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Find out how cold and flu symptoms differ.

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Read how LVPG President Mike Rossi, MD, celebrates heart month.

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Read about teams delivering an exceptional patient experience.

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Who is celebrating a career milestone in February?

## ["Go Red" and Submit Your Photos](#)

National Wear Red Day® raises awareness of heart disease in women.

## [Send Valentine's Greetings to Patients](#)

Send a card to a patient in one of our hospitals by Feb. 10.

## [Street Medicine Provides Addresses](#)

Patients who are homeless can now receive mail thanks to this partnership.

## [Better Bites Challenge](#)

Enroll through the My Total Health portal.

## [Register for Innovations in Education](#)

Attend on March 31 to learn about innovative teaching strategies and more.

*Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.*

### Celebrating our "Unrivaled Partnership"

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to Know](#)

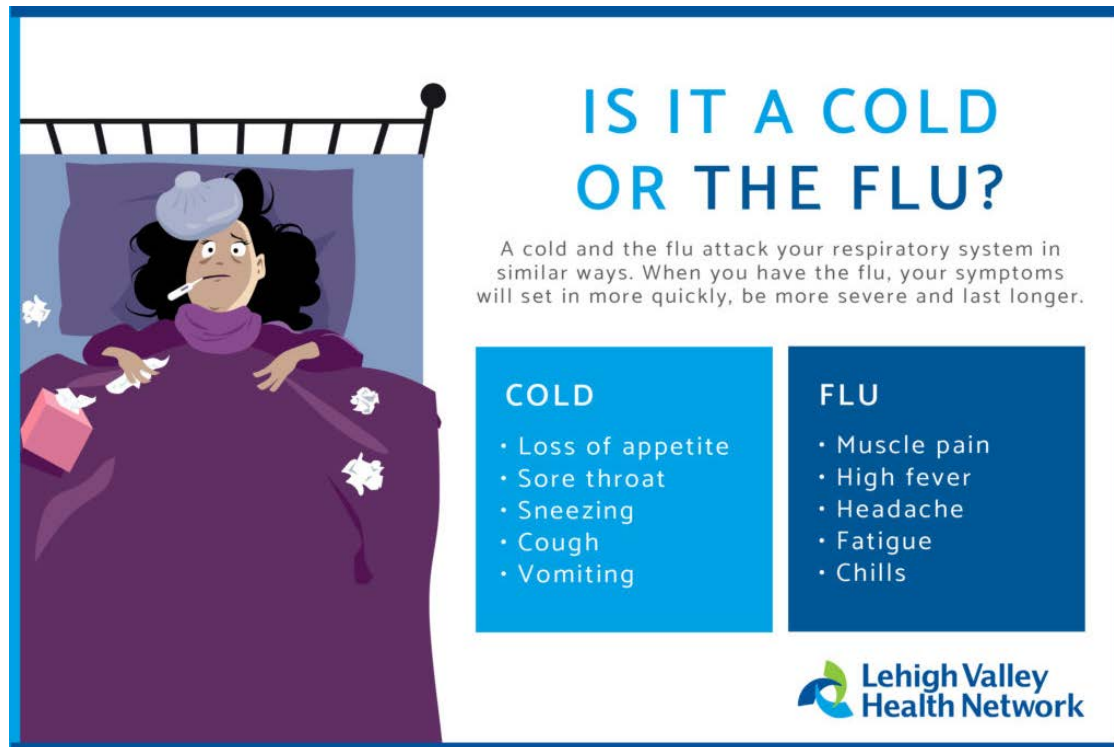
# Know Your Symptoms: Cold vs. Flu

by [Kirstin Reed](#) · February 5, 2020

Flu activity is widespread across Pennsylvania. We [recently gave you tips on how to prevent the flu](#), but if you're feeling under the weather, how can you tell if you have the flu or a cold?

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People with the flu are most contagious in the first three to four days but most healthy adults may be contagious beginning one day before symptoms develop and up to five to seven days after becoming sick.

If you have flu-like symptoms:

- Visit your primary care provider (PCP). If you don't have a PCP, [find one on LVHN.org](#) or call 888-402-LVHN (5846).
- Visit any of our [20 ExpressCARE locations](#). They are open seven days a week, 365 days a year, and no appointment is necessary.
- Schedule an LVHN [Video Visit](#) and get care from an LVHN provider from the comfort of your own home. Remember, [LVHN Video Visits are free](#) for LVHN Health Plan members and dependents.
- Don't go to work or expose yourself to at-risk groups.

Getting a flu shot and practicing frequent and proper handwashing is your best defense against the flu. If you have a confirmed case of the flu, you should stay home to prevent spreading it. For health care professionals, it is especially important that you don't go to work or expose yourself to [high-risk groups](#) when you have the flu.

# Open Mike: Celebrating Heart

by [Mike Rossi](#) · February 5, 2020



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February holds the distinction of not only being a busy month for the flu (don't forget to frequently wash those hands!), but also being the only month in the year associated with the most important muscle in the human body, the heart. This is the month we celebrate our hearts – both literally and figuratively.

Reminders such as the American Heart Association's "Go Red Day," on Feb. 7 play an integral role in raising awareness about heart disease.

Heart disease can strike at any age. By reducing risks through preventive care, treatment and lifestyle changes, we empower healthier patients and communities.

As a testament to our commitment to disease prevention, care and treatment, Lehigh Valley Health Network formed institutes for cancer, heart disease and surgery in 2018.

Lehigh Valley Heart Institute is home to the most experienced and highest performing cardiologists and cardiac surgeons in our region – where providers and care teams blend advanced technologies, innovative treatments and cutting-edge research to take on the toughest heart care challenges.

It's no surprise that we rank among the best in the nation for heart attack survival. With more than 20 cardiology practice sites across the region, our clinicians partner with patients to care for their hearts.

We give the heart lots of love – before and long after Valentine's Day. Between gifts, cards, flowers and candy, our colleagues remain committed to delivering the compassionate care they love to give.

Medicine is about celebrating heart, which takes many shapes and forms. February fuses together the art of medicine and the joy of love.

Hippocrates said, “Wherever the art of medicine is loved, there is also a love of humanity.”

Your passion, pursuit of excellence and exemplary care is truly something to celebrate. It is the passion and selfless work of many colleagues that keep our community healthy, happy and full of love.

You are amazing – every day. Wishing all of you a healthy and happy Valentine’s Day.

And if you can...remember to give a loved one a hug. It’s sure to put a smile on your face.

I know it will for me when I hold the newest addition to our family – our grandson!

Be well,

Mike



*Michael Rossi, MD*

**About me:** My name is Michael Rossi, MD, MBA, and I am the Chief Physician Executive for LVHN and President of LVPG. I came to LVPG 15 years ago as Chief of Cardiology for LVHN and Medical Director of our Regional Heart Center. I truly enjoyed caring for cardiac patients and getting to know them and their families. I am proud to be part of such a great organization. My passion is patient care. I view my current role as taking that passion for caring for an individual patient, to caring for our entire community. It is an honor to work with such an outstanding network of dedicated colleagues.

# Rachel's Roundtable: Working Together to Eliminate Hepatitis C Worldwide

by [Rachel Lefebvre](#) · February 3, 2020

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Worldwide, an estimated 71 million people have chronic hepatitis C—a bloodborne virus that causes serious and often deadly liver disease, including cancer. Individuals living with HIV face a higher risk of contracting hepatitis C because of HIV's effect on the immune system.

Here's the good news, hepatitis C is curable with the right treatment. And today, many local, state and national officials in the United States and across the globe are working together to eliminate hepatitis C worldwide.



Based at LVH—17<sup>th</sup> Street, Comprehensive Health Services (CHS) offers the region's most inclusive care for individuals living with or affected by HIV, including a dedicated Hepatitis Care Center.

As a leader in developing Pennsylvania's viral hepatitis elimination plan, CHS was approached by Citizen Diplomacy International and asked to host a meeting that would bring together LVHN health professionals and health care professionals from eastern Europe. The goal of the meeting was to share ideas and information to improve access to hepatitis C care and treatment in our region and in eastern Europe.





During the January meeting, Joseph Yozviak, DO, Medical Director of CHS, shared an overview of the services that CHS' Hepatitis Care Center provides at LVHN sites and through partnerships with community-based substance use recovery agencies. Yozviak showcased LVHN's commitment to partnering with our community to decrease the spread and transmission of hepatitis C with the goal of elimination in our region.



The robust discussion between providers from LVHN and our international visitors focused on access to medications, laboratory testing, retention in care, preventing reinfection and the impact of geography on service delivery.

The goal of global elimination of hepatitis C is lofty, but through meetings such as

this, it is encouraging and inspiring to see how health professionals from different corners of the world, working together in their communities, can overcome challenges and take steps toward eliminating hepatitis C.

Comprehensive Health Services is always looking for ways to help raise community awareness of programs like the Hepatitis Care Center. To learn more or to lend a hand, contact Vickie Cunningham, Program Director, at

[Vickie.Cunningham@lvhn.org](mailto:Vickie.Cunningham@lvhn.org) or 610-969-2730.



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.



# TSU Ranks Among Best Nursing Homes in the Country by U.S.

## News & World Report

by [Kirstin Reed](#) · February 4, 2020

When patients come to the transitional skilled unit (TSU) at LVH–17<sup>th</sup> Street, they can expect to be treated like family. They can expect personalized rehabilitation and skilled nursing care. Now, they can expect to be cared for in one of the best nursing homes in the country, according to U.S. News & World Report.



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TSU has achieved the highest possible overall rating and a high-performing rating for short-term rehabilitation on the 2019-20 U.S. News Best Nursing Homes ranking. Of the 39 nursing homes in the Lehigh Valley, TSU is one of three to achieve an overall rating of five out of five.

"We are humbled and honored to receive recognition from U.S. News & World Report and we're grateful to serve our community as a premier sub-acute rehabilitation facility," says Kate Huck, TSU Administrator.

The U.S. News [Best Nursing Homes](#) offer comprehensive information about care, safety, health inspections, staffing and more for almost all nursing homes in the country. The short-term rehabilitation rating evaluates a nursing home's quality of

post-acute care for patients recovering from a hospital stay such as after stroke, heart attack, infection or accidental injury.

For the 2019-20 rankings, U.S. News evaluated more than 15,000 nursing homes nationwide, and 2,969 earned the designation of a U.S. News Best Nursing Home.

“This ranking reflects LVHN’s dedication to delivering high-quality, safe and compassionate care to our patients,” says Bill Kent, President, Lehigh Valley Hospital. “TSU’s performance on the U.S. News & World Report’s list is a result of our colleagues’ commitment to providing an exceptional post-acute experience.”

Congratulations to TSU colleagues for the well-deserved recognition.

# Teams Honored for Patient Experience Excellence and Achievement

by [Kirstin Reed](#) · February 7, 2020

Delivering an exceptional experience is in our DNA. During the Service Excellence Awards we honored inpatient hospital teams, outpatient teams and LVPG teams for attaining excellence and special achievement in providing an outstanding patient experience at the midpoint of fiscal year 2020. Here are the recipients:

**Inpatient Excellence**, LVH–Pocono

**Inpatient Achievement**, LVH–Pocono

**Outpatient Excellence**, Breast Health Services (Lehigh Valley team)

**Outpatient Achievement**, LVH–Cedar Crest and LVH–Muhlenberg Outpatient Services

**LVPG Excellence**, Lehigh Valley Cancer Institute

**LVPG Achievement**, Women's Health



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# Service Anniversary List – February 2020

by [Rick Martuscelli](#) · February 1, 2020

Happy anniversary to these colleagues celebrating a career milestone at LVHN in February 2020. Congratulate them on their years of service.

## 45 years

Kenneth Miller, Respiratory Admin  
& Support

Susan Niemkiewicz, LVPG Pain  
Specialists

## 40 years

Michelle Adams, LVPG PulmonaryCritCare Med1250

Jet Bortz, Pre Admission Testing 17th

Nancy Foster, 6 North

## 35 years

Daunissa Hechler, Nursing Float Pool

Sue Hein, LV Center For Women's Med

Laurie Kilian, LVPG Peds SurgUrology 1210SCC

Donna Miller, LVPG Peds-Lehighton

Lisa Seibert, Pharmacy

## 30 years



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Tod Cook, Biomedical Services

Raymond Doynics, Housekeeping

Anita Iasiello, Diagnostic Radiology-Bath MOB

Hemlata Parmar, Ultrasound

## **25 years**

Judith Brooks, LVPG Internal Med 3080Hamilton

Nancy Crane-Roberts, College Health Services

Michael Guelzow, Emergency Department

Christine Hayes, Accounting

Susan Kirby, Communications

Danette Missmer, Rehab at Schoenersville Rd

## **20 years**

Michele Antrim, Operating Room

Rachelle Boger, Burn Out Patient Program

Diane Brown, Case Management

Diane Fritts, Pre Admission Testing 17th

Thomas Grady, Security

Anne Helwig, LVPG Pediatrics Trexlertown

Ivette Jones, Amb Surg Unit – Staging

Tina Kern, LVPG Surg Oncology 1240CC

Kim Kiefer, Rhc Medical

Karin Lightner, LVPG Maternal Fetal Med 3900HA

Kristy Mazzitelli, Technology Expansion Projects

Alberto Mendiolina, 5CP Medical Surgical Unit

Jean Novak, NORI Clinical

Bibi Shaikh, Adult Peds Psychiatry SCC

Daniel Storman, Radiology

Donna Streeter, ICU

### **15 years**

Tabitha Bennick, HOA Muhlenberg

Kelly Bigg, 5T Med/Surg

Betty Bohorquez, Centro De Salud

Glaris Carrazco, Patient Access Support – Admin

Ruth Cortes, Respiratory Admin & Support

Misty Davis, Pharmacy MPA

Robert DeDio, LVPG Ear Nose and Throat

Louise DeFranco, Case Management

John DeHoff, LVPP PCP

Michael Emig, Plant

Patti Fick, 7T Med/Surg

Cheryl Fox, Info Svcs Physician Support

Dominick Giaquinto, Mental Hlth Anc



Jennifer Groff, Rehab Svcs at LVH-M

Scott Hamilton, LVAS LVH – Cedar Crest

Megan Ingram, Labor & Delivery

Shannon Kacsur, Operating Room

Lawrence Koch, Burn Center

Paul Mattern, HSP 17th & Chew

Jennifer Rabenold, 6C Medical/Surgical Unit

Miriam Ramos Martinez, 7T Med/Surg

Amy Sales, LVPG Hematology Oncology CC

Patricia Simms, Pharmacy

Jessica Squillante, Cardiac Diagnostic Center

Tammy Winterhalt, Dept. Of Pediatrics

Lisa Zamora, HIM Provider Based Coding

### **10 years**

Corinne Baird, Registration

Katy Blessing, PT/OT

Shaina Briel, Respiratory Care Services

Ashley Bubbenmoyer, LVPG Hematology Oncology CC

Claudia Busse, Pediatric ICU

Kathleen Costenbader, LVPG IM MUH Express Care

Annette Dadura, Info Svcs Customer Service

Jane Daley, EEG

Karen D'Antonio, Nurse Fmly Pship

Ralph Descartes, Messenger/Courier Service

Meghann Dollak, BH 1

Ronnie Geiger, Plant Engineering

Carl Handwerk, 4KS Medical/Surgical Unit

Jeffrey McDermott, PT/OT

William McLaughlin, MEDEVAC

Tiffany Pedone, LVHP Acute Care Therapy

Deanna Romano, Registration

Paul Schramm, Ultrasound

Paul Siegfried, Dept. Of Psychiatry

Sarah Simco, Imaging Physics

Christine Sook, Cancer Financial Services

Davier Strausser, LVPG Peripheral Vascular Sur

Marynell Strunk, Development

## **5 years**

Antonio Adorno, Cardiac Diag Ctr Palmer HC

Christina Alden, Emergency Service – CC

Arin Alkanani, Float Pool

Alison Bedekovich, 2K South

Tracy Bochancow, Patient Receivables Office

Gavino Cabardo, Supply Distribution Services

Danielle Cantor, LVPG-P Ob/Gyn Office-East Stro

Emilie Carlino, Human Resources Administration

John Deangelo, Home Care – Physical Therapy

Christina Dejesus, 6K Medical/Surgical Unit

Lauren Erie, Adolescent Psych Unit

Bret Erney, Case Management

Alexander Exley, EPIC Conversion

Teresa Fitzgerald, Inpt Rehab SVC-CC

Vanessa Foster, Labor & Delivery

George Fulton, EMS Hazleton APTS Operations

Kimberly Gambirazio, Operating Room

Salome Gilholm, Registration

Sara Greig, Emergency Service – 17Th

Ruth Hahn, Rehab Unit

Mary Haines, LVPG Cardiology 1250CC

Sarah Harvey, Sleep Disorders

Kina Hill Francis, LVH M Hospitalist Program

Lori Hulse, COO Operations

Darlene Kalmar, Per Diem Pool

Ashley Kaps, OP Lab

Lisa Kern, Cardiac Diagnostic Center

Danielle Kishbaugh, Rehab Unit

Heather Klerks, Pediatric ED

Tracey Kressley, Cardiac Diagnostic Center

Kathleen Krulich, ICU

Lizette Leute, LVPG-P Internal Medicine/Peds

Katelyn Lindner, LVPG Pediatrics Fogelsville

Christine Marie Lippincott, 6C Medical/Surgical Unit

Krista Lowery, LVPG OB/GYN 1245SCC

Christine Meyer, LVPG-P Expresscare-Bartonsvle

Michael Mitariten, Heart Station

David Monte, LVPG-L Fogelsville Optical Eff

Annamarie Moran-Luckwaldt, Dietary

Jane Nordell, Office of Philanthropy

Tara Ortiz, Education Services

Cassandra Passaro-Ruffino, PACU – CC

Christina Pelizzoni, ATC Services

Susan Perdick, Nursing Float Pool

Heather Ramirez, Patient Accounting

Lindsey Reyes, LVPG Cardiac Thoracic Surgery

Marianyeliz Rivera, Patient Accounting

Hannah Roman, Labor & Delivery

Madeline Sanchez, RHC Medical

Clifford Scales, Burn Center

Sonia Severe, Emergency Service – 17Th

Jennifer Shukaitis, HIM Facility Based Coding

Donna Smith, Group Health Admin Svcs

Amanda Solensky, Emergency Service – CC

Katheryn Stirk, Pediatric Intensive Care Unit

Michael Ulsh, Diagnostic Imaging Hamburg

Maura Vogtman, LVPG Family/Intrnl Med BethTw

Meaghan Webster, Neonatal ICU

Lori Weikel, Labor & Delivery

Meghan Wismer, NORI Administration

Seth Zimmerman, EMS Hazleton APTS Operations

Dana Zindell, Perioperative Svcs Float Pool

# Go Red for Women on Friday, Feb. 7

by [Rick Martuscelli](#) · February 4, 2020

Heart disease is the No. 1 killer of women, yet some people think cardiovascular disease is a man's disease. In fact, heart disease strikes more women than men. For women, heart disease is more deadly than all forms of cancer combined. National Wear Red Day<sup>®</sup> is a day to raise

awareness about heart disease in women and educate women about taking action to reduce their risk for heart disease.

This year, National Wear Red Day is Friday, Feb. 7. Colleagues are encouraged to wear red or red accessories. You also are encouraged to take a photo of you and your colleagues wearing red and submit it on LVHN Daily. We'll share some of the photos on LVHN Daily.

Here are things you need to know to prepare for National Wear Red Day:

- **Be creative.** If you're a nurse who must wear a navy blue uniform, put on some red accessories. If you work in a department that allows you to wear red more flamboyantly, go for it. We want people to get the message.
- **Strike a pose.** Smile pretty for the camera, and make sure the photographer takes a horizontal photo. Horizontal photos look better on LVHN Daily.
- **Meet the deadline.** Submit your photo by noon on Friday, Feb. 7. We'll then



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post a gallery of some of the photos on LVHN Daily in the afternoon.

- **Be a teacher.** When people ask you why you're wearing red, tell them about National Wear Red Day. Explain that although heart disease is the No. 1 killer of women, only one in five American women believe it to be their greatest risk.

# Send Your Valentine's Day Greetings to Our Patients

by [Jenn Fisher](#) · February 6, 2020

Fragrant roses,  
chocolate-dipped  
strawberries or  
pastel candy hearts  
might spell "I LUV U"  
to some on  
Valentine's Day –  
but at LVHN, we  
show our patients  
that love with hand-  
delivered Valentine's  
Day cards. This  
surprise card  
shower has been  
such a splash the  
last few years, we're  
ready to make it rain again, and we need your help.



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## **Pick a card, any card.**

Visit [LVHN.org/valentine](https://LVHN.org/valentine) and select from the eight valentine greetings. We have one in Spanish.

## **Type a message from your heart.**

You can include a personal message of encouragement. Remember: This will be shared with a patient selected at random. Sending more than one card is encouraged, but make sure you do so by Monday, Feb. 10.

## **We'll take it from there.**

Beginning Thursday, Feb. 13, and concluding on Friday, Feb. 14, printed Valentine's Day cards will be delivered to patients by LVHN volunteers at LVH–

Cedar Crest, LVH–17th Street, LVH–Muhlenberg, both LVH–Schuylkill campuses, LVH–Hazleton, LVH–Pocono and LVHN–Tilghman. Last year, more than 1,300 colorful cards were given out, with greetings coming from as far as Japan and as near as Allentown.

LVHN thanks Christmas City Printing and Alcom Printing for their support of LVHN's Valentine's Day card shower.

# LVHN Provides Addresses for Patients of our Street Medicine Program

by [Brian Downs](#) · February 5, 2020

You might wonder what sense it makes for someone who is homeless to have an official mailing address. “Without a home or family support, including an official address, patients of LVHN’s Street Medicine program cannot receive most government benefits that will help them out of their current



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situation,” says Nani Cuadrado, Street Medicine Program Director. “A street address is needed to obtain Medicaid/Medicare, identification, food stamps, social security and veteran benefits, government-issued phones, and to obtain employment.”

Through the combined efforts of LVHN’s Street Medicine program, LVHN’s Courier Services and the United States Postal Service, patients of the Street Medicine program now can receive mail at a specially created address at LVHN. Mail can now be separated and couriered to the Street Medicine office and distributed by the administrative coordinator at designated clinics. Patients requiring the mail service sign a contract and agree to follow the designated protocol.

“Providing a mailing address to our patients is a win-win opportunity. Our patients get more holistic care, addressing not only their health care needs, but their social barriers as well,” says Cuadrado. LVHN benefits because patients who were

previously uninsured (due to lack of an address) are now insured and the hospital, in turn, receives reimbursements.

Since the mail service was instituted for homeless patients, some are receiving food stamps (and had been struggling with food insecurities), some are able to open a bank account (with identification), some are able to connect with family/friends with a government-issued phone, and some have even transitioned from homeless to being housed with social security income or disability benefits.

“I am so proud that LVHN is helping patients address many of their barriers,” Cuadrado says. “A person’s overall health is so much more than health care, it’s about looking at the person as a whole and doing the best we can to assist with other conditions that are affecting their well-being. Something as simple as a mailing address is certainly a great start.”

# Struggle to Eat Your Fruits and Veggies? Enroll in the Better Bites Challenge

by [Kirstin Reed](#) · February 3, 2020

Enroll in the [Better Bites Challenge](#) to log your daily servings of fruits and vegetables. You can earn 15 points toward the [My Total Health Incentive Program](#) when you complete the challenge in the [My Total Health portal](#).

## Next steps

- Enroll in the challenge Jan. 27-Feb. 9.
- Participate in the challenge Feb. 3- March 1.
- Use the online tracker to log daily servings.
- Reach milestones full of health information and motivating tips.
- Earn great incentives as you enjoy better food choices.

## How to enroll

- Go to the My Total Health portal at [mth.lvh.com](http://mth.lvh.com).
- Under challenges find Better Bites, select Enroll.
- Log on weekly to track your progress.

For more information, contact [MyTotalHealth@lvhn.org](mailto:MyTotalHealth@lvhn.org).



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# Learn About the Latest Innovations in Education

by [Kirstin Reed](#) · February 4, 2020

Academic faculty, clinical educators and staff from a variety of health care settings will benefit from the subject matter addressed at this year's Innovation in Education conference.

The conference takes place March 31, 8 a.m.-4:30 p.m., at LVH–Cedar Crest's Kasych Family Pavillion, ECC rooms 6, 7 and 8.

Session topics include:

- Caregiver resilience
- Microlearning
- Education using videoconferencing
- Nursing professional development
- Precepting
- Learning in the future
- Teach-back
- Learner saturation
- Social cognitive theory
- Leadership

[Register online](#) by March 24 to reserve your spot.



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