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Tis the Season for Sickness—and the Surge Hospital

BY BRIAN DOWNS · JANUARY 7, 2019

The holiday season is over but a much less festive season is just beginning. Seasonal illnesses, including influenza and various viruses, are making the rounds as they often do at this time of year. And that generally means more and more patients seeking care, usually at hospital emergency departments (ED), which is the case at LVH-Cedar Crest since the new year.

To address increasing patient volumes LVHN leadership has decided to put up the mobile surge hospital outside the LVH-Cedar Crest ED. The surge tent is designed to serve as a field hospital in emergency situations and also is used for providing care at large-scale events like auto races at Pocono International Raceway. But in recent years when seasonal illness has started to climb, LVHN has equipped and staffed the surge hospital to handle the overflow.

“The decision to put up the tent follows a significant increase in patient volumes in the LVH-Cedar Crest emergency department since the holidays,” said David Burmeister, DO, Department of Emergency and Hospital Medicine. “The alternative care site allows us to facilitate and improve through-put and care for patients with less severe illnesses and injuries in that setting. The tent also allows us to segregate patients and provide a safer environment for both patients and our staff, who need to stay healthy to care for those who are sick.”

The surge hospital has drawn international attention over the years as we have implemented the unit on more than one occasion to help address the amount of illness, especially influenza, in the community over the winter months.

Burmeister said the surge hospital is expected to become active and used as necessary beginning Monday, Jan. 7. He also advises patients with flu-like symptoms to visit one of LVHN's ExpressCARE



locations. For a complete listing of these locations including average wait times, visit LVHN.org/ExpressCARE. He also suggests those who haven't had a flu shot get one saying it's still your best protection against the flu.

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Bring Your Voice: CNO Town Halls

BY [KIM JORDAN, DNP, RN](#) · JANUARY 8, 2019

It is my sincere hope that everyone had a wonderful holiday season and you were able to spend time with the people who matter most to you in life. Just like in our home life, our work family needs time to talk about concerns that matter to us. Right now, that concern is the increased incidence of patients sickened by seasonal illnesses and the impact it makes.

Though the 2019 New Year is barely a week old, winter “surge” has hit in full force. This week, our [mobile surge hospital](#) was set up outside LVH–Cedar Crest’s emergency department to help manage increased numbers of patients with influenza and influenza-like illnesses. As always in times of surge, resources become challenging and in my experience, it leads to a great deal of rumors and speculation. As unfounded stories take on a life of their own, you and your colleagues feel stressed.



CNO Town Halls

To help address surge concerns and other topics you wish to discuss, I have scheduled several CNO Town Halls at LVH–Cedar Crest and LVH–Muhlenberg. It is very important that we stay connected to each other, support each other, and communicate, communicate, communicate!

Please attend an upcoming CNO Town Hall at one of these times:

- LVH-Cedar Crest – Jan. 10, 6 p.m. *and* 7:30 p.m., ECC room 6
- LVH-Cedar Crest – Jan. 11, 7:30 a.m., ECC room 7
- LVH-Muhlenberg – Jan. 16, 6 p.m. *and* 7:15 p.m., first floor conference room
- LVH-Muhlenberg – Jan. 18, 7:15 a.m., ECC room D

I encourage you to make time to join me at one of the CNO Town Halls. This check-in is an opportunity for you, me and other LVHN nursing leaders to touch base and help support each other.

My sincere thanks

Last year during the seemingly endless flu season, I heard from patients and their family members about

the professionalism and compassion you exhibited as they recovered from severe illness. Now at the start of another season of winter illness, I thank you for again bringing your warmth and expertise to patient care – it's noticed by all, especially by those who benefit from your care.

Kim

P.S. Just a reminder, my email is open to you. Send ideas or questions to me at 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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Interviews With Environmental and Food Services Companies Planned

BY [RICK MARTUSCELLI](#) · JANUARY 9, 2019

LVHN continuously searches for innovative ways to give our patients and their families the experience they expect and deserve. A major part of the patient and family experience involves the work performed by those who provide environmental and food services. To ensure we give people the best possible experience at all locations in our health network, LVHN is interviewing several companies that provide environmental and food services.

Our goal is to identify a company that will provide environmental services and a company that will provide food services network-wide so patients and visitors have a consistent experience across LVHN. We may identify one company that is able to provide both services.



As part of this interview process, representatives from several companies will visit facilities throughout LVHN to gain an understanding of our current environmental and food services processes and procedures. Site visitors will be accompanied by a colleague from supply chain and will cause no disruption to your workflow. Visitors may briefly ask questions to a colleague to gain a better understanding about how services are currently provided.

We will not know what changes will take place until a company is selected in the fall of 2019. The greatest changes will likely involve the implementation of new processes and efficiencies related to how environmental and food services staff members do their work. Our goal is for the selected company or companies to begin providing services on Jan. 1, 2020. We will continue to keep you informed throughout the process.

Thank you for your support during this process and for all you do to give our patients and their loved ones an exceptional experience.

Physician Referral Bonuses Offered

BY [RICK MARTUSCELLI](#) · JANUARY 9, 2019

Need some extra cash? Refer a physician to LVPG-Pocono, LVPG-Hazleton or LVPG-Schuylkill and receive a \$10,000 referral bonus.

We are looking for physician referrals by March 30, 2019 in the following areas. Physicians must start employment on or before Sept. 1, 2019.

- Urology, LVPG-Hazleton and LVPG-Pocono
- ENT, LVPG-Pocono
- Neurology, LVPG-Pocono
- Psychiatry, all three LVPG regions
- Primary care, LVPG-Pocono and LVPG -Schuylkill

Referral bonuses are paid in two installments. The first half is paid after the physician has successfully completed 60 days of employment. The second half is paid after the physician has successfully completed one year of employment. Only one referral bonus will be paid per successfully recruited physician.

We also offer \$1,000 for any other physician that is successfully referred, and \$500 for any successful advanced practice clinician (APC) referral. For a complete list of our provider openings, visit our career sites:

- [Physician openings](#)
- [APC openings](#)

To make a referral or if you have questions regarding our referral guidelines, please contact Lea Carpenter, 484-862-3218, or via email at lea.carpenter@lvhn.org



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10 Tips to Protect Your Home Network From Hackers

BY [RICH FRONHEISER](#) · JANUARY 8, 2019

This is the first in a series of LVHN Daily posts in which Rich Fronheiser, LVHN's Director of Information Services (I/S) Security, will share information about how to keep your personal network, devices and information safe.

The FBI recently released an urgent security bulletin warning everyone in the U.S. to reset home wireless routers immediately to protect personal networks and devices from malware linked to Russia called "VPNFilter." The malware is known to target smaller routers, such as those found in homes and small businesses.

More than 500,000 routers have already been attacked in more than 54 countries. Once the malware invades the router, hackers use that router as a launch pad for further attacks, such as collecting personal information and login credentials from connected devices and cloud drive, providing instant access to all online accounts, including banking, medical, documents, pictures and videos. From there, the criminals can block or reroute network traffic completely, or convert the router into a "brick," meaning the router no longer works.

Current Wi-Fi technology provides an always "on" environment, whether the device is being used or not. Most people have many types of devices attached to home networks, including laptops, televisions, tablets, mobile telephones and printers. Often, the devices are not turned off when not in use, which means the devices are always connected to the home wireless router.

Although older routers and devices are most at risk and targeted by hackers, Talos, the security division of Cisco, is now finding VPNFilter malware infection spreading beyond the devices first reported and on new models. Currently, the malware has been found on the following model types:



Linksys

- MikroTik
- Netgear
- TP-Link
- ASUS
- D-Link
- Huawei
- Ubiquiti
- UPVEL
- ZTE

Cisco now believes the threat is even worse than originally thought. Initially, it was thought the VPNFilter routed the attacks around the internet. However, there is evidence the malware has evolved to providing the hackers with the ability to manipulate all data passing through the infected devices – including grabbing login credentials, sending the unsuspecting account holder to servers controlled by the hackers to a site where account balances seem normal as the hackers pull out funds behind the scenes. Afterward, the malware downloads and installs a self-destruction app that will wipe the device before it reboots.

There are steps everyone should take to protect their home network, the hardware connected to it and the personal information that passes through the network.

10 Things You Can Do to Secure Your Home Network

1. **Avoid using the wireless routers supplied from the internet service provider (ISP).** Although the router supplied by the ISP may be more economical to acquire, the security options are often weak. Also, the options for the router may only be available to the managed provider. Without a password or access to the router, the consumer relies entirely on the ISP to provide timely updates and patches.
2. **Change the default password on the home network router immediately.** Out of the box, most routers have the same default IP address and password. One of the easiest and best ways to secure a home network is to change the default login credentials.
3. **Use the WPA2 security setting.** If the router has the option for WPA2, select it. WPA2 provides a stronger technology shield against brute force attacks, which are programs that generate and try volumes of login credentials until successfully gaining entry to the system.
4. **Select a complex network password.** Passphrases that include variables are more secure than passwords. For example, a passphrase such as: Ilovefootballseason#GoBirds is more secure than a pin or simple password that can be compromised using brute force tactics.
5. **Create a home network SSID, (network name, or Service Set Identifier).** The SSID is the name

given to a home network. Make it a creative name so it is memorable to your family, but not easily hacked by intruders. To further secure the network name, consider not broadcasting it. By not broadcasting, the network will not be readily seen. Provide the network name to family members and guests, and those devices will save the network name for future connections.

6. **Disable remote access on the network admin console.** Hackers know that most router manufacturers enable remote home network access as a default. In fact, the VPNFilter malware used the remote access feature to enter the systems. Disabling remote access means that access to a personal network can only be provided from inside the home.
7. **Disable unused router services.** Services like Telnet, SSH and HNAP are services most home owners do not need enabled for typical use. Where Telnet and SSH provide remote access into a home network or device, the HNAP service allows silent management of devices connected to the home network that are not visible to the family network administrator. If you do not need these services, ensure they are disabled so attackers cannot compromise the network through these ports.
8. **Provide timely router updates and patches.** Regularly look for new software or firmware patches that are available for your home router to maintain security protection and help devices work properly.
9. **Do not let firewall and antivirus protection software lapse and expire.** Even if malware does breach a home network, the first point of protection from malware entering household devices is to have firewall and antivirus protection in force.
10. **Power down or disconnect devices from the home network when not in use.**



About me: My name is Rich Fronheiser, Director of I/S Security and Risk Management. I joined LVHN in 1999 as a Senior Network Engineer, and in 2007 began leading a team of security engineers. Many of the cyber-security challenges we have at LVHN are similar to ones you may have at home. With this blog, I hope to inform you what to look for and how to protect yourself and your family at home.

Purchase 2019 IronPigs Tickets

BY [RICK MARTUSCELLI](#) · JANUARY 7, 2019

The LVHN Recreation Committee is pleased to offer tickets to four Lehigh Valley IronPigs games in 2019. There are two options for tickets for each game we offer:

1. **Field Level Seats**, \$11 each (plus service fees), includes a \$2 concession credit on each ticket
2. **Party Porch Seats**, \$37 each (plus service fees), includes 2½ hour buffet and unlimited soft drinks until the 8th inning. This is the group area located on the club box level. A cash bar and private restrooms are located on this level. It is under cover for protection from inclement weather. Party Porch menu: fried chicken, Jaindl turkey BBQ, hot dogs, hamburgers, pasta marinara, potato salad, garden salad, chips, fresh fruit, cookies and assorted Coca-Cola products.



New in 2019

You can now order and pay for your tickets online. [Click here for tickets.](#)

Available IronPigs games

Saturday, May 11 (Mother's Day weekend)

IronPigs vs. Indians

6:35 p.m.

Sunday, June 16 (Father's Day)

IronPigs vs. Clippers

1:35 p.m.

Friday, July 5 (Fourth of July celebration)

IronPigs vs. Red Sox

7:05 p.m.

Sunday Aug. 25

IronPigs vs. RailRiders

1:35 p.m.

There are a limited number of tickets available. Don't delay, buy your tickets today.

Questions? Contact Donna.Stout@lvhn.org or 610-402-2410.

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Partners in Progress: LVPG Urology – PHOTOS

BY [MARCIANN ALBERT](#) · JANUARY 8, 2019

By partnering with patients on individualized treatment and combining the collective expertise of specialized providers, colleagues at LVPG Urology transform lives.

Through a shared commitment to care for urological problems promptly and efficiently, colleagues enhance patient access, properly align rehabilitation as it relates to recovery, and integrate innovative treatments to improve patients' quality of life and outcomes.

So, it's no surprise that LVPG Urology, part of Lehigh Valley Hospital, is ranked among the top 50 best hospitals in America for urology. Delivering high-valued, accessible, patient-centered care is at the heart of what they do.

Expanding LVPG Urology's community reach empowers patients to take an active role in their treatment and care goals. [Courtney K. Phillips, MD](#), Vice Chief of LVPG Urology, joined the practice in October with the primary focus of expanding the endourology and stone disease program, as well broadening LVPG Urology services in northeast Pennsylvania.

Phillips sees patients at practice location at Cedar Crest and in Hazelton. Her areas of expertise include, but are not limited to, minimally invasive procedures and surgeries, robotic surgeries, and treating the following conditions:

- Stone disease
- Urologic cancers
- Urologic infections
- Urinating difficulties
- Enlarged prostate
- Kidney stones
- Testicular, flank and pelvic pain
- Urinary retention
- Hydronephrosis
- Varicocele
- Frequent urination
- Vasectomy

Adding to the collective expertise of specialized LVPG Urology providers is [Kiranpreet Khurana, MD](#). Khurana's concentration is on benign prostatic hyperplasia (BPH) and men's health. Khurana performs minimally invasive procedures and surgeries, robotic surgeries and treats the following conditions:

- Urologic infections
- Urinating difficulties
- Enlarged prostate
- Testicular, flank and pelvic pain
- Urinary retention
- Hydronephrosis
- Varicocele
- Urinary leakage
- Frequent urination
- Neurogenic bladder
- Vasectomy
- Erectile dysfunction
- Kidney stones

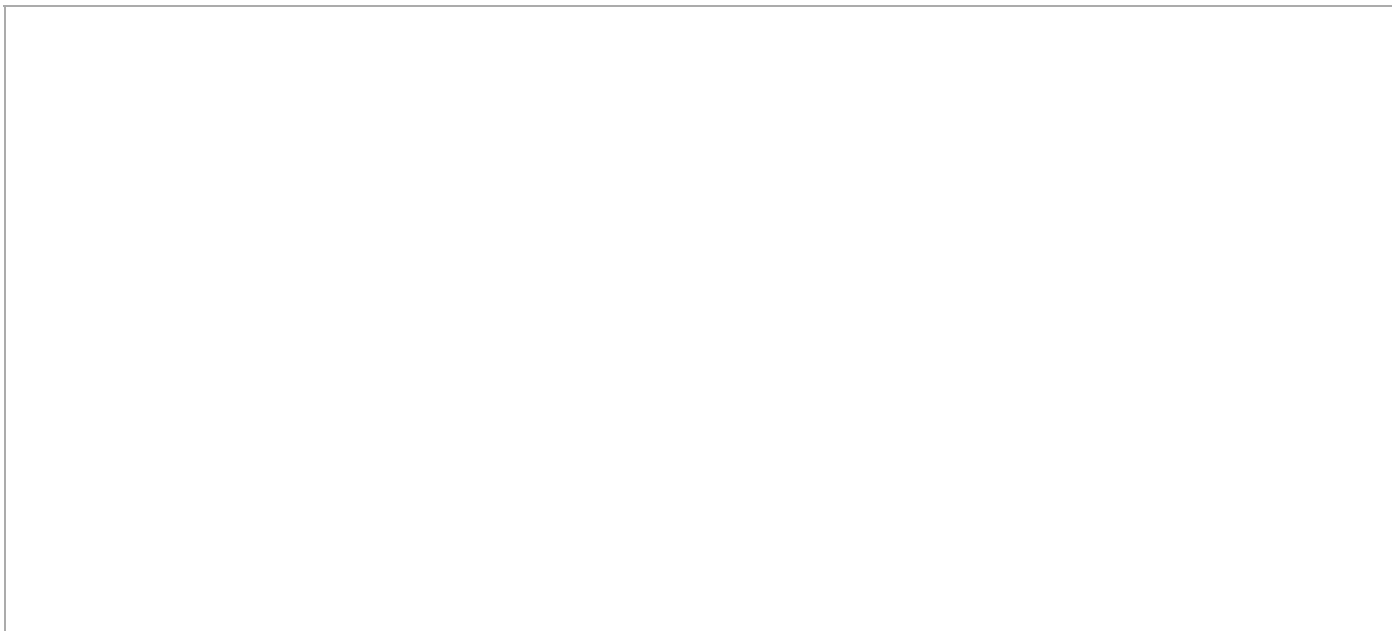
Care teams also include clinicians who are certified with the Society of Urological Nurses and Associates and offer experience, support and personalized urologic nursing care and therapy programs.

To schedule with Phillips, Khurana or any other extraordinary urology providers, call 610-402-6986 or place an Epic Ambulatory Referral Order for LVPG Urology.

Learn more about our urology practice locations on LVHN.org:

- [LVPG Urology—1250 Cedar Crest](#), 1250 Cedar Crest Blvd., suite 215, Allentown, PA, 18103
- [LVPG Urology—Muhlenberg](#), 2649 Schoenersville Road, suite 101, Bethlehem, PA, 18017
- [LVPG Urology—Palmer Township](#), 3701 Corriere Road, suite 27, Easton, PA, 18045
- [LVPG Urology—Sherman Court](#), 140 N. Sherman Court, Hazleton, PA, 18201

CC MAs





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Physician Billing and Patient Services Representative January User Group Meeting

BY [MARCIANN ALBERT](#) · JANUARY 7, 2019

Calling all patient services representatives, cross-trained medical assistants, office coordinators and revenue cycle support staff. The Physician Billing (PB) and Patient Services Representative (PSR) User Group meeting will be held on Wednesday, Jan. 23, from 8-10 a.m. in the LVHN-Mack Boulevard auditorium. Registration information and additional details related to the January group meeting will be forthcoming. Be sure to mark your calendars. To register, click below for:

- [Self registration directions](#)
- [Directions for managers to register one or more colleagues](#)



At the November meeting, Damaris Morales, PSR from the Children's Clinic (pictured), was awarded The PSR MVP Award for exemplifying PRIDE behaviors and demonstrating patient-centered care, empathy and service dedication.

Kelli L. Nayak, MD, Physician Lead, the Children's Clinic, is so very proud to have her on the team. Nayak says, "For almost a year, I have had the pleasure of working late into my Friday nights with Damaris as my PSR. This past month has been worse than most as it seems Friday's last appointment of the day has brought admissions, ED transfers, and most recently, a young lady with 'behavioral concerns' whose family was Spanish speaking only. Damaris never gets flustered, keeps the same warm smile at 6 p.m. as she had at 1 p.m., and is always professional in her interactions. She helped this family understand the next steps as we spoke at checkout. She went over the long process it would take to get their child to get the services she needed. She did it with a smile, with empathy and without rushing even though it was late, and she has her own family to get home to. This kind of attitude is what I always witness with Damaris. When I apologized for keeping her late yet again, she responded in kind by making me feel special and important; like she was proud to be part of my team and doing what was right for each family. After a long week, she knew just what to say to that family and to me. Damaris exemplifies what we are all about at the Children's Clinic, and although I hope not to keep her late every Friday, I am really glad she is with me when it happens."

Visit the [Children's Clinic](#) webpage on LVHN.org to learn more about pediatric primary care and specialty services for children.

Be sure to take time and congratulate Damaris for her exemplary efforts.

Questions regarding the PB and PSR User Groups can be directed to Lynne_A.Reph@lvhn.org.

Discount on Men's and Women's LVHN Logo Jackets

BY [EMILY SHIFFER](#) · JANUARY 8, 2019

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

Discounted merchandise in January includes men's and women's LVHN logo jackets.

Originally \$69.98, they are now on sale for \$59.98.

There isn't a promo code; it's already reduced in stores and online when you click the "January Special" image.

To shop, visit the [LVHN Shop](#).



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