

## MSK Cancer Alliance in Monroe County

It takes LVH-Pocono cancer care to another level.

## Heartfelt Thanks to Colleagues

Leaders appreciate you during National Hospital Week.

## Memorial Day Observance Is May 24

Event will be simulcast throughout LVHN at noon.

## About the Hackerman-Patz House

Learn four things you didn't know about it.

## Meet Friends of Nursing Award Recipients

Read inspiring stories of how colleagues touch lives.

## Nurses Making an Impact

Happy Nurses Week from Kim Jordan.

## A Formula for Quality Diabetes Care - PHOTOS

LVPG Diabetes and Endocrinology do the math.

## Did We Reach Our Goals in April?

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## LVHN news

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You Can Use

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# Memorial Sloan Kettering Cancer Alliance Comes to Monroe County

BY [BRIAN DOWNS](#) · MAY 10, 2018

Beginning in June, LVH–Pocono will advance the level of care for Monroe County patients with cancer right in their community. The Lehigh Valley Cancer Institute’s membership in The Memorial Sloan Kettering (MSK) Cancer Alliance will extend to Monroe County at the Dale and Frances Hughes Cancer Center at LVH–Pocono.

A formal announcement is being planned that will include representatives of the LVH–Pocono’s Hughes Cancer Center, the MSK Cancer Alliance and the Lehigh Valley Cancer Institute. Details will be provided when plans are finalized.

“This means that patients with cancer in Monroe County being treated at LVH–Pocono will now have access to all Lehigh Valley Cancer Institute support services, expert providers and leading-edge technology without leaving Monroe County, as well as access to MSK clinical trials starting next year,” says Suresh Nair, MD, Physician-in-Chief, Lehigh Valley Cancer Institute. “Bringing all that the MSK Cancer Alliance has to offer to the Hughes Cancer Center, the region’s first and leading cancer care facility, takes the care offered in this community to yet another level.”

Patients with cancer in Monroe County will benefit from Lehigh Valley Cancer Institute’s membership in the MSK Cancer Alliance in several key ways:

- Clinical teams from the Lehigh Valley Cancer Institute quickly learn and adopt MSK standards of care into everyday practice for their patients. By keeping up to date with the latest innovations, Lehigh Valley Cancer Institute specialists make treatment decisions for their patients based on the best and most current evidence available.
- Lehigh Valley Cancer Institute patients benefit from the diagnosis and treatment expertise of MSK doctors. Physicians from both organizations meet regularly to discuss challenging cases and identify the best treatments for patients. The Lehigh Valley Cancer Institute physicians also visit MSK to learn about the newest techniques and advances in care.
- Lehigh Valley Cancer Institute patients have access to MSK clinical trials, which provide leading-edge cancer treatments under close study. Clinical trials accelerate the data-collection process so



investigational treatments can be approved faster and become available to even more patients.

“The goal of the MSK Cancer Alliance is to openly share knowledge and quickly integrate cancer care advances and cutting-edge clinical trials into the community setting so patients get the care they need when they need it most while staying close to home,” said David G. Pfister, MD, Associate Deputy Physician-in-Chief for Strategic Partnerships at Memorial Sloan Kettering. “Extending Lehigh Valley Cancer Institute’s membership in the MSK Cancer Alliance to the cancer program at LVH–Pocono is an exciting development in the growth of the Alliance. We know this ongoing collaboration with the Lehigh Valley Cancer Institute will provide a lasting benefit to people in the Monroe County community.”

MSK, the world’s oldest and largest private cancer center, chose the Lehigh Valley Cancer Institute to be its second Alliance member in 2015 citing its dedication to delivering high-quality, consistent cancer care, and because of the proven expertise of its physicians and medical teams. The Lehigh Valley Cancer Institute became a formal member of the MSK Cancer Alliance in March of 2016 following an intensive six-month collaborative review process.

LVH–Pocono President Elizabeth Wise, RN, says the hospital is adding more specialty physicians in cancer services following the merger with Lehigh Valley Health Network in January 2017. The additions include:

- Two medical oncologists are joining the LVH–Pocono staff.
  - Daniel Koh, MD, will start on June 7
  - Dipen Patel, MD, will start on July 30.
- Surgical oncology consultative services were launched in April with Jeffrey Brodsky, MD, and Aaron Blackham, MD, of Lehigh Valley Physician Group (LVPG) Surgical Oncology.
- Gynecology consultative services began in March with M. Bijoy Thomas, MD, Chief of the Division of Gynecologic Oncology, and Martin Martino, MD, Medical Director for the robotic surgery program. Both physicians are seeing patients at LVH–Pocono for office visits, chemotherapy and radiation treatment, surgical clearance and follow-up appointments in addition to select surgical procedures.

# Heartfelt Thanks to LVHN Colleagues During National Hospital Week

BY [ADMIN](#) · MAY 6, 2018

***A message from Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer, Terry Capuano, RN, MSN, MBA, Executive Vice President and Chief Operating Officer, and Tom Whalen, MD, MMM, Executive Vice President and Chief Medical Officer***

Colleagues,

You provide nationally recognized health care that only highly dedicated, caring colleagues can. We're privileged to have thousands of the finest who have chosen to serve patients at our hospitals, practices and health centers. This includes those on the front lines and the many whose roles behind the scenes – across our network – are essential for making that care possible.

During National Hospital Week (May 6-12), we thank you – our 18,000 colleagues who work together to be amazing every day. As a collaborative team, you work tirelessly to ensure our hospitals, practices and community locations are welcoming and healing places that provide unparalleled care for the people we serve – our communities and our patients.

We sincerely thank you for wearing the LVHN badge with PRIDE. You are the heart of LVHN. We appreciate everything you bring to patient care every day of the year.

#LVHNproud

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# Annual Memorial Day Observance set for May 24

BY [EMILY SHIFFER](#) · MAY 10, 2018

You are invited to honor America and those who have sacrificed their lives by attending the sixth annual LVHN Memorial Day Observance on Thursday, May 24, 12-12:30 p.m.

The live event will be held in the LVH–Cedar Crest auditorium and simulcast to the following locations:

LVH–Pocono, Serenity Room

LVH–Muhlenberg, ECC room 6

LVH–17<sup>th</sup> Street, auditorium

LVHN – One City Center, Renaissance Hotel fifth floor ballroom

LVHN–Mack Boulevard, auditorium

LVH–Hazleton, Employment and Technology Center third floor education room

LVH–Schuylkill East Norwegian Street, Wall Auditorium

All colleagues who are veterans are urged to wear their uniforms to work on May 24.



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## 4 Things You May Not Know About the Hackerman-Patz House

BY [ADMIN](#) · MAY 8, 2018

You know the Hackerman-Patz House is located on the campus of LVH-Cedar Crest. You know it provides peaceful and affordable lodging. You know that for the past seven years it has been a “home away from home” for families who wish to remain close to a hospitalized loved one.

Here are four things you may not know about the Hackerman-Patz House:

1. It is available to individuals who wish to stay the night before a surgical procedure or doctor appointment, patients undergoing certain outpatient treatments (with their provider’s consent), and new parents awaiting the birth of their newly adopted child.
2. There is no distance requirement. If people wish to stay close to a hospitalized loved one, the Hackerman-Patz House welcomes all guests meeting eligibility criteria.
3. Rates are very reasonable. It’s only \$45 per night, or \$35 per night if the guest or patient is a veteran, on active U.S. military duty, or if guests has a loved one in our Regional Burn Center.
4. Financial assistance is available for those who qualify. This may reduce the rate by half or may reduce the rate to \$5 per night.



Most people are unaware of the value and impact of a serene, affordable and convenient hospitality house until the need arises. As one former guest shared, “Having been provided the supportive environment of the Hackerman-Patz House, their staff eased the burden of traveling back and forth to our home and enabled us to spend as much of our limited time as a family together which carried us through some difficult moments.”

Help spread the word that family lodging is conveniently available on the campus of LVH-Cedar Crest, 24 hours a day, 7 days a week by calling the Hackerman-Patz House at 610-402-9500.

# Elevating the Voice of Nursing: 2018 Friends of Nursing Award Recipients Provide Exceptional Care

BY [JENN FISHER](#) · MAY 11, 2018

Nurses are present on life's most difficult days – and its most joyous ones. They use their voices to teach, lead, heal and encourage. At the 2018 Lehigh Valley Health Network (LVHN) Friends of Nursing awards program, held May 3 at the ArtsQuest Center at Steel Stacks™ in Bethlehem, we elevated the voices of nurses and honored the ways they excel as professionals in patient care.

Starting this week on LVHN Daily, you'll have a chance to meet some of our 2018 Friends of Nursing award recipients. Here are this week's featured recipients:

## ***A Friend to Patients***



**April Gheller**  
Bangor Infusion Center

**April Gheller, RN**, recipient of **The Advanced Practice Clinician Award**, is the certified registered nurse practitioner/site supervisor at the Health Center at Bangor Infusion Area. Gheller, who is working toward her DNP, is described by colleagues as a collaborator and someone who promotes Magnet® status through her ongoing pursuit of education. She is also noted for her compassionate care, as detailed in a letter from an elderly patient. The patient thanked Gheller for making his antibiotic infusion treatment easier because she arranged to open the infusion area in Bangor on weekends so he could

receive his care locally on those days instead of driving 20+ miles to LVH–Cedar Crest. The award was donated by **John Gray, DO** and his wife, nurse practitioner **Kathy Gray, DNP, CRNP**.

### ***Board-Certified Nurses Bring Their Best to the Bedside***

Evidence shows that nurses who are board-certified in their practice specialty positively impact patient outcomes. Magnet designation requires that our health network supports nurses seeking board certification and that the number of certified nurses is continuously improving. We have more than 800 board-certified nurses on our staff, exceeding the Magnet Hospital average. This year two units earned certification awards. Both awards considered the highest number of eligible board-certified nurses and the most significant increase in numbers over the previous year.



The **Pediatric Intensive Care Unit** received the **Award for Professional Certification** recognizing a department with more than 15 Staff Members. The award donor is the Allentown Hospital School of Nursing Alumni Association.



## Peripherally Inserted Central Catheter Team

The **Tewari Family Award for Professional Nursing Certification** recognizes a Department with less than 15 Staff Members. This award, donated by former Friends of Nursing award recipient Andrea Tewari, RN, and family, was presented to the **Peripherally Inserted Central Catheter (PICC) Team**.

### *Her Passion is Trauma Nursing*



**Lori Karol**

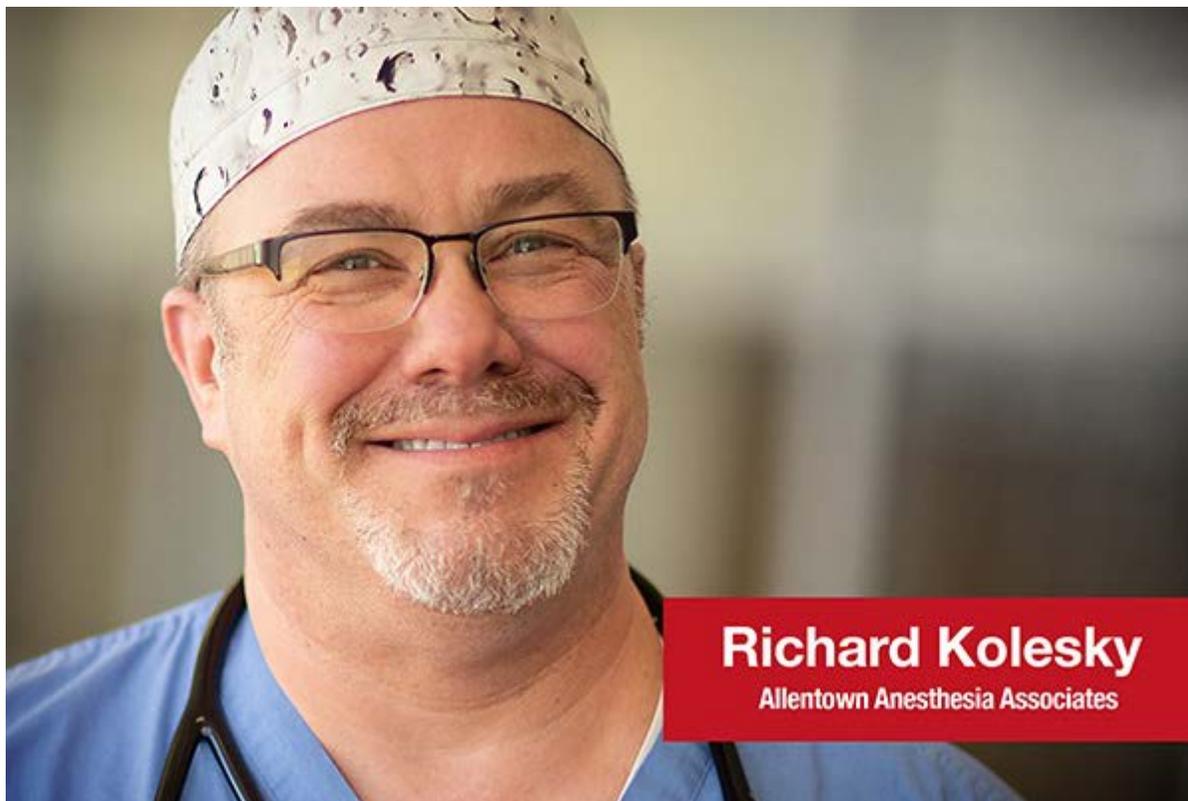
Transitional Trauma Unit

“A noble calling” describes recipient of the **Trauma Nursing Award, Lori Karol, RN**. As she contemplated her retirement this past January and wrote her nomination exemplar, she recalled how 25 years ago she was displaced from another unit – and it didn’t take long for her to realize trauma nursing was her passion.

She still recalls one of her first patients, a pilot who crashed his plane in the Pocono Mountains. For the next 21 years on the anniversary of the crash he returned to the unit to thank Karol and her colleagues for their excellent care. In her personal exemplar, Karol wrote – in all capital letters – “I LOVE being a trauma nurse for the hundreds of patients I have cared for. As I reach retirement I am so very thankful for all the opportunities I had to make a difference in peoples’ lives. I will forever keep each and every one in my heart.”

Although Karol officially retired in January, we thank her for continuing to work when needed on our trauma unit. This award was donated by the **Physicians of LVPG General and Trauma Surgery**.

### ***Physician Leads Collaborative Emergency Response***



**The Professional Excellence Council Physician Friends of Nursing Award** recognizes a physician who demonstrates collaborative practice with nurses to promote the best practices and associated optimal patient outcomes. Such as recently, when recipient **Richard Kolesky, MD**, was walking through the short stay unit and heard someone call for help. He went into the room, discovered a patient who was in acute respiratory distress just before being discharged.

Kolesky immediately took charge, leading the collaborative effort to perform an emergency tracheostomy. After the patient was stable, he made the effort to individually thank all involved, knowing

each person's name.

As explained by his nominators, Kolesky could have walked past the patient's room and not become involved – it wasn't even his patient – but that is not who he is. In his nomination exemplar, Kolesky identified his first professional mentor as his aunt, Nancy Jean Kanuck, a master's-prepared, long time local nurse educator, who instilled in him self-confidence, compassion, and desire to pursue medicine as a calling.

***As Predicted by College Advisor, She's Accomplishing Remarkable Things***



Transformational Leadership is one of the Magnet model components. In her role as Administrator of Integrated Population Health, **Kay Werhun, DNP**, recipient of the **Transformational Leadership Award**, has made LVHN a national leader in the field. Under her leadership there are embedded interdisciplinary teams in over 40 primary and specialty care practices, additional interdisciplinary resources in 80 primary care practices, and a new centralized Transition of Care Call Center. The “so what” of these resources, which have been published and presented by Werhun at national meetings, include decreased ED visits and hospital admissions.

Her nominators wrote that she believes that one's legacy is not based on credentials, titles or programs initiated, but rather, on future leaders developed, coached, mentored and taught.

This was role modeled to Werhun when she was in college –mid-way through a semester – when her financial resources suddenly became limited. Convinced she would have to postpone her studies, she met with her advisor. However her advisor had another plan and told Werhun, “You're going to do remarkable things for the profession and I cannot let that happen.”

Her advisor offered to pay the remainder of the semester tuition and worked with Werhun to secure loans, grants and scholarships to graduate as planned. Werhun says this taught her the most valuable lesson in her life – “Believe in someone, love someone and extend your definition of family, trust that there is potential that might not have been found in someone yet, and support someone who is doing what they love.”

### ***Inspiration to Patients***



**Nicole Grossmann**

Infusion Center, LVH-M

**Nicole Grossmann, RN**, recipient of **The Cancer Institute Leadership Council Excellence in Cancer Care Award**, has been an oncology nurse for 18 years, the past 10 years at Lehigh Valley Health Network. Grossmann has inspired many patients – like the woman who wrote one of the nomination letters for this award. The woman has been a patient in our Infusion Center for 6 years, and witnessed Grossmann’s continuing passion and **compassion**. This patient was recently informed of a breast cancer recurrence and need for mastectomy and more chemotherapy. Yet, in the midst of this, she felt so strongly about Grossmann, she insisted on writing the nomination letter. Grossmann is just as passionate about the wonderful work she sees from her colleagues and was inspired to nominate the first Team to receive a DAISY Award. Grossmann’s award was donated by **The Cancer Institute Leadership Council**.

### ***A Leader Among Peers***



**Chelsea Lombardi**

Cedar Crest College

Faculty members of three local baccalaureate nursing programs were asked to nominate a nursing student for **The Dr. John M. Eisenberg Award for Excellence as a Student Nurse**. This year's recipient, **Chelsea Lombardi** from Cedar Crest College, is a single mother of a beautiful 5-year old boy, goes to school full-time and works part-time as a waitress. She was the Cedar Crest faculty's unanimous choice as their nominee, as a leader among her peers both clinically and academically. Lombardi also demonstrates commitment to the profession as a peer tutor, participant in research studies and is a member of the National Student Nurses Association.

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2018 Friends of Nursing Awards Elevate the  
Voices of Nurses- PHOTOS

4 MAY, 2018



Final Awards: Friends of Nursing 2017

16 JUN, 2017



2017 Friends of Nursing Award Recipients:  
Week 5

# Nurses Making an Impact

BY [KIM JORDAN, DNP, RN](#) · MAY 7, 2018

Last week I was privileged to speak and present awards at our annual Friends of Nursing (FON) awards celebration. Having the chance to see and speak with so many LVHN nursing and patient care colleagues at Friends of Nursing is awe-inspiring. Hearing our FON honorees' stories, told by video and by speakers, can't help but inspire and confirm the incredible impact you make on people's lives.

There's a quote that sums this up so well:

*"When you're a nurse, you know that every day you will touch a life or a life will touch yours."* Author unknown

I can still recall the faces and names – 30 years later – of patients and families who I cared for and the impact they had on me personally and professionally. I hope they remember me too.



## Happy National Nurses Week

There is no doubt in my mind that being a nurse is the most rewarding, exciting profession available to people. We have endless professional opportunities for specialties in acute care hospitals, home care, hospice, nursing informatics, as well as for nurse practitioners, leaders, educators – this list can go on and on.

For all who have chosen this profession, Happy National Nurses Week to you! As you celebrate National Nurses Week, May 6-12, try to recall those special moments that changed you, touched you, remind you why you chose this profession – it is truly honorable.

If you're reading this and you are not a nurse, be sure to thank a nurse, especially during National Nurses Week.

If you are a nurse, thank and celebrate each other!

Please know you have my deepest admiration and thanks for all you do every day for our patients, families and colleagues. It's my sincere hope that no matter where or how you practice nursing, it provides you the joy that I find every day in this profession.

Kim

P.S. Among the activities planned for National Nurses Week at LVHN is a Nursing Expo, presented by the Staff RN Retention Committee. Expo 1 is scheduled for today, Monday, May 7, 2-8 p.m., at LVH–Muhlenberg, in ECCs A, B, C and D. Expo 2 occurs the following week, on May 17, 2-8 p.m., at LVH–Cedar Crest in ECCs 6, 7 and 8. LVHN resources plus outside vendors will host booths with info you will want to have.

P.P.S. Just a reminder, my email is open to you. Send ideas or questions to me at:

[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.

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## Engagement + Empowerment = Quality Results – PHOTOS

BY [MARCIANN ALBERT](#) · MAY 11, 2018

When colleagues at LVPG Diabetes and Endocrinology (see photo gallery below) wanted to improve the management and care of patients at risk for diabetes, they needed to understand the current state of their quality metrics. First, Xusimi Rodriguez, BSN, Clinical Manager for LVPG Diabetes and Endocrinology, secured staff engagement in the quality improvement process. They pulled metrics for patients who hadn't had an exam in more than one year or had a hemoglobin A1c level above 9 percent. They then filtered out patients who were no longer part of the practice or didn't meet the criteria, and identified areas of opportunity for standard work. This was the “engagement” part of their quality success equation.

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Picture 1 of 5

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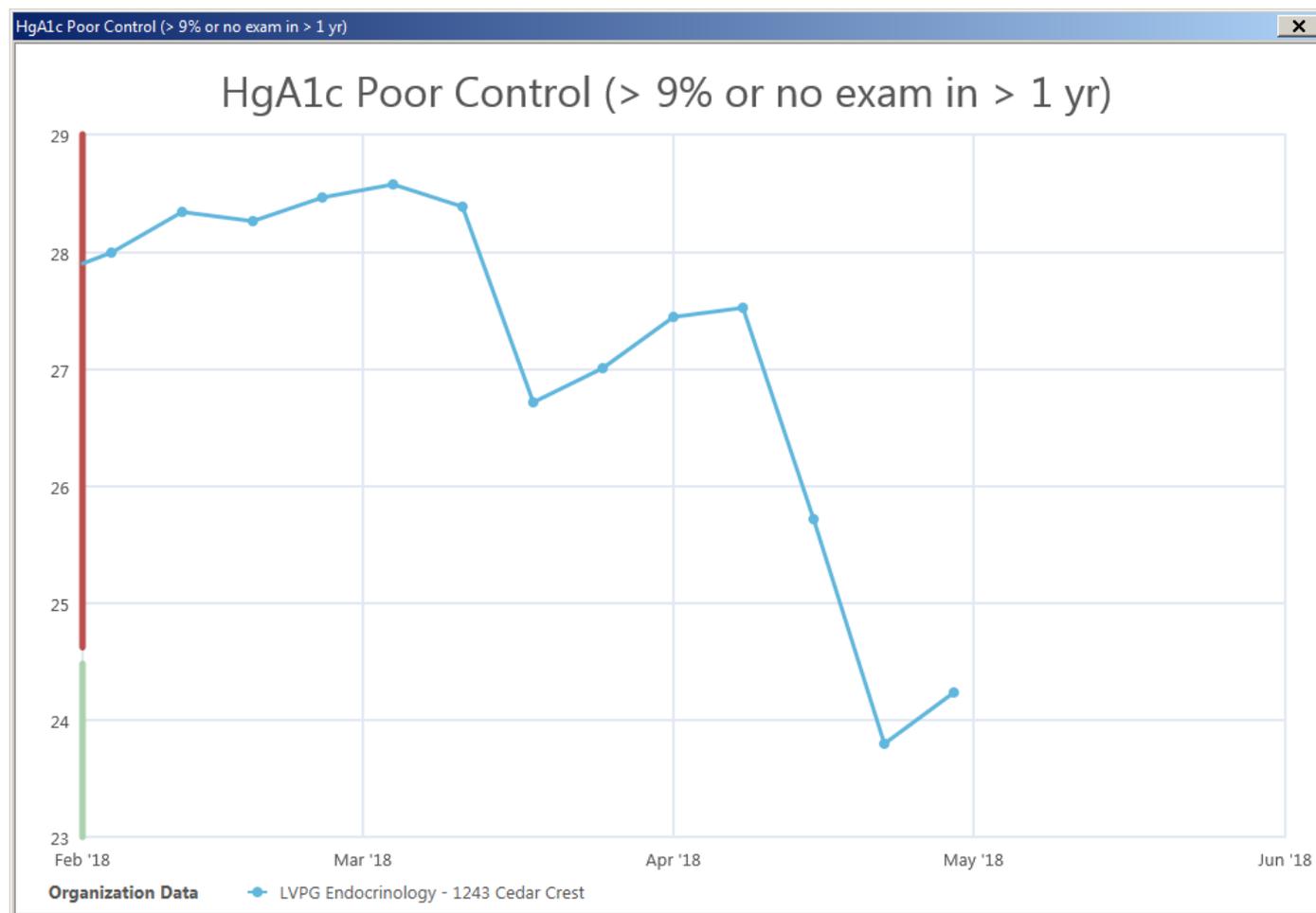
Once baseline data was transparent, Rodriguez realized they needed the right clinical tools to enhance success. She reached out to Clinical Quality Educator Hallie Melnick, BSN, of LVPG Clinical Services to help explain the “why” behind the importance of cross-training, team-based knowledge, global

transparency and the development of pre-visit patient planning protocols.

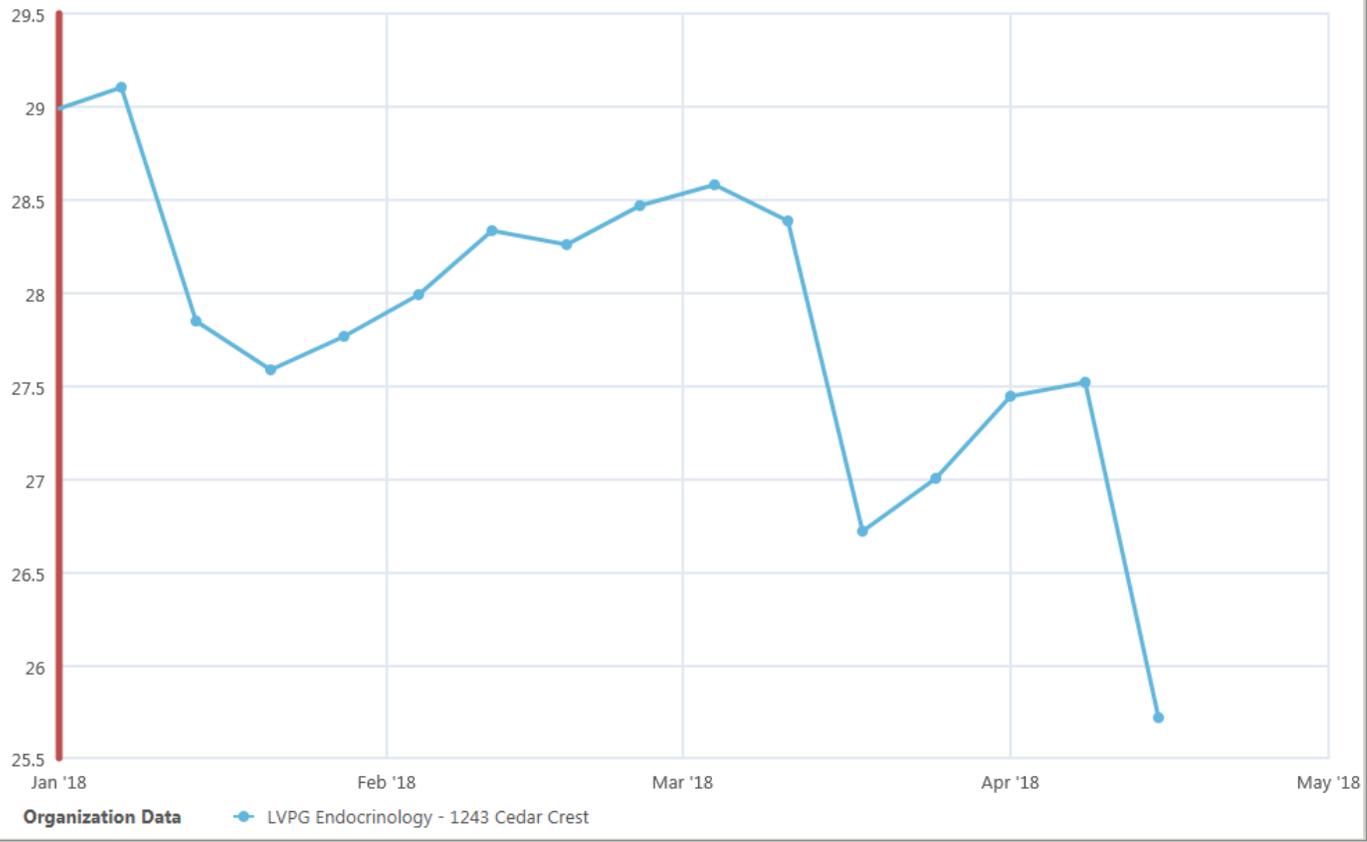
As part of the process improvement initiative, LVPG Diabetes and Endocrinology colleagues were cross-trained to ensure pre-visit planning protocols could be sustained and enhanced. Care teams led by registered nurses, licensed practical nurses and medical assistants performed consistent patient reach-out calls to identify patients at risk for diabetes, manage medication reconciliations, discuss pre-visit planning instructions, make appointments and more. It quickly became clear to see the added value and patient-care impact the calls were having. This was the “empowerment” part of their quality success equation.

Melnick and Rodriguez worked elbow-to-elbow with care teams to integrate daily practice huddles, metric and quality goal reviews, and empower colleagues to raise the quality bar. This marked the second part of their success equation.

The metrics below show the result of the practice’s concerted effort. Colleagues even came up with their own practice mantra: “Mastering goals in metrics, one team at a time.”



## HgA1c Poor Control (&gt; 9% or no exam in &gt; 1 yr)



It's no surprise that Rodriguez is extremely proud of her colleagues' collective approach to quality improvement. She says, "Extraordinary change happens with trust, consistency, confidence, communication, and last but not least, transparency."

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[Submit your suggestions to the Bright Idea Generator](#) about how we can achieve our goals and make LVHN even better.

### **Meet 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**

- Eliminate non-value added work in all processes and non-value added meetings.
- Find innovative ways to conserve time, drive continuous improvement, reduce expenses and grow our health network.

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