

Colleague Engagement Survey April 9-23

We'll turn your survey answers to action.

Access is in the LVHN DNA

Read LVPG Family Medicine–Hamburg's success story.

Health Care Career Discovery Day April 26

Children of colleagues in grades 9-12 can participate.

Meet our DAISY Award Recipients

They exhibit caring, compassion and professionalism.

April Service Anniversary List

Congratulate colleagues celebrating a career milestone.

Volunteers Needed at Pocono Raceway

Sell raffle tickets that benefit our children's hospital.

State of the Health Network

[Learn More](#)



Finance and Fitness Go Hand-in-Hand

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Register for APC Skills Workshop

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LVHN news

Dupuyten Disease Treatments

Physical Therapy Can Help You Recover

Team Effort Saves Man After Cardiac Arrest

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Colleague Engagement Survey, April 9-23, Will Turn Your Answers to Action

BY [RICK MARTUSCELLI](#) · MARCH 28, 2018

You spoke and LVHN listened during our last colleague survey in 2016. Back then, 61 percent of colleagues in the Lehigh Valley and Hazleton participated. (Colleagues in Schuylkill County and the Poconos did not participate because they had either just joined or hadn't yet joined our health network.)

Since then, we used the answers you provided in the survey and took action to make LVHN an even better place to work. Here's a look at how LVHN turned your answers to action.

Your answers

Action

You asked for better health and wellness benefits.

LVHN Fitness is now free for colleagues. My Total Health, which includes many free health and wellness programs, was introduced.

You asked for more interaction with leaders.

You can hear from or speak with leaders during PRIDE Rounding, Town Halls, State of the Health Network, Casual Conversations, CEO Update and other leadership blogs, and more.

You said excellent service requires adequate staffing.

We're offering referral bonuses and recruiting at national conferences.

You want your ideas to be heard and considered.

We launched the Bright Idea Generator and implemented ideas shared at Town Halls.

You asked for professional development opportunities.

Free programs are now offered to all colleagues and a manager leadership academy was introduced to help you grow professionally.

You said colleagues should model PRIDE.

We updated our PRIDE behaviors and annual performance evaluation to better reflect values important to you.

You asked for a better understanding of your pay benefits.

An online statement is always available and a brochure was mailed home to help you understand your total rewards.

You asked for an overall better colleague experience.

We established a Colleague Relief Fund, added more financial planning seminars and enhanced our diversity, inclusion and fair treatment policies.

Take the 2018 Colleague Engagement Survey April 9-23

Now, it's time to turn your answers to action again in the next Colleague Survey. It will be held April 9-23. This time all colleagues are invited to participate, including those in Schuylkill County and the Poconos. Our goal is 100-percent participation. More information about the survey will be shared with you next week.

Until then, [print and post this Colleague Survey flyer](#) in your department and encourage all colleagues to

participate. Then, make plans to take the survey. We want to hear from you so we can turn your survey answers into action, and make LVHN an even better place to work and the employer of choice in the region.

Colleague Engagement Survey Rescheduled

Access: It's in the LVHN DNA

BY [ADMIN](#) · MARCH 30, 2018

To make LVHN even stronger, we need 18,000 colleagues moving forward together with a focus on our three positions of strength: access, experience and value. These three things are part of the LVHN DNA. That message was shared by LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, during his State of the Health Network Address. [Watch his presentation or read the recap.](#)

Throughout LVHN, colleagues are focusing on access, experience and value. They're bringing the LVHN DNA to life.

Colleagues from [LVPG Family Medicine–Hamburg](#), for example, are focused on giving people access to the care they need. In May, they were able to see 61 percent of new patients within seven days. It was an opportunity for improvement. Here is what they did to enhance access:



- **Outside-the-box scheduling** – Colleagues began reviewing schedules three weeks out to determine if they can change the length of some appointments. They knew which patients wouldn't need to be seen for 40 minutes because they were coming in for a follow-up appointment, for example. They then changed these 40-minute appointment to 20 minutes, freeing up time for new patients to be seen.
- **Caring as a team** – They began booking the second half of a 40-minute new patient appointment with a sick appointment. They use teamwork to ensure both patients have a good experience during the visit. For example, one caregiver escorts the sick patient to a room while the other is finishing up with the new patient.
- **Empowering colleagues** – They made changes to ensure nurses are working at the top of their license, giving them the autonomy to make certain patient care decisions without having to consult with a physician. This helps the practice run more efficiently and ensures patients receive the care they need quicker.
- **Detailed documentation** – In medical records, caregivers are providing more detailed notes with rationale for treatment. This allows staff to review notes and provide answers to patients who call with questions without having to ask a provider.

With a little time, trust and teamwork, these colleagues are now operating at their best. In January, they saw 92 percent of new patients within seven days. Creating access is in their DNA, and LVHN is stronger because of them.

Inspired by their great work? 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.

Have a great story to share about how a colleague or team is enhancing access? [Tell us about it.](#)

Look for more stories on LVHN Daily about colleagues focusing on access, experience and value.

Health Care Career Discovery Day Slated for April 26

BY [ADMIN](#) · MARCH 26, 2018

On Thursday, April 26, LVHN's department of education and The Dorothy Rider Pool Health Care Trust will offer Health Care Career Discovery Day for children of LVHN colleagues in grades 9-12.

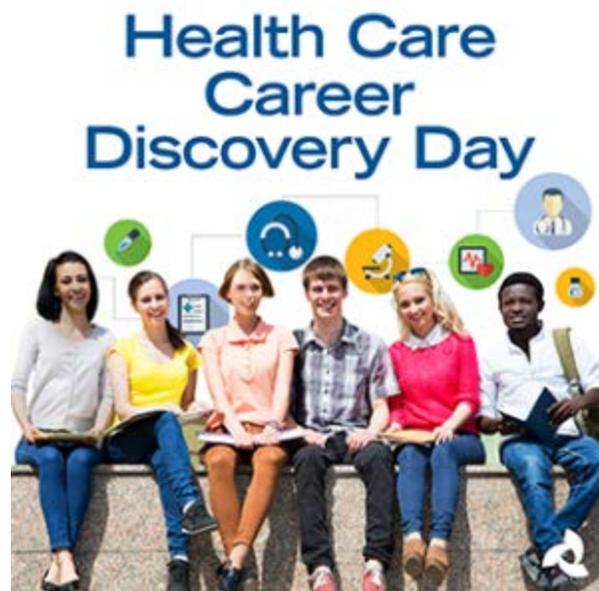
The event will be held across the six main campuses. Educational presentations and tours of a variety of departments will be provided. Registration for LVH-Cedar Crest, LVH-

Muhlenberg and LVH-17th Street begins March 26 and is required for the event. Please click [here](#) to register. There is limited capacity at each location and slots are expected to be filled quickly.

Depending on location, your child may have the opportunity to visit and learn about:

- Radiology
- Regional Heart Center
- Emergency department
- Engineering and safety
- Respiratory care
- Nursing
- Food and nutrition
- Sleep disorders
- Perioperative services
- Interpreter services
- Cancer and infusion services
- Surgical innovations
- MedEvac and emergency services

If your department is interested in hosting children during future events, contact Kerri.Green@lvhn.org, Educational Consultant-Youth Programs.



Three Outstanding Nurses Receive DAISY Awards for October, November and December 2017

BY [JENN FISHER](#) · MARCH 27, 2018

Every month, LVHN honors a nursing colleague with a DAISY Award, a highly coveted award that recognizes nurses who exhibit exceptional levels of care, compassion and professionalism. Read about our October 2017, November 2017 and December 2017 DAISY Award recipients who were nominated by people who admired and benefited from their caregiving.

October 2017 DAISY Award Recipient



Morgan Horton, BSN, RN, CCRC

Network Office of Research and Innovation (NORI)

LVH–Cedar Crest

Nominated by: Jennifer Lanter, RN, colleague

Nomination excerpt:

“I work in Oncology Clinical Trials. The studies in which our patients are enrolled are sometimes the last possible treatment option available. This was the case with a gentleman who arrived for the infusion of a clinical trial medication.

Within the first hour, the patient had an infusion reaction. The infusion was halted, and his reaction was treated appropriately by the staff. Per protocol, his infusion was re-started. Nearing the one-hour mark on the second attempt, the patient again had a reaction; this one more severe.

The patient could be re-challenged one more time; however, this is a slow and time-consuming process. To start again, in late afternoon, would mean that the infusion wouldn't end until late in the night. However, the infusion could not be held until the next day. If the patient did not receive this treatment, he could no longer participate in the trial and would have no treatment options left.

Morgan Horton, RN, offered to stay and infuse the patient's trial medication. Morgan and our director stayed with this patient until his infusion was complete, which wasn't until after 9pm. Morgan then drew required labs, spun blood and completed all of the components required by the trial protocols. She left at 10 p.m. that night, after a 14-hour day.

Not missing a beat, she was back at the office at 8 a.m. the next morning. Her willingness to stay well beyond the work day ensured that our patient received the opportunity to complete his treatment. Morgan will likely say that this was no big deal, but I can tell you that the opportunity to extend his life meant a great deal to the patient.”

November 2017 DAISY Award Recipient



Meghan Hoffman, BSN, RN

Perinatal Unit

LVH–Cedar Crest

Nominated by: Patient

Nomination excerpt:

“The day started like a normal Monday morning – kids off to school, baby dropped off at daycare and off to work we go. However, this morning something was screaming at me to call the doctor. The baby was not moving as often as he normally does and it’s all I could focus on. My blood pressure was a tad high. They wanted me to go to triage to be monitored for a little bit.

As the blood pressure monitor kept going off every 15 minutes, the numbers kept going higher and higher. I knew it was not good. This ultimately turned into the hardest day of our lives. The placenta was failing and severe preeclampsia was in full angry mode – HELLP syndrome (hemolysis, elevated liver enzymes, and low platelet count) was setting in. My body did not want to carry this baby anymore. We had to make a decision to quickly deliver.

Nurse Meghan Hoffman could not have been more understanding, caring and sympathetic to our situation. She listened. She genuinely felt our pain. Our baby did not survive birth. It was important for us to have him baptized. Meghan was with us for the whole baptism service and supported us during the whole process. She placed our son in the cutest little outfit and took pictures for us. She made a very nice photo album for us to keep and remember our little angel. She personalized his footprints and gave

a copy to his two sisters and brother. Even the way she presented the pictures and the care box was so genuine.

Nurse Meghan Hoffman, you are a very talented nurse. We thank you for everything you did in caring for our family. You deserve a ton of credit for your work. We thank you for your calm and caring self. We thank you for simply being there for us during the roller coaster of emotions. We were truly blessed to have Meghan as our nurse.”

December 2017 DAISY Award Recipient



Corrine Rikli, BSN, RNC-NIC

Neonatal Intensive Care Unit

LVH–Cedar Crest

Nominated by: Parents of patient

Nomination excerpt:

“It is indeed a pleasure to write this note of upmost respect and thankfulness for Corrine, the kind and caring nurse that takes care of our daughter in the NICU. Corrine, from the start, has offered many insights and information a concerned parent needs in understanding how their daughter is cared for in this environment. She is truly an exceptional caregiver and I am glad to have the opportunity to write this

strong letter of recommendation for her for the DAISY Award.

Corrine is an engaging individual who possesses a great number of qualities and traits not shared by a majority of employees in the workforce today. Her combination of intelligence, work ethic, understanding personality, enthusiasm, and the ability to work with others in the NICU (with us as parents), in my estimation, will guarantee her continued success. Throughout our visits, Corrine has displayed excellent provider-parent communication skills and is confident and extremely knowledgeable in her field. She is able to translate medical terminology in a way we both easily understand.

Throughout my prior experiences with Corrine, she has showed a well-defined capacity for analyzing, critical thinking, interpretation, and has displayed the ability to grasp complex issues and integrate new knowledge exceedingly well, notably recaps from tests, notations from doctors, and the all-around environment of the NICU. Corrine has a strong sense of responsibility, keen insights, and excellent interpersonal skills. I am very confident of that due to her motivation, abilities, and displayed skills.

As a manager for a Fortune 20 company and a community leader for several years, I would place Corrine in certainly the top five percent of individuals I have interacted with and certainly feel she has the attributes, traits, characteristics and values that would allow her to continue to be successful in her field. I am humbled to have such a wonderful person overseeing our daughter. Thank you Corrine!"

How DAISY Awards are selected and celebrated

Each month, Professional Excellence Council members who serve on the Collegial Recognition and Retention workgroup select a DAISY Award recipient from nominations submitted by colleagues, patients, families and/or volunteers. After a recipient is selected, a surprise, short ceremony at the colleague's unit or department is held and the recipient is presented with a certificate, a DAISY Award pin, a specially-carved stone statue ("The Healer's Touch") and cinnamon rolls. ([Read more about the cinnamon rolls connection to the DAISY Award.](#))

How to nominate a colleague

If you work with an exceptional nurse, or have been a patient or a patient's family member who experienced care from an exceptional nurse, consider nominating her or him for a DAISY Award. Learn more and [complete the short nomination form](#) or visit LVHN.org/daisyaward.

Magnet Evidence: Structural Empowerment

SE12a

Magnet organizations recognize the contributions of nurses. LVHN's participation in the DAISY Award program provides colleagues, patients and volunteers an opportunity to honor nurses who provide exceptional care.

Service Anniversary List – April 2018

BY [EMILY SHIFFER](#) · MARCH 30, 2018

Happy anniversary to these colleagues celebrating a career milestone at LVHN in April 2018.

35 years

Donna Carle, HealthWorks

30 years

Roxann Mann, ICO staging and recovery

Diana Nonnemacher, MICU/SICU

Kelly Robb, Health Spectrum Pharmacy

Terri Schaffer, execution ROI staff res FY16

25 years

Janis Kiniery, Children's Surgery Center

Leslie Lanchantin, financial services

Jody Millard, organizational development

20 years

Kelly Weidaw, patient receivables office

15 years

Tammy Bickel, operating room

Juan Carrasco, engineering

Deon Davis, radiology-diagnostic

M. Fabian, transitional trauma unit

Nicole Frantz, Regional Burn Center

Ann Higgins, pharmacy

Stephanie Horn, pharmacy

Timothy Lockard, Health Spectrum Pharmacy

Sandra Mamay, LVPG Family Medicine-Hellertown

Carina Messenlehner, Heart Station

Karla Plasco, IRF CC therapy

Thomas Reese, patient transport services

Daniel Rivera, AV/media services

Michael Rossi, general administration



Robert Santucci, hospice pastoral care

Lesley Watt, operating room

10 years

Noemi Almodovar, outpatient registration

Jennifer Buchala, MRI

Tabitha Crabtree, LVPG Hematology Oncology-Muhlenberg

Robyn Czura, Children's ER

Brenda Deissler, obstetrics

Karen Demarinise-Fugill, cardiac ICU

Michele Dorshimer, LVPG Family Medicine-Emmaus

Jsea Farkas, 5T

Douglas Gerner, Emergency Medicine Institute

Jose Gonzalez, information services

Sonia Hadid, LVPG Family and Internal Medicine-Bethlehem Township

Mobena Hassan, 4T

Steven Herzfeld, LVPG General and Trauma Surgery

Chrissi Kent, information services

Karen Keyser, obstetrics

Liborio LaRussa, pediatric ICU

Maricely Mercado, labor and delivery

Cecelia Navarre, home care

Nina Ruiz, express admissions unit

Joanne Schmidt, float pool

William Scorza, LVPG Maternal Fetal Medicine- 3900 Hamilton Blvd.

Jarrett Shollenberger, Epic

Lora Spangler, LVPG Family Medicine-Orefield

Carol Tice, LVPG Family Medicine-Muhlenberg

Christopher Tutschek, information services

Delores Walters 6K

Lisa Weida, pastoral care

Katie Werner, LVPG Pediatrics-Palmer Township

Brenda White, LVPG Internal Medicine-Muhlenberg

5 years

Abosede Adediji. emergency department

Elizabeth Adshead, labor and delivery

Lori Buss, respiratory care services

Jonia Campanelli, 7B

Anne Connors, clinical services observation

Tika Cressman, LVHN Surgery Center-Tilghman

Christina DiGirolamo neuroscience unit
Dolores Durante, LVPG General Surgery-Muhlenberg
Paul Feher, red project
Cara Fritz, LVPG Cardiology-1250 Cedar Crest
Gainneos Goldie, LVPG Geriatric Medicine-17th Street
Karen Gonzalez, LVPG General and Trauma Surgery
Brooke Griffiths, population health
Cynthia Hager, 4KS
Kimberly Harrington, labor and delivery
Marsha Henritzy, clinical services observation
Kara Herzfeld, pediatric unit
Courtney Highleyman, palliative medicine
Elizabeth Hittinger, LVPG Obstetrics and Gynecology-Trexlerstown
Stephanie Jenkins, neuroscience unit
Christine Kiefer, pediatric unit
Julia Kudlesky, LVHN Fitness
Tanja Maxsim, payroll
Sharon Miller, infection control and prevention
Matthew Miller, hospitalist program
Kelly Sue Misiura, LVPG Internal Medicine-Muhlenberg
Thelmecya Perkins, HIM provider based coding
Yolanda Phillips, HIM facility based coding
Audrey Rau-Penn, HC central business office
Gabriela Rivas Acosta, 7B
Brenda Sadrovitz, group health administrative services
Allen Satterfield, pharmacy
Lynn Shay, LVPG Family Medicine-Moselem Springs
Vicki Siegfried, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest
Patricia Simons, physician documentation
Shannon Stelle, education services
Carol Sulthaus, float pool
Katie Turner, 5K
Tanya Weidner, LVPG Hematology Oncology-1240 Cedar Crest
Elizabeth Wetherhold, neuroscience unit
Karen Yanity, HIM facility based coding

Volunteers Needed for NASCAR Race Weekends

BY [ADMIN](#) · MARCH 27, 2018

Volunteers are needed to help sell 50/50 raffle tickets throughout the infield and main grandstands during two weekends of Monster Energy NASCAR Cup Series races at Pocono Raceway June 1-2 and July 27-29.

All volunteers will be trained in using a hand-held computer device to complete the raffle ticket sales. The raffle is being conducted by the Mattioli Foundation for the benefit of Lehigh Valley Children's Hospital and over the last three years, through the work of our volunteers, we have brought in more than \$90,000.

Volunteers are needed Friday, Saturday and Sunday of each weekend. All volunteers receive a free T-shirt to be worn the day of their shift. Parking is free, and it's an easy, fun way to spend a summer day. More details on volunteering and online registration can be found on [Sign Up Genius](#). Feel free to register for more than one shift and invite your family and friends to volunteer with you. Be prepared to provide volunteer names, a contact phone number, and an email address that will be used to send your shift confirmation.

Additionally, we will raffle five pairs of tickets for each Saturday and Sunday of race weekends. Just sign up to volunteer and you're entered. After you register, you'll receive a confirmation email with more details that will be helpful to you. Contact [Kate Booth](#) if you have questions.

LVHN is proud to continue our partnership with Pocono Raceway as a sponsor and the official health care provider for its Monster Energy NASCAR Cup Series races. Our presence at these events is a wonderful collaboration that also benefits our health network. For a complete schedule of the daily activities taking place at the track, visit poconoraceway.com.

