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Meet Provider Service Star and Mark Young Award recipients.

### [3D Printer Enhances Radiation Oncology Treatment - Video](#)

Learn how this innovation helps patients in our Cancer Institute.

### [Leader to Leader January 2020 - Video](#)

Learn about My Total Health opportunities, Caring for Colleagues and more.

### [eConsult Expansion](#)

Two programs added: geriatrics and adult pulmonology.

### [Nutrition/Wellness Program for Doctors & Nurses](#)

Learn about various nutrition topics; earn CPEU credits.

Introducing My  
Total Health  
Incentive Program

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Sign Up for  
"Worth the  
Weight"

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Service Star  
of the Month

[Learn More](#)



## LVHN news

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When Children Need a  
Pediatric Plastic Surgeon

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Be Prepared for a Medical  
Emergency

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How to Prevent the Flu

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# Changes Coming to API Time and Attendance System

by [Kirstin Reed](#) · January 23, 2020

The API Time and Attendance system is getting an important upgrade. Beginning Jan. 30, colleagues in the Lehigh Valley will notice a new look for API including a more modern design, changes to readability and new color combinations and images.



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[Download this guide](#) for more information about what you can expect to see.

## System downtime

The API system will be in a restricted mode on Jan. 29 during the upgrade.

During this time, all non-exempt (hourly) colleagues will be able to record clockings via:

- Badge Readers
- Quick Badge from the API login screen or within the API Portal
- Time Call
- All other features will be disabled

If you have questions, please contact Payroll at [payroll@lvh.com](mailto:payroll@lvh.com) or call the Colleague Resource Center (CRC) at 844-GO-ASK-HR (462-7547) and select option #1. You may also [visit the API Support Site](#) on the LVHN Intranet to learn more.

# Terry's Take: The Roaring 20s Are Here! What Are You Excited About? – VIDEO

by [Terry Capuano](#) · January 20, 2020

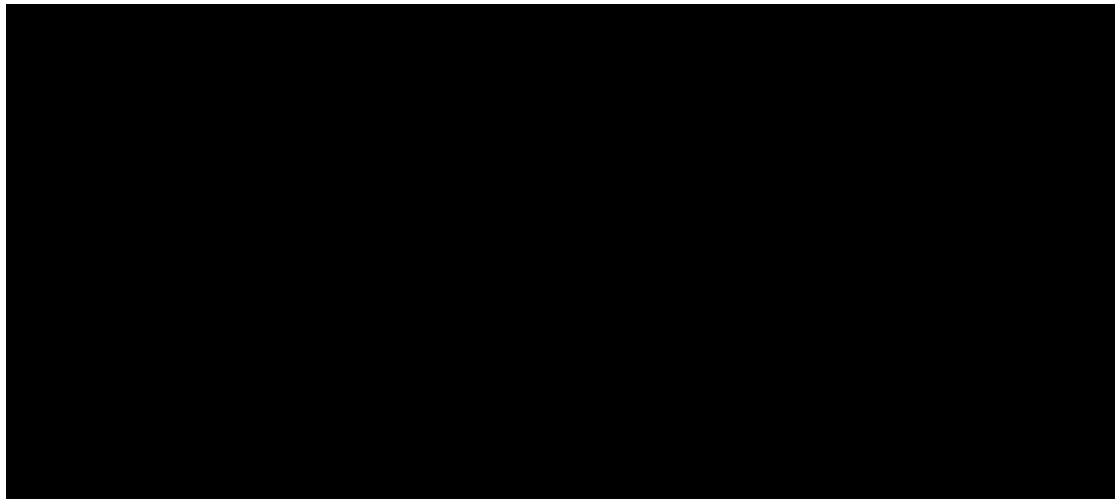



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Recently, I attended one of the Pop-up Parties we held to welcome our new Coordinated Health colleagues to LVHN. I was filled with pride and joy as I met our new partners and learned more about the amazing work they do and care they provide. As I mingled, it dawned on me. This may be one of the most exciting periods in the 120-year history of our health network! With all our growth, the next decade at LVHN will truly be “The Roaring 20s!”

As we begin a new decade, not only are we strengthening our new and “Unrivaled Partnership” with Coordinated Health, we’re building new hospital campuses at LVH–Carbon and LVH–Hecktown Oaks, expanding emergency departments at LVH–Hazleton and LVH–Cedar Crest, adding new services and providers, and making LVHN an even better place to work and grow for you. This is in addition to the expansion and growth of our existing services in the Cancer Institute, Heart Institute and Lehigh Valley Reilly Children’s Hospital, among many others. The excitement of the Roaring 20s at LVHN is captured in this fun video.





As the Roaring 20s begin, I'm most excited about shaping our health network's future with you. Our team's drive, talent and ability to innovate give me the utmost confidence that LVHN will continue to strengthen in the decade ahead. Our future is bright because of you. Thank you for all you do and will do to make the Roaring 20s an era to remember.

What about you? What are you looking forward to most during the Roaring 20s? Leave a comment below and share your thoughts. They can be about your professional or personal life. Maybe you're excited about the opening of our new hospitals or that you will soon complete a higher education degree. In your personal life, perhaps you're getting married in the 2020s, have a child or grandchild on the way, or see retirement on the horizon.

Leave a comment below, and let's celebrate all the opportunities the Roaring 20s present to us as LVHN partners.

Terry



*Terry Ann Capuano*

**About me:** My name is Terry Capuano, RN, and I am the Executive Vice President and Chief Operating Officer at LVHN. I have worked at LVHN for more than 30 years and consider it an honor to serve as your COO. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the health network. [Learn More](#)

# Join Me in Celebrating the Year of the Nurse

by [Kim Jordan, DNP, RN](#) · January 23, 2020

Happy New Year! It's hard to believe another year has come and gone, but I'm looking ahead to 2020 with much anticipation.

The World Health Organization has declared 2020 the International Year of the Nurse and Midwife in honor of the 200<sup>th</sup> anniversary of Florence Nightingale's birth.

The declaration offers a platform to recognize past and present nurse leaders globally, raise the visibility of the nursing profession in policy dialogue and invest in the development and increased capacity of the nursing workforce.



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## Celebrating you in 2020

During 2020, the American Nurses Association (ANA) will expand National Nurses Week, traditionally celebrated from May 6 to May 12 each year, to a month-long celebration in May to expand opportunities to elevate and celebrate nursing. Here's how we'll celebrate during Nurses Month:

- On Thursday, May 7, we'll honor LVHN nurses at the annual Friends of Nursing Awards Gala, which we've expanded to include nominations from all sites for the first time.
- Back by popular demand, we will host a Nursing Expo featuring information on programs and benefits available to LVHN nurses. Stay tuned for additional details.
- We'll continue on the Strive for Five, our journey to achieving Magnet designation in the Lehigh Valley for the fifth time. We will submit our evidence on Feb. 3.

How will you shape the Year of the Nurse? Each month, I'll write a blog addressing topics relevant to the nursing profession and honoring the incredible accomplishments of LVHN nurses. I invite you to use #YearOfTheNurse and #YON2020 on social media as we honor nurses in 2020 and comment below with your thoughts on the exciting year ahead.

I'm looking forward to celebrating this landmark year in nursing together!

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.

# Keeping Patients and Colleagues Safe From Coronavirus

by [Admin](#) · January 24, 2020

A new coronavirus (designated 2019-nCoV) has been identified as the cause of an influenza-like respiratory illness in the central Chinese city of Wuhan. The significance of this is the lack of immunity in the world's population and the lack of a vaccine, and its early spread inside and outside of China.



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The health and safety of our patients, staff and community is our priority, while assuring unimpeded access to services at any LVHN facility. LVHN has been taking precautionary measures to ensure the safety of our patients and staff regarding the new coronavirus since Friday, Jan. 17, 2020, when the first health alert from the Centers for Disease Control (CDC) was published.

Enhanced surveillance using visible signage was initiated for travelers from China or other Asian countries in the preceding 14 days who may have fever and respiratory symptoms and are seeking care. Staff have received information on the appropriate isolation and personal protection equipment required (PPE). Local and state health departments would be notified immediately of potential cases of the new coronavirus for confirmatory testing.

These initial prudent measures may well need adjustments as the outbreak evolves, so LVHN is closely following guidance from CDC/World Health Organization and Pennsylvania Department of Health.

For more information contact the Infection Control and Prevention Department at 610-402-9446.

# A John Lennon Song, a Guitar and a Compassionate Colleague

## Create a Lasting Moment – VIDEO

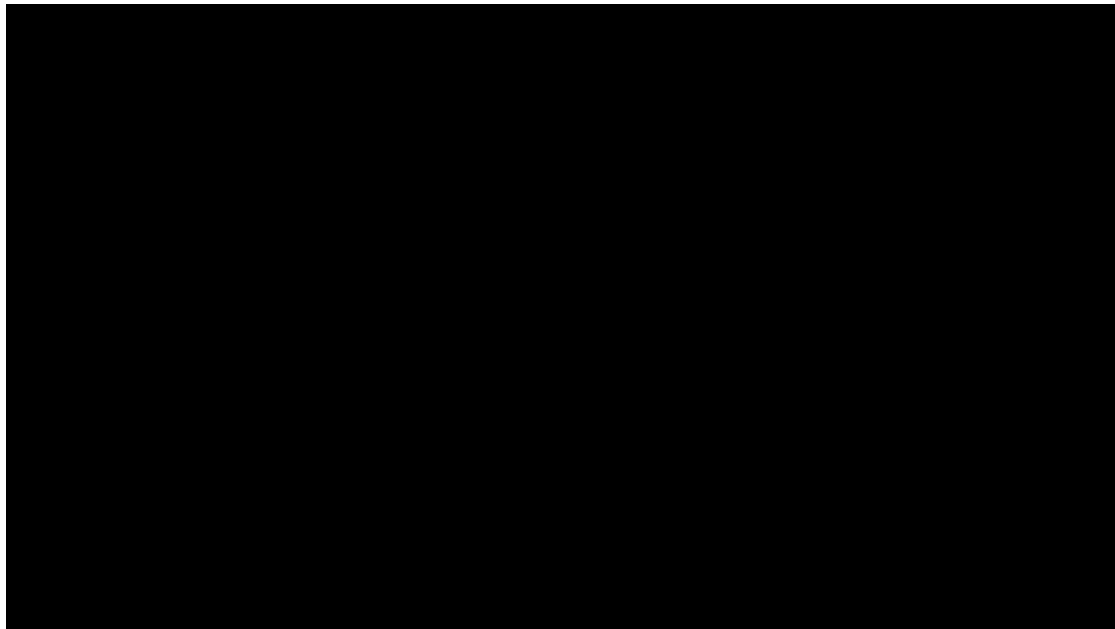
by [Rick Martuscelli](#) · January 23, 2020

Moments matter. When you do something special for a patient or family member, it may create a moment that lasts a lifetime. That's the message we convey in our TV commercial when the nurse covers a patient's foot with a blanket. It's the kind of moment colleagues throughout our health network create every day.

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Case in point: Nate Hagstrom, MD, Chair of our Department of Pediatrics. When he learned that a girl battling cancer was inspired by the John Lennon song "Imagine," he grabbed his guitar and created a very special moment for her and her loved ones. See for yourself in this video.



Have you or a colleague you know ever created a moment like this for a patient, family member or fellow colleague? If so, leave a comment below and share the experience. Hearing your stories will inspire all of us to create lasting moments for the people we serve.



# Epic Upgrades to August 2019 Version

by [Katie Cavender](#) · January 20, 2020

Early Sunday morning, all LVHN locations that use Epic successfully went “live” with updated applications as part of Epic’s Quarterly Upgrade – August 2019 version. Colleagues who work at LVH–Hazleton, LVH–Pocono, and LVH–Schuylkill locations experienced their first Epic upgrade since “leaping” to the electronic health record (EHR) system in October.



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## Command center support

To ensure all Epic-connected inpatient and outpatient locations are supported during this upgrade, the technology team has a fully-staffed, 24/7 command center located in downtown Allentown at LVHN–Three City Center.

Command center staff include:

- Analysts who support each application
- Technology Support Center
- Medical informatics/CMIO group
- Clinical leadership
- Technology leadership

This team will continuously monitor the EHR system, obtain status assessments, provide systematic problem-solving, and answer provider and end-user questions, as needed.

## How to reach support

Should you have problems or questions about changes associated with the Epic upgrade, please call the Technology Support Center at 610-402-8303. The team is

available around the clock for your support.

### **Epic thanks**

The Epic team extends its thanks to all who helped prepare for go-live, as well as those who are providing support during this “live” phase. Thanks also to all our colleagues who are adjusting to new functionality while still ensuring patients enjoy a seamless and positive patient experience.

# Providers Celebrated at Service Star Awards – PHOTOS

by [Kirstin Reed](#) · January 24, 2020

The Provider Service Star award recognizes an LVPG doctor or advanced practice clinician that consistently demonstrates exceptional customer service characteristics.

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The LVHN Mark Young, MD, Award recognizes a physician who demonstrates outstanding accomplishments in community health improvement.

As part of the [Service Excellence Awards](#) presented on Jan. 16, these providers were honored.

## Provider Service Star Award



*Tiffany Ostroski, PA-C*

Tiffany Ostroski, PA-C, joined LVPG Adult and Pediatric Psychiatry-Muhlenberg with no previous experience in psychiatry. You'd never know it though, because she carries a full case load with efficiency and ease and has become a role model for other providers in the office. She is incredibly empathetic and caring and patients absolutely love her. They instantly connect with her and she listens to their stories

without judgement. One patient quotes Brené Brown when reflecting on an interaction with Ostrsoki, “If we can share our story with someone who responds with empathy and understanding, shame can’t survive.” She’s passionate and enthusiastic about providing the best, evidence-based care.



*David Testa, DO*

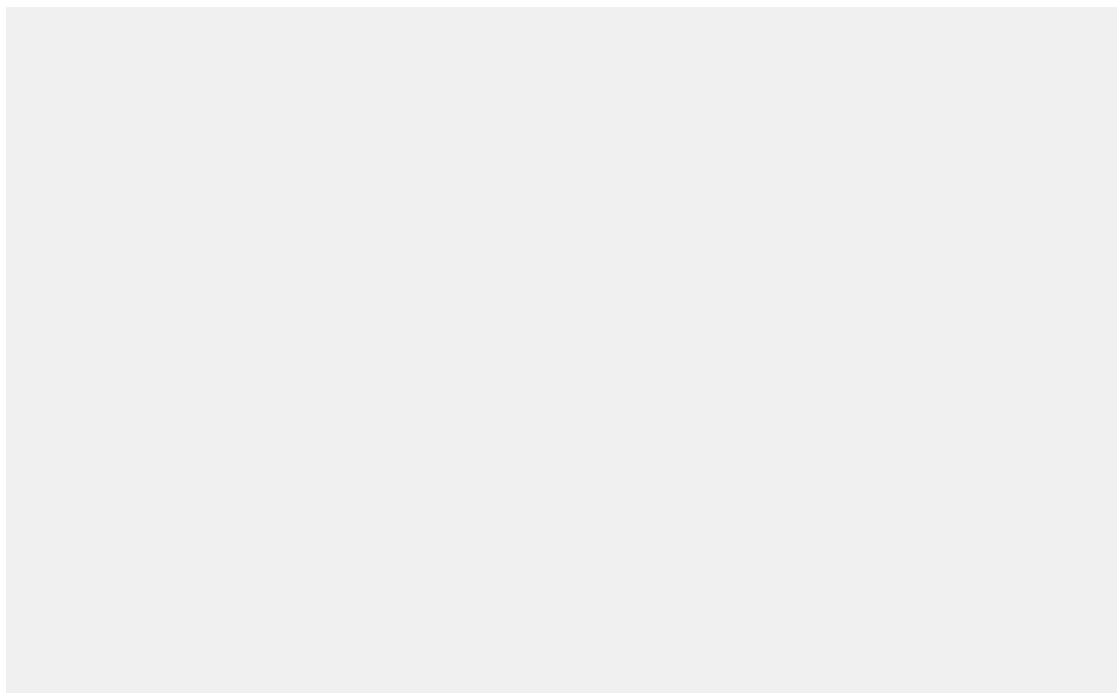
As a family medicine physician at Health Center at Blakeslee, David Testa, DO, is dedicated to patient experience and teamwork. He’s consistently recognized for high patient experience scores and has been called “the perfect doctor” by one of his patients. He’s been described as caring, kind and a good listener. If the ExpressCARE gets busy, he will see patients in his practice to reduce their wait time. He never hesitates to add on patients who need to be seen that day. He is a true patient advocate.



*Shankuntala Varhade, MD*

Shankuntala Varhade, MD, delivers exceptional patient care, serving for the last several months as the only pediatrician at LVPG Pediatrics–Hazleton Shopping Center. She’s juggled office hours, rounding and taking call with confidence and grace. Her passion for medicine drives her to give 120 percent to every patient she sees, ensuring they get the care they need.

#### **LVHN Mark Young, MD, Award**





*Justin Guthier, DO*

During his brief tenure with LVPG Cardiology, Justin Guthier, DO, has become the face of heart care in Schuylkill County. Not only does he provide excellent clinical care, but he also works behind the scenes to improve access to care for the population with one of the highest levels of cardiovascular risk in Pennsylvania. He does so, in part, by working with primary care providers in Schuylkill County to increase awareness of treatment and services for cardiovascular disease. He's always the first to volunteer to participate in community events to educate patients about how to manage heart disease, especially among women.

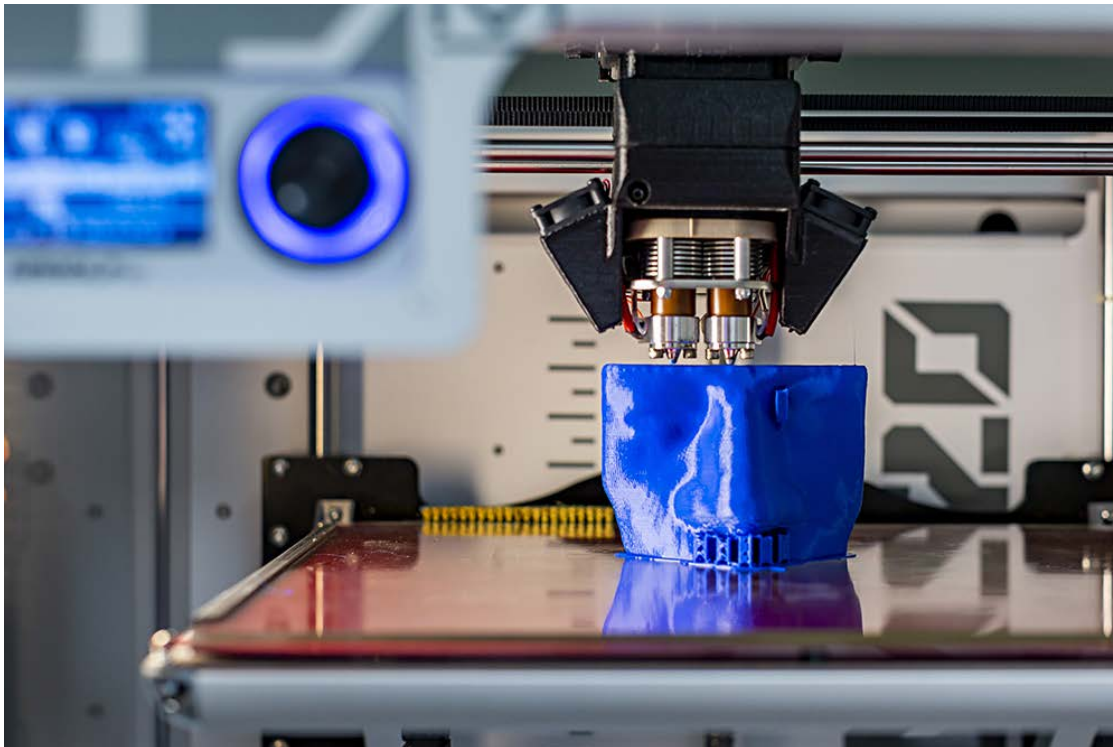
# 3D Printer Enhances Radiation Oncology Treatments – VIDEO

by [Jenn Fisher](#) · January 21, 2020

Radiation oncology offers patients very targeted and precise treatments for cancer. At Lehigh Valley Cancer Institute, we're offering the region's first treatments using 3D-printed bolus devices – devices that help to direct the correct radiation dose to the lesion.

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## **Bolus background**

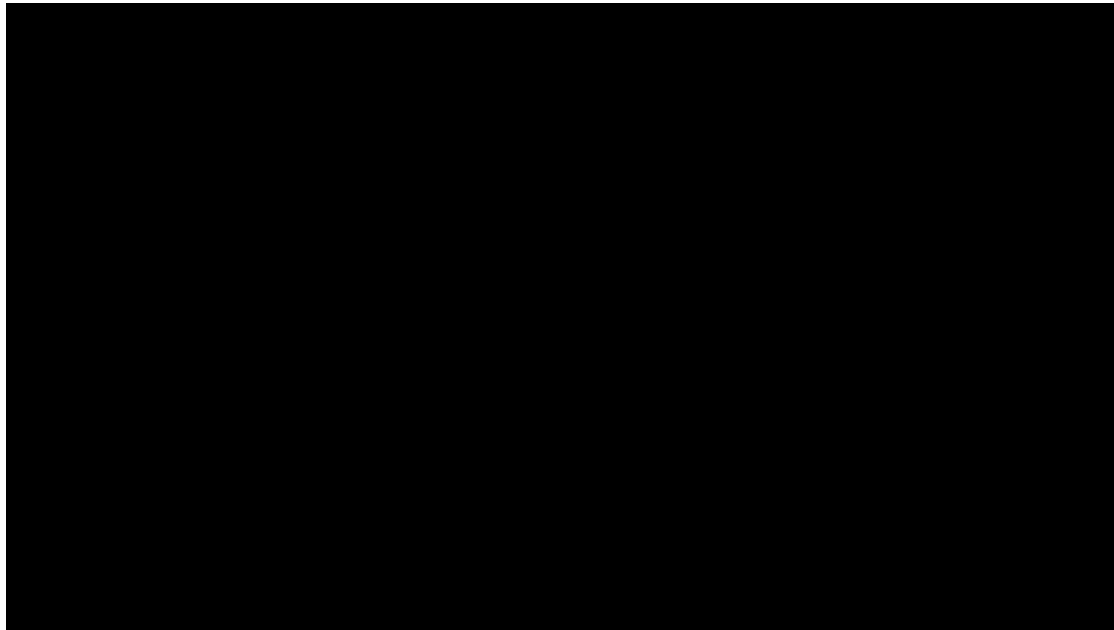
For some radiation oncology patients, boluses are used during their radiation treatments. Boluses help improve patient comfort and importantly distribute the dose of radiation to the correct depth. Traditionally, boluses are made from gauze, wet washcloths or gelatins. Today, Lehigh Valley Health Network (LVHN) is among only a handful of programs in the nation – and the only location in the region – using a 3D printer to create custom-fitted boluses for patients.

## **3D printed bolus devices**

Using a computed tomography (CT) image of a patient, 3D modeling software (FDA-approved) and an Adaptiiv 3D printer creates a personalized bolus that

uniformly conforms to the patient's skin surface that will have radiation treatment – including irregular surfaces like ears or the nose. Thickness also can vary within a bolus to get an accurate dose to the treatment area and protect healthy nearby tissue and organs.

Unlike boluses made from materials like gauze or gelatins, which are not reusable, 3D-printed boluses can be used throughout a patient's entire treatment cycle.



### **Learn more**

If you or someone you know needs radiation therapy for cancer treatment, learn more about what to expect at [LVHN.org/radiationtherapy](https://LVHN.org/radiationtherapy), or call 888-402-LVHN (5846).



# Watch Leader to Leader January 2020 – VIDEO

by [Rick Martuscelli](#) · January 22, 2020

During the January 2020 Leader to Leader meeting, colleagues were honored for going above and beyond. The meeting also included information to help you live well. Click the links below to watch the presentations.

[Service Star of the Month](#)

[Service Excellence Awards](#)

[LVHN Health Plan Update](#)

[My Total Health and Caring for Colleagues programs](#)



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# eConsult Expansion: LVPG Geriatrics and Adult Pulmonology

by [Marciann Albert](#) · January 21, 2020

Effective Tuesday, Jan. 7, 2020, LVPG's eConsult program added two new specialties: LVPG Geriatrics and Adult Pulmonary.

eConsults are currently available for adult patients in the following specialties:



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- Anticoagulation Management
- Cardiology
- Endocrinology
- Geriatrics
- Gynecology
- Hematology
- Infectious Diseases
- Neurology
- Pain Medicine
- Pulmonology
- Psychiatry
- Rheumatology

The pediatric eConsult program includes Gastroenterology and Hematology. Please note that additional adult and pediatric specialties will be forthcoming in the next few weeks and months.

The eConsult program allows providers to request input on specific, non-urgent patient-related questions from specialists in certain fields.

Goals of the program include:

1. Enhance communication between primary care and specialty practices.
2. Improve patient satisfaction by reducing time necessary to address specific

clinical questions with expert feedback.

3. Improve access in specialty practices by addressing straightforward clinical concerns and questions in a timely fashion.

Bypassing the need for in-person consultations for many clinical scenarios ultimately improves timely access for patients with more critical specialty needs.

The request process is simple. Enter the order for the eConsult in “Medications and Orders” and select the appropriate option.

[Epic-based flows](#) for the program are available on the LVPG Intranet SharePoint Site under Provider Resources.

Simply enter the order for the eConsult in “Medications and Orders” and select one of the currently available options.

Some important reminders and considerations about the eConsult program:

1. eConsults are appropriate for **non-urgent outpatient issues**.
2. eConsults are **not directed to a specific provider**. They will be completed by a group of physicians in each specialty on a rotating basis.
3. eConsults should be used **when the patient does not have an existing relationship with the specialist**. eConsults are not intended to ask questions about patients who have current relationships with specialists (patients who have been seen within the last two years). Questions about established patients should be directly communicated to the appropriate specialist – please use a “documentation only” encounter to direct a specific question about a shared patient.
4. Consult documentation will remain **part of the patient’s permanent medical record**.
5. All consult requests will be addressed within **three working days**.
6. We anticipate the all eConsults will have one of the following outcomes:
  - Resolution of a specific clinical issue with clear recommendations for management
  - eConsult will be converted to a traditional in-person specialty visit (and the timing of the visit triaged based upon acuity of the clinical concern)

- eConsults will be declined in rare cases (for example, pediatric patient, clinical question outside the realm of specialist expertise, etc.)

When requesting an eConsult, please **do not place a formal referral to a specialist at the same time**. Appropriate eConsults will hopefully bypass the need for a patient to see a specialist for a formal visit. If formal face-to-face consultation is recommended, the eConsultant will communicate instructions to the ordering clinician.

Your continued feedback is essential. Please send any questions or concerns to [Judith.Brooks@lvhn.org](mailto:Judith.Brooks@lvhn.org) and/or [Timothy.Friel@lvhn.org](mailto:Timothy.Friel@lvhn.org) .

# January's Nutrition and Wellness Programs for Nurses and Physicians

by [Admin](#) · January 23, 2020

Cedar Crest College dietetic interns are creating nutrition and wellness programs for nursing and physicians. The goal is to equip colleagues to navigate patients in nutrition in disease prevention, identify health and wellness gaps, and better identify ways to improve nutrition and activity



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behaviors to optimize health in prevention of disease in our community.

Sodexo Nutrition and LVHN's department of education are partnering to provide an opportunity for health professionals to learn more about various nutrition topics while receiving CPEU credits. The presentation that will be offered at the dates below will be covering hypertension nutrition. Topics that will be discussed include disease management, metabolic syndrome, healthy eating and cooking tips, as well as benefits of exercise in disease prevention. Learners will also learn how to navigate the Sodexo Mindful website and the nutrition care manual, as well as participate in a cooking demonstration that includes sampling of a healthy recipe available for purchase in the Sodexo cafes.

You can sign up using the registration links below:

**Jan. 28**

12-1 p.m.

LVH–17<sup>th</sup> Street auditorium and LVH-Hazleton annex boardroom

3:30-4:30 p.m.

LVH–Muhlenberg ECC room B

LVHN–Tilghman conference room A

[Click here](#) to register.

**Jan. 29**

12-1 p.m.

LVH–Pocono Tranquility Conference Room

3:30-4:30 p.m.

LVHN–Mack Boulevard auditorium

LVHN–One City Center fifth floor think tank

[Click here](#) to register.

**Jan. 30**

12-1 p.m.

LVH–Schuylkill E. Norwegian Street Wall Auditorium

3:30-4:30 p.m.

LVH–Cedar Crest auditorium

[Click here](#) to register.

Mark your calendars for the next program on Weight Management/Mindful Eating set for Feb. 4-6.