

## **The LVHN DNA is Revealed – Video**

Read or watch Dr. Nester's State of the Health Network.

## **Register for APC Skills Workshops**

Classes cover numerous patient care topics.

## **Finances and Fitness Go Hand-in-Hand**

Increase your financial knowledge and well-being with VALIC.

## **Weight Watchers at Work Spring Session**

Today is your last day to register for session starting March 26.

## **Make it Happen With Shared Governance**

Kim Jordan invites you to join a new committee.

## **Kidney Cancer Community Forum April 5**

LVHN and MSK experts discuss advances in care.

## **Join the Bethlehem Steel FC Stretcher Crew**

Volunteers needed to carry injured players off the field.

Lynn's Turn:  
Support You  
Deserve

[Learn More](#)



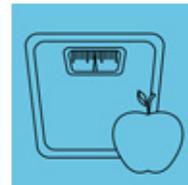
Service Star:  
LVH-M  
Colleagues

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Take a Health  
and Wellness  
Challenge

[Learn More](#)



## LVHN news

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Physical Therapy Can Help  
You Recover

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How Is a Hernia Treated?

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Thyrogen® Available During  
Thyroid Cancer Treatment

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

# The LVHN DNA is Revealed During the State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap

BY [RICK MARTUSCELLI](#) · MARCH 20, 2018

What is the LVHN DNA? What are three things that will strengthen LVHN? What can we accomplish with 18,000 colleagues moving forward together? LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, answered these questions during the State of the Health Network Address. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

## Colleagues Are Stronger Than Anything



The challenges that LVHN and all health systems face remain (declining admissions, government shortfalls, aging population, case mix, payer mix and price sensitivity). However, the power of 18,000 colleagues moving forward with the same mission and makeup are stronger than any forces we face. In this video, Dr. Nester uses an example from the TV show Mythbusters to show the power of teamwork.

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

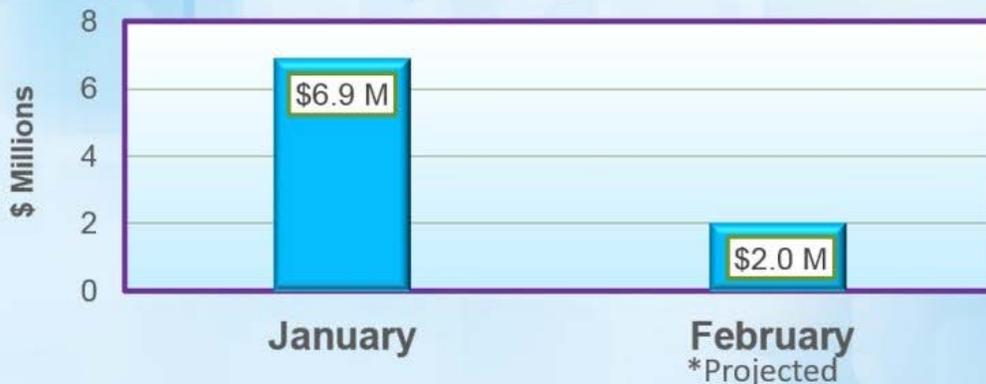
We recently had to make difficult and necessary decisions to move us forward and keep us strong. As you know, some of the tough decisions we made involved staffing, and that's never easy. We are an organization of people caring for people. Your strength has been apparent as you have supported our patients and each other during these changes. Thank you for your strength, resiliency and professionalism.

### Strengthening LVHN for the Future

L E H I G H V A L L E Y H E A L T H N E T W O R K

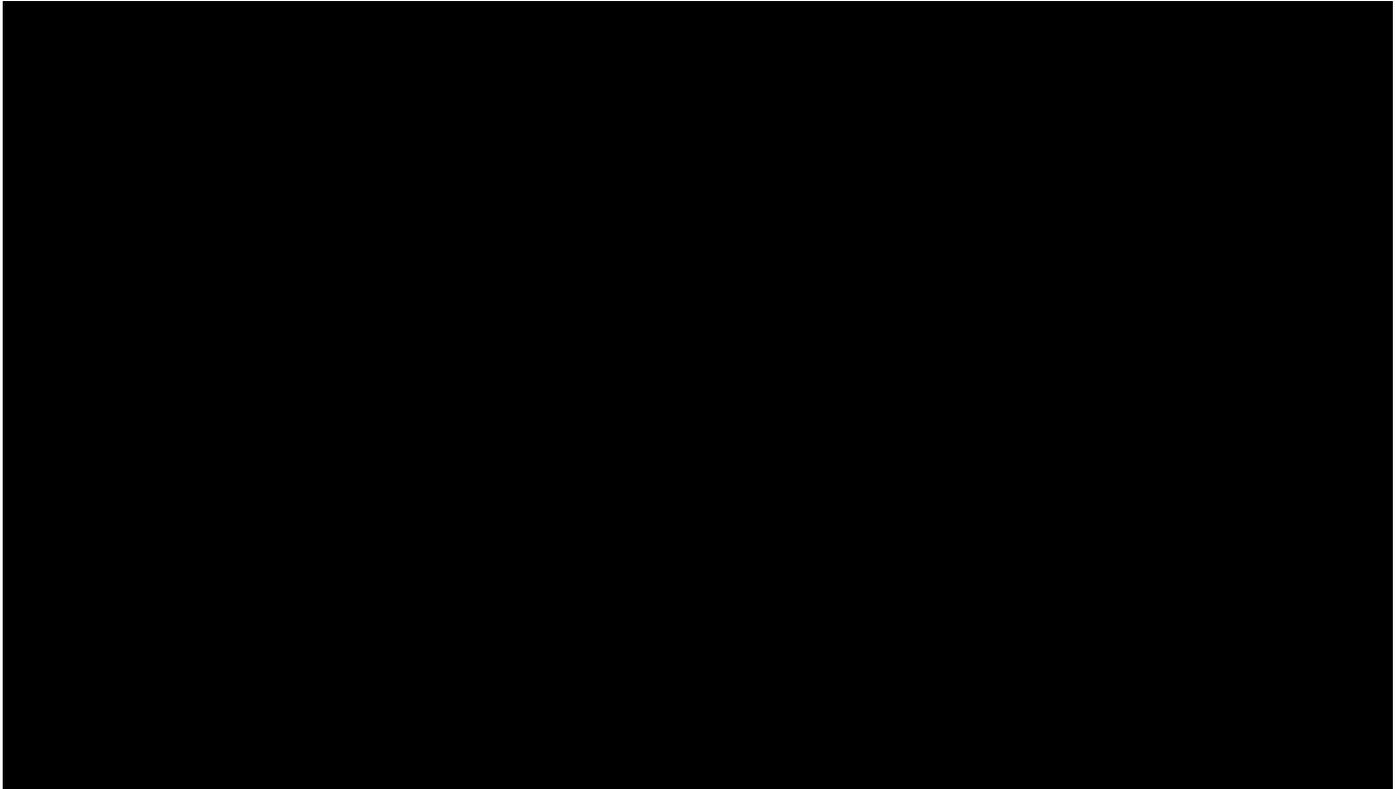
Projected Cost Savings (through end of FY18)  
**\$44 million**

### Operating Income



The decisions we made will result in \$44 million in cost savings through the end of the fiscal year. To make LVHN stronger, we will continue to monitor and adjust staffing to ensure colleagues are providing care in areas where community need is greatest. We also continue to make decisions that are resulting in a reduction in nonwage expenses. By restructuring our organization, we're operating more efficiently and reducing costs. In January, we achieved an operating income of \$6.9 million. In February, our operating income is projected to be \$2 million. If we continue to keep costs down and revenue up, we hope to end the fiscal year with a 1-percent operating margin. While achieving a positive operating margin will be cause for celebration, our focus on managing expenses must continue. The recent steps we took position us well for the future, as Dr. Nester discusses in this video.

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



**National Headlines**

## In the shadows, help for the homeless



Medicare leaders and physician executives from nationwide health care providers of Health Partners, Inc. who have been awarded several years ago and from in a patch of woods in Minnesota, the Publisher leads the "Silver medical" program of Lehigh Valley Health Network.



## Medtronic, LVHN Take Step Toward Value-based Care

Partnerships between large companies like Amazon, J.P. Morgan and Berkshire Hathaway, and headlines about health insurance companies being acquired by retail pharmacy giants are a signal that our industry is in need of change. In the meantime, LVHN is making national headlines and forging innovative partnerships of our own. Since the last State of the Health Network Address, we made the [cover of The New York Times](#) for our inventive methods to care for patients with the flu. Plus, our first-of-its-kind [partnership with Medtronic](#), the global leader in medical technology, will look to reduce care costs by \$100 million over the next five years.

## PRIDE Runs Deep

## Make the **PRIDE** Promise.



I will always maintain your **privacy**.

I will always **respect** you and value our differences.

I will always be **involved** and involve you when it matters most.

I will always treat you with **dignity**.

I will always seek first to understand and **empathize** with you.



#LVHNPRIDE



### The Difference Maker

Also since the last State of the Health Network Address, colleagues have been making the PRIDE Promise, a personal commitment to practicing privacy, respect, involvement, dignity and empathy. PRIDE runs deep at LVHN. It's one example of what's unique about our health network. PRIDE is part of every colleague on our team. Our passion to care for and about people is part of our DNA, and our DNA is what makes us strong. The LVHN DNA is within each of us and must be our focus every day.

## LVHN DNA

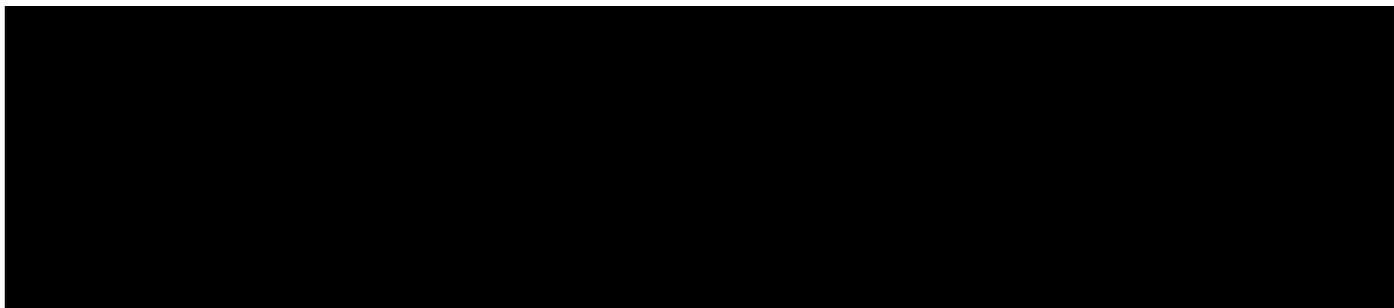


The LVHN DNA is what's going to make the difference as we navigate challenges and change, and it's what our patients expect and deserve from us. Our DNA is made up of our three positions of strength: access, experience and value. Every day when you put on the LVHN badge, think about our DNA and what we're made of. Then, challenge yourself to bring our DNA to life.

- **Access** – Make a commitment to “just say yes” and give people convenient access to the services they need.
- **Experience** – Do everything in your power to anticipate the needs of patients and their families and deliver an exceptional experience during every interaction.
- **Value** – Continually look for ways to deliver health care value, which is high-quality care at a low cost.

With all 18,000 of us focusing on our three positions of strength and moving together in the same direction, we are stronger than any external forces, as Dr. Nester discusses in this video.

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



## Imagine the Possibilities

LEHIGH VALLEY HEALTH NETWORK

# You Have the DNA

- Submit your bright idea.
- Take the Colleague Engagement Survey  
**April 9 – 23.**

Access Experience Value

You have the LVHN DNA. You have the ideas that can make LVHN even stronger, and we want to hear from you. That's why we launched the [Bright Idea Generator](#) about one month ago. It's a place you can go on the intranet to share your ideas on how we can be more innovative, improve operations and enhance the patient experience. We already received more than 220 bright ideas. Click the light bulb on the intranet home page to [share your ideas](#).

As you invest in LVHN, we also will invest in you by listening to you during the upcoming Colleague Engagement Survey. It will take place April 9-23. The theme is "Your answers to action." We will listen to your feedback and use it to take action and make LVHN an even better place to work.

## What You Are



# Amazing. Everyday.



As the marketing campaign for our institutes says, you are “[Amazing. Everyday.](#)” These words describe our care and they describe you. You are amazing every day because you have the LVHN DNA. We strive to give people access to the care they need, an outstanding experience when they’re with us, and the health care value they expect and deserve. When it all comes together, it means everything for our patients. [Watch these video featuring patients](#) who came to Lehigh Valley Heart Institute and you’ll understand.

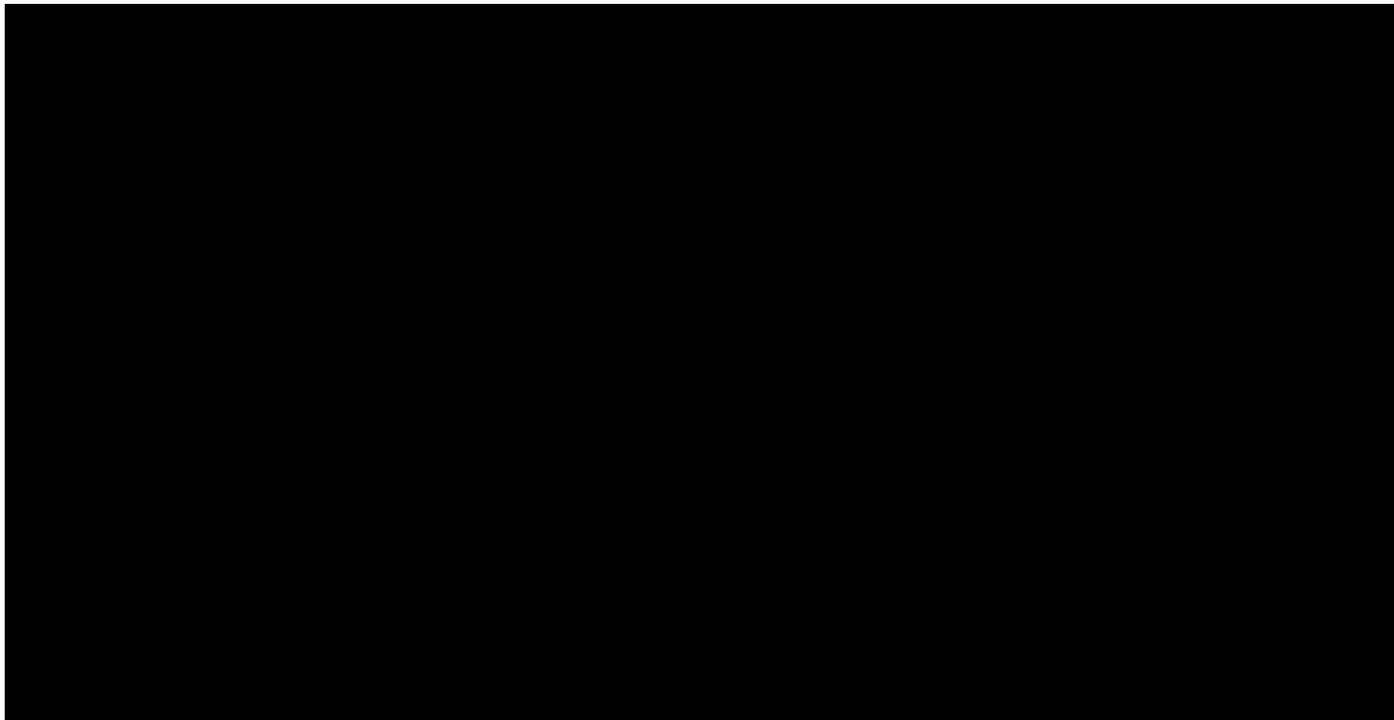
**Thanks for Having the LVHN DNA**

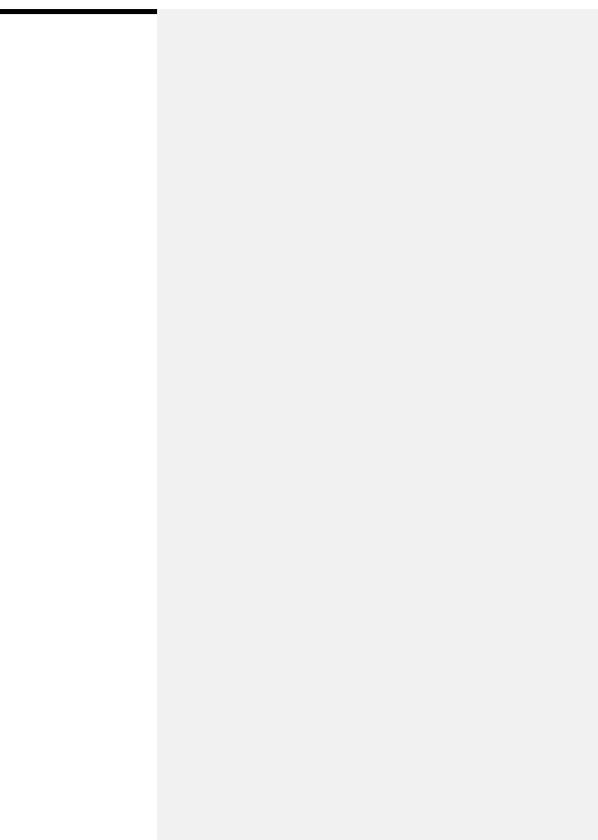
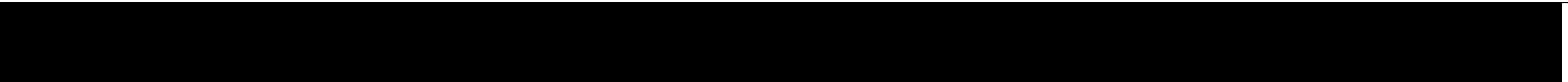


When we hear the stories of our patients, we're reminded why we work in health care. Thank you for your dedication, commitment, resiliency and hard work. Thank you for having the LVHN DNA and using it to make LVHN even stronger. Thank you for being amazing every day.

**Watch the entire presentation below.**

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





State of the Health Network Address – Fall

2017: Watch Video Snippets, the Whole Video or

Read the Recap

# Register for APC Skills Workshops

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

Attention all learners. Looking to enhance your skill set? Well, don't wait or hesitate. Take a few minutes to check some of the upcoming learning opportunities available to colleagues this spring.

## Advanced Practice Clinician (APC) Skills Workshops

- Open to all APCs from all LVHN sites (LVH-Pocono, LVH-Hazleton and LVH-Schuylkill)
- CE credits available

### Upcoming class dates

#### **Tuesday, April 10, 5-7 p.m.**

Topic: Advanced Suturing Techniques

Facilitator: Rachel Moyer, PA-C

Location: Surgery Education Center, LVH–Cedar Crest Kasych Family Pavilion, level B

[Register online.](#)

#### **Tuesday, May 8, 5-7 p.m.**

Topic: Chronic Opioid Pain Management

Facilitators: Gillian Beauchamp, MD, and Kevin McNeill, MD

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)

[Register online.](#)

#### **Tuesday, June 12, 8-10 a.m.**

Topic: Incision and Drainage of Abscesses

Facilitator: Guillermo Garcia, MD

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)

[Register online.](#)

#### **Tuesday, July 10, 3-5 p.m.**

Topics: Orthopedic Skills, Splinting Basics

Facilitator: John Klamann, PA-C

LVHN Simulation Center, 1247 South Cedar Crest Blvd., Allentown, second floor (MP room2)

[Register online.](#)



**Tuesday, July 10, 5:30-7:30 p.m.**

Topic: Basic Suturing Techniques

Facilitator: Justin Stauffer, PA-C

Location: Surgery Education Center, LVH–Cedar Crest Kasych Family Pavilion, level B

[Register online.](#)

**Questions? Contact the Department of Education at 610-402-2277.**

# Finances and Fitness Go Hand-in-Hand

BY [EMILY SHIFFER](#) · MARCH 22, 2018

When you think about saving or addressing your financial situation, it's easy to say, "I'll get to it later." But did you know improving your financial wellness has real effects starting day one? Not only can it help you manage your money better, but you feel better physically and mentally. And LVHN is committed to helping you do just that. We want you to feel confident making a plan and sticking to it throughout your financial journey, stress free. And feeling confident about your finances begins with education.

There are loads of opportunities for you to increase your financial knowledge and well-being:



- **Visit FutureFIT University**, a digital learning experience that provides education for you and the whole family, at all grade levels.
- **Attend our monthly seminar: Investment Planning.** This seminar will help you learn the basics of developing an investment strategy fit for your future. Attend the seminar on these dates:

**April 3** – 12-1 p.m., LVH–Cedar Crest ECC room 5

**April 4** – 12-1 p.m., LVH–Muhlenberg ECC room D

**April 5** – 12-1 p.m., LVHN–Mack Boulevard room 6B

**April 11** – 12-1 p.m., LVH–17<sup>th</sup> Street auditorium

**April 12** – 12-1 p.m., LVHN–One City Center room 8 East 2

Registration is required to attend one of these seminars. [Click here to register](#) and enter one of the following codes:

For LVH–Cedar Crest seminar: LVHALL11AW

For LVH–Muhlenberg seminar: LVHBET11AT

For LVHN–Mack Boulevard seminar: LVHALL11BW

For LVH–17<sup>th</sup> Street seminar: LVHALL11BX

For LVHN–One City Center seminar: LVHALL11CE

You also can schedule a personal counseling session with one of our VALIC financial advisors to get on track for your future. They have access to tools and calculators to help you see your future and map out a plan of action. Contact our dedicated VALIC financial advisors by calling 610-402-8801 and schedule your appointment today.

# Join the Spring Session of Weight Watchers at Work

BY [EMILY SHIFFER](#) · MARCH 20, 2018

## **UPDATED FRIDAY, MARCH 23rd AT 4 p.m. WITH NEW INFORMATION:**

Join Weight Watchers at Work to help achieve your weight loss goals. The next session starts on Monday, April 2, and goes through June 14.

The program is a 10-class session (one class per week) for \$135. This program is reimbursed through My Total Health if eight out of 10 classes are attended.

The registration deadline is Friday, March 30. To register, call 484-862-3002. For more information, [contact Weight Watchers Coordinator Ann Squires](#).

You can choose to attend sessions at eight different locations:

Mondays, 12-12:45 p.m.

LVHN-Mack Boulevard conference room 6B

Session starts March 26

Mondays, 1-1:45 p.m.

LVHN-One City Center conference room 8 West 2

Session starts March 26

Tuesdays, 4:30-5:15 p.m.

LVH-17th Street conference room B

Session starts March

Tuesdays, 4:45-5:30 p.m.

LVH-Cedar Crest ECC

Session starts March 27

Tuesdays, 12-12:45 p.m.

1247 S. Cedar Crest Blvd., second floor conference room

Session starts March 27



Thursdays, 11-11:45 a.m.

LVH-Cedar Crest, 1250 building conference room a (suite 300)

Session starts March 29

Thursdays, 4:30-5:15 p.m.

LVH–Muhlenberg ECC room D

(June 7: South Tower third floor conference room)

Session starts March 29

Mondays, 11:30 a.m.-12:15 p.m.

Health Network Labs, 794 Roble Road, Allentown

# Shared Governance: The Best Mash-up of LinkedIn, Kickstarter and Twitter

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

In my career, I have focused on learning and embracing methods and processes that improve both efficiency and quality. In the patient care world of “before change,” we lacked many things:



- Before Epic, we “paper charted” or used minimally connected electronic charts for patient care.
- Before huddles, we held other less effective, less direct and less frequent methods of communicating information.
- Before Magnet® designation, we focused on our own processes and practice measurements instead of holding our practice to a higher, evidence-based standard.

By embracing all these evolutions – and each of us accepting responsibility for the hard work that made those changes possible – both patient care and our practice improved.

## **Before: Your input not needed**

Here’s another “before” we need to discuss: Before unit-based shared governance, most decisions were handed down in a hierarchy that didn’t always include the input of nursing staff.

Is that okay with you? As a strong professional presence in every single unit of our hospitals, I believe nurses must create the vision and patient care environment they want to work in. It’s the right thing for you *and* for your patients. Shared governance is your key to achieving that, but it takes work, just as anything worthwhile does.

## **#SharedGovernance=YourVoice**

What does shared governance mean? In a nutshell, it is a unit-based management concept that relies on the participation of you and your colleagues in a shared governance council. In the world of social media, it’s a group that represents the best mash-up of LinkedIn, Kickstarter and Twitter: You can network; launch a cause from idea to action, and do it concisely!

Here are my thoughts for shared governance success: You need to meet regularly. You need representation of most of your unit. You need an agenda. And you absolutely need action plans. Action plans will help ensure changes you want to make actually happen. And because a shared governance council focuses on your unit, you can make improvements that are specific to you and your colleagues, and positively affect you, your practice and your patients.

Here are some thoughts to get started:

### **Envision ideas that you can put into action**

- What do you need to do your job more effectively?
- What satisfier/satisfiers are missing from your job?
- What do you want to learn to improve your practice?
- What would you like to teach to help us all improve our practice?

### **Assuring meeting attendance**

- Hold meetings across different shifts.
- Utilize a bridge-conference line so people who are offsite can call in.
- Follow your agenda and end on time.
- Include a “learning” component to each meeting.
- Record meetings or take notes to share with people who cannot attend.
- Put your shared governance ideas into practice.

These lists are conversation starters and open-ended. Your ideas are the ones that count. It's time to get started by reinvigorating shared governance councils across the health network.

### **#JoinSharedGovernance**

Are your creative, shared governance juices flowing? Are you ready to take the next step and get your unit's shared governance council up and running? We have a group ready to take you under wing – the Shared Governance group that's part of the Staff RN Retention Committee. This group is charged with all things shared governance and would love for you join them in this learning and implementation revolution. Please email me at [Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org) and we will add you to the list.

Another fantastic resource at your disposal is the Center for Professional Excellence. As the epicenter of our Magnet® recognition and redesignation efforts, the [Center for Professional Excellence](#) can assist with education surrounding shared governance, and especially its role as a strong source of magnetism that keeps nurses engaged in, and inspired by, their profession.

### **You can transform “before change” into “after”**

I'm a firm believer in helping create your own destiny. Shared governance is a tremendous way to build teamwork and create the work environment we all want. Every unit is unique – that's what makes shared governance so beautiful – it reflects you and the aspirations you and your colleagues have for better

patient care and a better work life.

Not only that, shared governance allows you to keep refining your work environment along with your professional and interpersonal skills. It all adds up to improved patient care, which is a goal we can all stand behind (and beside).

Kim

P.S. My thanks to all who muscled through the fourth nor'easter in three weeks. I thank you for your compassion and responsibility to patient care. Crossing my fingers this is the last plowable snow until next winter!

P.P.S. Do you have thoughts about shared governance or questions about it? Send your emails to: [Marie.Jordan@lvhn.org](mailto:Marie.Jordan@lvhn.org).



*Kim Jordan*

**About me:** My name is Kim Jordan, DNP, RN, and I am Senior Vice President and Chief Nursing Officer at LVHN. I came to LVHN 15 years ago as director of the open-heart and transitional open-heart units. I consider it an honor and a privilege to lead our outstanding nursing colleagues.

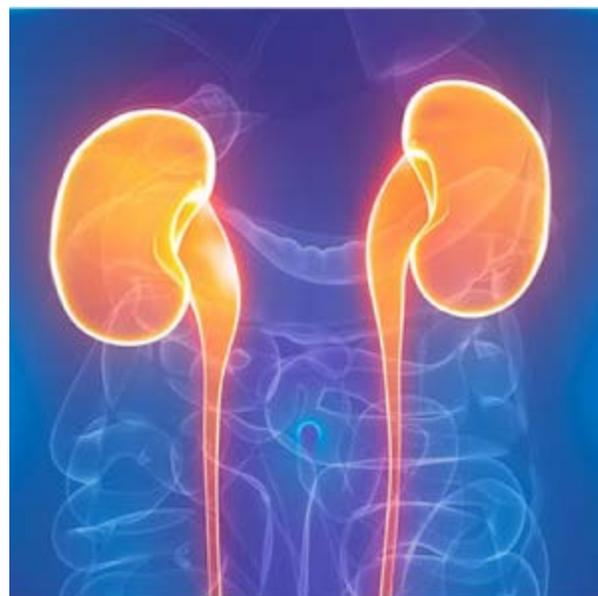
# Kidney Cancer Community Forum April 5

BY [EMILY SHIFFER](#) · MARCH 21, 2018

Leading cancer experts from Lehigh Valley Health Network and Memorial Sloan Kettering Cancer Center are proud to present “Advances in Kidney Cancer Care,” a special community forum on Thursday, April 5 at 5 p.m. at the Lehigh Country Club (2319 S Cedar Crest Blvd, Allentown, PA 18103).

Celebrate survivorship and mingle with other kidney cancer survivors, caregivers, and providers. Heavy Hors d’oeuvres and refreshments will be provided.

Sponsored by the Andy Derr Foundation for Kidney Cancer Research. Andy Derr was a respected Allentown businessman who was diagnosed with kidney cancer in 2003 at age 42. He battled the disease and sought to help others facing a similar journey for more than 12 years before succumbing in January 2016.



## **Speakers include:**

Robert J. Motzer, MD, Attending Physician, Medical Oncology, Memorial Sloan Kettering Cancer Center

**Topic:** Role of VEGF TKIs and Emerging Data with Immunotherapy for Advanced Kidney Cancer

Ashley Patzuk, BSN, RN, OCN, Clinical Research Coordinator II

**Topic:** Updates on FRACTION (Fast Real-Time Assessment of Combination Immuno-Therapies)

Suresh Nair, MD, Physician-in-Chief

**Topic:** Kidney Cancer Research at Lehigh Valley Cancer Institute

Ravindra Bollu, MD, Valley Kidney Specialists, Lehigh Valley Health Network

**Topic:** Caring for Your Sole Kidney

Nicole Reimer, BSN, RN, OCN, Clinical Director, Lehigh Valley Cancer Institute

**Topic:** Patient and Family Advisory Council

**\*Breakout session:** Caring for the caregiver

Registration begins at 5:00 p.m. on the day of the event. To register ahead of time, [click here](#) or call

888-402-LVHN (5846).

# Volunteers Wanted to Join the Bethlehem Steel FC ‘Stretcher Crew’ in Season Three

BY [ADMIN](#) · MARCH 19, 2018

Bethlehem Steel FC began its third season March 18, and LVHN is proud to be the official jersey partner and medical provider for health care, orthopedic, sports medicine, medical and physical therapy services for our newest home team. In this capacity, LVHN also provides medical care to the Bethlehem Steel FC players at home games with on-field physicians, athletic trainers and EMS personnel.

Additionally, we are seeking colleague volunteers to be part of a “stretcher crew” at each home game that would carry non-critically injured players off the field as directed by the athletic trainer and physician. No medical training is required, but volunteers must be at least 18 years old, able to arrive 90 minutes prior to game time, be attentive for the duration of game, and able to lift and carry a stretcher with other volunteers assisting.

We are looking for 10-12 colleagues who will form the stretcher crew, with 4-5 covering each game. Games are played at Lehigh University’s Goodman Stadium.

If you’re a soccer fan and want to be part of the action as a member of the LVHN stretcher crew, please email [Laura.Gabrick@lvhn.org](mailto:Laura.Gabrick@lvhn.org). Volunteers will be considered on a first-come, first-served basis.



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