochure](#) or contact [Kim Diehl](#) of public safety at 610-402-2333. Again, the RAD course is available to women colleagues only.

# Enjoy 'Brunch With Santa' on Dec. 9

BY [TED WILLIAMS](#) · OCTOBER 25, 2017

The LVHN Recreation Committee is sponsoring this popular holiday party for LVHN colleagues and their children, grandchildren, nieces and nephews. Due to space limitations, we are unable to accommodate friends and neighbors and we can only allow the LVHN colleague and one adult per family. The event includes:



- A brunch buffet, with pancakes, eggs, home fries, bacon, muffins, bagels, coffee, tea, juice and milk.
- Each child gets a personal visit with Santa and receives an age-appropriate gift.
- Entertainment includes holiday music, the antics of Tootsee the Clown and a visit from Mrs. Claus.
- Please bring your own camera for pictures with Santa.

**Saturday, Dec.9, 2017**

**LVH–Cedar Crest ECC rooms 6, 7 and 8**

**Assigned seating times:** 8 a.m., 9:15 a.m., 10:30 a.m. and 11:45 a.m.

## **Registration fees:**

- \$6 per child up to age 10
- \$8 per adult (maximum of two adults due to seating limitations)
- Older siblings (ages 11-18) may attend at the \$8 fee but will not be provided a present from Santa.
- Registration closes Nov. 25, there will be no refunds after that date.
- Please make checks payable to LVHN Recreation Committee

Please return [completed registration form](#) to:

Nikki Maranki

LVPG Pediatrics–Trexlerstown

6900 Hamilton Blvd., PO Box 60

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

BY [ADMIN](#) · OCTOBER 26, 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 four.



## Winner

## Prize

Tricia Wilson      Gift certificate: Recreation Committee tickets/trips

Donated by:      LVHN Recreation Committee

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

Donated by:      LVHN Security

Spencer Stack      Gift card: P.J. Whelihan's

Donated by:      P.J. Whelihan's

Olga Gonzalez      Gift card: Feasta Italiana

Donated by:      Feasta Italiana

Lyndie Hahn      UV Facial

Donated by:      LVPG Esthetics

Kristine Blose-Venable One-night stay Bear Creek Mountain Resort

Donated by: Bear Creek Mountain Resort  
Ronald Gaffney Personal Training Session

Donated by: LVHN Fitness

Paula Priestas Personal Training Session

Donated by: LVHN Fitness

Kimberly Weiss 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.)*