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LVHN helps you live your healthiest life.

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LVPG Gemba walks connect colleagues, enhance efficiency.

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Attend these LVH-Muhlenberg Auxiliary events.

[User Group Meeting Cancelled](#)

Physician Billing and PSR User Group will meet Jan. 23

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

Annual Holiday Buffet Celebration



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LVHN news

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President and CEO Describes How LVHN Helps You Live Your Healthiest Life at the Annual Meeting – VIDEO

by [Rick Martuscelli](#) · December 7, 2018

Before an audience of community members, colleagues and members of LVHN's Board of Trustees, LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, asked the people of our community to think about the defining moments in their life. "For life's defining moments to



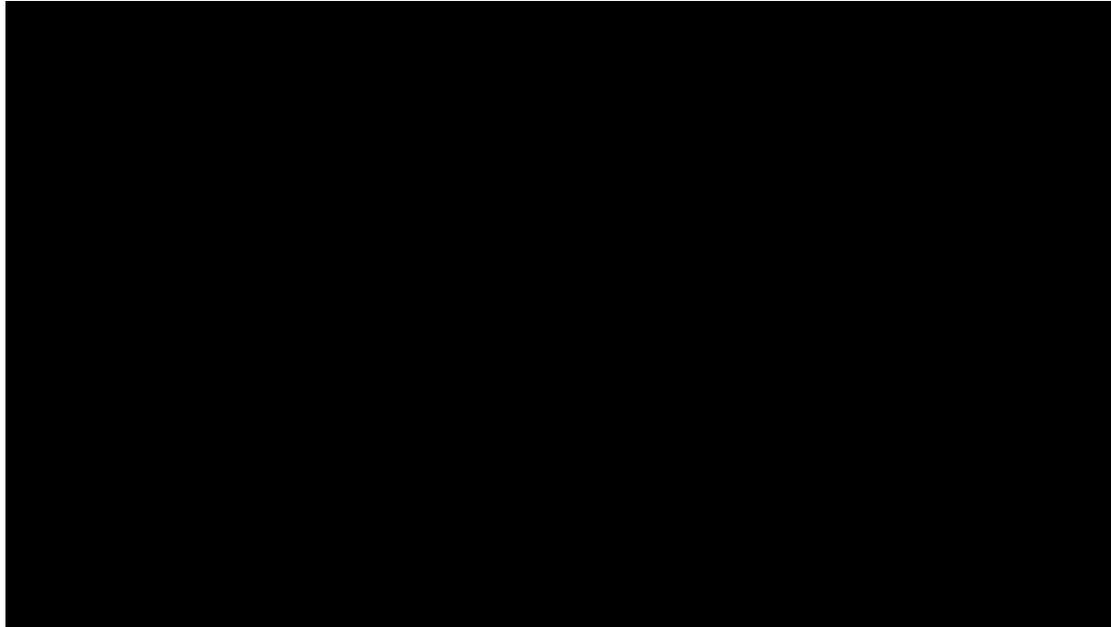
be truly defining, you must have one key ingredient: Good health," Dr. Nester said. "Because without good health, life is defined by the struggle to achieve it."

During his President's Report, Dr. Nester talked about how LVHN you live your healthiest life. He discussed how our team of 18,000 health care professionals move forward together to give the people of our community convenient access to the high-quality care they need, expect and deserve. Dr. Nester discussed our focus on health care quality and value, our commitment to growth in all the communities we serve, and our unwavering commitment to give colleagues, patients and families an outstanding experience at LVHN.

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You can watch Dr. Nester's entire presentation below and read LVHN's Annual Report online at [LVHN.org/annual report](https://www.lvhn.org/annual-report). There, you'll get detailed information about LVHN's finances and community benefit.



Lynn's Turn: Including Everyone This Holiday Season

by [Klunk Millan](#) · December 3, 2018

The holiday season is upon us. It's a time to celebrate with our family, friends, colleagues and patients. Celebrating the season at LVHN is an exciting time because our health network is wonderfully diverse. It includes thousands of people representing numerous cultures.

At LVHN, we want to be inclusive of all the holidays that colleagues, patients and families celebrate.

While Christianity is the most common religion in the U.S., there are about 29 holidays between Nov. 1 and Jan. 15 celebrated by seven of the world's major religions. Keep in mind that some people don't celebrate these holidays at all.

How can you be inclusive with colleagues, patients and families? Here are some ideas:

- Ask others how they observe the holiday season and what greetings they prefer.
- If you're having a celebration in your department, include foods from different religions and cultures.
- Allow colleagues to opt out of celebrations and don't make them feel uncomfortable for doing so.
- Create a multicultural calendar within your department to encourage recognition of colleagues' holidays.

When you have a health network with 18,000-plus colleagues, and care for a region



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as vast and diverse as ours, you're sure to encounter people celebrating a holiday with which you might not be familiar. To help you be inclusive of all people, here's a list of some of the world's holidays:

- **Hanukkah** – An eight-day Jewish Festival of Lights which starts at sundown on Dec. 2 and ends at sundown on Dec. 10
- **Bodhi Day** – A Buddhist holiday celebrated on Dec. 8 that commemorates the day Siddhartha Guatama, the historical Buddha, experienced enlightenment
- **Yule** – A Wiccan celebration of the winter solstice takes place from Dec. 20-23
- **Christmas** – A celebration of the birth of Jesus celebrated by many Christians on Dec. 25 or Jan. 7
- **Kwanzaa** – A weeklong secular holiday honoring African-American heritage celebrated Dec. 26 to Jan. 1
- **Lunar New Year** – The traditional Chinese holiday marking the end of winter falls on Feb. 5, 2019
- **Diwali** – A five-day Hindu Festival of Lights that began Nov. 6

Whatever you observe, the holiday season is a time for celebration. Let's make it even better by respecting all cultures and celebrating together as one health network and one community.

Wishing you and your family a happy and healthy holiday season,

Lynn



About me: My name is Lynn Turner, Senior Vice President and Chief Human Resources Officer. In this blog, I will write about the issues important to you, share information about our policies and how LVHN works to support you. In return, I hope you will feel comfortable asking questions and sharing your concerns.

Donate Items to our Street Medicine Program

by [Brenda Depaula](#) · December 6, 2018

More than 1,300 individuals experience homelessness in Lehigh and Northampton counties at any given point in time. Nearly one in 10 patients who visit the ERs at Lehigh Valley Hospital campuses are either at risk or experiencing homelessness. This holiday



season, LVHN's Professional Excellence Council Community Engagement Workgroup is coordinating with the Street Medicine Program to benefit individuals experiencing homelessness in the Lehigh Valley.

What is LVHN's Street Medicine Program?

LVHN's Street Medicine Program works on the belief that everyone matters. Its mission is to deliver basic and urgent health care to our street neighbors in the Lehigh Valley wherever they are – in shelters, soup kitchens, under bridges or in the woods. Street Medicine provides basic primary care to people experiencing homelessness wherever they feel comfortable. The program's success depends on delivering this care in a compassionate manner, where the patients feel cared for. Ultimately, this relationship helps improve patients' health mentally and physically. All medical care provided by the Street Medicine Program is free, including medications, laboratory tests and diagnostic studies. In addition, the Street Medicine team is available to do consultations for homeless individuals who are admitted to the hospital to ease the transition back into the community.

How can you help?

If you want to make a difference this holiday season, donate the following items for individuals experiencing homelessness no later than Thursday, Dec. 13, at 10:30

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am at any of the following sites:

- LVH-Cedar Crest, Kasych Pavilion lobby
- LVH-17th Street auditorium or operations office (first floor, ring the bell and someone will greet you)
- LVH-Muhlenberg ECC room D
- LVHN-Mack Boulevard lobby
- LVHN-One City Center eighth floor communal area

These items are needed (only new items accepted):

- Socks
- Underwear
- Winter jackets/coats
- Winter boots
- Winter apparel
- Three-person tents
- Tarps
- Flashlights
- Duct tape
- Paper goods (toilet paper, etc.)
- Batteries
- Cellphone battery chargers
- Solar-powered lights
- Shaving razors
- All-day LANTA bus passes
- Gift cards (Walmart is preferred)
- Sleeping bags
- Pillows
- Backpacks

If you have questions, contact Kate Booth, Major Gift Officer, LVHN Office of Philanthropy, at 484-884-9225 or Kate.Booth@lvhn.org. You also can visit give.LVHN.org/streetmed.

Revised Transfer and Promotion Policy Helps Ensure Productivity

by [Rick Martuscelli](#) · December 5, 2018

It is wonderful to be part of our large health network where colleagues can seek new developmental opportunities and transfer to a new position. With hundreds of transfers occurring annually, it is helpful to periodically review the transfer policy.



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The amount of training and time required to orient a colleague for a new role has increased dramatically. When a colleague transfers out of a department and a manager is required to hire and train a new colleague, productivity suffers. With this in mind, the following changes were made to LVHN's Transfer and Promotion Policy in March of 2018.

When requesting a transfer or promotion, preference will be given to those qualified colleague who have completed 12 months in their current position. In unique situations, if both the sending and receiving department leaders agree, an internal transfer can occur prior to the 12 months.

In addition, the following guidelines apply when colleagues transfer between major core entities of LVHN:

- The colleague will maintain his or her original hire date with LVHN for purposes of benefit vesting.
- The colleague will be paid out any accrued, unused PTO at the time of transfer, per policy, and will accrue PTO per the new entity's policy.
- Colleagues will carry their accrued sick time over to their new assignment.
- Colleagues who are transferring to a benefits-eligible position will be eligible for benefits on the effective date of their transfer.

All LVHN policies can be accessed in the Colleague Resource Center or in PolicyTech. Please reach out to your HR consultant /representative for assistance in interpretation and/or administration of these or any other HR policies.

Thank you for your collaboration and support.

LVHN Celebrates Colleague Volunteerism in the Community – VIDEO

by [Rick Martuscelli](#) · December 6, 2018

A recent survey revealed that nearly one in 20 colleagues volunteer their free time to organizations within their respective communities to meet social and human needs of the most vulnerable populations. This shows how much colleagues care about the community. Research shows that helping others can help reduce stress, combat depression and remind you of purpose in life.

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Colleagues were recognized at the Colleague Community Volunteer Celebration Breakfast for their volunteer efforts in local community organizations and at our health network. The celebration theme was “Heart of the Community.” It took place at the Air Products Center for Connected Care and Innovation at LVHN-One City Center with nearly 70 colleagues in attendance.

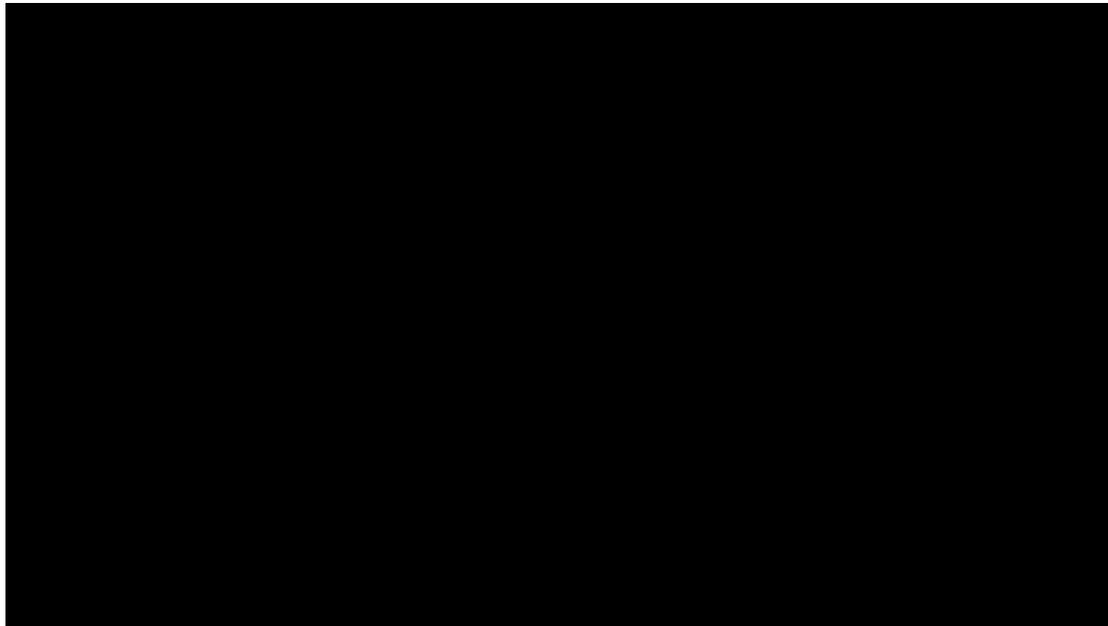


The celebration breakfast was a small token of appreciation for colleagues who truly are the heart of the community. Chief Transformation Officer Debbie Salas-Lopez, MD, offered the welcome remarks. resident and CEO Brian Nester, DO, MBA, FACOEP, and Chief Human Resources Officer Lynn Turner expressed their gratitude to colleagues who dedicate countless hours at organizations that provide

human and social services for our most vulnerable communities. Susan Yee, Chair of the LVHN Community Relations Committee, commended the volunteer efforts of each colleague and encouraged their continued support.

“We know that volunteering reminds us of purpose, of what really matters in life,” Salas-Lopez said. “It connects you with other people, it helps reduce stress and can lead to happier more productive lives. Volunteering is good for the mind and body.”

The goal of this effort is to recognize and encourage colleague community volunteerism across LVHN. In the coming weeks, stories highlighting colleagues’ volunteerism experiences will be shared. One such story is that of Brooke Griffiths, Director of Integrated Care Coordination. A personal tragedy compelled Griffiths to help others who experience a heartbreaking loss. Watch her story.



We are proud of our colleagues for being the heart of the community through volunteerism and caring for their neighbors.

Colleagues Help Feed Families in Need in Allentown

by [Brenda Depaula](#) · December 4, 2018



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In the spirit of Thanksgiving season, LVHN colleagues in the Lehigh Valley region donated nearly 90 turkey certificates for families in need who live in downtown Allentown served by the Daybreak Program of the Lehigh Conference of Churches, Hispanic American Organization and Promise Neighborhoods of the Lehigh Valley. Thanks to colleagues who donated their turkey toss certificate for families in need.

Efforts were coordinated by LVHN Department of Community Health, which focuses on promoting health and addressing the social causes that impact health such as housing/homelessness, social supports and access to care.

Enter our March of Dimes T-shirt Contest and Help Design a Healthier Future for Babies

by [Rick Martuscelli](#) · December 3, 2018

Premature birth is rising around the globe including in the United States where one in 10 babies are born too soon. You can help shine a light on the issue of prematurity and birth defects by entering our March of Dimes T-shirt design contest. The winning design will be worn by the LVHN team during the Annual Walk and Run for Babies in 2019.



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Here's how you can participate:

- Create a design that depicts healthy babies.
- Create your artwork on paper or digitally.
- Email your submission or send it via interoffice mail to Marketing and Public Affairs. (See contact information below.)
- Make sure your design arrives no later than Dec. 29, 2017.

All LVHN colleagues and their families are eligible to participate. Please email your submission to Tracey Sechler at tracey.sechler@lvhn.org or send through interoffice mail to Marketing and Public Affairs, LVHN-Mack Boulevard.

Winners will be announced in late January. Please be aware that the submitted design will be altered to fit LVHN brand standards.

The Power of Engaged Leadership Through Gemba Walks

by [Marciann Albert](#) · December 4, 2018

Lehigh Valley Physician Group (LVPG) understands people are our most important asset. That's why members of senior leadership are making it a priority to connect with practice colleagues on the front lines of patient care. Leaders want to learn about your successes, identify areas of opportunity and optimize practice efficiencies.

Gemba is a Japanese term meaning “actual place.” In the workplace, Gemba is referred to the place where value is created. In LVPG, value is created in our practices by dedicated colleagues working together to provide high-quality patient-centered care.

A Gemba walk is not an opportunity to find fault in others, place blame or enforce policies. By entering the place where direct patient care is being delivered, senior leadership's goal is to open a dialogue with colleagues to connect and learn.

“Practices do not have to prepare anything when a Gemba walk occurs,” says Molly Thompson Chavez, Manager of Process Improvement and Access Strategy. “The most important thing is to be open and willing to communicate how things are going and what our patients are telling us.”

Members of LVPG senior leadership visiting practices include:

- Michael A. Rossi, MD, Chief Physician Executive, LVHN, President, LVPG, Clinical Professor of Cardiology, USF Colleague of Medicine
- [Jennifer Stephens, DO, Chief Medical Officer, LVPG](#)
- James Demopoulos, Senior Vice President and Chief Operating Officer, LVPG



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Practice colleagues who recently experienced Gemba walks with senior leaders believe visits are meaningful and promote bilateral feedback. Kimberly Wittner, Practice Director at Lehigh Valley Physicians Practice says, “Senior leaders often hear about practices from other fellow leadership roles (i.e. administrators, practice directors, practice managers), but I feel it’s more meaningful for staff when senior leadership actually come to the practice and correlate practice stories they hear by meeting with staff. After all, they have the best stories to tell.”

Additional sentiments from staff at Lehigh Valley Physicians Practice mirror Wittner’s view. Many staff felt listened to and that senior leadership had a genuine interest in being there, working and meeting with colleagues to hear their voices.

Remember, perspective is gained through experience. By focusing on the actual place where work happens, we can enhance safety, improve customer service, reduce costs and empower innovation and learning.

To learn more about the LVPG Gemba walks and various lean tools being utilized, contact Molly.Thompson@lvhn.org.

Get 20 Percent Off LVHN Logo Drinkware

by [Emily Shiffer](#) · December 3, 2018



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Now you can shop for LVHN-branded apparel and merchandise at a discounted price in our gift shops. Each month, a new item will be featured.

Discounted merchandise in December is LVHN logo drinkware, including travel mugs and tumblers.

There isn't a promo code; it's already reduced in stores.

Buy Holiday Flowers; Enjoy Christmas Tea

by [Rick Martuscelli](#) · December 7, 2018

Buy your holiday flowers at the LVH-Muhlenberg Auxiliary Christmas Flower Sale, and sip and relax at a Christmas Tea. Here at the details:

Christmas Flower Sale

Dec. 12 and 13

8 a.m.-4 p.m.

Outside LVH-Muhlenberg cafeteria

Christmas Tea

Dec. 19

2-4 p.m.

ECC rooms A, B and C



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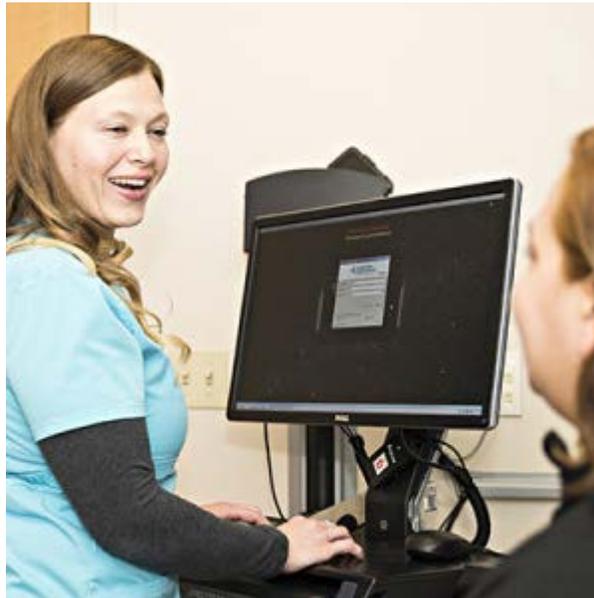
December Physician Billing and PSR User Group Meeting

Cancelled

by [Marciann Albert](#) · December 6, 2018

The Physician Billing and Patient Services Representative (PSR) User Group for December has been cancelled. The next meeting will be held on Jan. 23 from 8-10 a.m. in the LVHN-Mack Boulevard auditorium.

Registration information and additional group details related to the January group meeting will be forthcoming.



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Questions can be directed to Lynne_A.Reph@lvhn.org.