

[Town Halls at LVH-Cedar Crest & LVH-Muhlenberg](#)

Get network and campus updates, and a free gift.

[Magnet RNs: Take This Survey](#)

Results will be submitted as evidence for Magnet designation.

[Honoring Service at Star Celebration - Photos](#)

Meet the colleagues recognized for career achievements.

[Happy Anniversary LVH-Schuylkill - Photos & Video](#)

Colleagues celebrate LVHN's investments in Schuylkill County.

[Watch October's Leader to Leader - Video](#)

Get updates on LEAP, our market share and LVH-Schuylkill.

[Mental Health Help From Preferred EAP](#)

Learn about free counseling services.

[Rachel's Roundtable: Celebrating Hispanic Heritage](#)

LVH-17th Street provides culturally appropriate services.

[Relief From Acid Reflux](#)

Experts will discuss treatment options at Nov. 4 event.

[Get Phantoms and 76ers Tickets](#)

Multiple game options are available.

[Service Excellence Award Nominations](#)

Recognize outstanding colleagues. Submit nominations now.

Learn About
Your Benefits

[Learn More](#)

Open
Enrollment
Oct. 14–Nov. 1

Colleague
Flu Shot Clinic
Schedule

[Learn More](#)



LVH–Cedar Crest
Main Entrance
Construction

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LVHN news

How to Prevent the Flu

Keys to a Healthy School
Lunch

Things Kids Should Have in
Their Backpacks

Town Hall Meetings Scheduled for LVH–Cedar Crest and LVH–Muhlenberg

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

You want to be an “Informed Partner.” You want the latest news and information about LVHN and your hospital campus, and our leaders want to hear what’s on your mind. That’s why we’re having Town Hall meetings at each of our hospital campuses.

Here are details about the Town Hall meetings at LVH–Cedar Crest and LVH–Muhlenberg.

LVH–Cedar Crest Town Hall Meeting

Monday, Oct. 28, 7:30 a.m. and 7:30 p.m., auditorium

Hosts:

- Bill Kent, President, Lehigh Valley Hospital
- David Burmeister, DO, Interim Chief Medical Officer, Lehigh Valley Hospital

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

LVH–Muhlenberg Town Hall Meeting

Thursday, Oct. 31, 7:30 a.m. and 3 p.m., ECC rooms C and D

Hosts:

- Bob Begliomini, President, LVH–Muhlenberg
- Jodi Koch, RN, Vice President, Patient Care Services, LVH–Muhlenberg
- Pat Toselli, DO, Chief Medical Officer, LVH–Muhlenberg

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



At the Town Hall meetings, you'll learn why fiscal year 2019 was one of the most successful years in LVHN history. We'll celebrate our accomplishments together. You'll also hear news specific to your hospital campus, and have the opportunity to support our Colleague Giving Campaign and ask questions. You'll even receive a free gift for attending (supplies are limited so make sure to arrive for the start of the meeting).

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Strive for Five: Magnet RNs, Take the Survey Before Oct. 28

BY [KIRSTIN REED](#) · OCTOBER 20, 2019

All Magnet® RNs in the Lehigh Valley received an email from survey@smdhr.com with a link to complete a nurse satisfaction survey.

Participation is important. The survey responses will be submitted as evidence of nurse satisfaction in written document for Magnet designation. Responses will also serve as a follow-up to the Colleague Survey conducted in April 2019.

If you haven't already completed the survey, check your inbox for an email from survey@smdhr.com. The survey will be easy to access and should take 15 minutes to complete. All responses will be kept anonymous and won't be linked back to any individual. **You have until Oct. 28 to take the survey.**

Please take the survey and remind your colleagues to do the same.



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Star Celebration 2019 Honors Lehigh Valley Colleagues for Years of Service – PHOTOS

BY [RICK MARTUSCELLI](#) · OCTOBER 24, 2019

One thing that makes LVHN a great place to work and grow is that we reward and recognize colleagues for the amazing work they do. That's why LVHN hosts Star Celebration every year. The event honors colleagues celebrating a career milestone and thanks them for their dedication to LVHN and our community.

On Oct. 23, colleagues in the Lehigh Valley who are celebrating 20 or more years of service (in five-year increments) were honored at the 2018 Star Celebration event at SteelStacks in Bethlehem. Attendees enjoyed great food, the camaraderie of colleagues and a program that honored colleagues for their commitment and hard work. Here are photos from the event.

Star4





Image 1 of 9

You also can [download the 2019 Star Celebration program book](#). It contains the names of all Lehigh Valley colleagues celebrating a career milestone in 2019. It also contains photos and stories of colleagues celebrating 35 years of service or more.

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Happy 3rd Anniversary LVH–Schuylkill – PHOTOS and VIDEO

BY [MIKE PECKMAN](#) · OCTOBER 22, 2019

There was cake, fun and laughter. Colleagues were reminiscing about all the great things that happened in Schuylkill County over the last three years. Other colleagues were sharing their joy by tossing free T-shirts to fellow colleagues. What was the reason for the celebration on Oct. 17? To celebrate LVH–Schuylkill's 3rd Anniversary as part of Lehigh Valley Health Network.

To start the day, the Leader to Leader meeting was held live at LVH–Schuylkill E. Norwegian Street. It was the first time Executive Vice President and Chief Operating Officer Terry Capuano hosted the meeting from a regional campus. During the meeting, the [Service Star of the Month Award](#) was given to LVH–Schuylkill colleagues Lori Steinhart, RN, and John Steinhart, RN, in recognition of their efforts within the community to save the life of a man in medical distress.

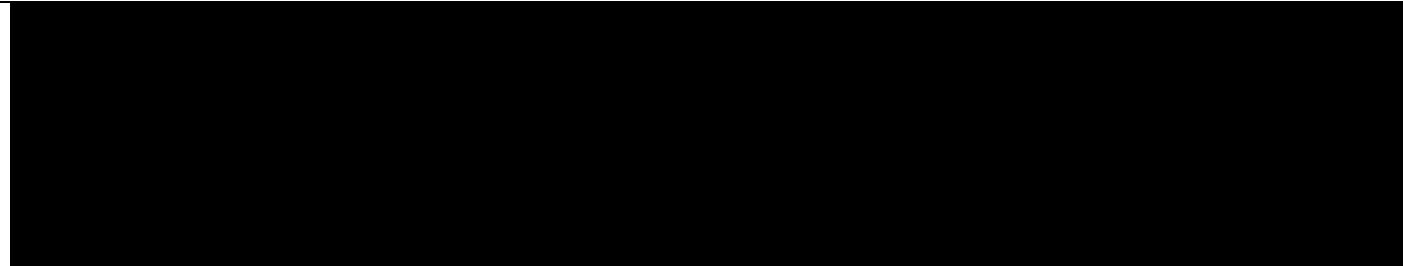
SA1



An anniversary celebration was held in the hospital cafeteria.

Then, it was time for LVH–Schuylkill President Bill Reppy to celebrate the anniversary with colleagues. After showing a TV news report of a [colleague and cancer survivor who used a slingshot to distribute LVHN T-shirts at a high school football game](#), Reppy and his team tossed T-shirts into the Leader to Leader audience. Then, Reppy talked about the more than \$60 million in investments LVHN has made in facilities, technology, services and colleagues since the merger. This infographic and video highlights our progress and shows why there's cause for celebration at LVH–Schuylkill.





Since September 2016, LVH–Schuylkill has:

- Integrated all acute hospital services into LVH–Schuylkill E. Norwegian Street
- Located all inpatient behavioral health services to LVH–Schuylkill S. Jackson Street, including a new and expanded senior behavioral health unit
- Introduced a new emergency department
- Established LVHN Cancer Center–Schuylkill
- Constructed a modern Family Birth and Newborn Center, the only maternity service in Schuylkill County
- Opened a new cardiac rehabilitation unit
- Built an Advanced Wound Center, the only of its kind in Schuylkill County
- Developed a new occupational medicine suite for business and industry
- Established rehabilitation services in Tamaqua
- Opened an ExpressCARE, the first urgent care facility in Schuylkill County
- Introduced 3D mammography for breast cancer screening and low-dose computed tomography (CT) scans for lung cancer screening
- Upgraded and modernized patient care facilities throughout Schuylkill County
- Received a Rural Residency Planning and Development Program grant from Health Resources and Services Administration to establish family medicine residency based at LVH–Schuylkill

After the Leader to Leader meeting, LVHN leaders toured LVH–Schuylkill to meet colleagues, witness the investments firsthand and meet patients who benefited from having access to quality care close to home.

The celebration continued in the cafeteria, where colleagues enjoyed anniversary cake and celebrated the partnerships and progress that have taken place at LVH–Schuylkill over the past three years.

Happy Anniversary, LVH–Schuylkill! Thank you for being LVHNProud!

Watch Leader to Leader October 2019 – VIDEO

BY [EMILY SHIFFER](#) · OCTOBER 24, 2019

To celebrate LVH-Schuylkill's 3rd anniversary as part of LVHN, October's Leader to Leader meeting was held at LVH-Schuylkill E. Norwegian Street. It was the first time Leader to Leader was held live at a regional hospital campus. Click on the links below to see presentations from the meeting.

[Welcome/ PRIDE and Service Star Awards](#)

[LEAP Update](#)

[LVHN Market Share Update](#)

[LVH-Schuylkill 3rd Anniversary Update](#)



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Mental Health Help: Accessible, Confidential and Free

BY [LORI MCFERRAN](#) · OCTOBER 23, 2019

In her role as Counselor, Manager and now Program Director for LVHN's employee assistance program, Preferred EAP, Carolyn Lamparella has had the privilege of presenting to groups across the health network. She begins each presentation with the same question, "How many of you know about Preferred EAP?"

"I'm pleased to report that the number of raised hands has definitely increased over time," Lamparella says. "However, we still have a long way to go to ensure every LVHN colleague knows about Preferred EAP."



Free counseling available

Preferred EAP has provided counseling, coaching and consultation services to colleagues and their dependents for more than 25 years. Every LVHN colleague and dependent is eligible to receive five free counseling sessions per problem occurrence. However, this service continues to be underutilized due to lack of awareness – and more concerning – due to the stigma and fear often associated with seeking support for mental health concerns.

NOTE: Preferred EAP is a confidential service. Preferred EAP is not on Epic; therefore, records can only be accessed by Preferred EAP.

Mental health awareness week is in October. It's the perfect time to begin the conversation about the impact of mental health on all of us, and begin to take care of our emotional selves. "EAP addresses concerns both big and small, but we also strongly encourage all colleagues to take a more proactive, preventive approach to their emotional wellness," Lamparella says.

Giving yourself the respect you deserve

Pause for a moment and consider how you address your physical well-being and even your dental well-being. “Would you wait until you reach stage 4 of a disease to seek help or try to will yourself through a toothache?” Lamparella asks. “You would answer ‘no’ to those questions. So why do so many of us wait until we’re in crisis or our relationships are failing, or we become overwhelmed with stress before seeking emotional help?” Preferred EAP offers you support long before you’re in crisis. No problem is too big or too small. EAP helps children, adolescents, families, and couples with depression, anxiety, stress and work-life balance.

Ending stigma starts here

Sadly, knowing about Preferred EAP does not mean a colleague feels comfortable reaching out for support. Making that happen is a much bigger task. It’s up to all of us to break the stigma associated with mental health by talking about it, sharing our feelings with trusted friends and colleagues, and taking the time to notice when family members are struggling.

[Research](#) has shown that when employers actively promote EAP services and provide onsite activities, employees are more likely to use their EAP services. This suggests that employees who are given the opportunity to interact with EAP professionals on the job feel more comfortable accessing help outside of work. Consequently, LVHN department heads may want to consider scheduling an EAP information session or workshop for their team so colleagues gain a better understanding of the services available to them through Preferred EAP.

If you’re feeling reluctant to reach out or want more information, call 610-433-8550 and ask to speak with a counselor. Preferred EAP has a counselor on stand-by every day from noon to 1 p.m. Emergency appointments are available every day for crisis situations, and a counselor is on call 24/7 for emergencies.

Also, look for our free workshops at PreferredEAP.org.

Rachel's Roundtable: Celebrating Hispanic Heritage at LVH-17th Street

BY [RACHEL LEFEBVRE](#) · OCTOBER 23, 2019



In the city of Allentown, 60,800 residents (50.6 percent of the population) identify as Hispanic/Latino. Many of these residents seek care at LVH-17th Street and the community practices housed here. I'm proud to highlight services provided across the health network that support our diverse communities.

Culturally sensitive care

[Centro de Salud](#) is a primary care practice at LVH-17th Street that specializes in delivering high-quality, culturally respectful and language-appropriate care to all patients. Many patients who seek care at Centro de Salud receive education and support at the [Mark J. Young Community Health and Wellness Center](#).



Orlando Penaloza, MD, is the medial director of the Community Health and Wellness Center and the physician leader at Centro de Salud.

"Centro de Salud serves more than 2,300 patients, many who live with chronic illnesses," he says. "The collaborative atmosphere among colleagues fosters trust and loyalty among our patients."

Language support

Language support is available to all patients and families who prefer to discuss health care in a language other than English. As Manager of the Interpreter Services department, Joumana De Santiago has a passion to help patients feel confident when they communicate about health care.

"We place trained medical interpreters in the hospital and at ambulatory care sites," she says. "We also

support remote video and telephone interpretation and translation services throughout the health network.” [Click here to learn more about Interpreter Services at LVHN.](#)

Epic resources like MyLVHN, our patient portal, and MyChart Bedside, our interactive patient tool, are also available in Spanish.

Upcoming community events

Colleagues will represent LVHN at community events that celebrate and support the Hispanic/Latino population in the Lehigh Valley.

- Pennsylvania Latino Conference, Oct. 29-31, Historic Hotel Bethlehem. [Click here to learn more.](#)
- Jose Santiago-Rivera, MD, presents *Diabetes: Controlar su nivel de azucar en la sangre*, Nov. 6, 5:30 p.m., LVH-17th Street Auditorium. Call 888-402-LVHN (5846) to register.

I am #LVHNProud of our colleagues who provide culturally respectful services to patients and families every day. If you’ve got stories about partnering with patients and families in a cross-cultural manner, I invite you to share below.



A handwritten signature in black ink that reads "Rachel M. Lefebvre".

About me: My name is Rachel Lefebvre, MBA, MSHA, FACHE, and I’m honored to be the Vice President of Operations at LVH-17th Street. I joined LVHN in 2017 after serving our country for nearly 26 years in the United States Air Force. Now, it is a true privilege to work closely with such dedicated and passionate colleagues at LVH-17th Street. This blog highlights the stories of LVH-17th Street and celebrates the partnerships that support our mission to heal, comfort and care for our community.

Looking for Relief From Acid Reflux?

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

Millions are burned by chronic acid reflux – are you one of them? If over-the-counter or prescription medicines don't cut it, you should attend LVHN's upcoming program to learn about two minimally invasive treatment options that can fix your reflux problem.



- **When:** Monday, Nov. 4, 6 p.m.
- **Where:** LVH–Cedar Crest, Kasych Family Pavilion, Richard Fleming Educational Conference Center, Medical Imaging of Lehigh Valley Educational Conference rooms 6, 7 and 8
- **Registration and info:** [LVHN.org/refluxevent](https://lvhn.org/refluxevent)

Reflux program insights

At this informative event, [Scott Beman, MD](#), with [LVPG General, Bariatric and Trauma Surgery](#) and [Shashin Shah, MD](#), with [Eastern Pennsylvania Gastroenterology and Liver Specialists, PC](#), will provide information about reflux, also known as gastroesophageal reflux disease (GERD), diagnostic testing and reflux medical management.

LVHN experts will discuss:

- Symptoms of reflux
- Concerns about long-term use of medications
- New reflux treatment options

Ready for relief?

Register for this event at [LVHN.org/refluxevent](https://lvhn.org/refluxevent) or call 888-402-LVHN (5846) for information and to register. Light refreshments will be served.

Get 76ers and Phantoms Tickets

BY [EMILY SHIFFER](#) · OCTOBER 24, 2019

The LVHN Recreation Committee is offering discounted tickets to 76ers and Phantoms games for all LVHN colleagues.

76ers tickets

The following games are available for the 2018-2019 season at the Wells Fargo Center in Philadelphia.

Enjoy benefits of a private club box (above lower level seating) that includes a comfortable reserved seat, waitress/beverage service, food choices for purchase not found on lower level concourse (i.e. ice cream sundae bar) and private bathrooms. Also enjoy access to exclusive Cadillac Grille with your Club Box ticket (requires reservation).



Note: club box does NOT come with food/drinks.

Sunday, Dec. 8 vs. Toronto Raptors at 7 p.m.

Tickets: \$125 each, Corner Club Box #22.

Reserve by Friday, Nov. 15

Saturday, Dec. 21 vs. Washington Wizards at 7 p.m.

Tickets: \$125 each, Corner Club Box #22.

Reserve by Friday, Nov. 15

Thursday, Feb. 27 vs. New York Knicks at 7 p.m.

Tickets: \$125 each, Corner Club Box #22.

Reserve by Friday, Jan. 24, 2019

To order tickets, complete [this form](#) and send with payment to:

Kelly Beachamps, Patient Safety Department

1251 S. Cedar Crest Blvd. Suite 204

Allentown, PA 18103

Phantoms tickets

The following games are available for the Phantoms 2019-2020 season at the PPL Center in Allentown.

Saturday, Oct. 12 vs. Hershey Bears at 7:05 p.m.

Tickets: \$23 each, Lower Level seating

Promotion: Postgame pictures with players on the ice.

To purchase tickets, click [here](#).

Friday, Nov. 1 vs. Wilkes-Barre/Scranton Penguins at 7:05 p.m.

Tickets: \$46, BSI Ice Level Suite

Promotion: Coat Drive

Suite access allows view of high-five tunnel where players enter and exit. Seats are in first 6 rows of Section 108 near glass. Suite does NOT come with

food or drink; however there is a bar located in the suite for beverage purchases and BSI guests have access to the Morning Call Club where you can purchase food portables.

Food portables are \$10 per plate and the menu changes for every event. Stations typically include a carving/action/chef's choice station (with veggie/starch) and a burger/hot dog/panini station (with house-made chips). Guests purchase \$10 meal ticket from register and turn that ticket in at one of the food portable stations. Beverages are not included with the portables.

To purchase tickets, click [here](#).

Friday, Nov. 29 vs. Wilkes-Barre/Scranton Penguins at 7:05 p.m.

Tickets: \$23 each, Lower Level seating

To purchase tickets, click [here](#).

Saturday, Dec. 14 vs. Hartford Wolf Pack

Tickets: \$50 each, Sky Lounge with 2 Hour Buffet

Promotion: Teddy Bear Toss

To purchase tickets, click [here](#).

Saturday, Feb. 9 vs. Hershey Bears at 7:05 p.m.

Tickets: \$46, BSI Ice Level Suite

Promotion: MeLvin's Birthday Party

Suite access allows view of high-five tunnel where players enter and exit. Seats are in first 6 rows of Section 108 near glass. Suite does NOT come with food or drink; however there is a bar located in the suite for beverage purchases and BSI guests have access to the Morning Call Club where you can purchase food portables.



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To purchase tickets, click [here](#).

Saturday, Feb. 15 vs. Hartford Wolf Pack at 7:05 p.m.

Tickets: \$18-20 each, Upper and Lower Level seating

Promotion: Gift of Life Organ Donor Awareness Night

To purchase tickets, click [here](#).

Friday, March 13 vs. Wilkes-Barre/Scranton Penguins at 7:05 p.m.

Tickets: \$23 each, Lower Level seating

To purchase tickets, click [here](#).

For more information, click [here](#). Questions? E-mail [Kelly Beauchamps](#).

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Nominate a Colleague for a 2020 Service Excellence Award

BY [RICK MARTUSCELLI](#) · OCTOBER 15, 2019

Colleagues throughout LVHN do amazing things every day. They deserve to be rewarded for all they do for our health network, our patients and our community. To give colleagues the recognition they deserve, LVHN expanded our annual Service Excellence Awards to include colleagues network-wide. It's the next step in the process to fully integrate our health network.

What are Service Excellence Awards?

For many years, Service Excellence Awards were presented annually to colleagues in the Lehigh Valley. Now, we're welcoming nominations for these awards from throughout LVHN. Services Excellence Awards reward and recognize colleagues who do exceptional things. There are several to choose from. You can nominate a colleague or team for one of these awards:



- **The LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient clinical work practice and/or process method.
- **The LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient administrative work practice and/or process method.
- **The LVHN Guldin Award for Efficiency and Innovation in a Physician Practice** recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient work practice and/or process method.
- **The LVHN Mark Young Award** recognizes a physician who demonstrates an outstanding accomplishment in community health improvement.
- **The Provider Service Star Award** recognizes an LVPG physician or advanced practice clinician (APC) who consistently demonstrates exceptional customer service characteristics. One award recipient will be named in each LVHN region (Lehigh Valley, Hazleton, Schuylkill and Pocono).
- **The LVHN Star Mentor/Coach Award** recognizes a colleague who instructs, develops and promotes other colleagues and is considered an “unsung teacher” in their department.
- **The Volunteer Community Service Award** recognizes 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). Six awards recipients will be named, three from the Lehigh Valley and one each from Hazleton, Schuylkill and Pocono.

Service Excellence Awards also will be given to the outpatient departments, inpatient departments and physician practices for patient satisfaction performance criteria.

How do I nominate a colleague?

You can nominate a colleague for a Service Excellence Award on PRIDEpoints. Here's how:

- From your SSO toolbar, click "PRIDEpoints."
- In the left column, click "Service Excellence."
- Click "Get Started" next to the award for which you want to submit a nomination.
- Enter the name of the colleague(s) or team. Try to provide the names of all the colleagues you are nominating.
- Enter the reason or story behind why you believe the colleague or team should receive the award. Provide specific examples of how the colleague(s) or team meets the award criteria. Please use uppercase and lowercase letters.
- Click "Submit."

Attention LVH–Pocono colleagues: Because PRIDEpoints is not yet live at your site, you can nominate a colleague by visiting the intranet and clicking "Service Excellence" under "HR Special Links" on the home page. LVH–Pocono colleagues who have questions should email Lynn.Lansdowne@lvhn.org (570-476-3365) or Amanda.Skrzysowski@lvhn.org (570-476-3364) if you need assistance.

What is the nomination deadline?

Nominations must be received by Nov. 15 to be considered.

Can someone help me complete the nomination?

Yes. The LVHN Reward and Recognition Committee has coaches to help you select the most appropriate award and complete your nomination. Contact Lorraine Pirino, Lorraine_T.Pirino@lvhn.org (484-884-0956), or Barbara Lachimia at (484-884-7090) Barbara.Lachimia@lvhn.org, if you need assistance.

When will the award recipients be named and recognized?

Award recipients will be honored during the Leader to Leader meeting on Jan. 16, 2020. Following the meeting, the stories and photos of the recipients will be featured on LVHN Daily.