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# Creative Kids Needed to Design LVHN Greeting Cards

BY [RICK MARTUSCELLI](#) · MAY 29, 2019

Do you have a child or relative who is super creative and artistic? If so, we need their help. It's part of a fun contest LVHN is hosting called "Greetings for Good."

We're looking for kids to submit original artwork that will appear on the cover of greeting cards that will be sold in our hospital gift shops. Proceeds from the sale of the cards will benefit the [Colleague Relief Fund](#), which provides financial support to help colleagues who have experienced an unexpected hardship or tragedy such as a house fire.

Involve the whole family

Ask your children, grandchildren, nieces and nephews to submit art. Here are details about how children can participate:

- Create an original piece of artwork that will appear on the front of the greeting card. The art should complement a traditional greeting card message such as Happy Birthday, Congratulation, Thank You, Thinking of You, etc.
- The child should write his or her name on the bottom corner of the drawing.
- Submit the artwork via:

Interoffice mail:

HR-Mack 6<sup>th</sup> Floor, Attn: CRC

U.S. Mail

LVHN, c/o Greeting for Good, 2100 Mack Boulevard, 6<sup>th</sup> Floor, Allentown, PA, 18103

- Submissions will be accepted June 1-30.
- Children must be aged 4-11 at the time of entry.



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Twelve winners will be chosen in August. Their art will appear on the cover of greeting cards that will be sold in our gift shops in boxes that includes six different cards. Two different box styles will be available. All participants will be acknowledged, even if they are not selected as a winner.

If you have questions, contact [Andrea.Kneedler@lvhn.org](mailto:Andrea.Kneedler@lvhn.org) at 484-884-0156.

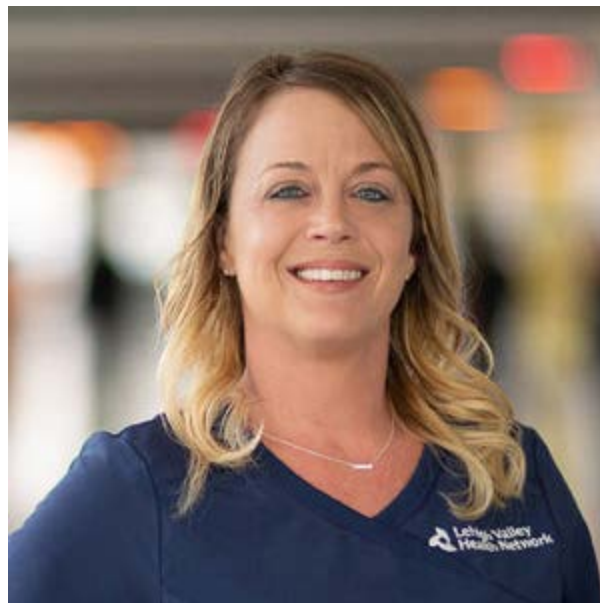
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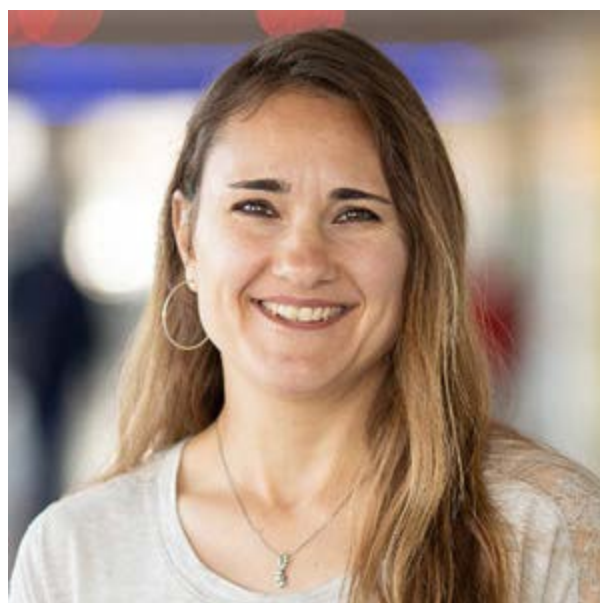
# Nursing Caring Award Recipients Among This Week's Friends of Nursing Honorees

BY [LORI GRISCHOTT](#) · MAY 30, 2019

**Jennifer Rabenold** assuredly displays **Exemplary Performance Associated with the Nurse Residency Program**. In her personal exemplar, she says few experiences provide as much professional satisfaction as observing a novice nurse develop into a competent professional. As the quality expert on 6B and 6C, Rebenold is the ideal mentor and evidenced-based practice project facilitator for our nurse residents. Since 2015, she facilitated 11 evidence-based practice projects, five of which have been distinguished as oral presentations at nurse residency graduation. In 2018, her nurse residency cohort was selected to present their fall agreement evidence-based practice project, which created patient awareness of their personal fall risk, at the national Nurse Residency Vizient-AACN conference. Several of the nurse residency projects Jennifer facilitated have impacted or changed practice network-wide.



This year, we awarded two **Fleming Nursing Caring Awards**. These awards were donated by **The Fleming Trust established by Richard and Peggy Fleming**. The Flemings would have adored **Andrea Storm**, our first **Fleming Nursing Caring Award** recipient. In the nomination letter, Storm's colleague writes, "We all become nurses for different reasons. Andrea is a nurse because it is the essence of her being. It is the perfect career for her to demonstrate on the outside who she is on the inside. She is raising the bar for quality care, leading not by words, but by example. I think those of us on weekend nights can say we breathe a little easier when we know she's on. She knows exactly what to do and when to do it." During her interview, Storm shared that it blows her away that people see something extra in her. She credits the nurses who came before her for their guidance and example on providing compassionate care.





Our second **Fleming Nursing Caring Award** recipient is **Paulette Helman**. Ellen Furlong-Julia, MD, and her sisters were impressed by Helman from the moment their mother was placed in her care. Helman always shared what she was doing and what was going to happen, discussed options and respected her patient's choices. Once, after Furlong-Julia had left, Helman called and asked her to come back because she had noticed a change only someone who really knew her mother would notice. Although Helman's shift had ended, she remained at the bedside until Furlong-Julia returned. Furlong-Julia's letter reads, "It's never easy to lose a loved one. It's never easy to see them failing. But seeing them treated with such compassionate care does help. Paulette helped make our mother's death peaceful, exactly how our mother would have wanted it. She is the most professional, capable and compassionate nurse I have ever met in my 35 years of practice."



Robert Fulghum, author of "All I Really Need to Know I Learned in Kindergarten," wrote, "And it is still true, no matter how old you are, when you go out into the world, it is best to hold hands and stick together." Colleagues from the **Department of Infection Control and Prevention**, recipients of the **Fleming Award to Recognize a Department Which Demonstrates a Commitment to Structural Empowerment**, do just that in their quest for quality and safety. The group embodies the Magnet model component of structural empowerment. They are committed to professional development. Seventy-five percent of their staff achieved specialty certification. To assure the highest level of infection control and prevention practices are utilized at LVHN, they attend and present at conferences, and are active members of their professional organization. The department has representation on 40 committees, serving as teachers, facilitators and role models who help lead decisions that guide nursing practice and ensure regulatory compliance. Their highly regarded annual Fleming Infection and Prevention Infectious Disease Symposium has become so well attended that it was moved to an off-site location. Additionally, they are deeply committed to our community as evidenced by their efforts to promote hand hygiene in schools through their "Glitter Bug" program. For 21 years, their annual drive-thru flu shot clinic has vaccinated thousands of community members over a two-day period, collecting tons of food for local food banks in the



process. It's no surprise this group, with their "collaborative, never-say-no attitude," is most deservedly lauded in the health network and beyond. This award is donated by the Fleming Trust established by Richard and Peggy Fleming.

Caregivers in the Geriatric Workforce Enhancement Program provide care coordination and education to the high-risk geriatric population. The team, which consists of a nurse care manager, community health care worker and pharmacist, conducts home visits to chronically ill patients and their caregivers. **Matthew Fair**, recipient of the **Award for Excellence as a Pharmacist**, is a pharmacist on the team. Patients who receive services meet with Fair in their homes. That's right. He's a pharmacist who makes house calls. Fair reviews medications and educates patients about their medications, resulting in decreased hospitalizations, falls and polypharmacy in our most fragile patients. Fair recently presented a poster at a national professional conference on how the inclusion of pharmacists into the team has reduced emergency department visits and hospital admissions in area seniors. This award is donated by Mr. Robert and Mrs. Bonnie Hammel.



Sometimes compassion is not only feeling the pain of others; it's about bringing them in toward yourself. That is exactly what **Sloane Radcliffe** does every day at the Children's Cancer and Multipurpose Infusion Center. She is the recipient of the **Award for Excellence in the Promotion of Patient Care**. There are countless narratives in Radcliffe's nomination that express the gratitude of patients and families touched by her care. From obtaining resources to advocating for care needs, or just arranging a fun trip for a patient as a much-needed respite, Radcliffe always goes above and beyond. However, she says it's her patients who teach her the most. Lessons such as, "Remember to be gracious and kind; everyone has their own struggles."

Or, "Be silly, laugh and giggle. Ask for the moon and stars because with faith in each other all things are possible." This award is donated by Mr. Robert and Mrs. Bonnie Hammel.



**Susan Berg**, recipient of the **Medical-Surgical Nursing Award**, is a humble nurse with a soft, kind spirit. But don't let that fool you. She is a formidable clinical force on the medical oncology unit, 7C. She is the perfect

trifecta of nursing leadership, patient advocacy and clinical excellence. Berg jokes that she has a “geeky fascination” with the evolving oncology landscape and the creation of care algorithms to guide the diagnosis and treatment of patients with cancer. Recognizing a need for an innovative, new standard of care for young adult patients diagnosed with leukemia, Berg partnered with colleagues to create an algorithm focused on their unique psychosocial and physical care needs.

Capitalizing on technology’s appeal to this population, nurses obtained grant funding to secure Fit Bits, preventing physical deconditioning and fatigue, and facilitating patient engagement with staff and peers. The group’s work was presented at the Oncology Nurses Society’s 44<sup>th</sup> Annual Congress, making an impact at home and across the nation. This award is donated and presented by Frances R. Worman, RN.



# Spotlight on Evidence: “It’s 3 a.m., “Excuse Me Sir, Is This You?”

BY [LORI GRISCHOTT](#) · MAY 28, 2019

## Project:

“It’s 3 a.m., “Excuse Me Sir, Is This You?”

## Authors:

Cinthia Batista, BSN, RN; Ismaela Cholula Lopez, BSN, RN; Jenna Marburger, BSN, RN; Amber Trexler, BSN, RN

## Background:

- Hospital-wide increase in laboratory specimens labeled with another patients label

## Project Purpose (PICO Question):

Would patient self-verification of lab label, compared to current practice, increase registered nurses and technical partners’ recognition of patient misidentification prior to phlebotomy?

## Evidence Highlights:

- Encourage patients to be active participants in identification by verifying identification information to confirm that it is correct. (World Health Organization, 2007)
- Misidentifying the patient can lead to harm or unnecessary treatments. (Lippi, G., Chiozza, L., Mattiuzzi, C., Phebani, M., 2017)

## Implementation:

- Patient Inclusion/Exclusion criteria developed
  - Inclusion criteria:
    - Alert and oriented patient
    - Able to see the label or have a visual aid that would allow them to view it



(L-r) Cinthia Batista, BSN, RN; Amber Trexler, BSN, RN; Ismaela Cholula Lopez, BSN, RN; Jenna Marburger, BSN, RN



- Hearing intact
- Exclusion criteria:
  - Disorientation
  - Blindness or vision impairment without aids
  - Sedation
  - Deaf
- May 24-31, 2017: Registered nurses (RNs) and technical partners (TPs) on 6B, 6C and 6K voluntarily participated in pre-survey: “In the last two weeks, how many times did you identify that you had taken the wrong lab label into a patient’s room?”
- May 29-June 1, 2017: All RNs and TPs were educated on new patient self-identification process at safety huddles and via email notification.
- Process instructions posted throughout units as visual reminder for staff to include patients in self-identification of lab labels.
- June 1-15, 2017: Implementation of new process
- June 15-21, 2017: RNs and TPs voluntarily participated in post-survey: “In the last two weeks, how many times did you identify that you had taken the wrong lab label into a patient’s room?”

## Results:

During the two-week pilot on 6B, 6C and 6K, patient self-verification of lab label identified a potential for a lab error two times.

## Actions:

- July 2018: EBP project presented to members of the Mislabeled Lab Specimen Committee, who recommended including the new process for patient self-verification of lab labels hospital-wide.
- The “Phlebotomy–Venipuncture” policy was updated to incorporate the steps for patient self-verification.
- Staff education was completed in December 2018.
- New process implemented Jan. 8, 2019.

# Have You Designated Your Beneficiary?

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

What you do now helps determine who will receive the benefits from your Lehigh Valley Health Network retirement plan in the future. Take the time to designate the person or entity to receive your retirement benefits. Be sure to review and update this information when there is a major change in your life, like a marriage, new child, divorce or death. Keeping this information current will help ensure your family's overall financial wellness. If you have questions, please contact our dedicated financial advisors by calling 610-402-8801.



**Designate or update your beneficiary during the month of June and have your name entered for a chance to win tickets to attend a Lehigh Valley Iron Pigs baseball game.**

## **Attend our Monthly Workshop: Retirement Pathfinder**

Want to view retirement planning in a new light? Retirement Pathfinder from VALIC is an interactive retirement income planning tool that can help you see your retirement plan like you've never seen it before. Attend an upcoming seminar to find out how to work with your advisor to:

- Model your retirement plan
- Optimize savings strategies
- Explore different scenarios

Register today at [my.valic.com/seminars](https://my.valic.com/seminars) and use the following code for your preferred time and location:

June 6, LVH-Cedar Crest ECC room 9, 12-1 p.m.

Code: LVHALL11CL

June 11, LVHN-Mack Boulevard conference room 6B, 12-1 p.m.

Code: LVHALL11CW

June 12, LVH-Schuylkill E. Norwegian Street Wall Auditorium, 11:30 a.m.-12:30 p.m.

Code: LVHPOT11AA

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June 13, LVH-17th Street auditorium, 12-1 p.m.

Code: LVHALL11CX

June 18, LVH-Muhlenberg ECC room D, 12-1 p.m.

Code: LVHBET11AV

June 20, LVHN-One City Center room 8 East 2, 12-1 p.m.

Code: LVHALL11CY

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

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# eCare Next: Improving Insurance and Registration Eligibility

BY [RONI DEBLASS](#) · MAY 27, 2019

In March 2019, teams from the revenue cycle departments began rolling out “wave one” of an advanced software to LVPG locations. This is a network-wide initiative to be implemented over the next few years as the standard software to improve eligibility verification beyond the current RTE (Real Time Eligibility) software currently in use.

This software is currently being used in our hospital setting with exceptional results of improving eligibility verification, reducing denials and decreasing write-offs for the health network.

The logo for eCare NEXT, with "eCare" in a serif font and "NEXT" in a bold, sans-serif font.

## **What is eCare NEXT (eCN)/RQA (Registration Quality Assurance)?**

- Highly improved insurance/registration eligibility software that is more efficient and accurate for real-time verification than Epic RTE
- A work queue that lives in OneSource based on registration/insurance changes done in Epic
- Catches more opportunities for improved eligibility due to better alerts
- Alerts users of an issue that Epic RTE many not pick up

## **Benefits**

- **Better Care**
  - Improves patient experience and satisfaction
  - Leads to registering patients' accounts correctly from the start
- **Better Cost**
  - Decrease in denials and write-offs, and aids in timely filing
- **Better Colleague Experience**
  - Improves colleague engagement and knowledge by providing real-time feedback via work



queues which increases knowledge base, improving workflows due to new knowledge, and producing weekly progress reports

## How it works

- Used during the registration process (scheduling, check-in, check-out, etc.)
- Relays automatic feedback
  - Displays easy-to-understand error alerts and informs the user if the error has been corrected or not
  - Thorough feedback on payor plans, filing orders, etc.
  - Takes a lot of the guesswork out of self-pay patients
- Once the error is fixed in Epic for a patient's appointment, it fixes many future scheduled appointments for that patient so the same error should not keep appearing on upcoming appointments
- Similar errors/alerts are found in eCN WQs and Epic WQs: resolved alerts fall out of the Epic WQ also



## Roll-out plan

- Fiscal year 2019-2020, LVPG locations in the Lehigh Valley
- Fiscal year 2020-2021 (tentative), LVPG locations in the Hazleton, Pocono and Schuylkill regions

## Implementation process

- Insurance and Registration Experts (IREs) are being trained
- Registration staff take the TLC module and start using the work queue immediately
- Support provided by revenue cycle teams

## Colleagues who contributed to this initiative

- Chris Polomchak
- Tricia Deblass
- Tiffany German
- Steph Lenhart-Tegy
- Alicia Kocher
- Gabrielle Alvira
- Carla Miller
- Lori Frei
- Ashley Follweiler

# Attention Colleagues Who Care for Children: Remember to Renew Your State Clearances

BY [RICK MARTUSCELLI](#) · MAY 31, 2019

If you're an LVHN colleague who provides care, supervision or guidance to children, or regularly interacts with children, you must renew clearances every five years as mandated by Pennsylvania Act 153. This state law helps ensure that adults who come in contact with children – either paid employees or unpaid volunteers – complete a child abuse and criminal background check.

**If it's time to renew your clearances, you will receive an email from Certiphi. Emails from Certiphi are legitimate. Please do not delete them or report them as being a suspicious email.**

LVHN contracts Certiphi, a secure third-party vendor, to process our clearances. Read these emails carefully. They contain the information you need to complete these clearances:

- Pennsylvania statewide criminal search (PATCH)
- Child abuse history clearance (CAHC)
- Electronic FBI fingerprint criminal background check

You can get answers to your questions by [reading this FAQ](#) or contacting our Talent Acquisition Credentialing Specialist at 484-884-0121.

