

## Make the PRIDE Promise

Learn about our updated PRIDE behaviors.

## Meeting Room Manager to be Replaced

Schedule rooms across LVHN with tool launching Jan. 29.

## Flu and Fun

Kim Jordan invites you to a bowling event on Feb. 20.

## January Service Star: Stacy Maruschak

She's an everyday hero who keeps her department afloat.

## Surge Tent Erected at LVH-Cedar Crest

It's how we're handling an increase in community illness.

## Are You FutureFIT?

Plan for tomorrow with VALIC's help.

## Defining the Actionable Genome

MSK physician will discuss this topic at the Patt Lecture.

Payday  
is Now on  
Thursday

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Don't Allow  
Tailgaters Into  
Restricted Areas

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Get 25 Percent  
Off LVHN  
Microfleece

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**LVHN news**

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What You Should Know About  
Concussions

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Note to Self: Schedule Annual  
Screening Mammogram

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Lehigh Valley Health Network  
Names New Chief of  
Neurology

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# Make the PRIDE Promise

BY [RICK MARTUSCELLI](#) · JANUARY 18, 2018

Our PRIDE behaviors (privacy, respect, involvement, dignity and empathy) describe our culture and commitment to our patients, families and one another. The behaviors are important for all colleagues to practice because they help us provide a consistent patient and colleague experience throughout LVHN. For the third time in our history, we've updated our PRIDE behaviors based on colleague feedback to better reflect LVHN's values and beliefs, and to cultivate our culture as we further our mission.

Our refined PRIDE behaviors start with the way we treat ourselves and colleagues, and flow to our patients and community members. Here's a brief description.



## Privacy

I will always respect privacy by protecting private information and preventing unwanted exposure, intrusions and unnecessary interruptions.

## Respect

I will always respect and value differences by building and self-managing positive, respectful, trusting, professional relationships.

## Involvement

I will always be involved and involve others when it matters most by engaging others and taking initiative to create the three conditions for colleagues to be at our best: time, trust and teamwork.

## Dignity

I will always treat myself and others with dignity by prioritizing self-care, personal health and wellness, and opportunities for professional development as a means to better serve and care for others.

## Empathy

I will always seek first to understand and empathize with others by actively listening; soliciting open,

honest, timely feedback about interactions, service and care; and acknowledging, validating and legitimizing feelings once understood.

### **Here's what's different:**

- **You make the PRIDE promise.** You're asked to make a personal commitment to practicing these behaviors. That's why each behavior begins with "I will always."
- **PRIDE behaviors are more clearly defined.** It's now easier to understand what's expected of you.
- **New pieces of our culture are now included.** The conditions needed to create time, trust and teamwork (being present, engaged, positive and accountable) were added because you said they're important.
- **You come first, even before patients.** You can't be at your best if your health and well-being isn't a priority.
- **The Platinum Rule rules.** You've always treated others the way you want to be treated (the Golden Rule). Now you'll treat others the way they want to be treated (the Platinum Rule). It's a shift from treating everyone the same to first understanding what someone wants and then providing it.

**Want to learn how to bring PRIDE to life?** Read the PRIDE brochure you'll receive in your home mail.

**Need a reminder to always model PRIDE?** [Download and hang the PRIDE poster in your department.](#)

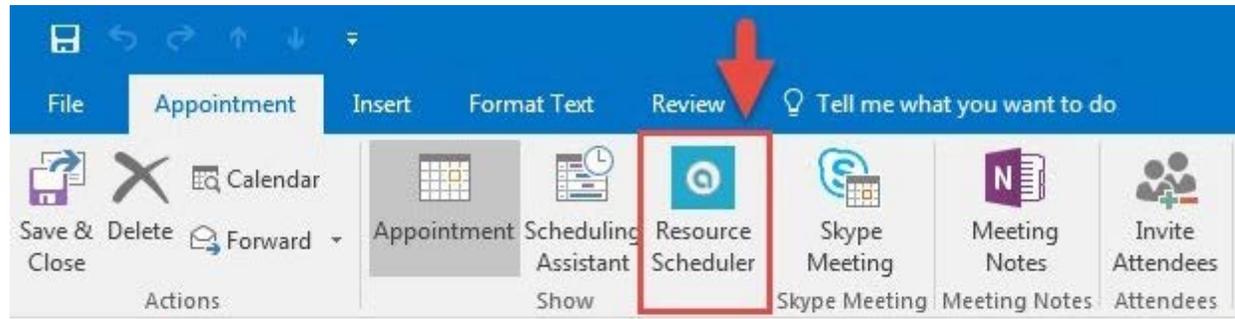
# Resource Scheduler to Replace Meeting Room Manager

BY [TINA VO](#) · JANUARY 19, 2018

On Jan. 29, LVHN will roll out a new application that allows colleagues to reserve rooms for their scheduled meetings. It's called Resource Scheduler and it will replace LVHN's Meeting Room Manager application.

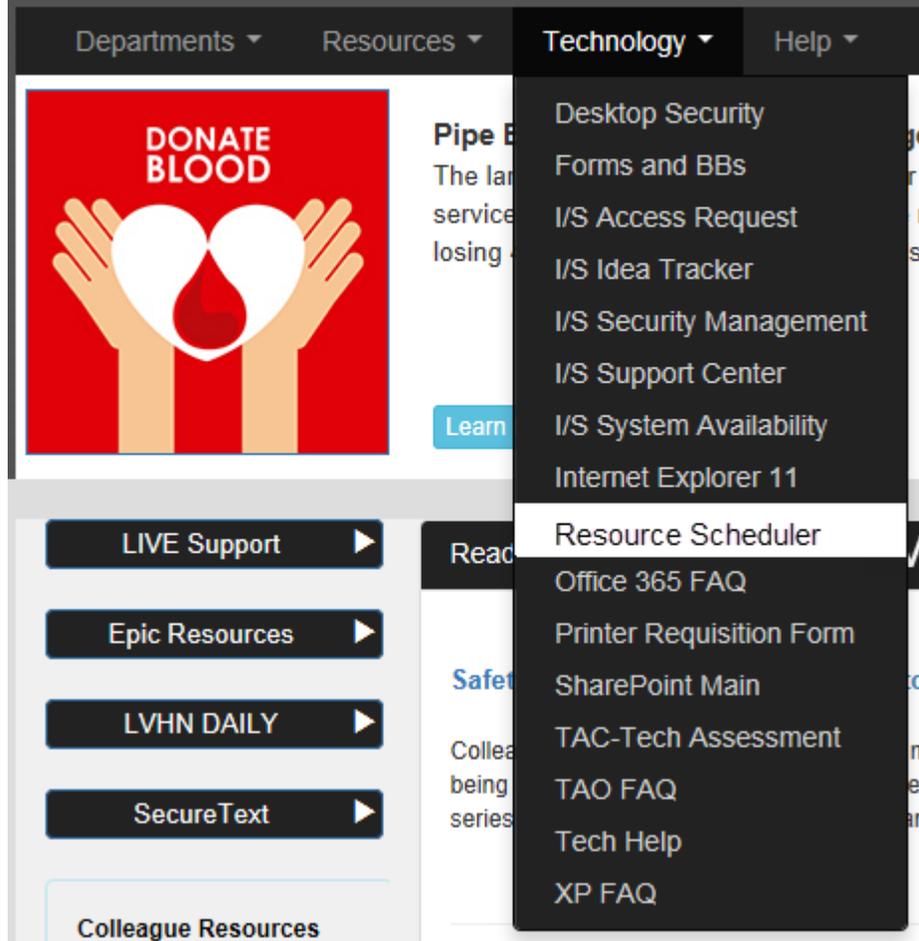
Resource Scheduler will be used across LVHN to schedule room resources for meetings and conferences. As shown on the graphics, you'll access Resource Scheduler on the intranet under the "Technology" tab or while scheduling a meeting in Microsoft Outlook using the Resource Scheduler plug-in.

*(Technology Tab)*



The screenshot shows the Microsoft Outlook ribbon with the 'Appointment' tab selected. A red arrow points to the 'Resource Scheduler' icon, which is highlighted with a red box. Other icons visible include 'Appointment', 'Scheduling Assistant', 'Skype Meeting', 'Meeting Notes', and 'Invite Attendees'. Below the ribbon, the appointment form is visible, showing fields for Subject, Location, Start time (Thu 1/11/2018, 1:00 PM), and End time (Thu 1/11/2018, 1:30 PM). There is also an 'All day event' checkbox.

Subject			
Location			
Start time	Thu 1/11/2018	1:00 PM	<input type="checkbox"/> All day event
End time	Thu 1/11/2018	1:30 PM	



## What you need to know

- Colleagues will begin using Resource Scheduler on Jan. 29.
- Meeting Room Manager will be shut down Jan. 24 at 4 p.m. At that time, information services will do the necessary work in preparation for the launch of Resource Scheduler on Jan. 29.
- Room reservations scheduled for Jan. 29, 2018, and 18 months after that date will automatically migrate to Resource Scheduler.
- You can schedule rooms on the LVHN intranet under the “Technology” tab or in Outlook.
- If you’re scheduling a room in the Lehigh Valley, Resource Scheduler allows you to select a certain set up for the meeting room. General services will then be notified about your room set up selection. We’ll work to include this functionality at all sites in the future.
- Colleagues should continue to contact the AV and media services team about equipment or assistance.

To learn more, visit the [Resource Manager intranet site](#).

# Flu and Fun

BY [KIM JORDAN, DNP, RN](#) · JANUARY 19, 2018

The New Year is off to an exciting start, or at least a memorable one. From weeks of bitter cold, to caring for sick people (at home and at work) who carry the contagion-of-the-day, to snow days that require instant decisions about child care, this winter has piled on a mountain of challenges. Thank you for working through every one of those challenges and making it work – we need you.

While our business is about caring for the sick, keeping yourself healthy is no joke. Even with the flu vaccine, copious use of hand sanitizer, and swabbing every surface with disinfecting wipes, your vigilance is about the only thing between you and the latest illness...unless you have a way of bolstering your immune system with some fun.



## **Fun...it's a flu fighter (sort of)**

Lucky for us, one way to boost your wellness is to socialize. A few years ago, a Brigham Young University study found social isolation and loneliness increased your risk of death by up to 32 percent. Another study, this one by Oregon Health & Science University, looked at adults ages 50 and older. It found face-to-face socializing offered protective effects against depression that phone calls and email couldn't.

So in the spirit of keeping you well, I am pleased to share an invitation with you from the Retention Committee's Networking Group:

You are cordially invited to join the Networking Group (a.k.a. the fun group!) for an evening of bowling.

Date: Feb. 20

Time: 7-9 p.m.

Place: Parkway Lanes

1630 S. 12<sup>th</sup> Street

Allentown

The cost is approximately \$10 per person (depending on how many people sign up – see SurveyMonkey link below).

Family and friends of patient care services and perioperative services staff are welcome!

Please RSVP to this SurveyMonkey link: <https://www.surveymonkey.com/r/TZRP2KD>.

I can't wait to see you there and share quality time with you and all of our work friends.

### **You flex, you rock, you roll!**

When the surge tent went up outside the LVH–Cedar Crest emergency department, it signaled how serious we are about managing the large numbers of ailing people who continue to fill our emergency rooms (ERs). To provide care where we need it, we are floating patient care staff. You have no idea how much that flexibility helps ensure we can care for the many who seek help for themselves or a family member.

From your perspective, you see the needs of the people who come to us with high fevers, or uncontrolled coughs, or in varying states of dehydration. But from their perspectives, they see you – a caring professional who can ease their fears (or a parent's fears) and who can help them through what they feel is the worst period of illness they have ever faced.

Thank you for providing compassionate and effective care in each person's moment of crisis. No one wants to come to the ER. Yet when they do, I know you are there to help them begin their journey back to wellness.

Kim

P.S. Your emails are welcome. Send thoughts and suggestions to me at: [Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org).

### Resources:

Should you want to read up on how socializing can help keep you well, here are the two studies referenced in today's blog:

“Loneliness and Social Isolation as Risk Factors for Mortality”

*Perspectives on Psychological Science*, March 2015

<https://news.byu.edu/news/prescription-living-longer-spend-less-time-alone>

<http://journals.sagepub.com/doi/abs/10.1177/1745691614568352>

“Does Mode of Contact with Different Types of Social Relationships Predict Depression in Older Adults?”

*Journal of the American Geriatrics Society*, October 2015

<http://onlinelibrary.wiley.com/doi/10.1111/jgs.13667/abstract>



*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 – January 2018

BY [SHEILA CABALLERO](#) · JANUARY 18, 2018

**Stacy Maruschak, Air Products Center for Connected Care and Innovation**



Stacy Maruschak is the kind of person others emulate. Colleagues in the Air Products Center for Connected Care and Innovation (APCCCI) describe her as an everyday hero who keeps the department afloat.

Her attention to detail and exemplary organizational skills ensure that big events – like the department’s move to LVHN–One City Center and subsequent ribbon cutting – go off without a hitch.

During construction of the APCCCI, she worked closely with colleagues from facilities and construction, as well as outside contractors as the department’s construction coordinator. She is also known as the tech wall guru, coordinator of countless events and the glue that binds the department together.

Maruschak is admired for her vast stores of knowledge and creative thinking. She serves as a resource for other departments even when her own workload is nearly unmanageable. Maruschak can be counted on to take time to listen, tend to the needs of others, cover a colleague’s responsibilities in times of personal crisis, or assist visitors in finding their way. And she always does it with a smile and a great attitude.

“What differentiates Stacy from others is her ability to handle a very heavy workload with absolute grace and humility,” say nominators Melinda Brosious and Carolyn Suess. “She is one of the hardest working individuals in our department and a glowing example of what LVHN is all about. Her can-do attitude is so infectious that colleagues find themselves mirroring her PRIDEful behaviors.”

## Next Steps

### [Nominate a Service Star](#)

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

- **Paul Hanna, pharmacy, LVH–Cedar Crest**

Hanna overheard a conversation between an elderly woman nearing the end of life and her nurse. The woman did not want to be left alone in the ED and requested that her nurse hold her hand. When the nurse was pulled away to care for another patient, Hanna sat with her until her physicians arrived. She passed soon after.

- **Ebony Sockwell, LVPG Pediatric Endocrinology–17<sup>th</sup> Street**

Sockwell uses her keen sense of urgency and acquired knowledge to identify young patients in need of urgent care. Recently, two sets of parents called to request office visits for their sick children. Sockwell had concerns their symptoms were severe and elevated the calls to a nurse colleague who agreed the children should go to the hospital for treatment.

- **Linda Adams, nuclear medicine, LVH–Muhlenberg**

When a patient confided she was scared and wished she had someone to pray with before surgery the next day, Adams made it happen. She contacted pastoral care colleagues to make them aware of the woman’s request. The morning of surgery, a pastoral care colleague was waiting for the woman so they could pray together.

- **MedEvac colleagues, Oakhurst Drive**

When a maintenance colleague went into cardiac arrest, MedEvac colleagues sprang into action to help. One colleague performed chest compressions while another began bag valve mask (BVM) ventilation. A third colleague made calls to 911 and the ED for additional assistance and equipment. Another interrupted a class he was teaching to bring the team a defibrillator. Many lifesaving measures were performed by MedEvac and ED staff that day.

- **Ranju Gupta, MD, Rizwan Tariq, MD, and LVPG Hematology Oncology–Muhlenberg colleagues**

A young man with terminal cancer had his dying wish granted thanks to the generosity of Gupta and colleagues throughout hematology oncology, the cancer program and hospice. Staff raised funds so the man’s mother and aunt could travel to see him from their hurricane ravaged country. Before all

the donations were collected, Gupta made a generous gift so the tickets could be purchased right away.

# Surge Tent is Erected to Address Increased Community Illness

BY [BRIAN DOWNS](#) · JANUARY 15, 2018

If you think back a few years, you might get a sense of déjà vu when you see LVHN's mobile surge tent set up outside the LVH–Cedar Crest emergency department (ED). The tent drew international attention when it was put in operation in January 2013 to help address the amount of illness, especially influenza, in the community that winter.

Emergency management and emergency and hospital medicine erected the surge tent again at LVH–Cedar Crest because volumes of those who are sick with the flu or various viruses have skyrocketed since the holidays. The tent is fully equipped and staffed to handle typical flu, viruses and other lower acuity patients seen in the ED.



“All hospitals in the region are experiencing the same type of increases in patient volume due to illness,” says Dave Burmeister, DO, Chair, Department of Emergency and Hospital Medicine. “We are fortunate to have the surge tent to care for additional patients.”

Burmeister also advises patients with flu-like symptoms to visit one of LVHN's ExpressCARE locations. For a complete listing of these locations and the average wait times, visit [lvhn.org/ExpressCARE](http://lvhn.org/ExpressCARE).

Burmeister also suggests those who haven't had a flu shot get one. “It's still your best protection against the flu,” he says.

# Are You FutureFIT?

BY [ADMIN](#) · JANUARY 15, 2018

FutureFIT stands for “Freedom. Individually tailored.” It is a retirement readiness concept developed by VALIC, the company that manages our retirement plans, that is sharply focused on you. It’s about empowering you to live tomorrow the way you choose.

Are you FutureFIT? Well, there is only one place to find out: [lvhhn.valic.com](http://lvhhn.valic.com). There, you can access the FutureFIT Calculator to get a projection of your future monthly income needs and see if your current savings approach is on target to meet your goals. All you need to do is register your account online to see if you are FutureFIT.

## **This month’s seminar: Millennials and Retirement**

If you registered, don’t forget to attend the upcoming seminar “Millennials and Retirement.” It’s aimed at helping new career colleagues learn about the benefits of saving early.

If you have any questions, please contact our dedicated VALIC financial advisors by calling 610-402-8801.

The VALIC logo is displayed in a large, bold, black serif font. The letters are closely spaced, and a registered trademark symbol (®) is located at the top right of the letter 'C'.

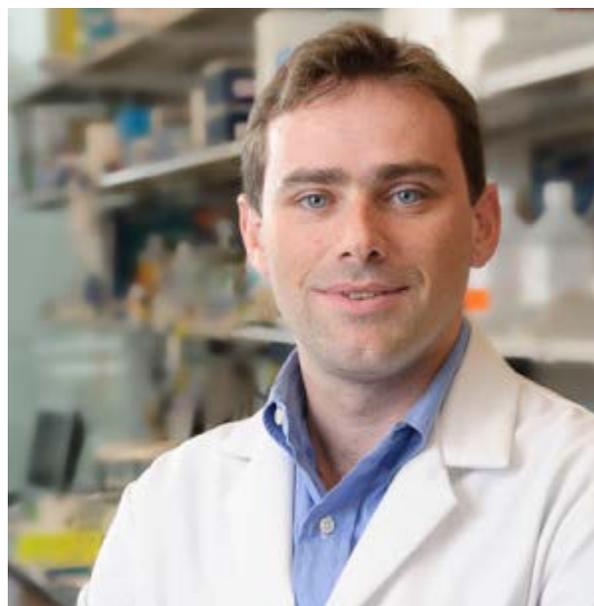
# Patt Lecture: Defining the Actionable Genome

BY [SHEILA CABALLERO](#) · JANUARY 16, 2018

Colleagues are invited to a lunch and learn event titled “Defining the Actionable Genome,” presented by David B. Solit, MD, Director, Marie-Josée & Henry R. Kravis Center for Molecular Oncology at Memorial Sloan Kettering Cancer Center.

Solit is speaking at a Medical Ground Rounds sponsored by the 16<sup>th</sup> Annual Patt Endowed Lectureship in Oncology. Attendees will gain an understanding of:

- Current genomic methods for profiling human tumors
- The use of genomic profiling to guide patient treatment
- The benefits and limitations of genomically focused clinical trial designs



**Date:** Tuesday, Feb. 6

**Time:** Noon-1 p.m.

**Location:** LVH–Cedar Crest auditorium

The presentation will be simulcast to:

LVH–17<sup>th</sup> Street VTC room

LVH–Muhlenberg ECC room A

LVH–Pocono 2D conference room

LVH–Hazleton ETC 3<sup>rd</sup> floor training room

LVH–Schuylkill E. Norwegian Street Wall auditorium

Health Center at Bangor

Lunch will be available. Register by calling 888-402-LVHN (5846).