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It provides access to musculoskeletal services.

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It will help us retain our excellent nurses.

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There's now a one stop shop for education needs.

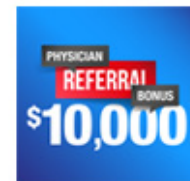
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## LVHN news

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Treatment for Enlarged Prostate

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How Moms Get Pre-baby Bodies Back

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New Mom Overcomes Preeclampsia

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# LVHN–Hausman Road Brings Multiple Musculoskeletal Services Under One Roof

BY [RICK MARTUSCELLI](#) · JANUARY 23, 2019

When you have an injury or disease affecting your joints, tendons, ligaments, bones or muscles, you want to go to one place that provides all the care you need to get back to living your healthiest life. That's what you'll get at our health network's newest location, LVHN–Hausman Road. Opening on Jan. 28, this new facility is one more way we're giving people convenient access to the health care services they need.

LVHN–Hausman Road is located at 798 Hausman Road, suite 100, in Allentown near LVHN–Tilghman. It brings together multiple LVPG practices and services under one roof, eliminating the need for patients to have to visit multiple locations to get the care they need. The



musculoskeletal center at Hausman Road will create an ideal opportunity for physicians from different specialties to collaborate on the best possible treatments for our patients.

Here is what you'll find inside LVHN–Hausman Road:

- **LVPG Orthopedics and Sports Medicine–Hausman Road.** This brand new practice will be the new home of our total joint replacement team of Eric Lebby, MD, Prody Ververeli, MD, and new surgeon Jonathon Brown, DO. Orthopedic spine physician Jeffrey McConnell, MD, and physiatrist Joshua Krassen, DO, also will be at this practice
- **LVPG Physiatry–Hausman Road.** This is the new name of the practice that is relocating from 1255 Cedar Crest Blvd. and led by Jeffrey Radecki, MD.
- **LVPG Pediatric Physiatry–Hausman Road.** This brand new practice will treat patients needing a pediatric physical medicine rehabilitation physician, and will be led by Liza Green, MD.
- **LVPG Pain Specialists–Hausman Road.** This is the new name of the practice that is relocating

from 1259 Cedar Crest Blvd. It will be led by Bruce Nicholson, MD.

- **LVPG Rheumatology–Hausman Road.** This is the new name of the practice that is relocating from 3080 Hamilton Blvd. It will be led by James Ross, MD, and Kristin Ingraham, DO.

LVHN–Hausman Road will provide X-ray services, as well as a procedures suite where patients can receive lumbar epidurals under fluoroscopy for pain management.

This new location also has room for growth. Plans are in the works to add chiropractic and advanced spine care services at LVHN–Hausman Road in the future.

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# Clinical Ladder Program Launches in Lehigh Valley

BY [KIM JORDAN, DNP, RN](#) · JANUARY 24, 2019

For the better part of 2017 and 2018, the RN Retention Committee focused on ways to enhance professional nursing here at Lehigh Valley Health Network. Among the efforts this volunteer team worked on was the development of a clinical ladder for patient care services. Clinical ladder programs are a means of recognizing clinical nurses for their engagement, contributions to quality care and their own professional development.

I am thrilled to announce that we have completed our inaugural launch of a clinical ladder program for RNs in patient care services and perioperative services in Lehigh Valley-area hospitals. (Please note: the clinical ladder committee is reviewing how the clinical ladder can transition to other LVHN locations.)



## **How the clinical ladder works**

The clinical ladder reflects a number of criteria, such as: How long have you have been a nurse at LVHN? How have you contributed to your department or hospital? In all, eight components are measured and included in our clinical ladder scorecard.

## **What are the clinical ladder components on the scorecard?**

- Years of service
- Professional development
- Leadership
- Contributions to department or hospital
- Engagement
- Education
- Teaching

- Evidence-based practice and research

### **Who completed the scorecard?**

More than 900 registered nurses from Lehigh Valley hospitals *voluntarily* completed a scorecard! It's great evidence that there is interest and excitement around this initiative!

### **What are the results of the clinical ladder scorecard?**

The 261 highest scoring nurses are recognized as Level 3 RNs. This group includes RNs who have not only stayed at LVHN for a number of years, but have also done more – things like furthering their education or earning specialty certification. Some have contributed to evidence-based practice projects. Others hold leadership roles on their unit or in a department. Often, nurses in the group are simultaneously working on several clinical ladder components.

In recognition, these RNs will each receive a monetary award of \$500 in February. My sincere congratulations to all nurses who have been recognized for their patient-centered work that helped them achieve Level 3 RN status.

### **How can I reach Level 3 RN?**

The scoring reflects activities and performance in the fiscal year 2018 scoring period. If you did not meet Level 3 for FY18, I strongly encourage you to meet with your unit director and discuss available opportunities for continued forms of engagement and development.

Please do not be discouraged! Together we can improve retention by engagement and robust shared governance at the department level.

### **What's next with the clinical ladder?**

A clinical ladder committee has been formed and we will begin meeting two times per month starting in February. This committee will work to refine the program, including application and eligibility criteria. We will also focus on policy development that will better define Levels 1-4 and the criteria for same at LVHN. This group also will work on the steps that need to be taken in order to expand the program across LVHN.

Thank you for your continued engagement and participation. The clinical ladder is an important and concrete way for us to measure your professional contributions at LVHN and to thank you for them. I look forward to seeing the impact of the clinical ladder on our RN retention efforts at LVHN and encourage you to use the clinical ladder as a pathway to build your career.

Kim

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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# Meet More Service Excellence Award Recipients – PHOTOS

BY [ERIN ALDERFER](#) · JANUARY 22, 2019

LVHN's annual Service Excellence Awards were presented to colleagues across the health network on Jan. 17. This is the second LVHN Daily post featuring the stories of the recipients. Read the first post and congratulate all of the recipients.

## LVHN Guldin Award for Efficiency and Innovation in the Physician Practice



LVPG knew it had to put processes in place to ensure its nearly 25,000 patients with diabetes were receiving the best possible care and achieving the best outcomes. So, a multidisciplinary group of more than 20 colleagues met for a two-day rapid improvement event on diabetes care in the ambulatory setting. At the end of the two days, workflows were created for each step of a patient's journey. The team developed an implementation schedule, a clearly defined roll-out plan and a diabetes-specific tracking dashboard. These steps were thoughtfully and strategically created with the patient at the center of each algorithm. The entire team provides education to clinical support staff, reviews workflows, provides guidance and ongoing support, and promotes sustainability of the pathway. The pathway has been successfully implemented in 24 primary care practices to date. LVHN is now also a participant in the American Medical Group Association's Together to Goal Campaign with the goal of improving care for 1 million people with type 2 diabetes.

## LVHN Star Mentor/Coach Award



An exceptional clinician and division chief, James Ross, MD, has made meaningful contributions to LVHN in his multiple roles as a teacher for residents, fellows, medical students and colleagues. During his tenure as Chief of the Department of Medicine, he has served as a role model for other faculty and consistently been acknowledged as one of the Top 20 Teachers. He has helped learners discover the wonder of the art and science of medicine through his unique and passionate style. Ross has also served as a mentor and coach for the SELECT program. He has inspired many students to pursue careers in internal medicine. As a striking testimonial to his impact, Ross was able to entice four of our former residents to return to LVHN as faculty following the completion of their rheumatology training. These physicians not only provide phenomenal care to our patients, like their mentor, they are key contributors to medical education. Ross' legacy is apparent in the new rheumatology fellowship that launched in the department in 2017. He was an advocate for the development of this program and serves as its first program director. The fellowship is a manifestation of his priceless legacy to LVHN, the dream of a passionate and often "unsung hero" in the realm of medical education at LVHN.

## LVHN Star Mentor/Coach Award





**Melanie Bendinsky, RN**

The best way to describe why Bendinsky received this award is to quote from her nomination. “Mel is my leader at the school of nursing. She manages the school by taking control of our new curriculum and explaining to all of us in detail how everything works. Not only is she a great teacher, she is a great mentor. Since I started working here, she has guided me in a path that has me gaining so much more experience in the teaching environment. Her knowledge and expertise is grand and she makes the work environment fun. Students, colleagues and staff members look up to Mel as a great leader. Her knowledge is powerful and exciting since these students are our future nurses. I am proud to be a part of her team.”

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## Meet the Volunteer Community Service Award Recipients – PHOTOS

BY [ERIN ALDERFER](#) · JANUARY 24, 2019

As part of our Service Excellence Award celebration, we present Volunteer Community Service Awards. These awards recognize a colleague or team that represents LVHN in the local community. This individual or team demonstrates outstanding commitment in volunteer activities and has shown dedication and philanthropy to an organization, business and/or institution inside or outside LVHN. Meet the recipients of these awards below, as well as other Service Excellence Award winners announced in previous posts on LVHN Daily.

### **Volunteer Community Service Award Recipients**



Every year Emily Mari participates in the American Cancer Society's Relay for Life. She is captain for the Lifesaver team. She attends meetings throughout the year and raises money for this event. Then she spends 24 hours at Relay for Life in Bethlehem. She has done this each year for the past several years. She rallies colleagues at our Muhlenberg and Cedar Crest campuses to assist her, and is driven by her passion for cancer research.



**Michael Magruder**

Michael Magruder's genuine enthusiasm and commitment to service is infectious. When he shared why he is so dedicated to the United Way campaign, he inspired others to follow in his footsteps. When there's a blood drive, he's the first to sign up, and he encourages others to do the same. He works with the Lehigh Valley Phantoms and volunteers for LVHN booths at festivals and fairs throughout the area. He is a proud representative of our health network, and seeks to not only improve the Lehigh Valley, but also to make our colleagues more engaged citizens.



**Stacia Horvath, RN**

Stacia Horvath's dedication to Street Medicine demonstrates how passionate she is about making an

impact on those who receive the most benefit. She speaks fervently about her experiences with Street Medicine and proudly portrays PRIDE behaviors, both within and outside LVHN.



Jonathan Goldner, DO, serves the Pocono community in many capacities, including as the Associate Medical Director of Internal Medicine. He was instrumental in developing a health care coaching program in conjunction with East Stroudsburg University for interested students. Every year for the past five years, 10 to 20 students have been trained to go into the homes of patients dealing with chronic disease to provide care support. Goldner developed the curriculum, recruited lecturers and coordinated the course from start to finish. He developed a similar course with the pharmacy program at Wilkes University. Pharmacy students become part of the community care teams working with these patients and their complex medication situations. He even integrated EMTs to provide home interventions for these patients as well.

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# Week of Jan. 28: LVH–Cedar Crest ER Construction Update

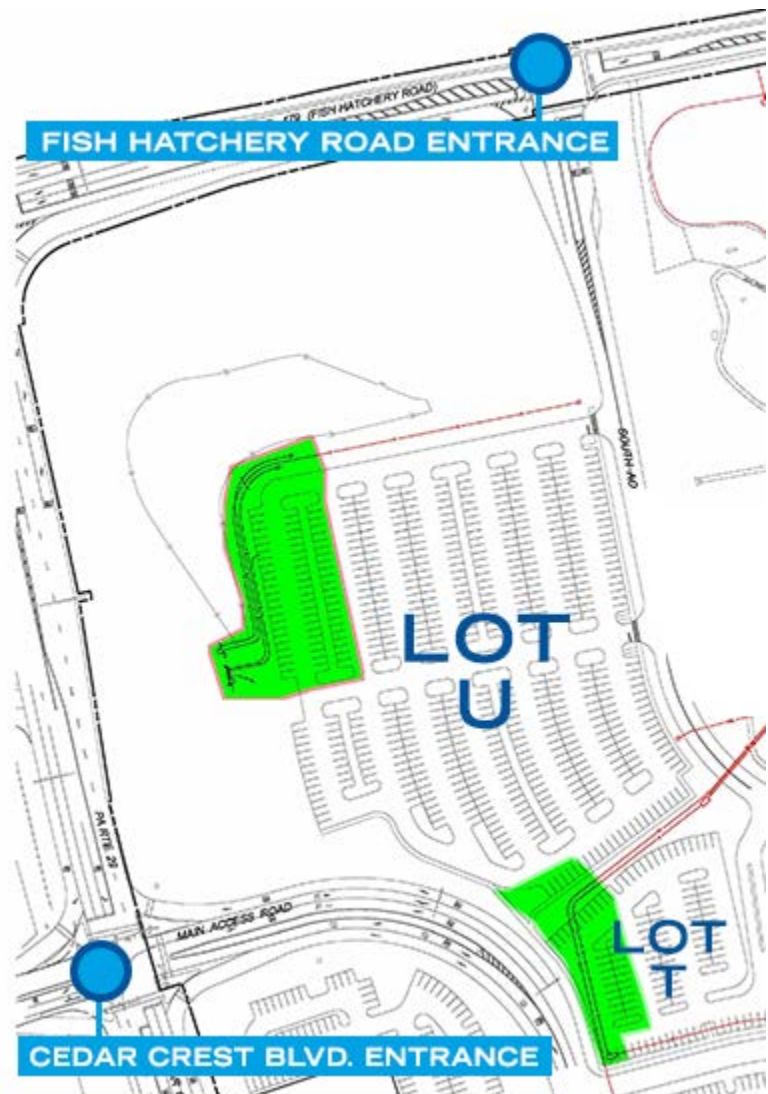
BY [RICK MARTUSCELLI](#) · JANUARY 25, 2019

The [construction of a new emergency department \(ED\) and observation unit](#) is underway on the campus of LVH–Cedar Crest. During the week of Jan. 28, there will be little to know additional impact on parking and traffic. Here is what you need to know.

## Week of Jan. 28

**Colleague parking in lot T.** Parking space that were closed in the highlighted area of the map will be reopened as crews complete work in this area. Work is taking place here to create a road that will lead from the temporary helipad being built in lot U to the current ED road.

**Colleague parking in lot U (located near the Fish Hatchery Road entrance.)** The section of the lot highlighted in the map remains closed as the temporary helipad is built. There is enough parking in this lot to accommodate the number of space that will be removed.



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# Ten ExpressCARE Locations Provide Updated Prescription Medications

BY [MARCIANN ALBERT](#) · JANUARY 21, 2019

Making health care convenient for patients and families is one of our health network goals. An updated service provided in select ExpressCARE locations will make it more convenient for patients to fill their prescriptions.

Through a collaboration with Health Spectrum Pharmacy, 10 LVPG ExpressCARE locations are now providing affordable prescription medications with an accompanying office visit. This service eliminates the need for patients to make a special trip to the pharmacy. Now patients can walk in to an ExpressCARE without an appointment, be seen by a provider and go home with everything they need to start feeling better.

The 10 ExpressCARE locations providing this service are:

- Moselem Springs
- Richland Township
- Bangor
- Palmer Township
- Nazareth
- Fogelsville
- Macungie
- Whitehall
- Bethlehem Township
- Muhlenberg

Many of these locations are far from Health Spectrum Pharmacy locations in our hospitals. As a result, this will save valuable time for many patients, including colleagues covered by the LVHN Health Plan.

When designing this updated convenience, our clinicians identified the illnesses and injuries most commonly seen in ExpressCARE. The medications available at ExpressCARE are based on the most



*(L-r) Director Mark Prezioso, Director Brandon Bossard, Clinical Manager Shelbi Taylor, Practice Manager Victoria Howard and Clinical Manager Todd Burgert*

up-to-date evidence to ensure the best care for patients. The partnership with Health Spectrum Pharmacy not only enhances our goal of providing convenient care and a great experience for our patients, it also helps keep medication costs down.

**Here are other things to know about this new ExpressCARE service:**

- Prescriptions that patients receive at other physician practices are unable to be filled at ExpressCARE locations.
- A patient must see a provider at a participating ExpressCARE location (listed above) to be prescribed and given medication based on their diagnoses.
- Patients prescribed medications that are not stocked will still get a prescription to be filled at a local pharmacy.

In addition to the updated prescription program, ExpressCARE Director Mark Prezioso, PA-C, and ExpressCARE Clinical Manager Shelbi Taylor, BSN, RN, agree that the entire ExpressCARE team is committed to providing convenient care for our patients 365 days a year. You can email them if you have questions about this new service at [Mark\\_J.Prezioso@lvhn.org](mailto:Mark_J.Prezioso@lvhn.org) or [Shelbi\\_B.Taylor@lvhn.org](mailto:Shelbi_B.Taylor@lvhn.org).

# LVHN Will Freeze Billing for Services for Government Workers Affected by the Partial Shutdown

BY [BRIAN DOWNS](#) · JANUARY 24, 2019

LVHN is taking its mission to heal, comfort and care for the community one step further during the federal government shutdown by announcing the health network will place a hold on the medical bills of any patient who is a government employee and impacted by the partial shutdown. The shutdown began at midnight, Dec. 22, 2018 due to a lapse in federal funding.

“We have notified collection agencies and customer service agencies about our decision to try to assist government employees and their families who are burdened because they are not being paid during the shutdown,” says Jeffrey Hinkle, Vice President, LVHN Patient Financial Services.



HEAL, COMFORT AND CARE

Patients affected by the shutdown will be given a 45-day delay in paying their bills once the shutdown ends. For example, if the shutdown were to end Feb. 1, patients would not be billed until mid-March. All health network services would be covered under the delayed billing for these patients.

“Those who have already had services provided can follow up with us and we will include them in the billing delay,” Hinkle says. “Those who are just coming to us for service should identify themselves as a government employee affected by the shutdown and we will make sure they are part of the program to delay billing.”

Patients who have already received care and would like to participate in having their billing delayed can contact LVHN Patient Financial Services at 484-884-1300 or 1-844-884-1300.



# Lynn's Turn: Furthering Dr. King's Legacy

BY LYNN TURNER · JANUARY 21, 2019

Today, our nation marks Martin Luther King Day, the annual event that commemorates what this year would have been the 90<sup>th</sup> birthday of one America's most accomplished and influential human rights leaders. Through collective activism and nonviolent advocacy, the Reverend Dr. Martin Luther King Jr. raised awareness of racial inequality and encouraged our nation to work toward social justice, freedom and equal opportunity for all.

With his steadfast leadership, communication of a unifying vision and relentless pursuit of legislative change, Dr. King made significant contributions to our society. Among his notable quotes is, "Life's most persistent and urgent question is, 'What are you doing for others?'"

At LVHN, we have the opportunity to answer this question every day through our compassionate and high-quality care of patients and their families, our respectful interactions with colleagues and customers, and our dedicated service to communities across our region.

As we remember Dr. King and his legacy, let us recommit ourselves to courageously addressing the challenges most important to him and advancing his vision for a diverse America where all residents can enjoy the purpose and potential this country offers.



A handwritten signature in black ink that reads "Lynn Turner".

**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.

## Martin Martino, MD, Discusses Cervical Cancer Awareness on Blue Ridge Cable TV13

BY [TED WILLIAMS](#) · JANUARY 22, 2019

“Our dream, our hope and our wish is to someday no longer have to care for women with this cancer because we’ve prevented it.”

That desire was expressed by gynecologic oncologist Martin Martino, MD, with Lehigh Valley Cancer Institute, who was featured on Blue Ridge Cable TV13 News Thursday in a report recognizing January as Cervical Health Awareness Month.

According to the Centers for Disease Control and Prevention, more than 13,000 women are diagnosed with cervical cancer each year. The human papilloma virus (HPV) is responsible for most cases. Few viruses are associated with cancer, but the HPV family includes about 40 types that can affect the genital areas of men and women, and those infections can lead to cancer.

Martino stressed the importance of women seeing their gynecologists for regular Pap tests and HPV tests, as well as maintaining healthy lifestyles.

[Watch the Blue Ridge Cable TV News report on cervical cancer prevention.](#)



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# Buy Tickets to Cirque du Soleil Crystal

BY [RICK MARTUSCELLI](#) · JANUARY 21, 2019

The LVHN Recreation Committee has secured 50 group tickets for Cirque du Soleil Crystal. The show will be held Sunday, June 30, at 1:30 p.m. at PPL Center.

Crystal is not just an ice show, it's the very first experience on ice from Cirque du Soleil. Watch world-class ice skaters and acrobats claim their new frozen playground with speed and fluidity as they challenge the laws of gravity with never-before-seen acrobatics. It's a new kind of performance as Cirque du Soleil meets the ice to defy all expectations.

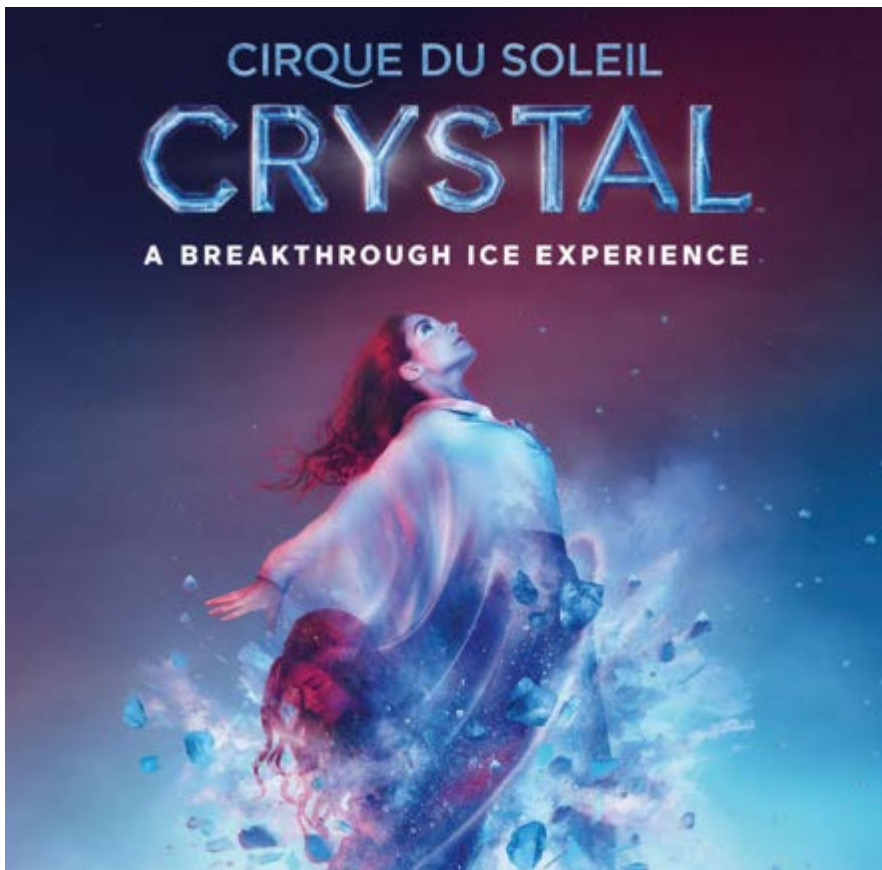
Seating options:

Section 115 – \$41/ticket for adults;  
\$35.50 for children ages 2-12

Section 114 – \$54.50/ticket for adults; \$50 for children ages 2-12

To purchase tickets, [complete and submit this form](#). Ticket purchases are non-refundable.

If your check is returned for insufficient funds, you will be responsible for any bank fees and your reservation will not be guaranteed until this amount is repaid in cash or money order.



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# Department of Education Intranet Sites Consolidated

BY [ADMIN](#) · JANUARY 21, 2019

All LVHN colleagues now have access to a single [department of education](#) intranet site. Ongoing standardization of educational resources across all LVHN campuses including onboarding programs, The Learning Curve (TLC), continuing education (CE), library services, and patient education have allowed for a centralized one stop shop for health network education.

Colleagues can visit the department of education intranet site for a variety of services including orientation schedules, educational event calendars, professional development resources, project or training requests, department contacts and much more.

Creating one department of education site is part of the work being done to consolidate all of LVHN's intranets. We currently have four intranet sites – one each for colleagues in the Lehigh Valley, Hazleton, Schuylkill and Pocono. Work is taking place to consolidate sites on our intranets so all colleagues have access to the same information.



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