

## Opening Doors With PRIDE

Lynn Turner shares a story about PRIDE in action.

## Are We Reaching Our Goals in January?

Working together can turn our “red” goals “green.”

## First Available Appointment Scheduling Now Available

Available on LVHN.org for Lehigh Valley-based providers.

## LVHN Gets on National News for Innovative Flu Care

Mobile surge tent featured on NBC Nightly News.

## Wear Red on Feb. 2 for Heart Disease Awareness

Show your support for reducing risk.

## Watch Leader to Leader – January 2018

Watch and learn about key LVHN issues and initiatives.

## Use STATE Skills to Support Open and Honest Dialogue

Build trust and respect with Crucial Conversations training.

## LVHN Fitness Zumba Motivates Mother-Daughter Duo

The pair get healthy three days a week at LVHN Fitness.

## Free Classes for Caregivers

Memory loss support and education for colleagues.

## Professional Milestones – Winter 2017

View patient care services staff achievements.

## Buy a Bunch for the American Cancer Society

Support cancer research during Daffodil Days.

## Replacement for Meeting Room Manager

[Learn More](#)



## Make the PRIDE Promise

[Learn More](#)



## Get 25 Percent Off LVHN Microfleece

[Read More](#)



## LVHN news

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The Importance of 3-D Mammograms for Dense Breasts

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Thyrogen® Now Available During Thyroid Cancer Treatment

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## A Hunger for Games

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

# Lynn's Turn: Opening Doors With PRIDE

BY LYNN TURNER · JANUARY 23, 2018

The woman had tears in her eyes. Standing next to her car in the LVHN–Mack Boulevard parking lot, this colleague was visibly upset. Her morning suddenly took a turn for the worse when she realized she had locked her keys in her car. Another colleague walking by noticed the woman's frustration and approached her, even though she didn't know her. The colleague placed her arms around the distraught woman, consoled her and offered to call security for help.

I also was in the parking lot that morning. What I saw touched me, and it told me a lot about what makes LVHN exceptional: our people. As I watched one colleague show empathy (one of our [PRIDE behaviors](#)) to another, I thought about the power of PRIDE. Three things came to mind:



1. **PRIDE is for all colleagues, whether you work at the bedside or in an office.** We often associate PRIDE with patient care. While treating patients and their families with PRIDE is vitally important, PRIDE means more than that. In fact, our refined PRIDE behaviors start with the way we treat each other, and flow to our patients and community members. I guarantee that when the colleague who was having a bad day finally got to work, she was energized to do something special for someone else because someone was kind to her. PRIDE is contagious. When you experience it, you're driven to pay it forward.
2. **PRIDE brings people together.** These women were colleagues, yet strangers. Not anymore. That one moment created a common and lasting bond between them. Another example comes to mind. Each member of HR's recruitment team recently pitched in to cook a meal for families staying at the Hackerman-Patz House. Their involvement (another PRIDE behavior) in the meal prep was good for team building. It reinforced in them that great things happen when you work together toward a common goal.
3. **PRIDE opens doors (pun intended).** When barriers are removed, problems are solved and improvements are made. Here's another example, and it's something that happens every day. The respect (PRIDE behavior alert) exhibited during open and transparent discussions at department huddles often lead to innovative ideas that make our health network even better.

I'm sure you see PRIDE happening every day too. So, share your PRIDE stories by commenting on this post. Tell us about the ways colleagues are treating others with PRIDE. Remember: PRIDE is contagious. So, the more stories you share, the more we'll begin to feel PRIDE permeate our culture.

Thanks for making the PRIDE Promise and pass it on.

Lynn



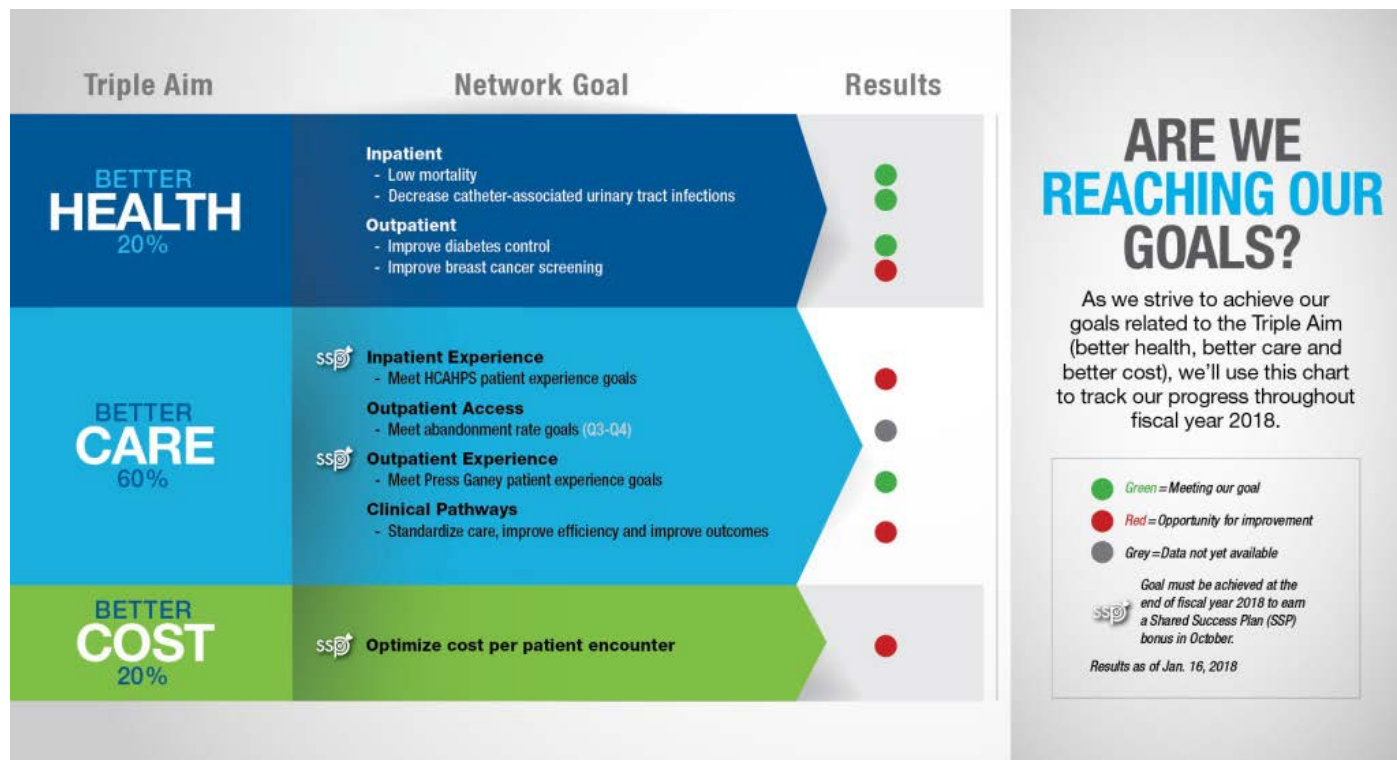
A handwritten signature in black ink that reads "Lynn Turner".

**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.

# Are We Reaching our Goals in January?

BY RICK MARTUSCELLI · JANUARY 24, 2018

We need your help. Currently, we are not meeting some of our health network goals (see chart). But if we work together, we can give the people of our community the better health, better care and better cost they expect and deserve, and possibly earn a bonus in the process.



Two of the goals currently in the red are linked to our Shared Success Plan (SSP) bonus. Remember, if we do not meet these goals or our health network's financial goals, an SSP bonus (as well as other bonuses) may not be rewarded in October to eligible colleagues.

Here are things you can do to enhance our performance, turn our "red" goals "green," and earn a well-deserved bonus later this year.

## Improve breast cancer screening

- If you work in an LVPG practice, help women schedule their screening mammogram before they leave the office. Training on how to schedule with Breast Health Services is being offered through February.
- Promote preventive screenings to patients, family and friends ages 40-75.
- Tell women with a MyLVHN account that they can schedule their own screening mammogram on

the schedule page without a prescription.

## **Meet HCAHPS inpatient experience goals**

- If you work on a patient care unit, make sure bedside shift report, hourly rounding and nurse director rounding are standard work.
- Talk with leaders during PRIDE Rounding and share your ideas about ways we can make the patient experience even better.
- If you're an inpatient unit director or medical director, visit the new HCAHPS data portal. It provides detailed feedback from patient surveys that you can use to develop plans to make our patients' hospital stay even better.

## **Optimize cost per patient encounter**

- Continue to do everything possible to keep costs down, whether it is working more efficiently or using supplies prudently.
- Tell people how easy it is to access care at LVHN and encourage them to see us when they need care. Read the [Convenience Tool Kit](#) for details. The more people we care for, the more likely we are to achieve this goal.

# Want the First Available Appointment? Schedule on LVHN.org.

BY [JENN FISHER](#) · JANUARY 26, 2018

Sometimes scheduling an appointment quickly is the most important factor in the decision-making of our patients when choosing to establish care with a new provider. When new patients want an appointment fast in family medicine, internal medicine, obstetrics-gynecology, pediatrics or urogynecology, they are now able to see first available appointments in those specialties and schedule with a Lehigh Valley-based provider on the list.

“Providing this option puts more control in the hands of patients and also allows LVHN to ‘just say yes’ by offering appointments today, tomorrow or the next day online,” says Jim Demopoulos, Senior Vice President, Operations, LVPG.

Scheduling by first available appointment is just one more convenience among other call and click features that allows patients to schedule in the way they choose.

## **Schedule by Provider**

If someone prefers to choose their provider first, they can go to LVHN.org’s Find a Doctor and schedule on the provider’s profile.

## **Schedule by Calling 888-402-LVHN (5846)**

If someone prefers to call and discuss their options, they can call 888-402-LVHN (5846).

## **Schedule by First Available Appointment**

If you have friends or family who may need a new provider quickly, refer them to LVHN.org. Opportunities to “Schedule Now” and “Make an Appointment” are available throughout the website, and it’s easy to schedule by first available appointment, as demonstrated here beginning on LVHN.org’s homepage.





Next choose your specialty.



Then choose your time – or filter by provider, location or day/time. And you're on your way to book that appointment.



### What's next?

This isn't the only way new patients will be able to schedule appointments with us. Healthgrades.com is an independent website where patients learn about and choose providers. Soon Healthgrades.com will take that experience a step further by providing the option to schedule appointments with 120 LVHN (Lehigh Valley-based) providers via their website. "If we are going to be accessible and convenient, we must be available wherever patients are looking for us," Demopoulos says. "That means offering appointments outside of our own LVHN.org and MyLVHN.org patient portal."



This delivers the retail experience that today's consumers expect. Think about when you schedule direct with an airline versus going through a service like Orbitz. We, too, need to be accessible in many different ways.

More information about Healthgrades.com and appointments with LVHN providers will be shared in the next few weeks.

# LVHN Gets on National News for Innovative Flu Care – Watch the Broadcast

BY SHEILA CABALLERO · JANUARY 22, 2018



The flu is hitting communities hard across the country, including here at home. Emergency room (ER) volumes are up as more patients come down with high fevers, coughs, body aches and other flu-like symptoms. To address a surge in patients with the flu and other illnesses, LVH-Cedar Crest took an innovative approach to providing care that is once again garnering national attention, this time from [NBC Nightly News](#).

The 2013 flu season was the first time we erected the mobile surge tent. To handle a rise in patient volumes since the holidays, we erected it again in the parking lot outside the ER. The surge tent is outfitted with the same equipment and personnel as our permanent ER. That novel approach allows us to care for more patients, more quickly and still provide the great care LVHN is known for. [Watch the news broadcast here](#).

# Raise Awareness for Heart Disease in Women by Wearing Red Feb. 2

BY [JANE DANISH](#) · JANUARY 26, 2018

One in three women dies of heart disease and stroke each year. In fact, it's the number one killer of women. You can help raise awareness about heart disease when you Go Red on Friday, Feb. 2. Then join millions of mothers, sisters, daughters and friends who are making a change to a healthier lifestyle to reduce their risk for heart disease and stroke.

Help us show our community that LVHN supports heart disease awareness. Take a selfie wearing red or grab your colleagues for a Go Red group shot and send it to [lvhn@lvhn.org](mailto:lvhn@lvhn.org). Please include your name, department and location along with other colleagues in the photo. Then watch for your photo on LVHN's social media channels.

Stay tuned for other fun Go Red activities that you and your colleagues can participate in. Look for more information next week.



# Watch Leader to Leader – January 2018

BY [EMILY SHIFFER](#) · JANUARY 23, 2018

Do you want to know what's going on in our health network? Watch the Leader to Leader meeting, 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.)**

[Welcome: PRIDE Award and Service Star Award](#)

[Institutes Update](#)

[LVHN Heart Institute: LVPG-Cardiology, Accelerating Access at the Top of the Funnel](#)

[Outmigration Overview](#)

[Accelerating Access: Delivering on Our Promise](#)

[PRIDE Performance Expectations: Reflections of Our Culture](#)



# Use STATE Skills to Support Open and Honest Dialogue

BY [SHEILA CABALLERO](#) · JANUARY 25, 2018

Can't get your teen to clean up her room despite repeated pleading and promises? Did an important interaction with a patient or colleague leave you upset and the matter unresolved? Good communication skills can help you get to the heart of the matter while preserving trust and respect in any relationship.

Highly effective communicators often employ STATE skills in their interactions. STATE stands for share, tell, ask, talk, encourage. You can learn more about STATE skills below and by attending one of our upcoming [Crucial Conversations](#) sessions:

1. **Share your facts.** Lead with facts to build the foundation for the conversation.
2. **Tell your story.** Share your story including what you saw and heard, and the judgements you made as a result.
3. **Ask for stories and facts from others.** Increase your pool of shared meaning by asking others to share what they saw and heard, and what judgements they made as a result.
4. **Talk tentatively.** Perception isn't reality. Your opinions, observations and conclusions don't mean that your truth is the absolute truth. When you lead with humility and stay open to additional facts and stories, you are more likely to maintain an open dialogue and less likely to offend or shut the other person down.
5. **Encourage testing.** Your goal should be to engage the other person in real dialogue, not to win a debate. Create a safe environment where others feel safe sharing their opinions and you don't feel threatened when your ideas are challenged.



Want to learn more about STATE skills and how they can improve your communications and relationships? Register for an upcoming [Crucial Conversations](#) session. It's just one of many Essentials professional development classes we're offering to all colleagues to help you grow personally and professionally.

# Free Fitness Motivates Mom and Daughter to Move to the Zumba Groove

BY SHEILA CABALLERO · JANUARY 22, 2018



Living on a fixed budget often means making sacrifices. For Sanna DuBois, a Patient Services Representative for LVPG Hematology Oncology, one of those sacrifices used to be joining a gym.

“A gym membership was a luxury I couldn’t afford,” says DuBois, who has worked for the health network for five years. “It was hard for me to pay money upfront then have to wait for reimbursement.”

This past September, Sanna learned the good news that LVHN Fitness is now free for all colleagues. And by October, she and her 18-year-old daughter, Danielle, made the decision to sign up. Now the mother-daughter pair carves out time three days a week to take a Zumba class together at LVHN Fitness–Cedar Crest.

Danielle lives at home and has a busy schedule of work and classes. As a freshman at a local university, she has free access to a fitness center right on campus. Yet it’s Zumba at LVHN Fitness that gets her pumped to move with her mom.

“Danielle and I motivate each other to be healthy,” Sanna says. “It’s a special time we make for each



other. Our Zumba instructor, Caressa James, is awesome. Her class is high-energy with a great selection of music that she changes up regularly.”

On weeknights, Sanna and Danielle meet at home to change into workout gear, then grab a quick snack like a granola bar. If they arrive to the gym early, they’ll do a 10-minute warm up on the machines – the elliptical or treadmill for Sanna, and the bike for Danielle. After just a few months, the results are starting to show.

“I’m working to limit calories, improve my cardio and tone up. I’m hoping these steps will help me get off my blood pressure medication,” Sanna says. “I’ve lost inches and some pounds. I also have a lot more energy.” Working out helps Sanna feel more confident, focused and energized.

Danielle is establishing good habits during a time in her life she is constantly on the go. As a full-time student, Danielle gets a discount on her LVHN Fitness membership. When she works out eight times a month, she’s reimbursed through My Total Health dollars, making her membership free too.

“Even though our schedules are different, we’re able to carve out an hour to exercise together,” Sanna says. “Having a fitness buddy really helps. Everyone should find a partner and get to it.”

## **My Total Health**

Free fitness membership is just one of many benefits available through [My Total Health](#) – our comprehensive health and wellness offerings available to all colleagues. New in 2018, we’re giving all colleagues a \$500 credit you can use to offset the cost of wellness classes and services available through My Total Health. Your eligible dependents can use your wellness dollars too. Read the [My Total Health booklet](#) to learn more. Then plan to take advantage of the health network’s dozens of wellness opportunities designed to help you live your best life possible.



# Free Classes for Caregivers

BY [SHEILA CABALLERO](#) · JANUARY 22, 2018

Caring for someone with memory loss due to dementia or Alzheimer's is a labor of love that can be physically and emotionally challenging. The Fleming Memory Center offers emotional support, educational resources and classes to equip community members and colleagues on the caregiving journey. For the first time, classes are being offered free to colleagues.

## Caregiver College

Caregiver College is a free resource for colleagues designed to help you develop the skills and confidence you need to be an effective caregiver. A certified dementia practitioner will lead a small group of colleagues as you explore topics related to managing daily life, getting outside help, self-care, taking control, goals of care and providing practical help. All classes are limited in size to promote interaction among participants.

## Savvy Caregiver

The Savvy Caregiver is an evidenced-based program that helps caregivers understand the changes their loved one is experiencing throughout the progression of Alzheimer's or dementia. This six-week series will be held Tuesday in March and April.

March 13, 20, 27 and April 3, 17

LVH-Cedar Crest ECC room 3

5-7 p.m.

## Dementia education series

Each month the Fleming Memory Center offers a new topic on dementia designed to help colleagues master the caregiving role. You may register for one or all three classes. Each month a new topic will be explored.



## **My Loved One Has Dementia. Now What?**

Wednesday, March 14

LVH–Cedar Crest ECC room 7

10-11 a.m.

## **Dementia, What Does That Mean for Me?**

Wednesday, April 11

LVH–Muhlenberg ECC room C

Noon-1 p.m.

## **Communication 101**

Wednesday, May 2

LVH–17<sup>th</sup> Street auditorium

4-5 p.m.

## **Register today**

To register, email [Wendy Scott](#) or call 610-969-2278 by March 6. Colleagues are welcome to contact the Fleming Memory Center to learn about additional resources and tools as well as future class offerings.

# Professional Milestones – Winter 2017

BY SHEILA CABALLERO · JANUARY 24, 2018

## LVHN Nurses in Publications

“*Down the Drain or Direct to Drain?*” Outpatient Surgery Magazine, December 2017.

*Darlene Hinkle, MSN, RN, CNOR*

## Oral Presentations

“Mystery of the Modes of Ventilation” at the Advance Critical Care Review Course, Cooper Medical Center in Camden, N.J., July 2017

*Kenneth Miller MEd, MSRT, RRT-ACCS, NPS, AE-C, FAARC*



“A Multifaceted Approach to Reduce Pressure Injuries During Noninvasive Ventilation” at the AARC 62nd International Congress of Respiratory Care in Indianapolis, October 2017

*Kenneth Miller, MEd, MSRT, RRT-ACCS, FAARC*

*Lucy Cascioli, MSN, RN ACNS-BC*

*Christine Hartner, MSN, RN*

*Munawer Kermalli, MBA*

*Vanessa Ribaud-Kaufman, MD*

“The Use of Cultured Epidermal Autografts (CEA) in a Pediatric Burn Patient: A Case Study” at the 14th Annual Regional Pediatric Nursing Conference in Wilmington, Del., October 2017

*Maryann Godshall, PhD, RN, CCRN, CPN, CNE*

“Asthma 2017: What’s the Data?” at the PSRC Central District Conference in Lancaster, Pa., November

2017

*Kenneth Miller, MEd, MSRT, RRT-ACCS, NPS, AE-C, FAARC*

“Advanced Ventilatory Options for Refractory Hypoxemia” at the PSRC Central District Conference in Lancaster, Pa., November 2017

*Kenneth Miller, MEd, MSRT, RRT-ACCS, NPS, AE-C, FAARC*

“COPD World Day” at the RT Magazine Webinar Panelist in Leawood, Kan., November 2017

*Kenneth Miller, MEd, MSRT, RRT-ACCS, NPS, AE-C, FAARC*

“Nurse Scientists in Practice: Engaging Nurses in Scientific Inquiry” at the 6th Annual Penn Medicine Nursing Research Conference in Philadelphia, December 2017.

*Carolyn Davidson, PhD, RN, CCRN-a, ARNP, CHPQ*

## **Poster Presentations**

“Setting Optimal Positive Expiratory Pressure Utilizing Transpulmonary Monitoring and a Pressure Volume Measurement” at the AARC 62nd International Congress of Respiratory Care in Indianapolis, October 2017.

*Kenneth Miller, MSRT, MEd, RRT-ACCS, FAARC*

*Matthew Reis, RRT-ACCS*

*David Marth, RRT*

*Nirupama Kakumanu, MD, FCCP*

“What Does it Take to be a Champion? Transforming and Empowering the Unit-Based Skin Champion Role” at the Northeast Region Wound Ostomy and Continence Nurses Society Conference in Philadelphia, November 2017.

*Kelly Ryan, MS, RN, CWON, CCCN, CFCN*

*Laura Walker, MSN, RN-BC, CNE, CCRN*

“Predicting Violent Outbursts in the Emergency Department Using the Bröset Violence Checklist (BVC)”  
at the 6<sup>th</sup> Annual Penn Medicine Nursing Research Conference in Philadelphia, December 2017.

*Morgan Kutz BSN, RN*

*Meghan Reilly, BSN, RN*

*Alyssa Petillo, BSN, RN*

**Specialty Certifications (Oct. 1 – Dec. 15, 2017)**

Hansook Atkins, RN, OCN

Anita Bock, RN, OCN

Carolyn Bozsolak, RN, OCN

Angelo Cook, RN, CCRN

Kimberly Cooper, RN, OCN

Denise Daniels, RN, MCH, CLC

Sofia Danko, RN, OCN

Megan Derr, RN, AOCNS

Mary Ebinger, RN, OCN

Nancy Eck, RN, OCN

Jane Evans, RN, BSN

Heather Harris, RN, OCN

Jacqueline Herbert, RN, NP-C

Lindsay Houck, RN, TCRN

Caitlin Jacobs, RN, CPHON

Julie Kaszuba, RN, RN-BC

Kerry Kluska, RN, OCN

Melissa Kratz, RN, AOCNS

Amy Lombana, RN, OCN

Brianne Moyer, RN, BSN, MCH

Maura Price, RN, AOCNS

Heather Reph, RN, OCN

Mary Rheiner, RN, OCN

Rebekah Sanders, RN, CMSRN

Wilma Solivan, RN, OCN

Gladys Spanogle, RN, OCN

Beth Turoscy, RN, NP-C

Danielle Turrano, RN, MCH, CLC

Constance Wildonger, RN, CMSRN

Jenna Wolf, RN, CCCTM

### **Magnet model component: Structural Empowerment**

Magnet organizations recognize the contributions of nurses. LVHN supports nurse participation in local, regional, national and international professional organizations.

# Buy a Bunch for the American Cancer Society

BY [SHEILA CABALLERO](#) · JANUARY 24, 2018

Brighten your day and bring hope for a cure during the American Cancer Society's Daffodil Days fundraiser. Buy a bunch for yourself, or send a bouquet to cancer patients through our Gift of Life program. Either way, your purchase will help fund cancer research. All proceeds benefit the American Cancer Society.

\$10 a bunch

\$15 mini-pot

\$25 Gift of Life donation

You must place your pre-order by noon, Monday, Feb. 5<sup>th</sup> in order to participate. Daffodils will be available for pick-up at various locations throughout the health network in mid-March.



## **LVH–Cedar Crest**

To place your order, email [Kathryn Baglini](#) or call her at 610-402-2242.

Pick-up flowers on Monday, March 19, 9 a.m. to 4 p.m. in the atrium of 1240 S. Cedar Crest.

## **LVH–Muhlenberg**

To place your order, email [Erin Beers](#) or call her at 484-884-3533.

Pick-up flowers on Tuesday, March 20, 9 a.m. to 4 p.m. at the main entrance of the hospital.

## **Health Center at Bangor**

To place your order, email [Holly Hess](#) or call her at 610-654-1213.

Pick-up flowers on Tuesday, March 20, 9 a.m. to 4 p.m. in the infusion center.



## **LVHN–Mack Boulevard**

To place your order, email [Stacy Karvaski](#) or call her at 484-884-0125.

Pick-up flowers on Monday, March 19, 9 a.m. to 4 p.m. in the 6<sup>th</sup> floor common area.