

Colleague Survey Extended to April 30

You have until Monday at 11:59 p.m. to participate.

Bereavement Policy Revised

Changes were made to meet your needs.

Three Hospitals Ace Leapfrog Ratings

"A" grade says we provide safe care.

Now Live on Epic

It's at five LVPG Orthopedics and Sports Medicine practices.

Stressed? Watch Our 'Just Breathe' Video

You work hard, so take time to de-stress.

Arthrocentesis in Primary Care

This workshop is free to all LVPG clinicians.

Attend TEDxLehighRiver Salon Event May 16

Speakers will focus on "human connections."

CEO Update:
A Goal About
You

[Learn More](#)



LVH-Cedar Crest
Town Hall
May 1

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Meet April's
Service Stars

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LVHN news

Hemorrhoids Are Common
and Treatable

Our Commitment to Hospice
Care in the Poconos

Back Surgery: Advanced
Cures for Pain

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

Colleague Engagement Survey Extended to April 30

BY ADMIN · APRIL 24, 2018

If you already completed the Colleague Engagement Survey, thank you for your time and valuable feedback. If you haven't yet taken the survey, know that your feedback is vital to defining our action steps to make LVHN an even better place to work. Therefore, we are keeping the survey open for a few more days.

You now have until April 30 at 11:59 p.m. to take the survey.

To take the survey, open the email you received from survey@smdhr.com. The email contains a link to the survey. Don't delay. Complete it today.

Your confidentiality is guaranteed.

The survey is being administered by the independent firm Strategic Management Decisions (SMD). Cofounder and Managing Partner of SMD Scott Mondore says, "Our most important commitment is to ensure the confidentiality of individual responses is preserved at all times. No one at LVHN is ever allowed to access any individual responses."

Seize the opportunity.

This is your chance to share feedback about your LVHN work experience and help stimulate positive change. The more colleagues who participate, the more information we have to make LVHN an even better place to work and grow.

Get involved in the next steps.

SMD will compile the results. Then, senior leaders will review network-wide results and identify opportunities for improvement. Based on your answers, they'll explore immediate and long-range tactics (such as new policies or programs) to make LVHN a better place to work. Managers will receive network-wide and department-specific results. They'll attend SMD information sessions and receive tools to develop plans with colleagues that will make their department a better place to work.



Bereavement Policy Revised to Meet Your Needs

BY [RICK MARTUSCELLI](#) · APRIL 23, 2018

No amount of time off can minimize the grief associated with the death of a family member. At LVHN, we support you by giving you time off from work to mourn and heal with loved ones.

Recently we reviewed our practice on bereavement leave across our health network to come up with the best policy for colleagues. One of the improvements considered was for colleagues who work more than an eight-hour work schedule. The definitions of immediate family and extended family were also reviewed. To create a consistent network-wide policy that meets the needs of colleagues in times of sadness, the following revisions have been made to the bereavement leave policy. (Note: Bereavement leave for colleagues covered by a collective bargaining agreement is defined in each respective agreement.)



1. Grandparents-in-law were added to the definition of “extended family.”
2. Part-time colleagues will receive a full day of bereavement pay for immediate family members based upon their work schedule (eight, 10 or 12 hours) instead of only receiving eight hours of pay.
3. Full-time colleagues will receive a full day of bereavement pay for extended family members based upon their work schedule (eight, 10 or 12 hours) instead of only receiving eight hours of pay.
4. Since Pennsylvania passed the law recognizing same-sex marriage, LVHN recognizes same-sex married couples as dependent eligible. This means the spouse of a colleague in a same-sex marriage qualifies for LVHN benefits and is an immediate family member as per the bereavement leave policy. Same-sex domestic unmarried partners are no longer defined as benefit eligible.

To read the full policy, visit the Colleague Resource Center and click “Employment Policies” and “Bereavement (Funeral) Leave.”

LVH–Cedar Crest, LVH–Muhlenberg and LVH–Pocono Ace Leapfrog Safety Ratings

BY [BRIAN DOWNS](#) · APRIL 24, 2018

LVH–Cedar Crest, LVH–Muhlenberg and LVH–Pocono each received an ‘A’ grade on the Hospital Safety Grade from The Leapfrog Group for spring 2018. The ratings reflect how well hospitals protect patients from accidents, errors, injuries and infections. The Safety Score is designed to give the public information that is useful for choosing a hospital for care.

LVHN hospitals are among 750 in the country awarded an ‘A’ grade for efforts in protecting patients from harm and meeting the highest safety standards in the U.S.

“We support frequent monitoring for safety by Leapfrog, which provides simple, understandable ‘grades’ for this important measurement of quality,” says Brian Nester, DO, MBA, FACOEP, LVHN President and Chief

Executive Officer (CEO). “Our industry continues to make improvements in patient safety, and we must maintain a tireless focus on this major challenge to help transform our system into one that our patients deserve and of which we truly can be proud.”

“This is the only national rating of how well hospitals protect patients from preventable harm and death, such as medical errors, infections and injuries,” says Leah Binder, President and CEO of The Leapfrog Group. “Receiving an ‘A’ Safety Grade means a hospital is among the best in the country for preventing these terrible problems and putting their patients first, 24 hours a day.”

Developed under the guidance of an Expert Panel, the Leapfrog Hospital Safety Grade uses 27 measures of publicly available hospital safety data to assign grades to approximately 2,500 U.S. hospitals twice per year. It is peer reviewed, fully transparent and free to the public.



LVPG Orthopedics and Sports Medicine Now “Live” on Epic

BY [TINA VO](#) · APRIL 25, 2018

Today, LVHN completed another “Epic” milestone by bringing five LVPG Orthopedics and Sports Medicine practices live on Epic:

- LVPG Orthopedics and Sports Medicine—1250 Cedar Crest
- LVPG Orthopedics and Sports Medicine—Muhlenberg
- LVPG Orthopedics and Sports Medicine—Palmer Township
- LVPG Orthopedics and Sports Medicine—Hamburg
- LVPG Orthopedics and Sports Medicine—Moselem Springs



The transition to an integrated patient record will transform how we will deliver care across the continuum and facilitate achieving improved communication, patient engagement, efficiency and productivity with a single record.

Referrals simplified in Epic

These sites will also be available as LVPG referrals internally through Epic under the following names:

- LVPG Orthopedics—Cedar Crest (REF300)
- LVPG Orthopedics—Muhlenberg (REF407)
- LVPG Orthopedics—Hamburg (REF408)
- LVPG Orthopedics—Moselem Springs (REF409)
- LVPG Orthopedics—Palmer Township (REF410)

4 key details for ortho go-live

Here are four important details related to the orthopedics and sports medicine Epic go-live:

1. **Command center hours** – Command center will open at 7 a.m. each morning and close 30 minutes after the last practice closes. Leadership from both areas and analysts will be on-hand.
2. **Go-live support provided by**
 1. Lehigh Valley Physician Group
 2. Division of Education

3. Clinical Informatics
4. Information Services
3. **Report Epic-related issues** – The colleague who is experiencing an issue with Epic is responsible for calling in the ticket into the I/S support center, 610-402-8303. If you need to leave a message, be sure the call-back telephone number is one you can answer consistently.
4. **Looking for more info?** Tip Sheets can be found on the Learning Home Dashboard and the [Epic Transformation Resources SharePoint](#).

Go-live support for ortho

Here are greater details about the command center, which is located at 1247 S. Cedar Crest Blvd. The command center will provide support for all operational and application areas during the orthopedics go-live.

The command center will staff 85 resources beginning at 7 a.m. until 30 minutes after the last orthopedics office closes for the day. The command center is the hub for continuous electronic medical record (EMR) status assessments and systematic problem-solving. Leadership from across the organization along with the support teams (such as those answering provider and staff questions) are headquartered here.

In the command center, several scheduled status calls occur on a daily basis. These calls help the support team get a pulse on how the go-live is going.

Daily calls that are scheduled to take place:

- Revenue reconciliation
- Operational
- Provider champion
- Executive leadership
- Clerical and clinical floor support

The command center is slated to be open from April 25 through May 18.

Congratulations to all whose efforts make this Go-Live possible.

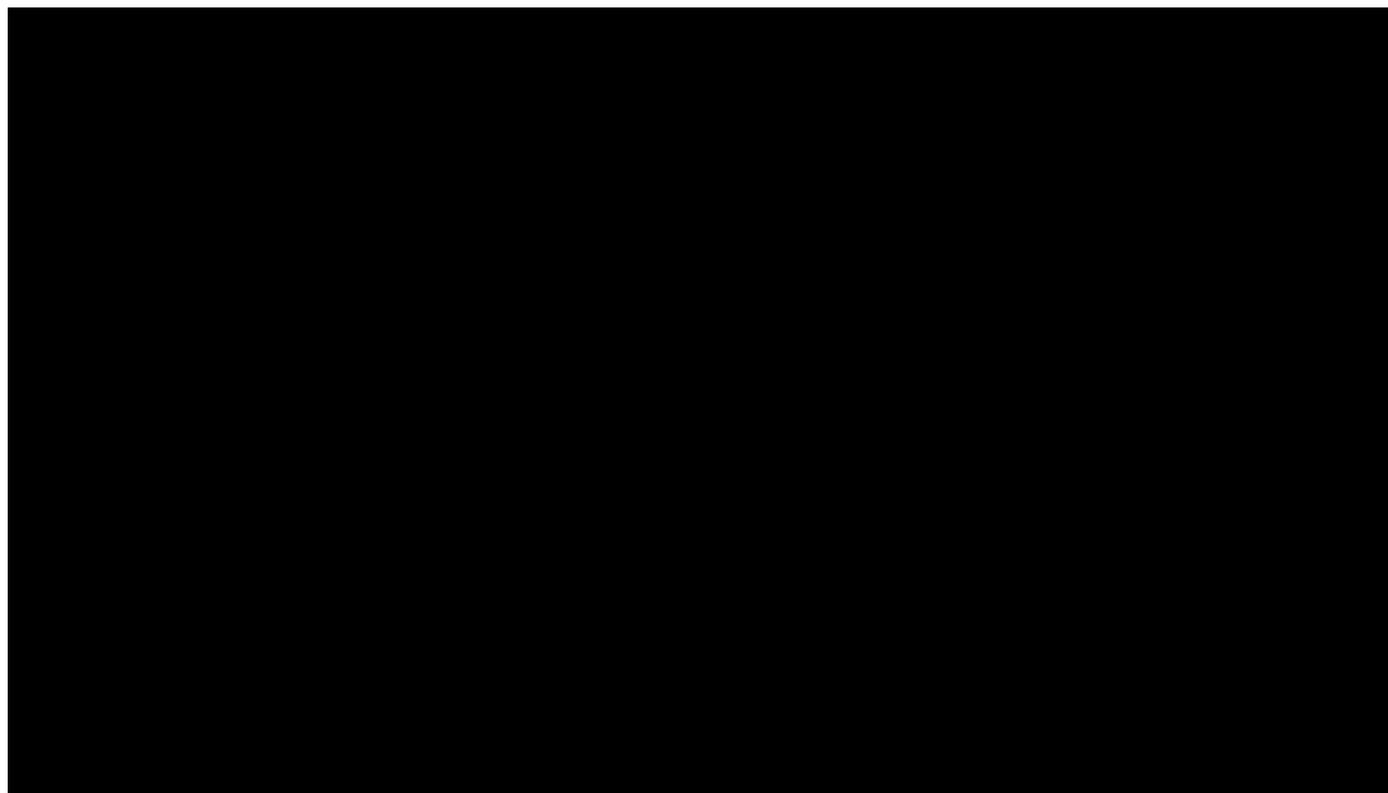
Stressed? Watch Our 'Just Breathe!' Video

BY [EMILY SHIFFER](#) · APRIL 26, 2018

Each day, colleagues give more than 100 percent at LVHN. Whether you're caring for patients directly, supporting colleagues who provide care, or working behind the scenes, our colleagues do it all. Collectively, we make LVHN great.

In support of how hard you work for our community, this month we encourage you to take time for your health and wellness by taking some deep breaths. Just breathe. Studies show breathing reduces stress and anxiety levels.

We posted this video on LVHN's Facebook page to help you and the people of our community de-stress. Watch it, then share it with friends and family on Facebook.



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Workshop: Arthrocentesis in Primary Care

BY [MARCIAANN ALBERT](#) · APRIL 25, 2018

Family medicine and general internal medicine clinicians wishing to learn or improve performance of arthrocentesis are invited to a workshop. The workshop is free to all LVPG clinicians, and CE credits are available. [Read this flyer](#) to learn more.

Workshop objectives

1. Describe joint anatomy of knee, shoulder and wrist.
2. Identify anatomical landmarks prior to arthrocentesis.
3. Demonstrate proper technique for arthrocentesis.

Two sessions on Saturday, May 12

Location: LVH–Cedar Crest ECC room 1

Morning session

Registration, 10:15-10:30 a.m.

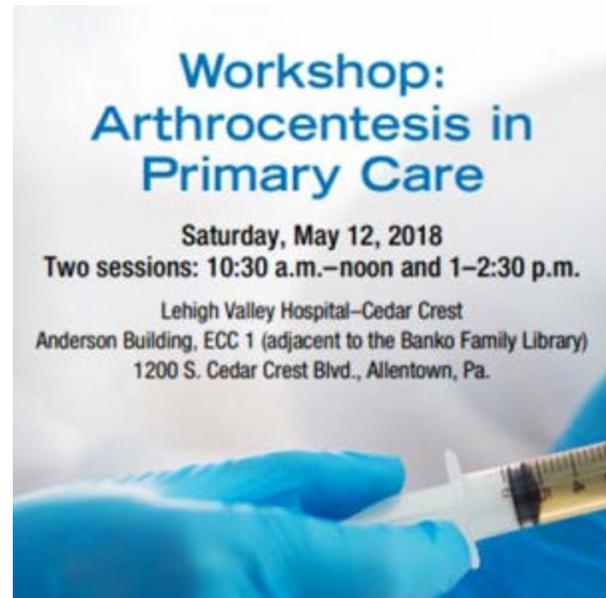
Arthrocentesis Workshop, 10:30 a.m.-noon

Afternoon session

Registration, 12:45-1 p.m.

Arthrocentesis Workshop, 1-2:30 p.m.

[Register online](#) today. The registration deadline is May 9. Each session is limited to 18 participants.



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Attend LVHN's TEDxLehighRiver Salon Event May 16

BY [ADMIN](#) · APRIL 27, 2018

What is TED?

TED is a nonprofit devoted to “ideas worth spreading,” presented usually in the form of short, powerful talks (18 minutes or less). More than 1,800 TED presentations logging hundreds of millions of views are available at ted.com.



What is TEDx?

The TEDx Program is designed to help communities, organizations and individuals ignite conversations and connections through TED-like experiences. A TEDx event is a local, self-organized event where live TED-like talks are shared with the community.

What's happening at LVHN?

On Wednesday, May 16, from 5:30-8:30 p.m., five presenters will take the TEDxLehighRiver stage at LVHN-Mack Boulevard to present new ideas in the areas of connected medicine, empathy and leadership mindset. This TED-licensed event will focus on the theme of “human connections” and feature these speakers from LVHN and around the community:

- Hoonani Cuadrado, PA-C, LVHN Street Medicine Program
Topic: What if Homelessness Rates Were the Measure of a Community's Success?
- Craig Durie, DNP, LVHN Palliative Medicine
Topic: Palliative Consult Access in the Rural Vacuum
- Jason Linett, Speaker, Author and Hypnotic Success Coach
Topic: Rethinking Rapport
- Ashley Miller, Supervisor of Digital Engagement, LVHN Marketing and Public Affairs
Topic: Post Two Tweets and Check Your Portal In The Morning: Health Care Relationships In The Modern Age
- Raymond L. Singer, MD, Physician-in-Chief, Lehigh Valley Special Surgery Institute
Topic: Your Inner Candle and the Preservation of Youth

The event is being hosted by the LVHN Young Professionals. This free event is open to LVHN colleagues and the public. Feel free to invite friends or family members to join you. Refreshments will be

served and a short networking reception will follow the event.

Registration is required for all attendees. Call 888-402-LVHN (5846) or [register online](#) to reserve your spot for this first-of-its-kind event at LVHN.

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