

Earning Opportunities for Colleagues

Become a moonlighter or earn a referral bonus.

No More Email Jail

Microsoft Exchange is moving to the cloud.

Heart Patients Share Lifesaving Stories – VIDEO

See the latest Lehigh Valley Heart Institute ads.

Your Role in Rumor Control

Kim Jordan encourages you to ask questions.

BeneQUIT Smoking Cessation Program

It's free for colleagues and benefit-enrolled dependents.

Don't Lose Your 2017 FSA

March 31 is the deadline to claim reimbursement.

Open Mike: Feverishly Providing Access

LVPG furthers "today, tomorrow or the next day" promise.

Colleague
Resource Center
Launching

[Learn More](#)



February
Service Star

Carmine Pellosie, DO

[Learn More](#)



NEW Professional
Development
Sessions

[Learn More](#)



February Leader to Leader – VIDEO

Hear from Dr. Nester. Get updates about important projects.

Earn VIP Credit at LVPG Epic Courses

Improve your Epic efficiency and cultivate customer service.

Quality is Imbedded Within LVPG

Colleagues share what it takes to deliver exceptional care.

Four Winter Book Sale Dates

Support LVHN and buy some great reads.

My Total Health Opportunities

Prepare for baby, learn hands-only CPR and more.

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

LVHN news

Advances Across the
Spectrum

MSK Cancer Alliance Breast
Cancer Clinical Trials

What Is a Hernia?

Three Earning Opportunities for Colleagues

BY [SHEILA CABALLERO](#) · FEBRUARY 20, 2018

For several months, our health network has made significant progress in giving people the health care convenience they expect and deserve. Now when people wish to make an appointment with an LVPG practice, we “just say yes” and promise to see them today, tomorrow or the next day. That’s what we must do to meet the high demand for our care within LVPG, ensure people get the best possible care at LVHN and further our mission.

To meet our community’s needs and deliver health care convenience, we need your help to attract talent to LVHN and LVPG practices throughout the health network. That’s why we’re offering three earning opportunities for colleagues who can help us create access.



1. Become a moonlighter.

If you are an LVHN colleague with experience as an advanced practice clinician (APC), medical assistant or patient services representative in select specialties, you can help us increase access in high demand areas by becoming a “moonlighter.” Per diem contracts are available for colleagues and retirees who can help us meet demand during day, night or weekend sessions.

LVPG practices in the Lehigh Valley and Poconos are looking for moonlighters for the following specialty areas:

- Urology
- Neurology
- Neurosurgery
- Rheumatology
- Cardiology
- Orthopedics

Next step: [Learn more](#)

To learn more about our moonlighting opportunities, please contact one of the following:

APCs: Please contact [Tim Friel](#), MD, Chair, Department of Medicine.

Medical assistants: Please contact [Kim Korner](#), DNP, Administrator, Clinical Services or [Tracy Delong](#), Clinical Coordinator.

Patient service representatives: Please contact [Jim Demopoulos](#), LVPG Senior Vice President of Operation.

2. Earn a referral bonus.

We're offering sign-on and referral bonuses on select LVPG and LVHN positions throughout the health network. When you refer a qualified candidate for select positions you will be eligible to earn a referral bonus. (Referral and sign-on bonuses do not apply to moonlighters.)

For positions in the Poconos, Hazleton and Schuylkill County

- Physicians: \$10,000 referral bonus
- APCs: \$2,500 referral bonus

For positions with LVPG practices in the Lehigh Valley

- Physicians: \$5,000 referral bonus
- APCs: \$1,000 referral bonus

Currently there are openings for [physicians](#) and [APCs](#) in the following areas:

- Medicine
- OB/GYN
- Pediatrics
- Family medicine
- Emergency and hospital medicine
- Surgery
- Psychiatry

Next step: Refer a physician or APC

To refer a physician or APC, contact [Lea Carpenter](#) or call 484-862-3218. The deadline to refer a physician or APC is April 15. Physicians or APCs must begin employment no later than Sept. 30, 2018.

3. Help us attract experienced medical assistants.

We're offering sign-on and referral bonuses for experienced medical assistants in the Poconos and Lehigh Valley.

Medical assistants* for LVPG practices in the Poconos and Lehigh Valley

- \$1,500 sign-on bonus
- \$500 referral bonus

*Minimum of one year experience required

Next step: Refer a medical assistant

To refer an experienced medical assistant, fill out a [referral form](#) for each candidate who is interested in applying. Candidates should visit LVHN.org/careers and search “Medical Assistants” to apply. They should also include “referred by” and your name in the application source field.

Referral bonuses are paid in two installments. The first half will be paid after successful completion of an orientation period. The second half will be paid after one year of employment. Please read the [guidelines](#) for additional information regarding referrals.

No More Email Jail; LVHN Microsoft Exchange Moving to the Cloud

BY [TINA VO](#) · FEBRUARY 21, 2018

Have you ever received a pop-up alert on your smartphone that you're out of storage after you took an amazing photo? Or, have you ever tried sending a work email to your team but realized you were in "email jail?"

Information services (I/S) has a solution. To eliminate this issue in the workplace, I/S will be moving your LVHN Microsoft Exchange to the cloud.

What's 'the cloud?'

When you hear people say your information is in "the cloud," it doesn't mean it's stored in fluffy white things in the sky. In tech terms, the cloud refers to software and services located on the internet instead of on your computer. Cloud services you may be familiar with include Google Drive, Apple iCloud and Netflix.

While there are many benefits to having a cloud, the main one is the unlimited amount of space it gives you.

I/S started to migrate LVHN colleagues' Microsoft Exchange to the cloud in October 2017 with a target completion date of November 2018. This migration will focus primarily on Microsoft Outlook. The migration to the cloud will provide colleagues a 100-gigabyte (GB) outlook mailbox. That means you'll be kept out of email jail for good. Your archive also will expand to 100-GB. Items two years old and older will automatically archive for you.

What you need to know

- You will receive an email notification prior to the migration of your Microsoft Exchange.
- Migrations are done on select weekdays at 6 p.m.
- You can still use Microsoft Outlook while your mailbox is being migrated.
- During and after migration, items in your Outlook that are two years old and older will automatically be moved to the archive.
- If you are working during the migration, a message will appear once this process is complete.
 - When you are asked to enter a login ID, please use the following format: YourSUI@lvh.com



(example: R1234@lvh.com). The password will be the same as your LVHN password.

- After the migration, colleagues who have LVHN emails on their smartphones will need to reconfigure the settings. To view these instructions please [read the Frequently Asked Questions](#) or call the I/S Support Center at 610-402-8303.
- Network-issued iPads will also need to be upgraded after the migration. If you have one of these devices and your migration was complete, please contact the I/S Support Center to schedule time to get it updated.
- Colleagues with delegates managing a calendar will have both the calendar owner and delegate migrated at the same time. I/S will attempt to ensure both parties are accommodated during this process.

Plans for this migration at LVH–Hazleton, LVH–Pocono and LVH–Schuylkill are being worked out.

For more information, [review the Frequently Asked Questions](#).

Patients Share How Lehigh Valley Heart Institute Saved Their Lives – VIDEO

BY [WENDY KAISER](#) · FEBRUARY 23, 2018

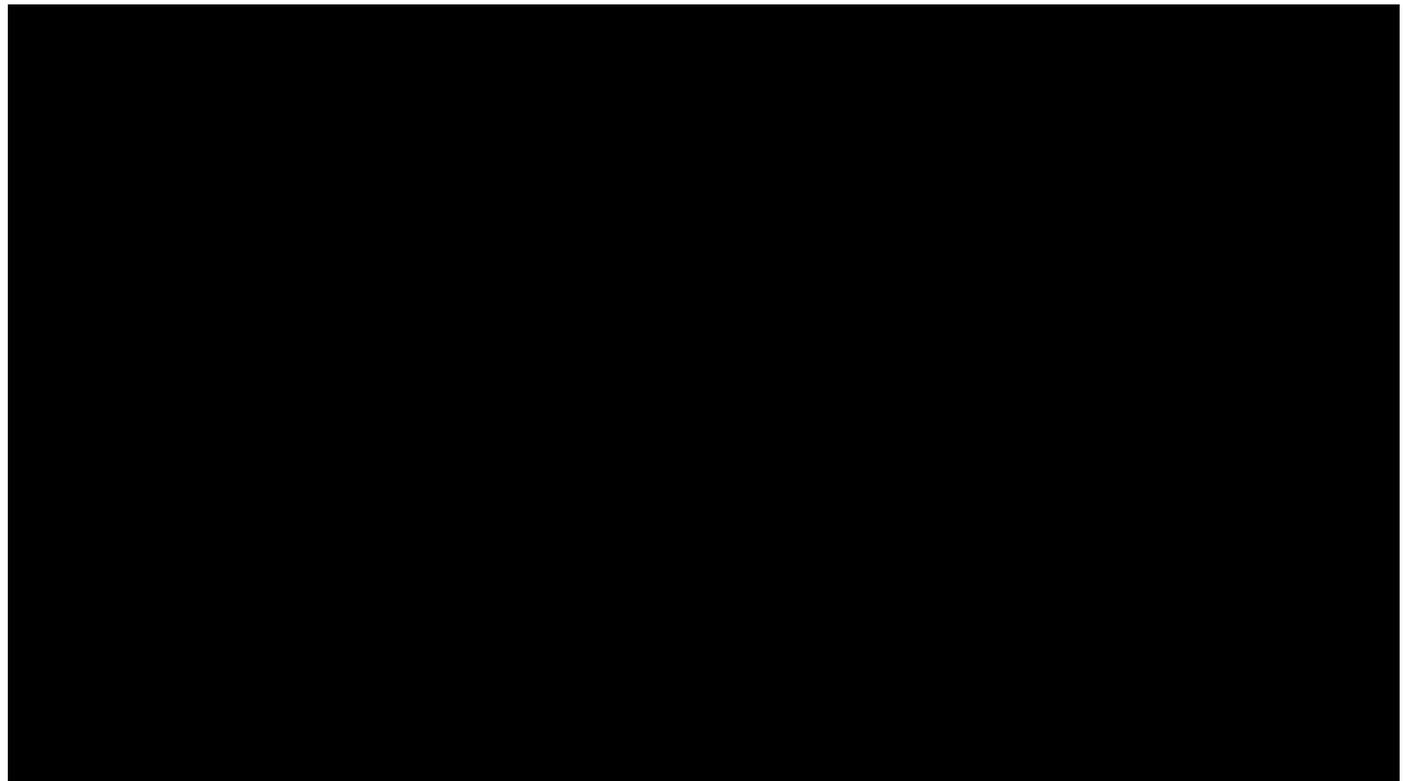
Colleagues at Lehigh Valley Heart Institute are “Amazing. Everyday.” And we want to continue to tell the people of our community all about them. On Feb. 26, we will begin to share the stories of the amazing care some of our patients received. For example:

- Paul was told by another local hospital that he should “get his affairs in order.”
- Anita feared she would miss the birth of her first grandchild.
- Andrea was worried she would not survive to see her daughter become a teenager.

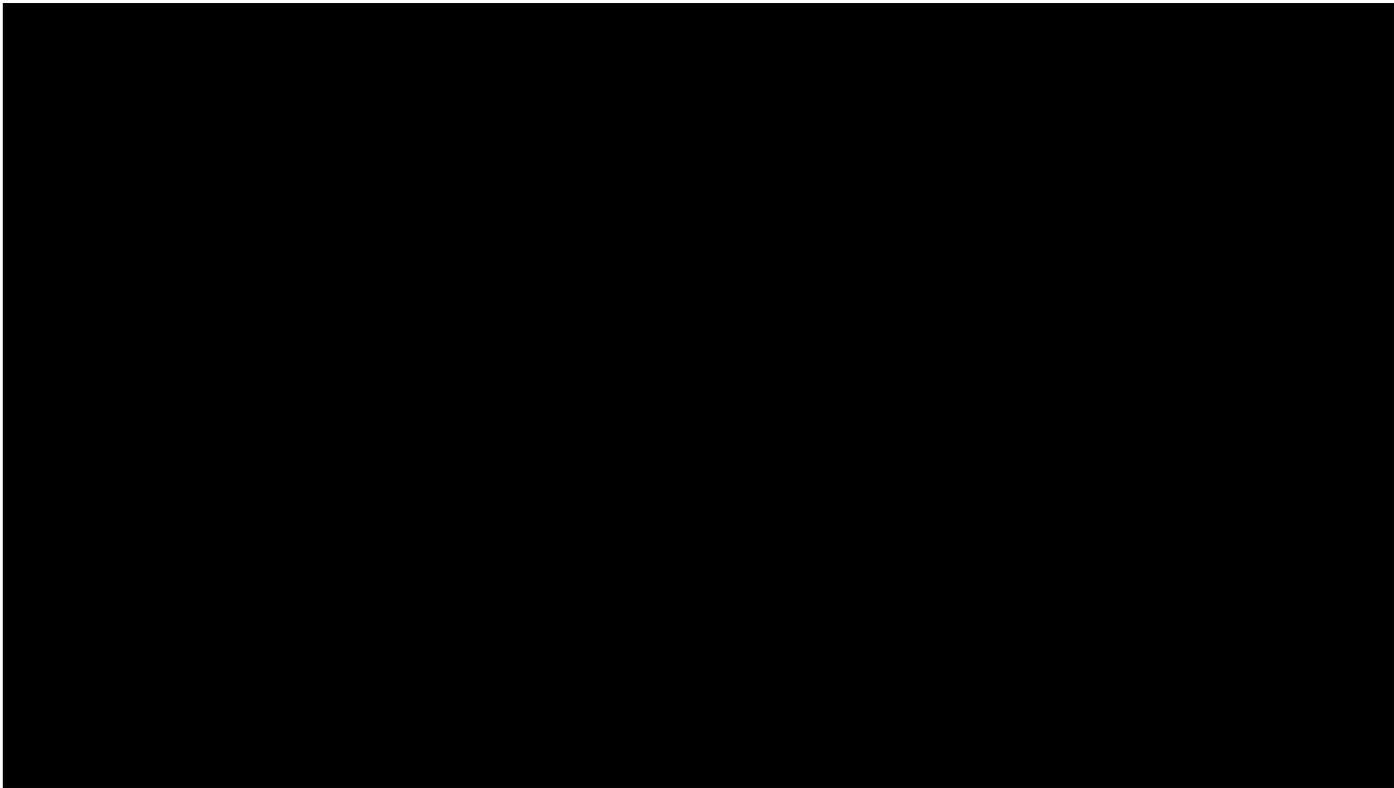
In videos posted on LVHN.org/HeartInstitute, these patients shares their emotional journey about how Lehigh Valley Heart Institute restored their health. We’re sharing their stories with the people of our community in TV commercials, on billboards, through social media and in newspaper ads. Here’s a look at what you’ll be seeing around town.

TV commercials

Andrea



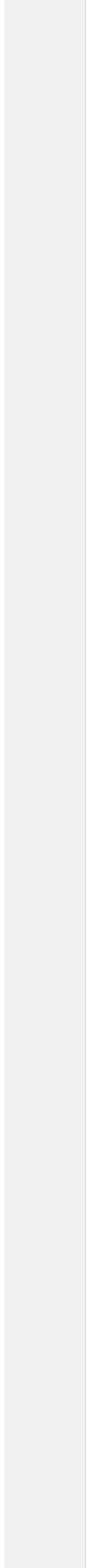
Anita



Paul



Print ad



Here's what heart care that's amazing everyday is all about. Paul M.'s heart was getting weaker. He was tired all the time and didn't have the energy to work on his prized muscle car. A heart surgeon at another area hospital called Paul, "a walking dead man" and urged him to, "get his affairs in order." Paul was only 50. He went to the Lehigh Valley Heart Institute and learned that he had been misdiagnosed. We performed a minimally invasive heart procedure on Paul and he went home the same day feeling better than he had in years. That kind of success is one reason

why more than twice as many patients choose us for heart care over other hospitals in the region. After all, we're first in leading-edge care, groundbreaking research and have more specialists with training from top heart programs. And that's why we save more lives. Just ask Paul, now that his heart is going as strong as his muscle car.

To learn more about Paul's amazing journey, visit LVHN.org/HeartInstitute.

Amazing. Everyday.

ANOTHER HEART DOCTOR CALLED PAUL
A WALKING DEAD MAN.
WE SAVED HIS LIFE.



LEHIGH VALLEY HEART INSTITUTE

**We save more lives.
Just ask Andrea.**

Andrea H., & daughter

Amazing. Everyday.



Your Role in Rumor Control

BY [KIM JORDAN, DNP, RN](#) · FEBRUARY 23, 2018

Last week, we held four town hall meetings with patient care services colleagues at LVH–Cedar Crest and LVH–Muhlenberg. My sincere thanks to everyone who was able to attend. I greatly appreciate your participation in the gatherings.

These forums are important for all of us. For you, I hope you see town halls as a way to network with fellow patient care services colleagues, as well as learn information, get updates and ask questions. For me, these meetings allow me to see people face-to-face, hear your concerns and address them. It's an important communication pathway that helps ensure you know critical information, and that I know what's on your mind. If you couldn't attend this time, I hope you can when we hold town halls again in the near future.



Your role in rumor control

We all rely on accurate communication to do our jobs – such as when we exchange information at shift change, or to know the state of our network by reading LVHN Daily posts and watching videos from Leader to Leader meetings. However if messages don't reach you, it may feel like you are in a communication vacuum. That space tends to get filled with rumors, hearsay and other unhelpful information instead of the truth.

To avoid having a communication vacuum fill up with junk information, I have a request: Please speak with your directors – they are our internal Snopes.com team (the internet's fact-checking, rumor debunking site). Stay informed by asking your director about rumors you may hear. If for some reason your director doesn't know the answer, your question can be forwarded to me (or you can send it to me – see my email below).

Rumors have a cost: They damage morale and make it more difficult to get accurate information out to colleagues. Before you unintentionally spread a rumor, talk about it with your director to understand the full story (or get the explanation that debunks the rumor).

Recruiting and retention committee news

Two items the RN Recruiting and Retention Committee wants to share with you:

- We have another fun event scheduled in April, a joint event planned by the RN Recruiting and Retention Committee and the LVHN Recreation Committee:

LVHN Nursing Appreciation Night at the Lehigh Valley Phantoms on Saturday, April 14, at 7:05 p.m.

Not only will three nurses (randomly picked in a drawing) get to ride on the “Phanboni,” six more will get to high-five players at the entrance tunnel, and all LVHN nurses in attendance can join Phantoms’ mascot meLVin on the ice after the game for a group photo.

For information about ticket orders, email Kelly.Beauchamps@lvhn.org or Donna.Stout@lvhn.org.

Tickets must be ordered in advance and paid for by March 16.

- If you have not already done so, please complete the clinical ladder survey for registered nurses at LVH–Cedar Crest and LVH–Muhlenberg. We’ve had a very positive response so far, but want to include as many responses as possible. Thank you for your interest and participation.

Thanks for listening and for speaking up

It’s always important to know you have a voice here. When I hear your questions at a town hall or read them in my email, it affirms that we have trust between us. I believe there is nothing worse than silence. Silence can mean many things – you don’t care; you’re afraid to speak up; you feel you don’t have a voice – and none of those should be accepted.

Thank you for helping control rumors by asking questions and by staying informed through reliable channels. It’s a partnership I don’t take lightly and truly appreciate your role in this communications pathway.

Kim

P.S. Please keep in touch, whether for rumor control, kudos to colleagues or a great patient care idea.

Reach me at: 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.

Free Smoking Cessation Program for Colleagues

BY [ADMIN](#) · FEBRUARY 20, 2018

Quitting can be hard. Yet the right preparation, support and guidance can help. LVHN offers a free BeneQUIT Tobacco Cessation program for you and your benefit-enrolled dependents as part of [My Total Health](#).

Journey to tobacco freedom

The Centers for Disease Control and Prevention report that 70 percent of adult cigarette smokers want to quit. And millions have quit successfully. Research also shows that individuals who participate in a smoking cessation program have double to triple the quit-rate success than people who go it alone.

Where to start? If you are a tobacco user, take a moment to think of one reason you want to quit, then reflect on why it's important to you.

Whether or not you are ready to quit today, next month or down the road, a BeneQUIT tobacco treatment specialist is available to develop a personalized quit plan and assist you in preparing for the moment you will say, "I did it!"

The BeneQUIT program includes:

- Confidential support and guidance
- Five phone-based coaching/counseling sessions with a Certified Tobacco Treatment Specialist
- Nicotine Replacement Therapy (NRT) to further increase your chances of quitting
- Customizable e-book to lead you through the program
- Educational webinar outlining the most effective treatment options
- Unlimited health coaching for follow-up support

To register call 888-402-LVHN.

My Total Health

Our free smoking cessation treatment program 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.

Don't Lose Your 2017 FSA

BY [RICK MARTUSCELLI](#) · FEBRUARY 19, 2018

It will be here sooner than you think – March 31, 2018. That's the deadline to claim reimbursement for qualified Flexible Spending Account (FSA) health care or dependent care expenses incurred in 2017 through Dec. 31, 2017. Keep in mind incurring expenses is not the same as submitting a claim. In order to be reimbursed with 2017 funds, claims must be incurred in 2017 and submitted to Populytics by March 31, 2018.

To view your available FSA balance, please visit MyPopulytics.com and log in. Click:

- WealthCare
- My Accounts
- Benefit Account Summary

The Benefit Account Summary will default to the current plan year. You'll want to select "Previous" from the drop-down menu to view your 2017 balance.

If you have questions about your 2017 funds or any FSA issue, please call Populytics at 484-862-3505.



Open Mike: Feverishly Providing Access

BY MIKE ROSSI · FEBRUARY 19, 2018



Before I plug in the mic this month, I'm going to take a few minutes to disinfect my desk. As a physician, husband and father, I spend a lot of time advocating for preventive care. Like many of you, the most important thing to me is keeping all of us healthy, happy and safe.

In recent weeks, the topic of preventive care and health is being discussed at a "feverish" level. The influenza virus, more commonly referred to as "the flu," has swept across all 50 states at an alarming rate. To understand the gravity of the flu's impact, just turn on a news broadcast. You are bound to hear a story about the rise in flu cases, mortalities, school closures and prevention education.

One of the key components to maintaining good health is having access to good care. The critical message throughout many of the flu news stories is the importance of getting early medical care – as soon as symptoms arise. LVPG is committed to providing the people of our community convenient access to our high quality health care providers at our 200 practice locations throughout the region.

In fact, this past month our LVPG primary care practices saw more than 50 percent of their patient visits within the "today, tomorrow or the next day" service promise timeline. Now that's impressive! These aren't just empty words – they are real actions. By feeling it, believing it and "just saying yes," we guide our patients on their journey to optimal health. Your active participation is the key ingredient to our success.

The only thing we want "going viral" is our message of thanks and sincere appreciation to all of you.

Be well. Be present. Be healthy...and wash your hands (frequently).

Mike



Michael Rossi, MD

About me: My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

Watch Leader to Leader – February 2018

BY [ADMIN](#) · FEBRUARY 21, 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](#)

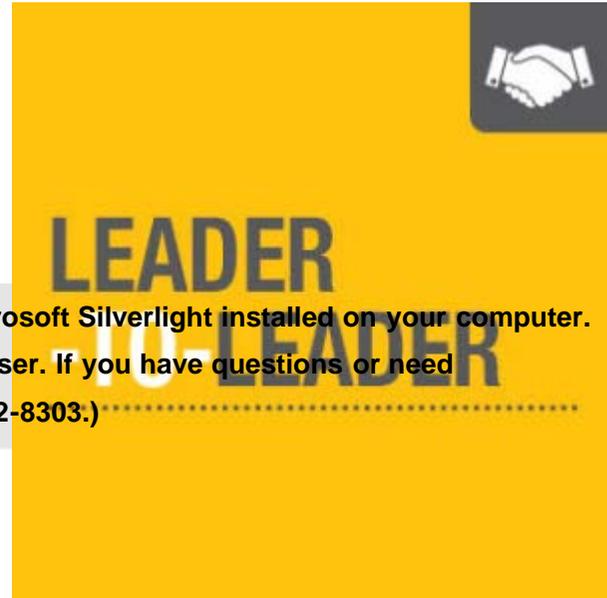
[Network Performance Update](#)

[CEO Update](#)

[Colleague Resource Center](#)

[Lehigh Valley Cancer Institute Update](#)

[Bright Idea Generator](#)



Earn VIP Credit at LVPG Epic Courses

BY [MARCIANN ALBERT](#) · FEBRUARY 21, 2018

Calling all LVPG ambulatory providers. Would you like to earn your VIP credit early in the year? Register for an upcoming Thrive course. The Thrive program is a provider/instructor-led course designed to enhance provider efficiency and utilization of Epic tools (i.e. Smart Sets, Quick Actions). Course topics include:

- Schedule, chart review and inbasket management
- Enhancing order placements and maximizing encounter visits
- Options for note and documentation customization

Upcoming class dates

Feb. 22 – Schedule, chart review and inbasket management, 7-9 a.m.

March 6 – Options for note and documentation customization, 7-9 a.m.

March 15 – Enhancing order placements and maximizing encounter visits, 5:30-7:30 p.m.

March 20 – Schedule, chart review and inbasket management, 8-10 a.m.

How to register

- On the intranet home page (lvh.com) under “Colleague Resources,” click “Calendar-Education.”
- Click “Search.”
- Enter “Thrive” in the keyword box and click “Search.”
- Click the title of the program for which you want to register.
- Enter “1” in the quantity box and click “Register.”
- Complete the registration (first and last name, LVHN email address, user ID and credentials) and click “Register.”

For providers who cannot attend a class in person, online eLearning (TLC) Thrive courses are available and include VIP credit. Providers only need to complete one of the four offered VIP Thrive bundle courses to receive “VIP” credit:



VIP Thrive Surgery Bundle

- VIP Thrive Inpatient Bundle
- VIP Thrive Primary Care Bundle (Ambulatory)
- VIP Thrive Ambulatory Basic Efficiency Tips Bundle

For registration questions/technical issues, please contact 610-402-8303.

A reminder to practice leaders

Time is ticking if you have patient service representatives (PSRs), cross-trained medical assistants or office coordinators who have not yet attended a “PSR Patient Experience Education” session presented by LVPG operations. Learning topics include a leadership message from LVPG President Mike Rossi, MD, educational scenarios, table work and discussion.

The final sessions of the series will be held Feb. 23 in the LVHN–Mack Boulevard auditorium at:

- 8-10 a.m.
- 11 a.m.-1 p.m.
- 2-4 p.m.

[Click here to register](#) and select the date and time you wish to attend.

Quality is Imbedded Within LVPG

BY [MARCIAANN ALBERT](#) · FEBRUARY 22, 2018

Quality care doesn't just spontaneously happen. It starts with access. LVPG practice colleagues are committed to ensuring the people of our community have convenient access to our high quality health care providers. How do we make this commitment? By championing and demonstrating our service promise to patients that they will be seen "today, tomorrow, or the next day," and by our continuous focus on achieving the Triple Aim (providing better health and better care at a better cost).

Quality isn't just a word that LVPG throws around. Quality is imbedded in what we do every day, every minute, every hour and during every interaction.

For [J. Howard DeHoff, MD](#), an internal medicine specialist at Lehigh Valley Physicians Practice (LVPP), providing exceptional care for patients with diabetes, for example, requires a steadfast and consistent approach. "At LVPP, we are closing gaps every hour of every day," DeHoff says. "We provide services that our patients – who are largely poor and underinsured – would have difficulty finding anywhere else in the region."

For LVPP, moving the diabetes management quality needle involves a team-based approach. Every colleague's effort matters. This approach enhances a patient's experience and satisfaction. "Our diabetes management involves our physicians, diabetes care team, financial coordination and medication assistance, as well as a registered dietician to make state-of-the-art care available to our patients with diabetes," DeHoff says. "In the last six months, we have seen a 6-percent improvement in our Hgb A1c (tests used to measure blood sugar) control."

As the Clinical Coordinator for LVPG Internal Medicine–3080 Hamilton Blvd., Geraldine Galle, LPN, knows how critical communication is to quality care and transforming patient health. "When we call patients to remind them of important testing and follow up, they know we care about them, and we encourage them to take good care of themselves," Galle says

Your support, service delivery, and everyday actions are critical to a patient's high-value health care encounter and LVPG's FY18 Quality Measure Dashboard. Remember, quality is part of what we do.



*Clinical Coordinator for LVPG Internal Medicine—
3080 Hamilton Blvd., Geraldine Galle, LPN, knows
how critical communication is to quality care and
transforming patient health.*

LVPG Quality Measure Dashboard FY18
Measure Name
CARE COORDINATION/PATIENT SAFETY
Appropriate Treatment for URI (Children)
Avoidance of Antibiotic Treatment in Adults for Bronchitis (Adult)
PREVENTIVE HEALTH
Annual Wellness Visit
Adolescent Well Visit (Children)
Pneumococcal Vaccination (Adult)
Children Vaccination (Children)
Colorectal Cancer Screening
Breast Cancer Screening
AT RISK POPULATION
Diabetes - HgA1c Poor Control (>9 or no exam in >1 yr)
Diabetes- Eye Exam*
HTN: Controlling High Blood Pressure
Statin - Prevention / Treatment of CV disease
Asthma Controller Medication (Age 5-50)
PATIENT SATISFACTION
Likelihood of re commending provider

Winter Book Sale Dates

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

The Auxiliary of Lehigh Valley Hospital is holding book sales in February and March, and they're stocked with all sorts of great reads for the cold days of winter. All proceeds benefit the mission of Lehigh Valley Health Network.

Feb. 26

LVHN-One City Center, 11 a.m.- 4 p.m.

Feb. 27

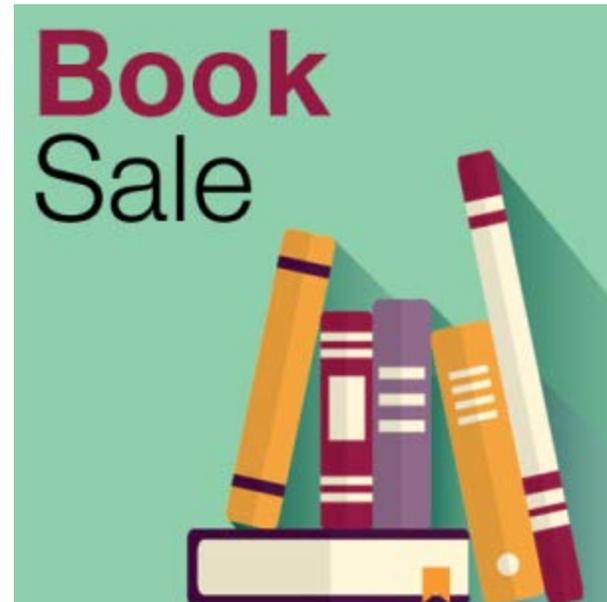
LVHN-One City Center, 9 a.m.- 3 p.m.

Feb. 28

LVH-Cedar Crest, 10 a.m.- 4 p.m.

March 1

LVH-Cedar Crest, 8 a.m.- 4 p.m.



March My Total Health Opportunities

BY [TED WILLIAMS](#) · FEBRUARY 23, 2018

Wellness offerings this month for raising a family include preparing for baby care classes, sibling tours, a hands-on CPR class and more. Also included this month is a baby care class for people who speak Spanish. Here are this month's My Total Health events for raising a family.

LVH–Cedar Crest

March 4 – Sibling Tours

March 4, 12 and 26 – Maternity Tours

March 10 – Baby Care

March 12 – Preparing for Baby (six-week series)

March 18 and 24 – Prepared Childbirth (one-day class)

March 28 – Breastfeeding Baby

LVH–Muhlenberg

March 3 – Preparing for Childbirth (one-day class)

March 31 – Baby Care

LVH–17th Street

March 1 – Breastfeeding Baby

March 19 – Preparing for Labor & Childbirth (English)

March 27 – Baby Care (Spanish)



March 28 – Baby Care

LVH–Hazleton

March 7 – Sibling Class

March 7, 14, 21 and 28 – Labor and Delivery Class

March 21 – Infant care/Breastfeeding Class

March 21 – Hands-Only CPR Class

March 28 – Infant and Child CPR

For more information or to register, call 888-402-LVHN.

[Learn about all of our My Total Health programs.](#)