

[State of the Health Network Address - Video](#)

Topics: Financial strength, growth, better colleague experience.

[Your Colleague Survey Answers Led to This](#)

Feedback made LVHN a better place to work and grow.

[Know An Awesome Doc? - Video](#)

On National Doctors' Day, tell the world about him or her.

[LVH-Cedar Crest Town Hall Meeting](#)

Attend April 2 at 7:30 a.m. and 7:30 p.m.

[MICU/SICU Receives Beacon Award](#)

The team provides the highest standards of care.

['Human Trafficking' Premiers March 29](#)

PBS39 series is co-produced by LVHN.

[Achieve Financial Wellness](#)

Register for a VALIC seminar.

[Visit New York City May 29](#)

Get trip details and book your spot.

Create Glass Sculpture for Children's Hospital

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Pocono Raceway Volunteers Needed

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LVHN news

Safe, Effective Antibiotic Use

Three Things to Know About Vaping

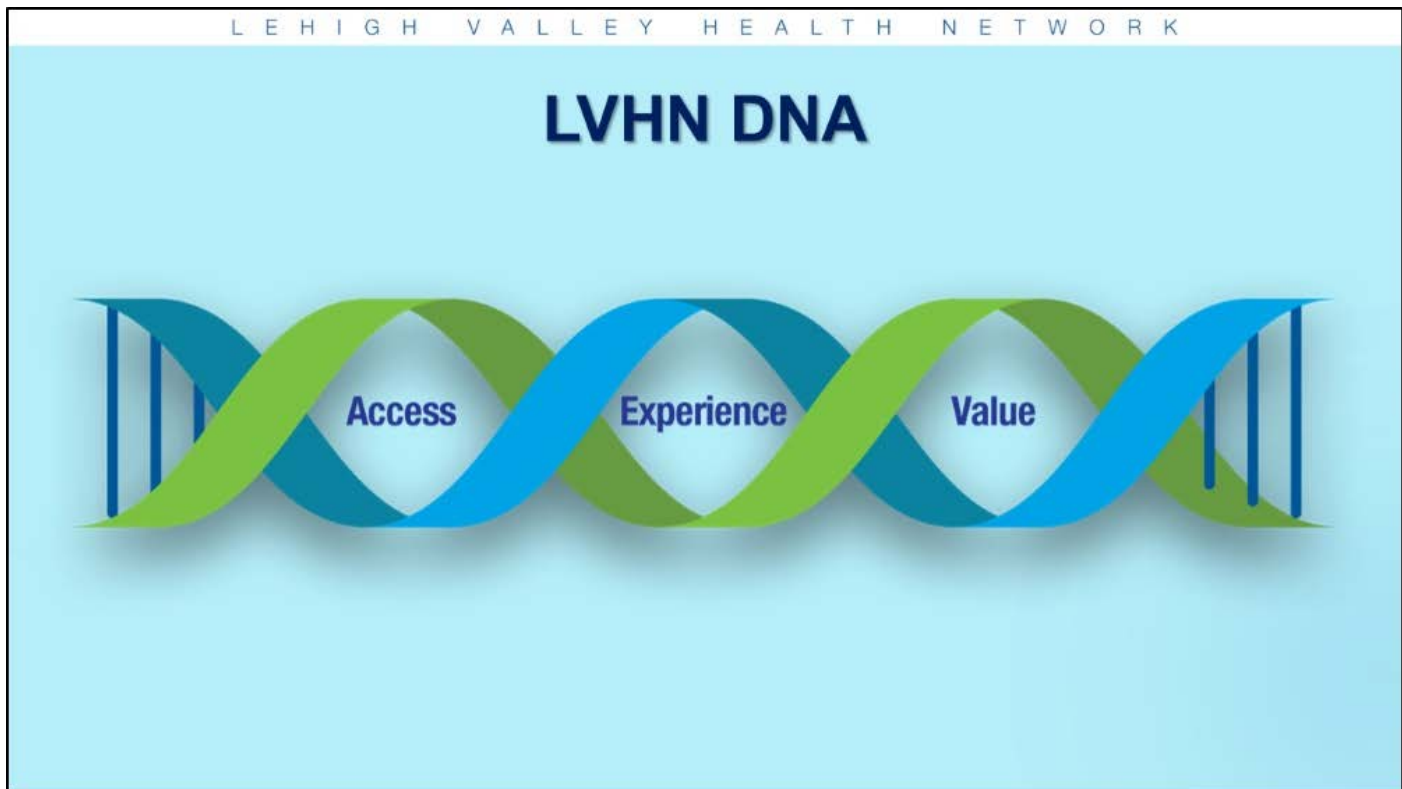
Expressly for You

Strong Financial Performance, LVHN Growth, Better Colleague Experience Discussed at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap – VIDEO

BY [RICK MARTUSCELLI](#) · MARCH 27, 2019

“The state of Lehigh Valley Health Network is strong.” That is the message LVHN President and Chief Executive Officer Brian Nester, DO, MBA, FACOEP, shared during the State of the Health Network address. Our strength is resulting in the growth of our health network and a better colleague experience for you. Below, you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

Moving Forward Together



Our emphasis on the LVHN DNA makes our health network strong. All 18,000 colleagues are focused on our three positions of strength: giving patients convenient access to our services, providing a top-notch experience and delivering value (high-quality care at the lowest possible cost). Evidence that our focus on the LVHN DNA is working is our financial performance.

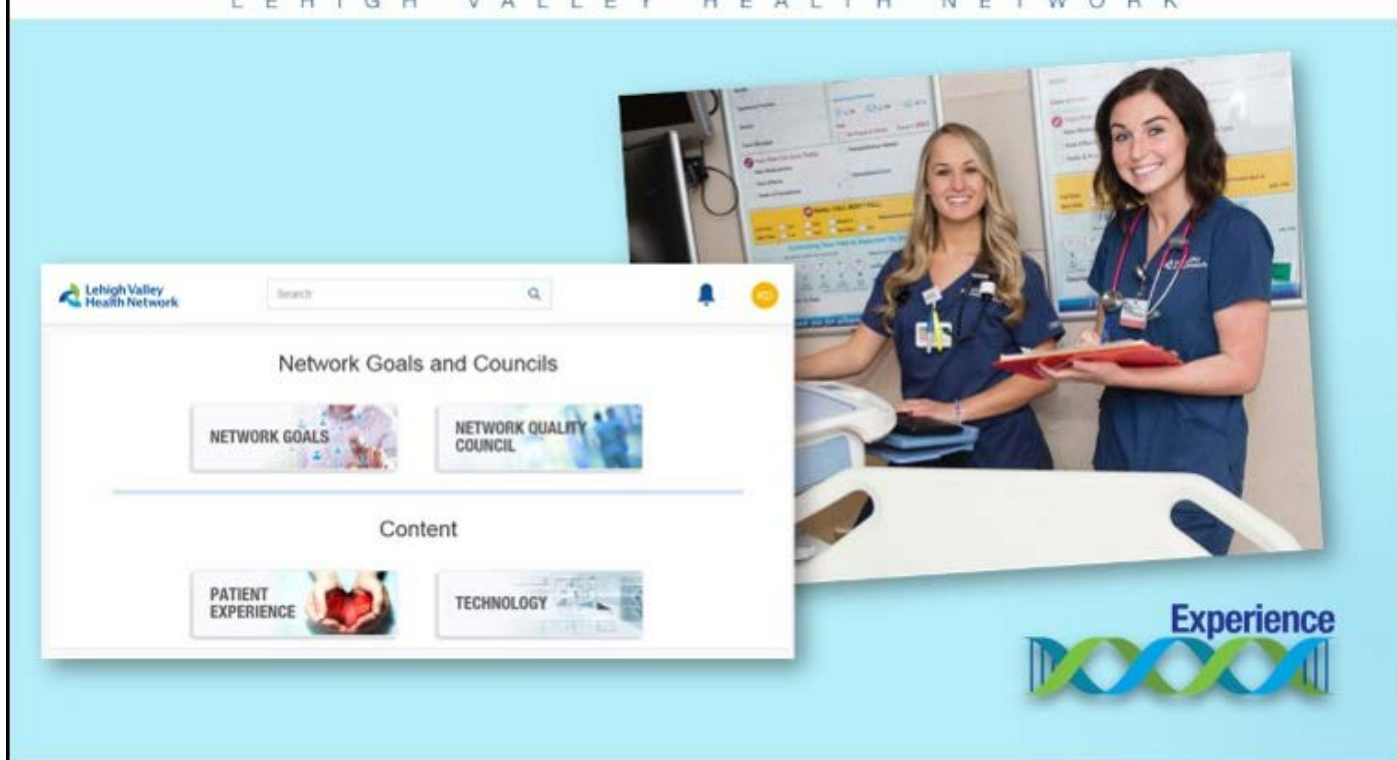
Financial Strength

	Feb. 28, 2019	Budget
Operating income	\$76.8 million	\$53.4 million
Operating margin	3.9%	2.7%

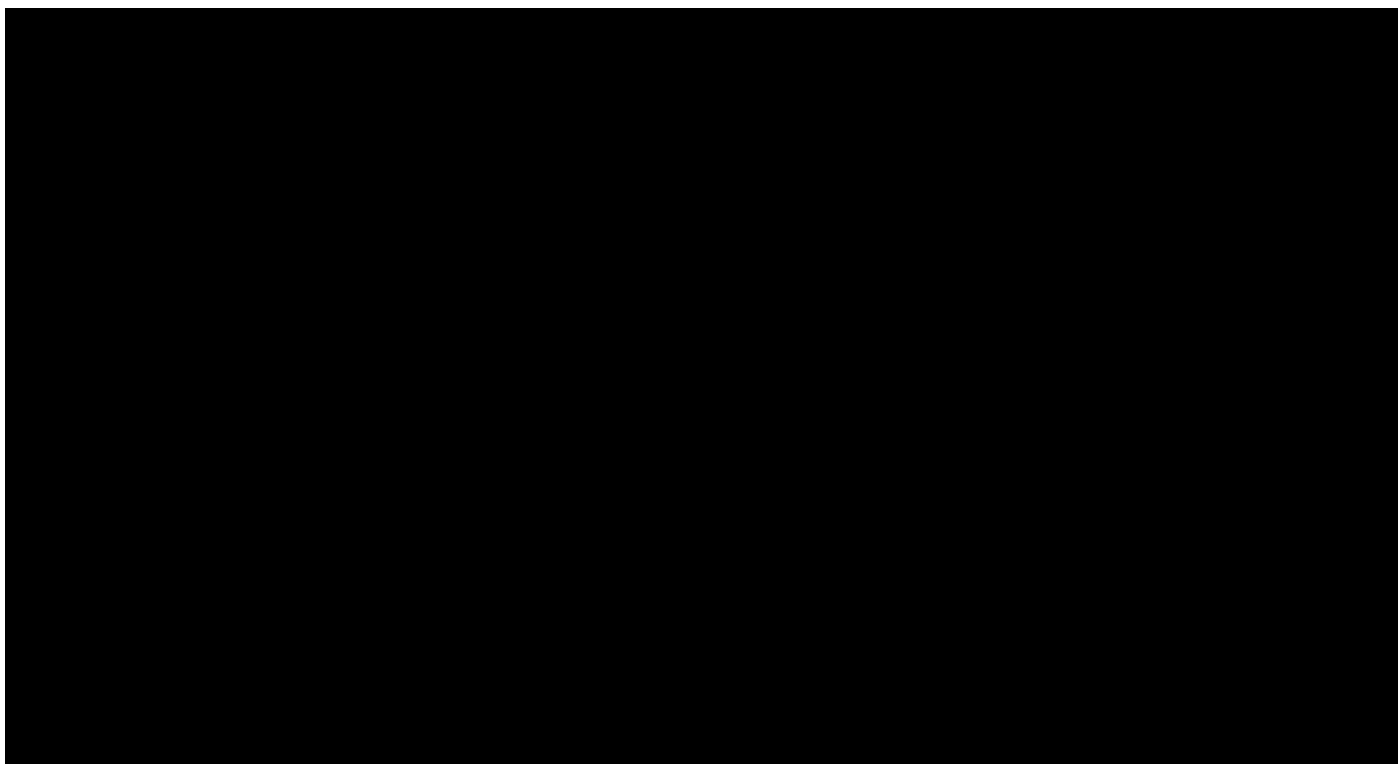
Year to date



As of Feb. 28, 2019, after all the bills were paid, we achieved \$76.8 million of operating income, which is \$23.4 million more than budget. That equates to a 3.9-percent operating margin, which also is more than the 2.7 percent we budgeted. In this video, Dr. Nester explains why it's important to have a solid operating margin.



To help us give patients and families the best possible experience – and in support of our culture of transparency – LVHN introduced our new [Analytics Portal](#) to colleagues network-wide. The portal allows you to track progress on our goals and your SSP bonus, and gives you access to important data. One area where we have an opportunity for improvement is enhancing the inpatient experience. To give our patients the experience they expect and deserve, and raise HCAHPS scores, nurses on our inpatient units are focusing on doing three things: bedside shift report, hourly rounding and nurse leader rounding. In this video, Dr. Nester explains what happens when we always do these three things.



Investments in our Community

Our financial strength is allowing us to invest in the health of our community and grow to give more people convenient access to the care they need close to home. Examples of our growth include:

- [New health campus in Lower Nazareth Township](#)
- LVH–Pocono West, a new “neighborhood hospital” we will build in Tannersville at the intersection of Interstate 80 and route 715
- Expansion of [emergency departments at LVH–Cedar Crest](#) and [LVH–Hazleton](#)
- LVH–Schuylkill’s new [Family Birth and Newborn Center](#)
- A [new pediatric inpatient unit](#) and [dedicated lobby](#) at Lehigh Valley Reilly Children’s Hospital
- Pennsylvania’s first [Mobile Stroke Unit](#)
- [LVHN–Hausman Road](#), bringing multiple musculoskeletal services under one roof

Creating a Better Colleague Experience



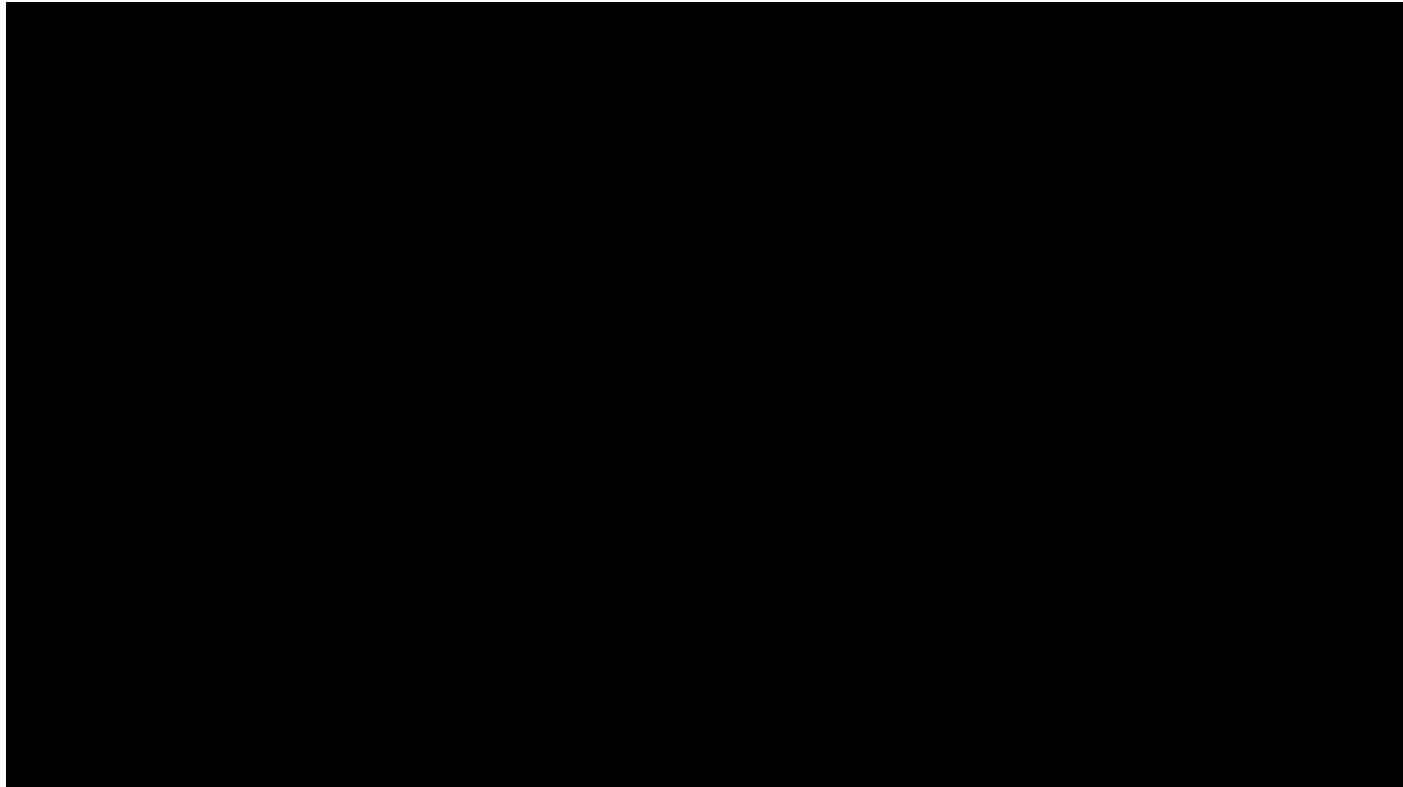
Over the past year, we used the feedback you provided in the 2018 Colleague Engagement Survey to create an even better colleague experience for you. We added benefits, revised policies and took steps to:

- Make LVHN an even better place to work and grow
- Inspire you to perform at your best
- Make you feel comfortable referring family and friends to LVHN

[See how LVHN listened to your Colleague Engagement Survey answers and took action to give you a](#)

[better colleague experience.](#)

In this video, Dr. Nester discusses recent achievements that prove we are among the nation's elite health networks.



Take the 2019 Colleague Survey April 15-28

Now it's time to list to you again. When the 2019 Colleague Engagement Survey opens, each colleague will receive an email at work with a link to take the survey. Please take it and encourage others to do the same. The more open and honest feedback we receive, the more information we have to create an even better colleague experience for you. The survey is conducted by an independent organization, and no one at LVHN has access to individual responses.

Even though [LVHN was already named a Top Workplace](#), we can always improve. When the Colleague Engagement Survey closes, your feedback will be used to create network-wide and department-specific action plans to make LVHN an even better place to work and grow.

We are #LVHNProud

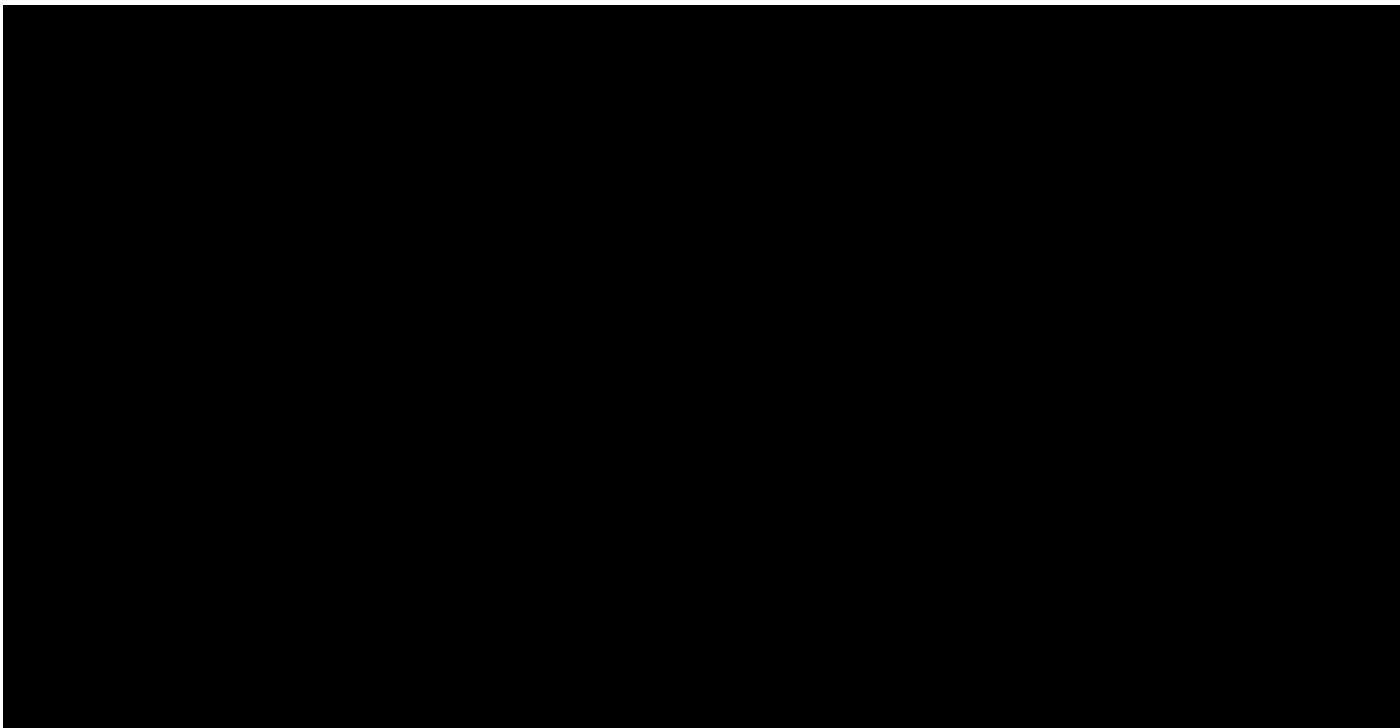


Thank You



The last 12 months at LVHN have been absolutely amazing. A little more than a year ago, we were facing serious financial challenges. Undaunted, we worked together as a team and turned things around. Now we're focused on the LVHN DNA. Our momentum is building. We're financially strong. We're growing. We're investing in the health of our community, and we're working to give you an even better colleague experience. You, our colleagues, make it happen. Thank you for making LVHN strong and for making our community a healthier place to live.

Watch the entire presentation below.



Your Colleague Survey Answers Led to This

BY [RICK MARTUSCELLI](#) · MARCH 27, 2019

In April 2018, LVHN conducted a Colleague Engagement Survey. We asked for your open and honest feedback about your work experience at LVHN. We also asked for your ideas about how we can make LVHN even better.

More than 11,500 colleagues (68% of our workforce) participated in the survey. We listened to what you had to say and took action. Over the past year, we used your feedback to introduce new benefits and policies, and took steps to make LVHN an even better place to work and grow. Here's a list of the investments we made in you over the last 12 months.



LVHN is a great place to work.

- A better colleague experience is now an LVHN network goal.
- New [Colleague Relief Fund](#) helps you overcome tragedy.
- [Revised Bereavement Policy](#) provides support as you mourn.
- [Emergency PTO](#) gives you time for life's unforeseen circumstances.
- [Updated dress code](#) recognizes our multigenerational workforce.
- You can be #LVHNProud now that [social media is open](#).
- New benefit helps [cover adoption costs](#).
- Fair treatment process now allows you to choose a colleague to sit on the reviewing committee.
- More than 2,000 skilled colleagues hired since April from 80,000 applications.
- Thirty percent of new hires added diversity to our workforce.
- New Colleague Concierge helps you advance your career and find new roles within LVHN.
- Nonclinical Summer Internship Program gives colleagues' college students experience.
- New benefits help you [save for college](#).
- [You are paid competitively](#); more than \$40 million in pay increases and bonuses awarded annually.
- Workplace Violence Prevention Program launched to keep you safe.

- Gender transition benefits now included in LVHN Health Plan.
- New program provides coaching and financial support for colleagues with chronic conditions.
- New health and wellness programs being planned based on input from 5,000 colleagues.

LVHN inspires me to perform at my best.

- Your voice is heard; 900+ departments submitted a Colleague Engagement Survey action plan.
- The [Bright Idea Generator](#) collects your innovative ideas.
- [Colleague Ambassador Program](#) helps us move LVHN forward together.
- You generously [support our Street Medicine Program](#).
- Outstanding colleagues are recognized with [Service Star](#), [Service Excellence](#) and [Engagement awards](#).
- Your contributions are recognized on [PRIDEpoints](#); 25,000+ eCards were sent since April.
- You [grow professionally](#) with management leadership, eMentoring and career development programs.
- [Leadership Academy Programs](#) enhance leaders' effectiveness.
- New mentoring programs help you grow professionally.
- Young Professionals Program provides career development and opportunity.

I feel comfortable referring family and friends to LVHN.

- LVH–Cedar Crest appears on [Becker's Healthcare "100 Great Hospitals in America" list](#).
- LVHN is third on [HealthCare's Most Wired Hospitals](#) list.
- Four LVHN hospitals receive 'A' [safety grades from Leapfrog](#).
- LVH ranks fifth in Pennsylvania on [U.S. News Best Hospitals list](#).
- We put Pennsylvania's first [Mobile Stroke Unit](#) on the road.
- LVH–Cedar Crest's [Comprehensive Stroke Center](#) is recertified for the fourth time.
- [Mobile Mammography Coach](#) makes cancer prevention convenient.
- [Nurse Residency Program](#) is Pennsylvania's first with ANCC accreditation.
- [Lehigh Valley Reilly Children's Hospital](#) is the region's only children's hospital.
- LVHN is ranked nationally by Vizient in overall quality (16th) and patient safety (7th).

Take the 2019 Colleague Engagement Survey April 15-28

Now it's time to listen to you again. The 2019 Colleague Engagement Survey will take place April 15-28. [Print this flyer](#), post it in your department, take the survey and encourage other colleagues to do the same. The more colleague who participate, the more feedback we have to make LVHN an even better place to work and grow.

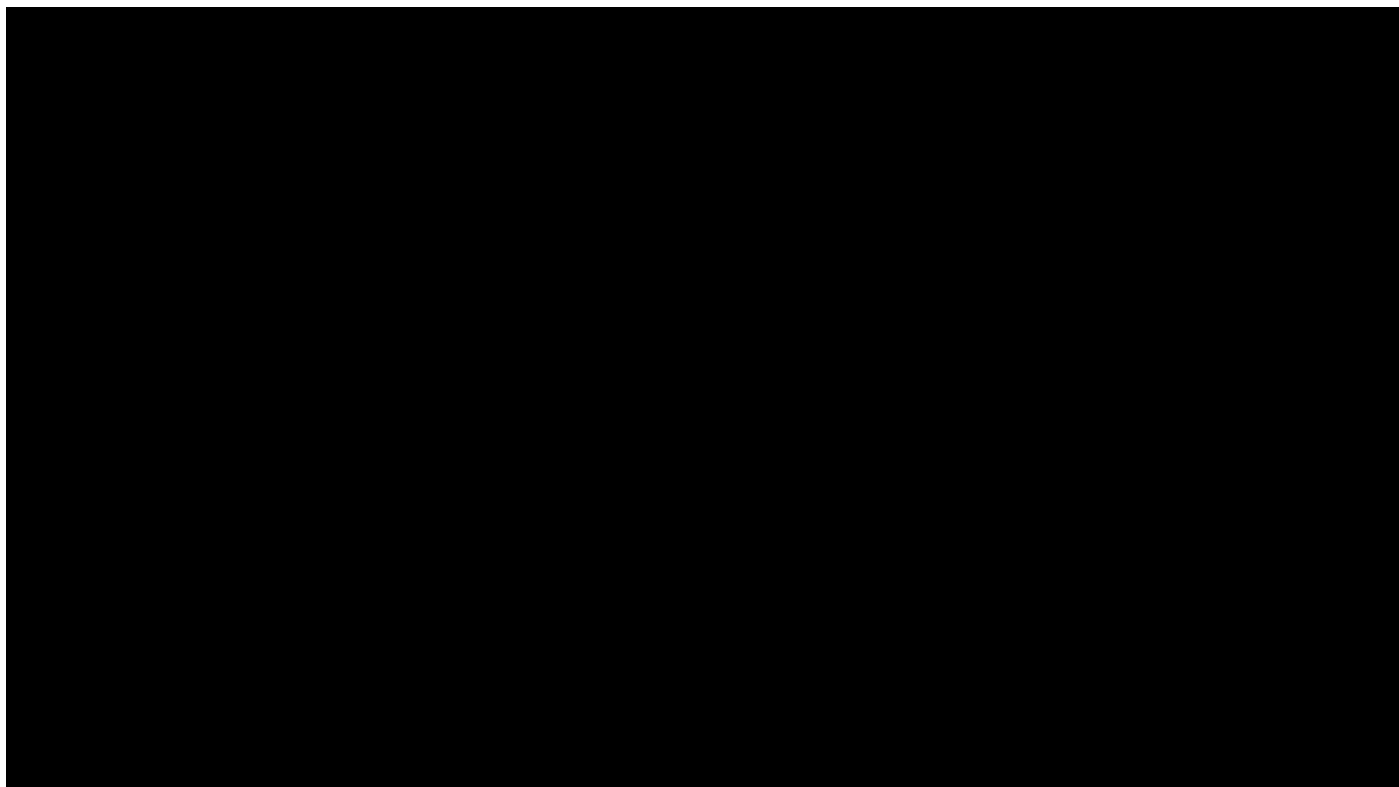
Know an Awesome Doc? Tell the World About Him or Her – Video

BY [RICK MARTUSCELLI](#) · MARCH 28, 2019

LVHN physicians are special people. They work hard every day to provide superior care with the utmost compassion. Now is the perfect time to thank them for all they do for the people of our community.

Saturday, March 30, is National Doctors' Day. Beginning on that day, you'll see special messages from LVHN thanking our physician colleagues for their exceptional care. Here's what you'll see.

Facebook video



Billboard



The doctor is in ~~in~~ AWESOME!

Happy Doctors' Day

#LVHNProud

Here's how you can thank our doctors...

On Facebook

- **Share the video.** Use #LVHNProud and tag our LVHN doctors.
- **Post a comment about our doctors.** Share what you think makes our physicians outstanding.

On LVHN Daily

- **Comment on this post.** Share your thoughts or a story about why are doctors are the best.

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LVH-Cedar Crest Town Hall Meeting Set for April 2

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

We're holding Town Hall meetings on each of our hospital campuses as a way to keep colleagues informed about what's happening in our health network. Town Halls are being hosted by the leaders from each hospital campus. When you attend a Town Hall meeting, you'll hear LVHN news and get information specific to your campus. You'll also have an opportunity to ask your questions.

Here are details about the Town Hall meetings scheduled for LVH-Cedar Crest.

LVH-Cedar Crest Town Hall With:

- Bill Kent, Lehigh Valley Hospital President
- Scott Croonquist, Vice President of Patient Care Services
- David Burmeister, DO, Lehigh Valley Hospital Interim Chief Medical Officer

April 2, LVH-Cedar Crest auditorium

- 7:30 a.m.
- 7:30 p.m.

[Print this flyer](#), post it in your department and encourage colleagues to attend.

1 [Share](#)

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A graphic with a light teal background. At the top, the text "LVH-CEDAR CREST" is written in a small, teal, sans-serif font. Below this, the words "Town", "Hall", and "Meeting" are stacked vertically in a large, bold, teal, sans-serif font.

MICU/SICU and Perioperative Nursing Teams Win Prestigious Awards

BY [PAULA RASICH](#) · MARCH 28, 2019



MICU/SICU team at LVH-Cedar Crest

The Medical-Surgical Intensive Care Unit (MICU/SICU) nursing staff at LVH–Cedar Crest recently received the silver-level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN). The award honors top critical care units that distinguish themselves by attaining the highest standards in every facet of patient care.

MICU/SICU is the first critical care unit at LVHN and the only unit in the region to have achieved this status. It is a significant accomplishment and a great honor to achieve this level of excellence.

The award, established in 2003, is given to hospitals nationwide that align their practices with the AACN's six Healthy Work Environment Standards:

- Skilled communication
- True collaboration

- Effective decision making
- Appropriate staffing
- Meaningful recognition
- Authentic leadership

Recipients who obtain this designation have met national criteria consistent with Magnet Recognition, the Malcom Baldrige National Quality Award and the National Quality Healthcare Award.

The Beacon designation is awarded every three years in three levels – gold, silver and bronze. After completing an application that involves 38 questions in five categories, critical care units are assigned an overall numeric score. MICU/SICU earned its silver award by achieving distinction in the following areas:

- Leadership structures and systems
- Appropriate staffing and staff engagement
- Effective communication, knowledge management, learning and development and best practices
- Evidence-based practice and processes
- Outcome measurement

For patients and families, the Beacon Award shows we value exceptional care through improved outcomes and greater overall satisfaction. For nurses, a Beacon Award means a positive and supportive work atmosphere evidenced by greater teamwork, higher morale and lower turnover.

This year's Beacon winners will be honored at AACN's National Teaching Institute & Critical Care Exposition in May in Orlando, Florida.

LVH–Cedar Crest is also being recognized for its commitment to perioperative excellence and outstanding patient care. The perioperative nursing staff earned the “CNOR Strong” designation from the Competency and Credentialing Institute (CCI). The designation is given to hospitals that:

- Have at least 50 percent of its nurses in the operating room CNOR-certified
- Celebrate and reward stellar nurses who achieve this certification

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Human Trafficking Problem Exposed in Documetary

BY [RICK MARTUSCELLI](#) · MARCH 28, 2019

The PBS39 *Close to Home* series brings hope to people who are suffering. In the latest installment, the series tackles the tragic issue of human trafficking. *Close to Home: Human Trafficking* exposes this serious problem in our region while giving voice to recovering survivors. The documentary explores themes of journey, fear, faith, hope and help.

Tune in to PBS39 on Friday, March 29, at 6 p.m. for the *Close to Home: Human Trafficking* television premier.

LVHN is a proud partner and co-producer of the *Close to Home* series.

Viewer discretion is advised.



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Why Wait to Achieve Financial Wellness

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

Achieving financial wellness is not as hard you think. So how do you do this? Simply visit lvhn.valic.com and explore the Education Center to read articles and check out powerful online tools, such as the net worth or the retirement planning calculators. You may also want to try an interactive learning experience at FutureFIT® University. And don't forget about the CollegeAmerica 529 Plan we offer to help you save for college. Why wait to achieve financial wellness? Schedule a personal counseling session with one of our dedicated VALIC financial advisors by calling 610-402-8801.

Attend our Monthly Workshop: Financial Wellness

If you need help getting started on your path to financial wellness, be sure to attend this month's educational workshop: Financial Wellness – Managing your financial life today for a brighter tomorrow. During this workshop you will learn:

- The benefits of focusing on your financial wellness
- Determining fixed and variable expenses
- Creating a budget and cash management
- How “paying yourself first” is a powerful strategy for achieving financial success

Register today at my.valic.com/seminars and use the following code for your preferred time and location.

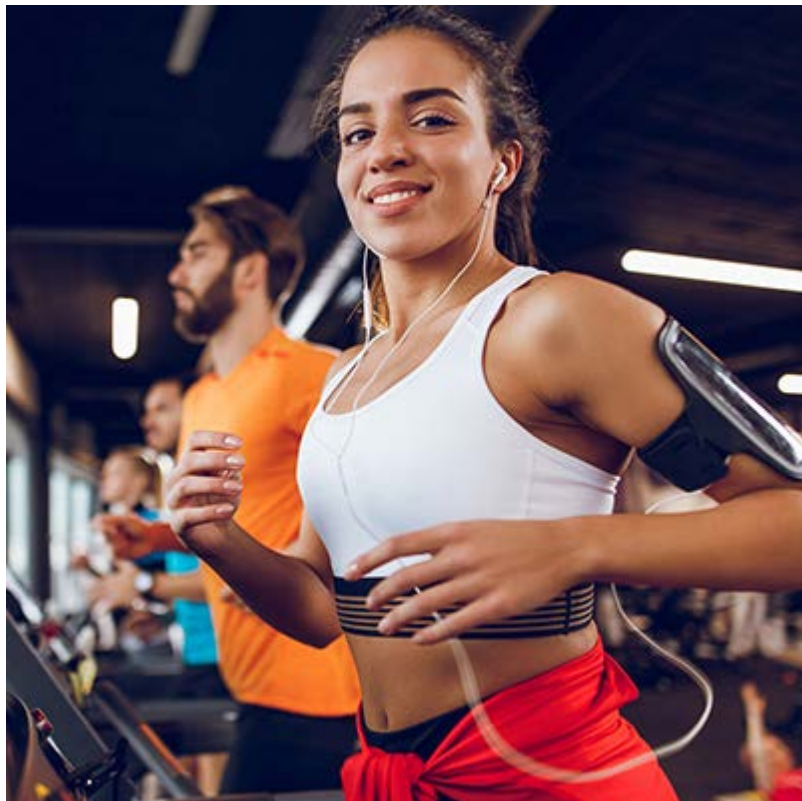
April 4, 12-1 p.m.

LVH-Cedar Crest ECC room 9

Code: LVHALL11CK

April 9, 12-1 p.m.

LVH-17th Street auditorium



Code: LVHALL11CS

April 11, 12-1 p.m.

LVHN-Mack Boulevard room 6B

Code: LVHALL11CT

April 17, 12-1 p.m.

LVH-Muhlenberg ECC room D

Code: LVHBET11AW

April 24, 1:30-2:30 p.m.

LVH-Schuylkill E. Norwegian Street Wall Auditorium

Code: LVHPOT11AA

April 25, 12-1 p.m.

LVHN-One City Center room 8 east 2

Code: LVHALL11CY

If you have any questions, please contact our dedicated VALIC financial advisors by calling 610-402-8801.

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Visit New York City May 29

BY [RICK MARTUSCELLI](#) · MARCH 26, 2019

The LVHN Recreation Committee is running a trip to New York City. Get the details and reserve your spot on the bus trip today.

Date: May 29, 2019

Cost: \$150/person

8 a.m. departure from LVHN-Mack Boulevard

6 p.m. departure from New York City

The package includes:

- Dinner at Puglia's
- Admission to the 9/11 Memorial Museum
- Admission to the One World Observatory
- Taxes and meal gratuities
- Motorcoach transportation



For more information or to book your spot on the bus, [visit the LVHN Recreation Department intranet site](#).

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