

Colleague Survey Results Are In

Discover our strengths, opportunities and next steps.

Introducing our Colleague Ambassadors- Video

Learn what they do and what it means to wear the badge.

Social Media Accessible at LVHN- Video

Use #LVHNProud to share health network news.

Terry's Take: Lollipop Moments- Video

They can change your life, or someone else's.

Meet Friends of Nursing Award Recipients

Read inspiring stories of how colleagues touch lives.

Jasmine Rooks is May's Service Star

She saved a little girl's life.

Discounted Phantoms Playoff Tickets

Go to the May 23 game for only \$21.

Join the Step It Up Walking Challenge

Enroll and you may win a Fitzip device.

Reschedule Possible for Golf and Tennis Classic

Call 610-758-7177 beginning Sunday night for updates.

Memorial Day Observance, May 24

[Learn More](#)



MSK Cancer Alliance in Monroe County

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Hackerman-Patz House Facts

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LVHN news

Pregnancy - Millennial Style

Customized Joint Replacement Programs

Extreme Morning Sickness

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 Results Are In

BY [RICK MARTUSCELLI](#) · MAY 17, 2018

In April, all colleagues had the opportunity to take the Colleague Engagement Survey. It was your chance to express what's on your mind about working at LVHN.

The results are in. Now, LVHN will listen to you and turn your survey answers into action. Here's a look at our health network's overall results and your role in making LVHN the employer of choice in the region.

Participation

11,536 colleagues (68 percent of colleagues)

That's a 7-percent increase over our last colleague survey in 2016. Strategic Management Decisions (SMD), the independent firm that administered the survey, says that's an impressive increase.

Our strengths

These are the categories in which we scored highest:

- Job fit – We like the work we do.
- Safety – We work safely to prevent injuries.
- Engagement – We are willing to put in a great deal of effort to help LVHN succeed.
- RN-to-RN teamwork and collaboration – Nurses help each other accomplish their work.
- Fundamentals of quality nursing care – Nurses are clinically competent.
- Colleague autonomy – We clearly understand what is expected of us in our jobs.

Areas of opportunity

These are the categories in which we will have further conversations and focus groups to develop responses and/or solutions:

- Resources and staffing – There is adequate staffing in my work area to provide excellent service.
- Senior management – Senior leadership (President and CEO, Executive Vice Presidents, Senior Vice Presidents, Presidents and other LVHN senior leaders) round with colleagues on a regular



basis.

- Accountability – Poor performers are not tolerated in this organization.
- Organizational environment – There is a strong sense of job security in this organization.
- Nursing autonomy – Nurses are involved in decision-making outside of their immediate work area.

Themes in open-ended questions

What do you like best about working at LVHN?

- People I work with: We are a great team!
- Pay/benefits: Health care benefits, PTO, LVHN Fitness membership
- The job/work I do: I like the work I do.

Provide one suggestion on how to make LVHN a better place to work.

- Compensation/benefits: Post-retirement benefits
- Staffing: Hire more employees.
- Communication: Between departments, among staff and from leadership

What barriers are keeping LVHN from delivering the highest level of service or the best patient experience?

- Staffing: Shortage of physicians
- Communication: Between patients and providers
- Equipment: Aging equipment

In what ways can we provide improved access and convenience to our patients?

- Staffing: More providers and staff
- Improved hours for services
- We're doing great.

Next steps

Senior leaders will review network-wide results and identify opportunities for improvement. Based on your survey answers, they'll explore immediate and long-range tactics (such as new policies or programs) to make LVHN a great place to work.

Your manager will share your department-specific results with you and your team. Your manager also will attend SMD information sessions and receive tools to develop action plans to make your department a better place to work. Action plans must be submitted by Aug. 15.

Your role

Help your manager analyze your department results. As a team, talk about what the results mean and ensure they paint a true picture of your department. Offer to help your manager create an action plan

and encourage others to do the same. Share ideas about ways to make the colleague experience even better. Together we will take action to make LVHN the employer of choice and best place to work and grow in the region.

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New Colleague Ambassadors Share What It Means to Wear the LVHN Badge – VIDEO

BY [RICK MARTUSCELLI](#) · MAY 17, 2018

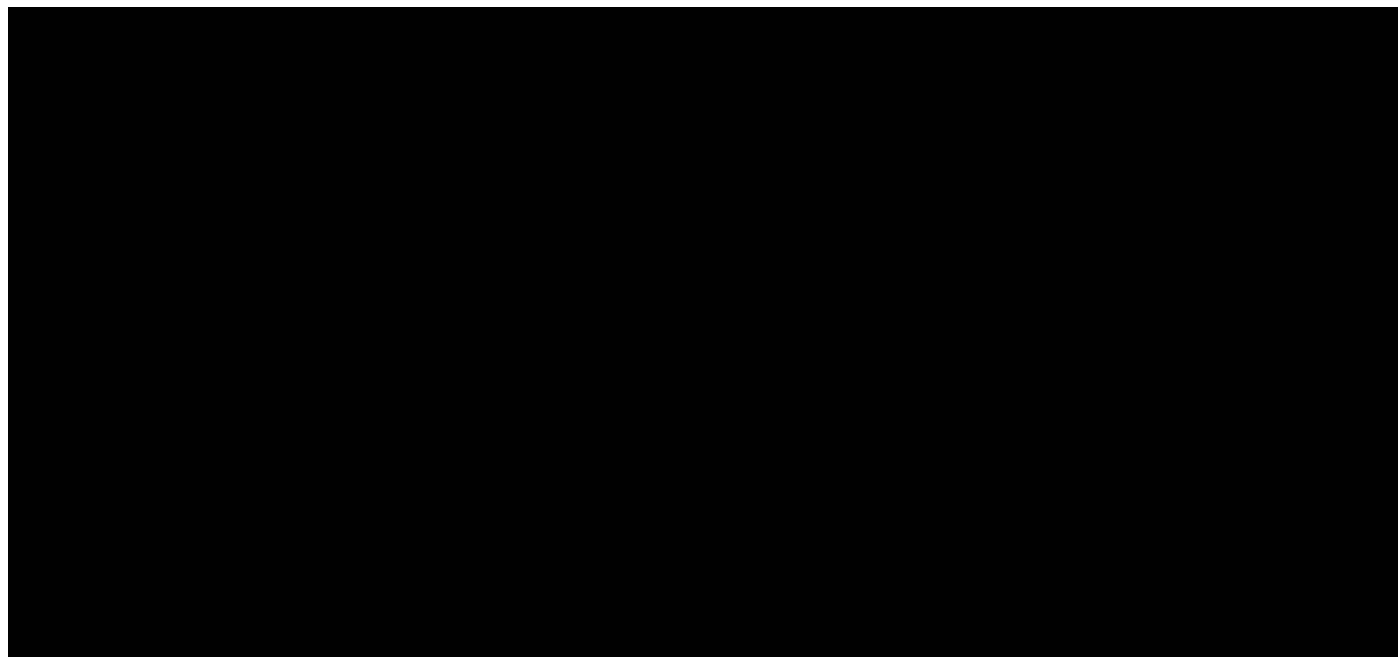
In Dr. Nester's recent [State of the Health Network address](#), he talked about the importance of 18,000 colleagues moving forward in the same direction. When all of us move forward together, there are no challenges we cannot overcome. To kick start a movement and make LVHN even stronger, we gathered a group of LVHN's most passionate and dedicated colleagues to become our first Colleague Ambassadors.

Who are Colleague Ambassadors?

A group of colleagues were invited to be ambassadors. The group includes Service Star recipients and nominees, Friends of Nursing and DAISY Award recipients, colleagues interested in the LVHN Young Professional group, members of nursing committees and councils, members of the Management Leadership Academy, physician leaders, Deans of Wellness and more. To feel just how emotionally connected ambassadors are to LVHN, watch this video featuring ambassadors talking about what it means to wear the LVHN badge.



Colleague Ambassadors



What is the role of a Colleague Ambassador?

Colleague Ambassadors share LVHN news and information with colleagues and community members. For example, ambassadors helped spread the word about our recent Colleague Engagement Survey. Ambassadors model PRIDE behaviors. They inspire and motivate colleagues. They will gather and share colleague feedback with leadership during regular Colleague Ambassador meetings. They will recruit new ambassadors and share stories about what makes them LVHN Proud.

What's in it for ambassadors?

Ambassadors' voices are heard when they share their feedback and the feedback received from colleagues. They are respected by their peers and serve as LVHN role models. Ambassadorship provides opportunities for professional development. Plus, ambassadors will be invited to events where they can network, brainstorm and have some well-deserved fun.

Can I be an ambassador?

You can join this exclusive group if you are passionate about LVHN, if you always practice PRIDE and you are committed to making LVHN even stronger. Think you fit the mold? Tell us why you should be an ambassador by sending an email to LVHN_Ambassadors@lvhn.org and sharing what makes you LVHN Proud.

How can I help build momentum?

Whether you're an ambassador or not, all colleagues can advocate for LVHN now that [social media is accessible on LVHN computers](#). You can help by using the hashtag #LVHNProud when you share, like or comment on LVHN stories on social media. Please share the Facebook video below with your friends and family.



Posted by **Lehigh Valley Health Netw...**
9,869 Views



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Social Media Now Accessible on LVHN Computers – VIDEO

BY [EMILY SHIFFER](#) · MAY 17, 2018

Your engagement and advocacy is more important than ever as health care experiences monumental change. We need all 18,000 colleagues working together to move forward and make LVHN even stronger. That's why we're making it easier for you to get and share health network news and information by opening up social media on LVHN computers. That means you can visit Facebook, Instagram, Twitter, LinkedIn and other social networking sites to get LVHN news and advocate for LVHN while you're at work.

Use #LVHNProud

All colleagues are encouraged to interact and share LVHN news on your social media accounts using the hashtag #LVHNProud. More than 10,000 people active on social media identify themselves as employees of LVHN on their profiles.



Four reasons we opened social media

1. **Advocacy.** Social media is the 21st century equivalent of word-of-mouth. Who is more trusted than an organizational insider? You can act as advocates for our message in social media by sharing important posts with friends and family in real time and help tell our story.
2. **Engagement.** By reading and sharing LVHN social content, you can stay in tune to health network happenings and create a stronger bond to the health network and your colleagues.
3. **Productivity.** Research suggests that using the internet at work is good for employee productivity and reduces burnout. Nearly 55 percent of workers agree that social media breaks help them recharge.
4. **Trust.** LVHN trusts you to use social media at work for the good of our health network. Time-wasters will find ways to waste time with or without social media access.

Learn to be an advocate on social media

Our "In Case You Missed It" (ICYMI) video typically shares recent LVHN activity on social media. This month, the video is called "So No One Misses It" because it helps you be a social media ambassador. Watch it below.



Commenting on LVHN Daily is easier

Now, it's also simple to join the conversation on LVHN Daily. You no longer need to create an account to comment on stories. You only need share your name and your comment. Try it below on this post. Under "Leave a Reply," tell us what you think about open access to social media and post your comment. More social and sharing features will be added to LVHN Daily soon.

Next steps

- When participating on social media and LVHN Daily, it's important that you use your PRIDE behaviors.
- Read LVHN's [updated social media policy](#).
- Read our [Guide to Cordial Commenting](#).
- If you have questions about the policy, contact your human resources consultant.

Terry's Take: "Lollipop Moments" Can Change Your Life (Or Someone Else's) – VIDEO

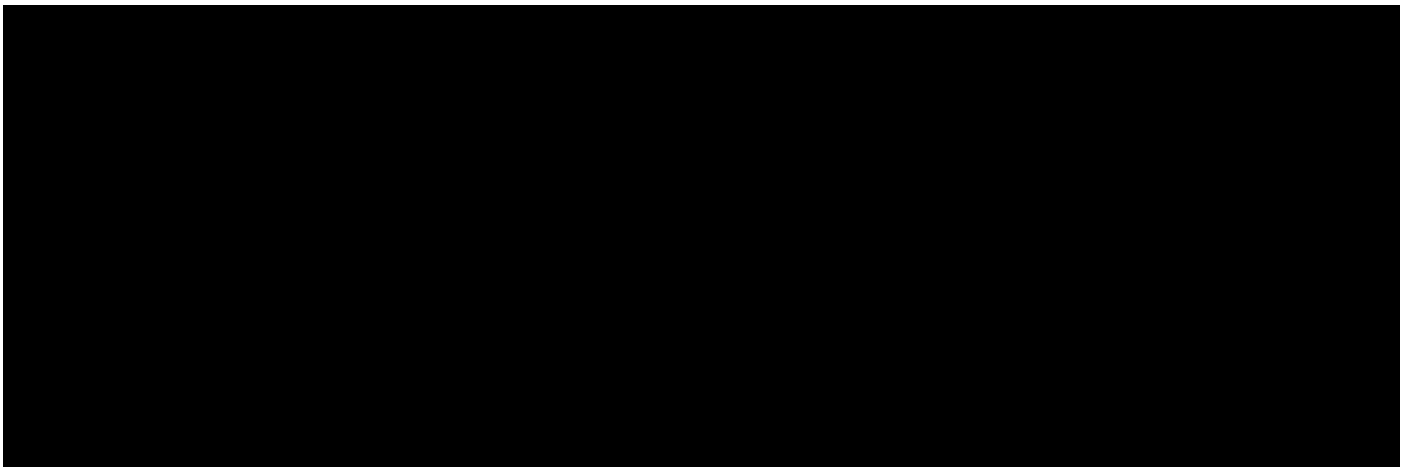
BY [TERRY CAPUANO](#) · MAY 14, 2018



Have you ever experienced an interaction with someone who left a very big impression on you? It might have been at the gym when a fellow gym-goer encouraged you – so you tried harder. You may have received words of thanks from someone you didn't expect to hear them from – and you felt respected. You may have seen the compassionate way a colleague spoke to a patient or a patient's family member – and followed their example when you spoke with the next person. These moments can change you in a way you didn't expect – pushing you to try harder; helping you discern the power of thanks; inspiring you to pay forward encouragement, courtesy, respect, kindness.

I truly believe that the people who make these impressions on us have no idea they are doing something extraordinary. Someone recently shared with me an impression I made on them more than 15 years ago. Hearing that made me feel incredible. And, it spurred me to reach out to those who have made a lasting impression on me.

I recently shared a Ted Talk with managers that I believe speaks to each one of us. It challenges us to redefine what most of us think about leaders and leadership, and empowers us to make "lollipop moments" happen all the time.



Watch the video and share your “lollipop moments” below – I’d love to hear the ways people have shared their wisdom, kindness or humor with you and how it made a difference in your life or career.



Terry Ann Capuano

About me: My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)

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Friends of Nursing 2018 Recognizes Outstanding Critical Care Nursing and Essential Support Staff

BY [JENN FISHER](#) · MAY 18, 2018

Dedicated to the ICU



Jennifer Mulligan
ICU

Jennifer Mulligan, RN, recipient of the **Award for Excellence in Critical Care Nursing**, has been a critical care nurse at Lehigh Valley Hospital–Muhlenberg for ten years. In her exemplar, Mulligan stated that she started in her current unit right out of college and there is no other place she would rather use her skills. She is a firm believer in both family-focused and patient-focused care. With family members, she helps acclimate them to the ICU and prepares them for what they may see when their loved one arrives on the unit. That way, she says, they can focus on their family member. For patients who are in the ICU for extended periods of time, Mulligan has taken patients outside, weather permitting, to enjoy fresh air and a change of scenery. She also serves as unit leader and has assisted during Magnet® appraisal visits to LVHN. This award was donated by **LVPG Pulmonary and Critical Care Medicine**.

Administrative partner is “an essential asset to nursing”



In a nomination letter, **Medical Staff Administrative Partner Award** recipient, **Denise Lenner**, is described by a colleague as “one of the reasons I love to work on our unit.” Adjectives such as **devoted**, **hospitable**, and **knowledgeable** all contribute to her depiction as “an essential asset to nursing.”

Lenner spearheaded the creation of a “Welcome to 7K Guide” to support nurses who are floated to her unit. It is commonplace to find Lenner at a bedside holding a patient’s hand until a family member arrives, guiding a lost visitor or organizing a potluck celebration for staff.

This award was donated by donated by the **Medical Staff of Lehigh Valley Health Network**.

An invaluable asset for HIMSS Stage 7 designation



6K colleagues gave the title of “one of the best administrative partners in Patient Care Services” to **April Meyers**, the second recipient of a **Medical Staff Administrative Partner Award**. Embracing technology, she was an invaluable unit asset when surveyors visited LVHN to award the prestigious Healthcare Information and Management Systems Society (HIMSS) Stage 7 designation, which tracks the progress in deploying electronic health records in hospitals. Meyer’s ability to navigate, demonstrate and speak effortlessly to unit processes during our site visit contributed to our network achieving this designation, awarded to less than 5 percent of U.S. hospitals.

A colleague commented: “It’s like she knows that I can’t get to a job at the moment and she takes the initiative to do it herself. I don’t have to worry about things when April is working.”

This award was donated by donated by the **Medical Staff of Lehigh Valley Health Network**.

Champion for safe patient transport



Amanda Reese

Patient Transport

When patient transport coordinator **Amanda Reese**, recipient of **The Medical Staff Award for Excellence in the Promotion of Patient Care**, is not transporting patients, she makes time to be an active member of our Network Fall Prevention Committee and Safe Patient Movement team, where she raised her concern that transporters often did not have key patient information to assure a safe transfer. She then took a leadership role to work collaboratively with nursing to initiate a practice change to remedy the situation. Reese wrote this in her nomination exemplar – “I can be an ear for patients to talk to, a positive first impression upon an initial encounter in the ED, and a lasting impression as the final encounter upon discharge.”

This award was donated by the **Medical Staff of Lehigh Valley Health Network**.

A technical partner preferred by patients



Karen Beadencup

Float Pool, LVH-CC

Imagine you are float pool Dana Hashagen, RN, answering a call light, only to be told by the patient she prefers to be cared for by **Karen Beadencup**, recipient of a **Medical Staff Technical Partner Award**. Another colleague of Beadencup's, patient care specialist Liz Fairbanks, described how Beadencup, upon her return from work following the loss of her daughter, did not express anger or hopelessness. Instead, she took her personal experiences and channeled them into her work. She cares for her patients the same way she cared for her daughter: individualized, compassionate, dignified, respectful, all with a warm caring touch and positive attitude.

This award was donated by donated by the **Medical Staff of Lehigh Valley Health Network**.

Generous, caring spirit touches patients and colleagues



Christa Deily

5T

The second recipient of a **Technical Partner Award**, **Christa Deily**, has been with LVHN for 10 years, the past eight years on 5T. Deily's patient care coordinator Barb Labriola, RN, says Deily constantly receives accolades from her patients, but the care she provides to those who will never be able to speak on her behalf are far more precious – like holding the hand of an elderly man who dearly missed his deceased wife; or happily bathing and combing the hair of those who cannot use their limbs.

This warmth and compassion spills over to her colleague relationships. One of her nomination letters was written by colleague who was experiencing severe financial difficulties. This colleague wrote... “On a day my daughter and I only had cereal and ramen noodles to eat, Christa showed up with an entire trunk of food she bought herself and collected from a food bank.

She noted our house was only 52 degrees and immediately purchased fuel on her own, before obtaining a much larger donation of heating oil. She further coordinated other donations from colleagues and her church. She continuously contacts me and asks, ‘What else do you need help with?’”

This award was donated by donated by the **Medical Staff of Lehigh Valley Health Network**.

Service Star of the Month—May 2018

BY [EMILY SHIFFER](#) · MAY 17, 2018

Jasmine Rooks, LVH–Pocono



Working in a fast-paced environment, Medical Assistant Jasmine Rooks regularly goes above and beyond for her patients receiving chemotherapy and medical oncology care at LVH–Pocono’s Dale and Frances Hughes Cancer Center. Recently, her ability to act quickly helped save a little girl’s life.

While on a shopping trip with her mother, Rooks noticed a crowd forming in the store and went to investigate. She saw a distraught father cradling his young daughter in his arms. She was limp and unconscious. The father was struggling to convey what was wrong because he could not speak English.

Rooks sprang into action. She was able to instruct him to help her move his daughter onto the floor. The young girl’s lips were white and her face was extremely pale. Rooks quickly unzipped her jacket and checked the little girl’s pulse, but felt nothing. After instructing her mother to call 911, Rooks immediately began CPR. In less than three minutes, the young girl was resuscitated.

Rooks stayed with the little girl’s family until medics arrived. She informed them of her actions and the girl’s medical status. The little girl’s father was overwhelmed with emotion. He was able to convey his extreme gratitude to Rooks, not with words, but through hugs and tears.

Next Steps

Nominate a Service Star.

Congratulate these PRIDE Award recipients. The PRIDE Award is part of our expanded [Service Star Award program](#).

Arielle Arbrushites, LVHN–Mack Boulevard

Arbushites, a social worker in our hospice program, arranged a “dream wedding” vow renewal for a terminal patient in her 30s, complete with hair and makeup, wedding dress, flowers, church ceremony, reception and photographer.

Mark Knouse, Jaan Naktin, Marcelo Gareca and Justin Cooper, LVPG

This team helped expand the Keystone Travel Medicine evening travel program through extra hours of volunteer work, ensuring patients have access to vaccinations and travel advice prior to traveling out of the country.

Tiffany Ingraham, LVH–Muhlenberg

After receiving a cold call from a suicidal patient during a snow storm this winter, Ingraham stayed on the phone with the patient for more than one hour as inclement weather delayed police from arriving.

Gail Toscano, LVHN–One City Center

As part of the Department of Community Health’s Sunshine Committee, Toscano generously helped plan and execute events like baby showers, picnics, potlucks, monthly lunches and more, helping spread positivity and compassion.

Judith Chernikovich-Clemens, LVH–Cedar Crest

Chernikovich-Clemens has shown incredible nurturing, thoroughness and grace as part of the inpatient hospice unit while interfacing with the patient, family, inpatient hospital staff, and home care and hospice staff.

Get Discounted Phantoms Playoff Tickets for May 23

BY [ADMIN](#) · MAY 15, 2018

The Phantoms are in playoffs and the LVHN Recreation Committee has discounted tickets for you.

Come support the Phantoms as they take on the Toronto Marlies in Game 3 on Wednesday, May 23, at 7 p.m.

Tickets are only \$21, but must be ordered by 4 p.m. on Monday, May 21. Tickets will be available for pick-up at the Will Call window.

Come support the Phantoms and our own Emily Shiffer (LVHN's Marketing Department) who will be singing the National Anthem.

Click [here](#) to buy tickets.



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Join the ‘Step It Up’ Walking Challenge

BY [EMILY SHIFFER](#) · MAY 14, 2018

Challenge your physical activity this summer in the “Step It Up” walking challenge as you virtually explore significant and historic sites around the Lehigh Valley and eastern Pennsylvania. Every 40,000 steps (or equivalent activity logged of your choice) will take you to another notable local landmark.

The challenge begins Monday, May 14, and runs through July 22. To enroll, log on to [MyTotalHealth.LVH.com](#). You can register through May 21. When you enroll you will be entered into a raffle to win one of two Fitbit Zip devices.

For more information, contact BeneFIT Corporate Wellness at 800-955-6620, option 2.



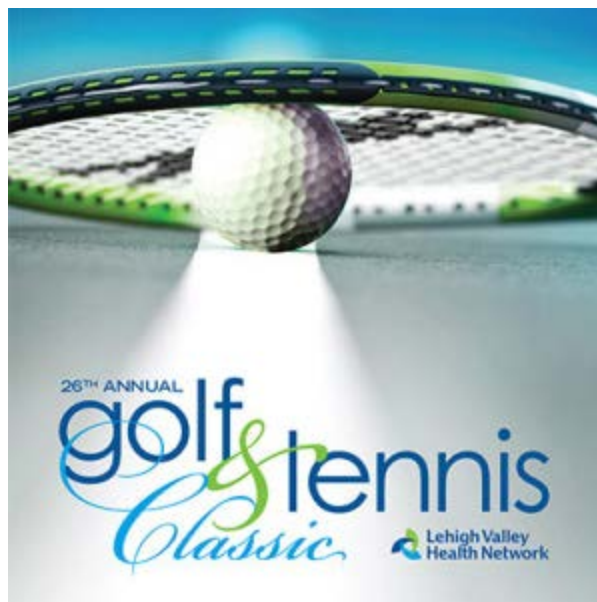
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Reschedule Possible for 26th Annual Golf and Tennis Classic

BY [EMILY SHIFFER](#) · MAY 18, 2018

Lehigh Valley Health Network has been informed by Saucon Valley Country Club that due to the current course conditions, the 26th Annual Golf and Tennis Classic on Monday, May 21, may need to be rescheduled.

Please call the pro shop on Sunday evening or Monday morning to inquire about the status of the event at 610-758-7177.



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