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Get updates on our goals, finances, cybersecurity and more.

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TV show features Dr. Nester and a panel of health care leaders.

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Enhancing intercultural skills is a moral imperative.

### [Library Services Supports Nursing Research](#)

See how the team helps nurses gather evidence.

### New Performance Management Process

[Learn More](#)



### Service Star of the Month

[Learn More](#)



### Give to the United Way

[Learn More](#)



## LVHN news

Does Daylight Saving Time Affect Your Health?

Time to See a Knee Pain Specialist?

How to Prevent Cervical Cancer

### **LVPG Practice of the Month - Photos**

Teamwork makes LVPG Internal Medicine-Claude A. Lord Blvd. exceptional.

### **Get Informed About Colon Cancer Screening**

Stop by informational tables on March 6.

### **Schuylkill Rehab Centers Earn Re-Accreditation**

It signifies the quality of our rehabilitation care.

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

# Safety Is a Top Priority

by [Jane Danish](#) · February 24, 2020

Safety is a top priority, and LVHN leadership is fully committed to providing a safe environment for all patients, visitors and staff. We recognize that the potential exists for violent situations to occur within the therapeutic and network environment. For this important

reason, and based on feedback from Colleague Ambassadors, the Colleague Engagement Survey, Town Halls and leadership rounds, a team was established to design, recommend and implement a network Workplace Violence Prevention Program.

Over the past several months, the Workplace Violence Prevention Committee, consisting of health network and regional leaders, along with front line staff, has been developing a plan to serve as the foundation of the Workplace Violence Prevention Program. The following information will introduce colleagues to the goals and objectives of the Workplace Violence Prevention Program and will outline the components of the plan established by the committee.

## What is the goal of the program?

The goal of the LVHN Workplace Violence Prevention Program is to support a work environment in which violent or potentially violent situations are effectively



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addressed with a focus on prevention. It is intended to:

- Make colleagues aware of the potential for violence in the workplace
- Increase colleagues' abilities to recognize early warning signs of potentially violent situations
- Help colleagues understand how to respond to actual or potential incidents

### **What are the objectives of the program?**

The Workplace Violence Prevention Program is based on the following objectives:

- Develop a health network Workplace Violence Prevention Program to include the seven elements recommended by OSHA to reduce workplace violence:
  1. Management commitment and employee participation
  2. Worksite analysis and hazard identification
  3. Hazard prevention and control
  4. Safety and health training
  5. Record keeping and program evaluation
  6. Communication plan
  7. Workplace violence policy
- Identify a set of metrics that will be tracked and trended monthly to determine the effectiveness of this program.
- Decrease caregiver injuries from violence by patients, families, visitors and co-workers.
- Increase satisfaction of caregivers related to the management of violent behaviors.
- Establish process to support learning from events to inform practice changes.

### **What is the structure of the plan?**

The committee has identified the following components as the basic structure of the Workplace Violence Prevention Plan:

- Establishing and maintaining policies for dealing with issues of workplace violence
- Tracking and trending of incident data

- Training for colleagues
- Responding with direction to reports of threats or acts of violence
- Developing an expertise among team members and members of management regarding issues of workplace violence
- Establishing threat management strategy and tools

The committee is continuing to work on the various components of the plan and on specific initiatives to prevent workplace violence. Watch for regular updates from the team on the plan's development and implementation.

Your safety and that of our patients and visitors is our first concern. If you have any questions or suggestions, please feel free to reach out to one of the committee's chairpersons:

- Luis Puentes, RN, Administrator, Emergency Operations and Public Safety,  
[Luis.Puentes@lvhn.org](mailto:Luis.Puentes@lvhn.org)
- Jane Leary, Vice President, Colleague Relations and Talent,  
[Jane.Leary@lvhn.org](mailto:Jane.Leary@lvhn.org);
- Carol Guanowsky, RN, Director, Employee Health, [Carol.Guanowsky@lvhn.org](mailto:Carol.Guanowsky@lvhn.org)

# See If You Won Phantoms Tickets For March 11 Game

by [Rick Martuscelli](#) · February 26, 2020

Did you enter to win free tickets to the Phantoms game? If so, see if your name is on the list of winners below. Each winner will receive a total of two tickets to a game on March 11. Tickets may be picked up at the PPL Center box office beginning Wednesday, March 4. The box

office is located at 7<sup>th</sup> & Hamilton streets. Its hours of operation are Monday-Friday, 10 a.m.-5 p.m. It's also open Saturday and Sunday on event days only. Tickets also may be picked up on the evening of the game.

Tickets will be reserved under the names of the winners as listed and only released to those individuals. Photo identification, such as your health network ID badge or driver's license, will be required at the time of pick up.

Please review this list closely, paying attention to email addresses. Colleagues with identical names will be differentiated by email address, as it was completed on the entry form.

The winners are:

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Carolyn	Bechtel	Carolyn.Bechtels@lvhn.org



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# Voluntary Benefits Open Enrollment

by [Lynn Turner](#) · February 26, 2020

**This message is from Lynn Turner, Senior Vice President and Chief Human Resources Officer.**



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You provide exceptional care every day and deserve to be rewarded and recognized for your work. To show our continued gratitude for all you do, we offer competitive benefits which include a voluntary benefit package. This benefit package supports your priorities and goals, and celebrates “one LVHN” because it is available to all colleagues network-wide.



Our best-in-class portfolio includes accident, critical illness and hospital indemnity insurance, as well as other lifestyle products such as pet insurance, legal assistance and identity theft protection services.

An annual open enrollment period will occur from March 2, 2020 through March 16, 2020. We are again partnering with The Hartford to provide an online portal that makes enrollment quick and easy. The site is rich in information to assist with your decision-making process, and telephonic support is available at any time during the process should you need it.

Each colleague will be receiving a series of emails prior to and during this annual open enrollment period with detailed information regarding the products being offered as well as instructions on enrollment.

We're excited to offer this benefit package to you and your loved ones. It's one more way we're working to make LVHN the best place to work and grow in the region. Thank you for being #LVHNProud.

# ExpressPASS Appointments Make ExpressCARE Visits Even More Convenient

by [Katie Cavender](#) · February 25, 2020

It's Sunday afternoon, and your daughter has an earache. With an already hectic schedule, the thought of waiting to see a provider may feel overwhelming. That's why [ExpressCARE](#) is excited to announce [ExpressPASS](#). ExpressPASS allows you to book an ExpressCARE appointment before you leave home. Just choose the time you'd like to come in, and we'll hold your spot.



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If you prefer walk-in care, don't worry. ExpressCARE will continue to provide walk-in care 365 days a year for minor illnesses and injuries such as sprains, strains, seasonal allergies, cold, flu, poison ivy/rashes, bronchitis, ear infections and many other conditions.

## How to schedule an appointment

### If you have a MyLVHN account:

1. Go to [org](#) or the MyLVHN app and log in to your account. To learn more about MyLVHN and how to create an account, visit [LVHN.org/mylvhn](#).
2. Click on the green calendar icon in the navigation bar.
3. Click on "ExpressPASS" under the "Tell us why you're coming in" section.
4. Find the location most convenient for you and choose your preferred appointment time.
5. The last step is to verify your appointment.

### If you do not have a MyLVHN account:



1. [Schedule your appointment now.](#)
2. Choose ExpressCARE as the specialty and click ExpressPass as the type of appointment.
3. Find the location most convenient for you and choose your preferred appointment time.
4. The last step is to verify your appointment.
5. On the locations tab, you'll see current ExpressCARE wait time estimates. This estimate is based on average walk-in patient wait time over the past hour. It does not apply to ExpressPASS appointments.

### **At your appointment**

Arrive 15 minutes early for your appointment to fill out paperwork. People who are more than 15 minutes late enter the queue of walk-in ExpressCARE patients.

### **ExpressPASS appointments are offered at the following ExpressCARE locations:**

- ExpressCARE–Bangor
- LVPG ExpressCARE–Bartonsville
- LVPG ExpressCARE–Bethlehem Township
- LVPG ExpressCARE–Blakeslee
- LVPG ExpressCARE–Fogelsville
- LVPG ExpressCARE–Lehighton
- LVPG ExpressCARE–Macungie
- LVPG ExpressCARE–Moselem Springs
- LVPG ExpressCARE–Muhlenberg
- ExpressCARE–Palmer Township
- ExpressCARE–Richland Township
- ExpressCARE–Tobyhanna
- ExpressCARE–West End
- ExpressCARE–Whitehall

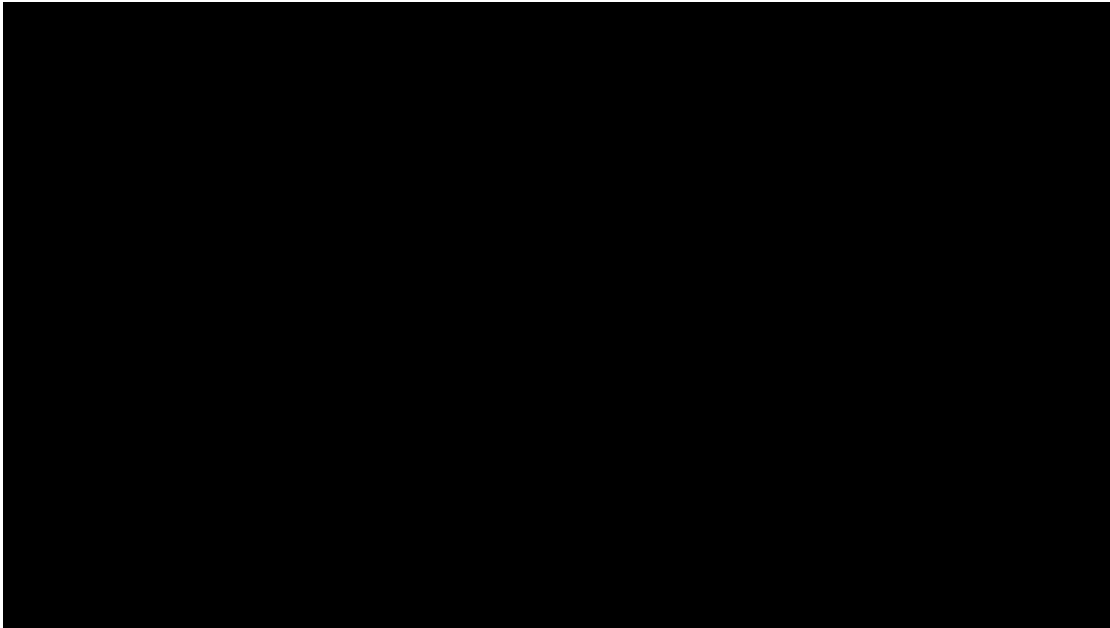
# CEO Update: Support the United Way – VIDEO

by [Rick Martuscelli](#) · February 24, 2020



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*Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. In this edition, Dr. Nester asks you to support LVHN's 2020 United Way Campaign. Watch the video or read the transcript below.*



If there is one organization whose work aligns perfectly with our mission to “heal, comfort and care,” it’s the United Way. In all the regions we serve, the United Way works tirelessly with local not-for profit organizations to protect the most vulnerable members of our community. The United Way supports agencies that feed the hungry, shelter the homeless, prepare children for success, help seniors stay safe and healthy, and so much more.

To do this important work, the United Way needs our support. That is why we hold a United Way campaign at LVHN every year. Our next United Way campaign will take place Feb. 17 through March 13.

Let me share how a gift to the United Way positively impacts our communities' greatest challenges. Thanks to the work of the United Way in the Lehigh Valley, since 2014:

- Five percent more third graders are achieving success in school.
- There are 18,000 fewer residents who are food insecure.
- And 98 percent of seniors supported by United Way-funded programs are able to stay safe and healthy in their homes.

The story is similar in the Hazleton area and Schuylkill County, where United Way member agencies address hundreds of thousands of instances of need in the community each year.

Our health network's campaign theme this year is "Partnering for a United Future." So, let's partner together to make this campaign the most successful ever.

When making your gift, consider using payroll deduction. This allows you to give over a longer period with little impact on your personal budget. And when you give, you'll be entered in a drawing to win great prizes.

Thank you in advance for your generosity. By "Partnering for a United Future," we will further LVHN's mission and make our communities better and healthier places to live, work and play.



A handwritten signature in black ink that reads "Brian Nester".

**ABOUT ME:** My name is Brian Nester, DO, MBA, FACOEP, and I am the President and Chief Executive Officer (CEO) at Lehigh Valley Health Network (LVHN). I came to LVHN in 1998 as the Director of LVH-Muhlenberg's Emergency Department. Prior to becoming President and CEO in 2014, I served as the health network's Chief Strategy Officer. I am originally from Reading, and I'm proud to lead an organization that continually strives to provide better health and better care at a better cost for the great people of our community.

# What You Need to Know: Coronavirus FAQs With Infectious Diseases Specialist Luther Rhodes, MD

by [Jenn Fisher](#) · February 24, 2020

It's in the news every day: coronavirus. But what is this virus and are you at risk for catching it? Lehigh Valley Health Network infectious diseases specialist [Luther Rhodes, MD](#), with [LVPG Infectious Diseases](#), has been laser-focused on this outbreak and has answers to the questions you have about the current outbreak of a novel strain of coronavirus infections.



*Luther Rhodes, MD*

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## What is coronavirus?

There are seven strains of human coronavirus. Four cause common cold-like symptoms, and the other three can cause much more severe lung infections, such as pneumonia. The three more serious types are SARS-CoV-1 virus, MERS virus and the latest one named SARS-CoV-2, which is currently causing a worldwide outbreak of infections and is referred to as COVID-19. The newest strain arose in China in December 2019 and is a bat strain of coronavirus that mutated so it can now infect humans. Because the world's population lacks immunity to the virus, and there is no current vaccine against it, COVID-19 infection spread wildly throughout China in December 2019 and January 2020. At this time, COVID-19 is spreading into the rest of the world at a slower pace, largely carried by airline passengers and, to a lesser extent, by cruise ship passengers.

## How is COVID-19 transmitted?

According to the Centers for Disease Control and Prevention (CDC), this new form

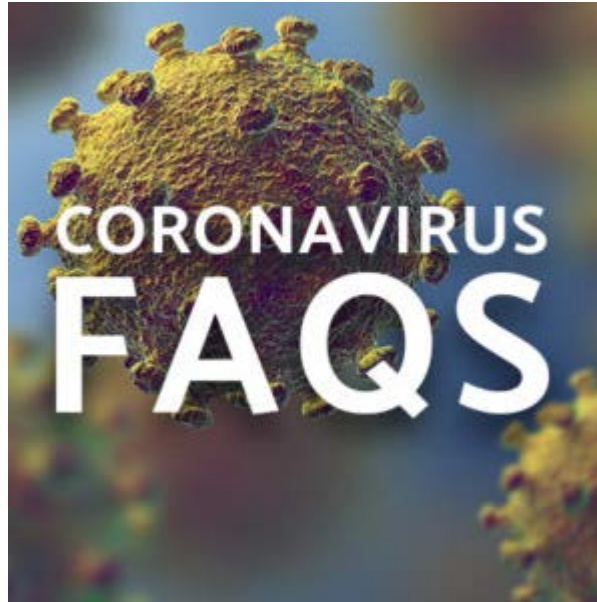
of coronavirus is spread mostly by person-to-person contact but it can also be spread by auto-infection, which means a virus is picked up from a contaminated surface onto a hand then rubbed into an eye or mouth by accident. There is no evidence that the virus is transmitted in the mail or in packages received from China.

Frequent hand washing and covering a cough are key measures to lessen the chance of becoming infected with the COVID-19 virus.

### **Should I wear a face mask to protect myself from COVID-19?**

Despite being a common practice now, wearing a regular (medical style) face mask to prevent infection with COVID-19 is not very effective, although it might help reduce spread of virus in someone who has the infection and is coughing. Medical personnel wear highly specialized masks to protect themselves from becoming infected

when caring for a patient with COVID-19. These masks are much different than regular face masks and require training and fit testing.



### **In the Lehigh Valley, am I at risk for getting COVID-19?**

Lehigh Valley residents who have not traveled outside of the country in the preceding two weeks (or have close contacts who have not done so) currently have no risk for COVID-19. This could change in the future if COVID-19 gains a foothold in the U.S., which is why much effort is spent in early identification and isolation of known or suspected cases of COVID-19.

### **How can I protect myself from coronavirus, or other viruses?**

The World Health Organization (WHO) reminds all people to follow “respiratory hygiene,” meaning if you sneeze or cough, do so into the crook of your elbow to

stop expelled droplets from traveling into the air. All people should be mindful of hand washing or using alcohol-based hand sanitizer regularly as proven ways to reduce chances of becoming infected

Because seasonal flu is still prevalent in the area and throughout the U.S., it is not too late to get a flu vaccine if you have not already done so. It will help protect you from seasonal flu or help reduce your symptoms if you do get sick with the flu.

### **Why is COVID-19 a concern?**

COVID-19 has caused illness ranging from mild upper respiratory symptoms (like a cold) to causing death. Because COVID-19 has caused illness in people beyond China, it is considered a widespread outbreak and is on track to be declared a pandemic soon by the World Health Organization (WHO). For most people, this virus will cause cold-like symptoms. However, WHO states that people who have preexisting medical conditions, such as diabetes or heart disease, may be at greater risk for developing severe disease from a COVID-19 infection.

### **Is there medicine to treat COVID-19?**

Although investigational drug studies are currently underway in China, at present there are no antiviral medications approved in the U.S. to treat or prevent COVID-19. Treatments that are currently used for patients who are diagnosed with COVID-19 are to help address symptoms such as fever or secondary bacterial pneumonia.

### **Our expert**

#### **Luther Rhodes, MD**

Dr. Rhodes is a fellowship-trained and board-certified infectious diseases specialist with LVPG Infectious Diseases and Chief, Infection Control and Hospital Epidemiology, at Lehigh Valley Health Network (LVHN). He is a leader in emerging illness management and has guided LVHN preparedness efforts through the last several decades. His approach to emerging illnesses is to study outbreaks, educate colleagues and the community, determine best practices to treat those who may have become infected, and use commonsense approaches (and technology) to help prevent spread of illness.

## **If you need care**

It's more likely that you will need to seek medical help for seasonal flu and colds than for coronavirus. When you need help with flu or colds, turn to LVHN ExpressCARE or LVHN Video Visits for quick, convenient care.

**Learn more about ExpressCARE** at [LVHN.org/expresscare](https://lvhn.org/expresscare).

**Learn more about video visits** at [LVHN.org/videovisits](https://lvhn.org/videovisits).

# Read About It: Morning Call Features Melanoma Patient Treatment Success

by [Jenn Fisher](#) · February 24, 2020

When Rebecca Schlegel was in her mid-20s, she faced melanoma that had metastasized from a tumor on her ear, to tumors on her brain, lung and liver. But she didn't face her diagnosis alone – she sought the expertise of Lehigh Valley Health Network and was enrolled in an early-phase trial of yet-to-



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be-approved immunotherapy agents ipilimumab (Yervoy<sup>®</sup>) and nivolumab (Opdivo<sup>®</sup>) at Lehigh Valley Cancer Institute. Now 34, Schlegel is busy with three children and looking to the future.

Schlegel's story was featured in a Morning Call story on Feb. 21, that also included an interview with Suresh Nair, MD, Physician in Chief, Lehigh Valley Cancer Institute. Nair spoke about the rapid pace of cancer research that constantly improves life expectancy for people diagnosed with cancer.

Read the full story at the Morning Call: [‘I honestly didn’t think I’d be here’ Melanoma patient cancer-free after immunotherapy trial at LVHN.](#)

**Learn more about innovative and compassionate cancer care** at Lehigh Valley Cancer Institute: [LVHN.org/cancer](https://www.lvhn.org/cancer).



# Robert Barraco, MD, Latest Guest on 'Essential Partners' –

## PODCAST

by [Rick Martuscelli](#) · February 25, 2020

Have you heard about the Essential Partners podcast featuring LVHN Executive Vice President and Chief Medical Officer Tom Whalen, MD?

Whalen interviews people from around the health network to take a deep dive into each area of LVHN. Tune in to stay up to date and learn a little bit about your colleagues.



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### The Latest Episode

In this episode, Whalen interviews Robert Baracco, MD, Chief Academic Officer. In this episode, Barraco describes his role and responsibilities and shares details about our SELECT medical school program.

You can listen to Essential Partners on LVHN Daily, [here](#).

Your browser does not support the audio element.

You also can listen on the go on your smart device. Simply search "Essential Partners" or "LVHN" on the following podcast platforms:

## iTunes

- Apple Podcast
- Overcast
- Stitcher
- Castbox
- Spotify
- TuneIn

# Watch Leader to Leader, February 2020 – VIDEO

by [Rick Martuscelli](#) · February 25, 2020

Want an update on the strength of our health network, how we're keeping information safe, how we're engaging new patients, and planned changes to our performance management process? Watch the February 2020 Leader to Leader meeting. Click the links below to watch the presentations.



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[February 2020 Service Star Award Recipients](#)

[LVHN 2020 United Way Campaign](#)

[Update our our Network Goals and Financial Performance](#)

[New Patient Engagement and Acquisition](#)

[Performance Management Reimagined](#)

[Cybersecurity Update](#)

# PBS39 Special Showcases Health Care in the Lehigh Valley

by [Kirstin Reed](#) · February 28, 2020

Taped in front of a live studio audience, “The Future of Healthcare” addressed the changing health care industry. This was the second episode of a series called Mornings at Lehigh Valley Public Media, produced by PBS39.

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Brian Nester, DO, MBA, FACOEP, LVHN President and CEO, sat on the panel along with Patrick Gaven, President and CEO, Hunterdon Healthcare, and Stephen Klasko, President and CEO, Thomas Jefferson University Hospitals. Moderated by health reporter Brittany Sweeney, the panelists discussed topics like cost of health care, access to care and innovation in a changing industry.

Want to watch the special? Click [here](#) to watch the full one-hour show.

# Progress Notes: Taking Down the Walls

by [Patricia Martin, MD](#) · February 27, 2020

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There's never been a time when information – and disinformation – has been more readily available to so many. Paradoxically, when presented with so many choices, people gravitate toward those sources which are aligned with their own cultural beliefs because that is where they feel most comfortable. Our human tendency to divide people into “us” and “them” compounds this social fragmentation.

As health care professionals, we cannot live in a bubble because we must welcome patients and families from all walks of life. Our patients' identity, as well as our own, come in multiples. These include race, ethnicity, religion, gender identity, occupation, physical disability and sexual orientation, to name a few. When encountering a patient who is different from us, we may withdraw out of fear of making an



*Patricia Martin, MD*

insensitive remark that could jeopardize our relationship because after all, we have been trained to “first do no harm.” Despite our best intentions, censoring ourselves may prevent us from having the kind of open dialogue that will result in the best

health outcomes.

By now we have had enough training in diversity and inclusion to acknowledge that we all have unconscious biases. What many health care workers don't realize is that there is no one person who knows it all when it comes to cultural competency. Even the most proficient diversity and inclusion professionals, including our own Chief of Diversity, Equity and Inclusion Liaison, Judy Sabino, will share anecdotes of how their own unconscious biases have bubbled up at the most inopportune times.

Verna Myers, a nationally recognized diversity expert, has written a helpful guide book on navigating this landscape. These experts have benefitted from the generosity of colleagues, patients or clients who have been willing to speak up and tactfully dispel their misconceptions.

Becoming comfortable in cross-cultural interactions is a lifelong professional endeavor that must be nurtured and updated as faithfully as we comply with continuing education requirements. Several national trends will demand health care workers to have an increasingly sophisticated understanding of how culture and social determinants affect health and disease. Health care delivery is moving out of hospitals into communities and away from fee for service toward value-based care. The U.S. population is becoming more diverse. According to demographic projections by the U.S. Census, non-White individuals are projected to make up about 53 percent of the U.S. population by 2050. New developments in medicine, such as advances in transgender medicine and the formal study of the health issues of specific populations such as the victims of human trafficking and the homeless, will demand more cultural expertise from health care workers.

LVHN recognized the value of delivering high-quality, cross-cultural care almost two decades ago when it began hiring the first professionally trained language interpreters. This program is now thriving – 10,000 patients used in-person interpreters from July to December of 2019. Centro de Salud, founded in 2004, now has among the highest patient satisfaction scores in the health network. After a wrenching dialogue with patients during a Journey in Growth retreat in 2006, senior leaders were galvanized to put more systems in place to deliver culturally competent care.

The Cultural Awareness Leadership Council (CALC), established on Feb. 22, 2010,

just celebrated its 10<sup>th</sup> anniversary. Under the visionary leadership of Judy Sabino, this group of health network leaders, colleagues and community stakeholders meet several times a year to advance equitable health care across our health network. CALC spearheaded many educational initiatives such as the Cultural Competency Resource Center on the LVHN intranet, a Cultural Awareness Conference in 2014 and numerous TLC modules and Leader to Leader presentations. The Veteran Health Project was launched in 2012 and is currently expanding its efforts to address the specific needs of female veterans. In 2017, Lynn Turner became the LVHN Chief Human Resources Officer and joined the CALC shortly thereafter. Recognizing that the LVHN workforce was becoming increasingly diverse, she helped widen CALC's scope by promoting cultural awareness among colleagues. LVHN has official statements and policies on diversity and inclusion. Last year, LVHN was named a "Top Performer" by LGBTQ Healthcare Equality Index, a milestone that was celebrated on billboards as well as during LVHN's 2019 Community Annual Meeting.

Cross-cultural health care delivery can be challenging, especially at a time when economic headwinds in our industry demand that we increase patient access and throughput. If, as health care professionals, we truly believe in patient safety, quality and health equity, then enhancing our intercultural skills becomes a moral imperative, not a luxury.

If you would like advice on how to handle a particular situation with a patient or colleague, you can request a confidential consult by contacting

[Judith.Sabino@lvhn.org](mailto:Judith.Sabino@lvhn.org).



A handwritten signature in black ink that reads "P Martin MD".

**About me:** My name is Patricia Martin, MD. I am President of the LVHN Medical Staff. I have been a practicing neuroradiologist at LVHN since 2000. It is an honor to represent the exceptional physicians and advanced practice clinicians of LVHN. I am always willing to partner with you to explore new and innovative ways to provide exceptional care. I encourage you to share what's on your mind.



# Spotlight on Evidence: Library Services Supports Nursing

## Research

by [Kirstin Reed](#) · February 26, 2020

Turning evidence into practice at LVHN begins with a bright idea. For nurses who want to use the latest clinical evidence to improve patient care, [LVHN library services](#) is a great place to start.

“Research doesn’t have to be intimidating,” says Megan Furchner, Health Sciences Librarian.

From her office in the Body Family Medical Library at LVH–Cedar Crest, Furchner supports colleagues as they embark on their research journeys.

“If there’s a research question you have in mind, we can help you find the evidence to support your hypothesis before you start conducting your own research,” says Furchner.

### Literature searching service

Perhaps the best way to start a research project is to utilize the literature searching service. It’s as simple as completing a [request form on the LVHN intranet](#). A member of the library services team will begin a search of the databases using your



*Megan Furchner, Health Sciences Librarian*

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topic to find articles relevant to your research.

You also have the option to book an in-person consultation. You'll begin the database search alongside a masters-prepared medical librarian.

## **Subject guides**

For researchers looking for different types of support, LVHN library services has [subject guides](#) for you to use. These are just a few subject guides available to all colleagues conducting research:

- Writing and citing
- Copyright
- Evidence-based medicine

You can access these subject guides and more on the library services homepage on the LVHN intranet.

## **Articles on loan**

If you find the perfect article for your research but it's locked or behind a paywall, don't give up. LVHN offers an article request service. Library services can find the article from other libraries and get it on loan for your research.

## **Publishing your research**

The support from LVHN library services doesn't stop after you've completed your research project. Library services will also assist as you explore publication options. "If you're struggling to find the best journal to publish your research, we will help you choose based on the topic of the article you are submitting," says Furchner.

## **Supporting LVHN nurse residents**

The [LVHN Nurse Residency Program](#) empowers nurses to engage with team members and effect change in practice. It also requires that nurse residents complete an [evidence-based project](#) at LVHN with the support of library services.

Project topics range from hand hygiene to nurse burnout, but all have one thing in common. The literature search begins with the experts in LVHN library services.

# LVPG Practice of the Month: LVPG Internal Medicine–Claude A.

## Lord Blvd. – PHOTOS

by [Marciann Albert](#) · February 27, 2020

Colleagues at LVPG Internal Medicine–Claude A. Lord Blvd. understand that teamwork is the foundation upon which all other work is built. This multispecialty practice includes internal medicine, cardiology, neurology, pulmonology, psychiatry, rheumatology and endocrinology.

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Image 1 of 4

Practice manager Rhonda Bosco understands high-volume patient needs require communication across many clinical teams to ensure comprehensive care. “Colleagues work absolutely well together cross covering in each specialty,” Bosco says. “We don’t look at staff as being part of two separate entities, but as one entity. This aids us in giving great patient care.”

This sentiment is shared by colleagues working side by side with Bosco. Patient Service Representative (PSR) Patricia Bardzak says, “Quality service, commitment and caring for our community is our top priority.”

Like many evolving teams, colleagues worked through the many stages of team development – such as forming, storming, norming and performing – to help ensure success. Under the leadership of Bosco, colleagues outlined roles and responsibilities, cross-trained to ensure support and reduce care gaps, identified areas of opportunity, and communicated proactively.

Steadfast and consistent collaboration helped increase access, enhance the patient experience, improve quality metric, and raise practice morale. Just ask Jennifer Boger, Medical Assistant/Phlebotomist, who has been in the medical field for more than 23 years. The most rewarding time of her career has occurred during the past three years since joining LVHN. “I’m proud to give my knowledge, skills and qualifications to our patients,” Boger says. “I’ve met some of the best physicians, nurses and other staff members here. We are LVHN Proud!”

To say colleagues here are passionate about partnering with patients is an understatement. Providers at the unique practice concur. “It has been a pleasure to work for Lehigh Valley Physician Group and provide quality care to the wonderful patients of Schuylkill County,” says Kimberly Hashin, MD.

To learn more about the practice’s services and medical staff, visit the [LVPG Internal Medicine—Claude A. Lord Blvd.](#) page on LVHN.org.

# Table Talk: Get Informed About Colon Cancer Screening

by [Jenn Fisher](#) · February 28, 2020

Colon cancer is highly preventable thanks to screening. That's the message Lehigh Valley Cancer Institute wants to share during Colon-Rectal Cancer Awareness Month (March). On Friday, March 6, colleagues can stop by informational tables set up outside hospital cafés and cafeterias at all hospitals to get information about screening and how to set up an appointment for a colonoscopy.

Screening colonoscopies are recommended once you turn 50, unless your primary care doctor recommends otherwise due to other risk factors you may have.



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## Colon cancer facts

Your risk for developing colon cancer is influenced by:

- **Age** – Once you turn 50, your risk for colon-rectal cancer increases.
- **Family history** – If someone in your family has been diagnosed with colon-rectal cancer or polyps, you may be at greater risk for developing polyps or colon cancer.
- **Bowel disease** – Crohn's disease and ulcerative colitis increase your risk for colon-rectal cancer.
- **Inherited disease** – Conditions like familial adenomatous polyposis or Lynch syndrome (hereditary nonpolyposis colorectal cancer) put you at risk.
- **Obesity** – Being overweight puts you at greater risk for colon cancer.
- **Diet** – Eating high fat, processed foods, and not enough fruits and vegetables, is a risk factor.

# Colon cancer info tables

On Friday, March 6, 11 a.m.–2 p.m., stop by informational tables hosted by LVHN colleagues to learn more about colon-rectal cancer and screening.

## **LVH–Cedar Crest**

Jaindl Pavilion, lower level (near steps)

## **LVH–Muhlenberg**

Lobby area next to piano

## **LVH–17th Street**

Lobby area

## **LVH–Hazleton**

Lobby area

## **LVH–Schuylkill**

Café, near vending machines

## **LVH–Pocono**

Outside cafeteria

**Bring a friend and learn more about colon health at our Colon-Rectal Cancer Community Forum** on March 12, 5:30 p.m., at Lehigh Valley Hospital–Cedar Crest. Register by calling 888-402-LVHN (5846) or online at [LVHN.org/coloncancerevent](https://LVHN.org/coloncancerevent).

# Schuylkill Rehabilitation Centers' Re-accreditation Signify Excellence

by [Mike Peckman](#) · February 26, 2020

CARF International, the Commission on Accreditation of Rehabilitation Facilities, recently awarded new three-year re-accreditations to the Stine Inpatient Rehabilitation Center–Schuylkill and LVHN Rehabilitation Center–Schuylkill, an outpatient facility in Pottsville. LVHN Rehabilitation Center–Schuylkill has again been recognized in the top three percent of facilities worldwide.



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“When people think rehabilitation services, they think LVHN Schuylkill where our services in Schuylkill County have been recognized among the finest anywhere,” says Bill Reppy, LVH–Schuylkill President. “We are very proud of these services and the positive impact we see for both inpatients and outpatients.”

**Stine Inpatient Rehabilitation Center–Schuylkill**, located at LVH–Schuylkill E. Norwegian Street, received accreditation for its Inpatient Rehabilitation Programs–Hospital (Adults) and Inpatient Rehabilitation Programs–Hospital: Stroke Specialty Program (Adults). Colleagues at the facility treat a variety of conditions including multiple trauma accidents, stroke, neurological disorders, arthritis and other impairments. The center first received its CARF accreditation in 2005. The previous inpatient unit at the former Pottsville Hospital received inpatient accreditation in the late 1990s.

Comprehensive inpatient rehabilitation can be intense and includes at least three hours of therapy a day, five days a week. Family members also take an active role

in the rehabilitation process. Our inpatient team works closely with referring physicians to set realistic goals to return a patient to the optimum level of function.

The team includes:

- A board-certified physiatrist who specializes in physical medicine
- Specially educated rehabilitation nurses
- Physical therapists
- Occupational therapists
- Speech/language pathologists
- Recreational therapists
- Social workers

**LVHN Rehabilitation Center–Schuylkill** is located at 300 Schuylkill Medical Plaza in Pottsville. It offers innovative technology, professional staff with advanced certifications, convenient hours, and ample, first-level free parking. It is a comprehensive outpatient rehabilitation facility and has had CARF accreditation since 1991. It remains the only outpatient rehabilitation facility in all of Schuylkill County to be CARF accredited. Its most recent survey was again free of any recommendation, an accomplishment achieved on only three percent of CARF surveys around the world.

“This is a standout service in Schuylkill County,” says Patricia Gregas, Manager of Outpatient Rehabilitation. “LVHN Rehabilitation Center–Schuylkill has touch points with a variety of patients including athletes, weekend warriors, injured workers and those recovering from complex medical conditions. Our dedicated colleagues excel at returning people to high levels of function so they can return to the activities they enjoy.”

The services offered are comprehensive:

- Aquatic therapy pool
- Balance/vestibular therapy
- Concussion therapy
- Hand therapy
- Neurologic therapy
- Occupational therapy

Oncology therapy

- Orthopedic therapy
- Physical therapy
- Speech/language pathology
- Work rehabilitation (Workinetics)

LVHN Rehabilitation Center–Schuylkill offers support groups for patients with Parkinson's disease, amputees, those who had a stroke and brain injury, multiple sclerosis and fibromyalgia/chronic pain.

In awarding the accreditations to both rehabilitation services, CARF President and CEO Brian J. Boon, PhD says, "Your organization should take great pride in achieving this high level of accreditation."

For appointments or referrals, talk with your primary care provider or contact LVHN at 1-888-402-LVHN (5846) for an appointment or consultation.