



Here are the latest encouraging stories, health tips and news items.

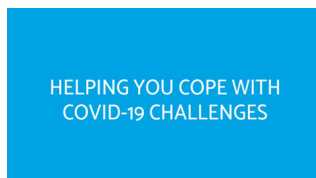
**COVID-19 stories highlighted in blue*

JUST FOR COLLEAGUES



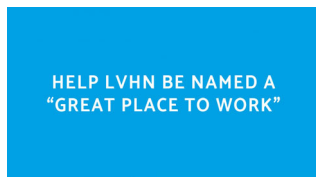
We Achieved Magnet Designation Again

For the fifth time, our nurses are recognized as being among the best in the world.



Help With Back to School, Elder Care and COVID-19 Challenges

LVHN helps you overcome life's challenges during the pandemic.



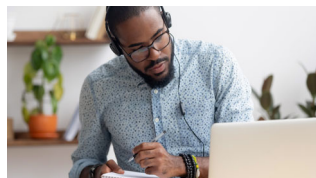
Complete the 'Great Place to Work' Survey

Share what makes LVHN a great place to work and grow.



Chief Operating Officer Terry Capuano to Retire

Read about Terry's long and successful LVHN career and wish her well.



Grow Your Career With LVHN

Register for virtual career education sessions.



Colleague Flu Shot Clinic Schedule

Clinics begin Oct. 1 and continue until Nov. 13.



Download LVHN Backgrounds for Your Virtual Meetings

They feature LVHN, Institute and Children's Hospital logos.

VOTE FOR US



Vote in Pocono Record Readers' Choice Awards

Vote for LVHN and Coordinated Health services every day through Sept. 27.



LVHN Face Mask Update

Learn where you can buy a mask or why you may not have received one.



Meet September's Partner of the Month

Alicia Kistler, RN, gave critical phone advice that helped save a woman's life.

HEALTH TIPS



COVID-19 and Your Weight

Read about weight loss during the pandemic.



Free Lunches for Allentown Children Extended Through End of Year

Receive a free sack lunch for your kids at LVH-17th Street.



Coffee with Arielle: Press the Pause Button

Avoid physical and emotional burnout.



Your Healthy Pregnancy Starts with Care From Healthy Beginnings Plus

It's a state-funded program for expectant mothers.

NEWS



LVH–Hazleton and LVH–Schuylkill Receive Recognition with ACC Chest Pain Accreditation

These hospitals are now Chest Pain Centers.

Voted
The BEST!
In Greater Visas 2020
readers'
VOICE
awards
www.readersvoice.com



Readers' Voice Award: Best Surgeon
Thomas Meade, MD

Lehigh Valley Health Network | Coordinated Health
Member of Lehigh Valley Health System

Thomas Meade, MD, Awarded Best Surgeon 2020 Readers' Voice Award

Learn more about this award-winning orthopedic surgeon.

IN THE NEWS

Fall Flu Shots Amid A Pandemic

September 15, 2020 | wlv.com

Gynecologic Cancer Awareness Event

September 15, 2020 | wlv.com

LVHN named 'Best-In-State Employer'

September 12, 2020 | tnonline.com

Lehigh Valley Hospital-Schuylkill presents AED devices to Port Carbon's police and fire departments

September 10, 2020 | readingeagle.com

Share your story at [LVHN.org/stories](https://www.lvh.org/stories).



Lehigh Valley Hospitals Earn Magnet® Redesignation for Fifth Time

Achievement earned by fewer than 25 hospitals worldwide

Lehigh Valley, Pa., September 17, 2020

At [Lehigh Valley Health Network \(LVHN\)](#), you'll find the world's best nurses. During the COVID-19 pandemic, LVHN nurses work tirelessly to provide the safest care possible to all patients. They are renowned for their compassion and emotional support, picking

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Contact



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Lehigh Valley Hospitals Earn Magnet® Redesignation for Fifth Time



patients up when they are down and celebrating with them when milestones are achieved. They have always been respected by the people they serve. Now their heroic care is receiving worldwide attention for the fifth time.

Today, [LVHN Chief Nursing Officer Kim Jordan, DNP, MHA, RN, NE-BC](#), received word that the health network's Lehigh Valley-based hospitals and services achieved Magnet designation for the fifth consecutive time. Jordan received the news in a phone call with [Jeanette Ives Erickson, DNP, RN, NEA-BC, FAAN, Chair of the Commission for the Magnet Recognition Program®](#).

[American Nurses Credentialing Center \(ANCC\) Magnet Recognition Program](#)

distinguishes health care organizations that demonstrate excellence in nursing services. Magnet recognition is the highest national credential for nursing excellence, serving as the gold standard for nursing practice.

When patients are cared for by Magnet nurses in a Magnet hospital, they receive the highest level of care that meets the rigorous standards of the Magnet program. Magnet-recognized organizations embody a collaborative culture in which nurses are valued as integral partners on a patient's care team. At LVHN, nurses are supported by administration, respected by physician colleagues and make significant contributions to quality and safety outcomes every day.

"Throughout 2020, which is Year of the Nurse, we celebrate our nurses for all they are and all that they do," Jordan says. "Now, we can once again celebrate the achievement made possible by the contributions of each and every nurse at LVH."

This is the fifth consecutive time LVHN's Lehigh Valley-based hospitals and health care professionals earned Magnet recognition; the first was achieved in 2002. More than 500 health organizations are currently recognized by the Magnet program, and only 23 (including LVHN hospitals) have earned this distinction five times.

"Our nurses are honored to provide world-class nursing care to the people of our community because it's what our patients need, expect and deserve," says Brian Nester, DO, MBA, FACOEP, LVHN's President and Chief Executive Officer. "Magnet recognition validates what our patients already experience: a highly professional patient care services staff who work collaboratively with physicians and clinicians to provide

exceptional care.”

Nurses from [Lehigh Valley Hospital \(LVH\)–Cedar Crest](#), [LVH–Muhlenberg](#), [LVH–17th Street](#), and [LVHN–Tilghman](#) who work in patient care services, perioperative services, home care, hospice, cancer services, cardiac catheterization labs and interventional radiology had the chance to meet with Magnet appraisers during a one-of-a-kind virtual site visit in July.

“A team of four appraisers validated that the Magnet model components (transformational leadership; structural empowerment; exemplary professional practice; new knowledge, innovation and improvement) were in action at LVH,” says Lori Grischott, MSN, RN, NPD-BC, RNC-OB, LVHN’s Magnet Program Director. “They ensured that performance and quality were sustained and improved over the four-year period since the hospital received its last recognition.”

Appraisers met with front-line nursing staff, nurse leaders, physicians, other hospital staff, patients, families and community members. They shared their findings with a panel of [ANCC](#) Magnet program leaders, who unanimously decided to re-designate LVH as a Magnet organization.

“I’m extremely proud of our commitment to providing excellent patient care, improving care delivery, focusing on education and research, partnering with our medical staff and communities and continuing to support opportunities for nurse empowerment and innovation,” says Jordan. “Magnet designation reflects the hard work and tireless dedication of our nurses, honors the legacy of those who helped us reach this point and promises the commitment of the next generation of nurses who will carry this designation forward.”

[Watch the Network-wide celebration:](#)

HELPING YOU COPE WITH COVID-19 CHALLENGES

Need Help With Back to School, Caring for Parents or Everyday COVID-19 Challenges? LVHN Has Your Back

September 14, 2020

BY Lynn Turner

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Need Help With Back to School, Caring for Parents or Everyday COVID-19 Challenges? LVHN Has Your Back

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

If your kids are taking online classes at home, if you are caring for your parents in your home, or if you are simply facing the challenges of everyday life during the pandemic, LVHN is here to support you. Here are ways we are helping you and information you can use to cope with pandemic pressures.

Needs and leads for child and elder care and more

- **Visit Market Place** for help with child care, elder care or tutoring. LVHN Market Place has long been a resource where colleagues can buy and sell items. You can now visit Market Place (accessible on the [intranet](#) under “Colleague Resources”) to find and share information about child care, tutoring and elder care services. Visit if you are seeking services, offering services or know someone who is.
- **The Greater Valley YMCA has many child care options available.** [Visit their website](#) for information about early education and child care for children in preschool through middle school. “The Y” offers [programs to address families’ needs](#) as children return to a non-traditional education setting as well as [Edu-Childcare](#).
- **LVHN’s virtual Safe Sitter® class** teaches young adults ages 11-13 to be safe when they are home alone, watching younger siblings or babysitting. Register online for a [one-day class](#) or [two-day class](#).
- **Background screenings** give you peace of mind when you entrust your loved one’s care to another while you are working. Here are helpful screening resources:
 - [Pennsylvania child abuse clearance](#)
 - [Criminal history check](#)
 - [FBI fingerprinting](#)
- **Here are more helpful websites** to help you with the challenges of elder and child care:
 - [Care.com](#) – Find trusted caregivers for your every need.
 - [Sittercity.com](#) – Find local child care, senior care and pet care.
 - [Homeinstead.com](#) – Help your senior loved one stay safe at home.
 - [Aging.PA.gov](#) – Get resources for caregivers of older adults.

Ways to help one another

- **PTO donation*** allows colleagues to donate up to 40 hours of paid time off (PTO) to another eligible colleague for any reason. Donations must be made to a specific colleague. Your donation must be approved and signed by your manager on the “PTO Donation Form” which

is available on the Colleague Resource Center.

- **Managers are encouraged to be flexible when creating work schedules for colleagues who have children or parents at home during the pandemic.** For example, managers may provide opportunities for colleagues who normally work day shift to transition to evening, night, weekend or part-time shifts if these shifts are available within the department. Managers may also wish to consider converting full-time positions to part-time positions to provide flexible work options. LVHN's human resources consultants are available for guidance on these work considerations.
- **The policy requiring a colleague to work in a position for one year prior to transferring has been waived for colleagues with child/elder care concerns.** That means if you are in a new position and are struggling with your current work schedule, you can [look for other LVHN career opportunities](#) with a schedule that fits your busy life.
- **The Emergency PTO (EPTO)* policy** allows you to take “unscheduled approved paid time off for unforeseen circumstances not incurring an occurrence for the absences.” This is available to all colleagues except where precluded by language contained in a collective bargaining agreement. Your supervisor must authorize the use of EPTO as he or she would any other unscheduled time out of the department. You are permitted to have two EPTO occurrences over a 12-month period.

*Does not apply to LVPG physicians and advanced practice clinicians (APCs)

Helping you achieve work-life balance

- **Preferred EAP counseling.** If you're experiencing stress and anxiety associated with COVID-19, Preferred EAP counselors are ready to help. In addition, there are counseling programs offered by Preferred EAP which specifically address the needs of caregivers, providers and medical students. To contact a counselor, or learn more about other programs offered, email PreferredEAP@lvh.com to schedule a session. Drop-in, no-appointment counseling is provided at LVH–Cedar Crest on Wednesdays, 8-10:30 a.m., and Fridays, 2-4 p.m., in the employee health services office, at LVH–Pocono on Wednesdays, 2-4 p.m. (in the main lobby, enter through the first door on the right after the reception desk), and at LVH–Schuylkill on Thursdays, 1-3:30 p.m., in the second floor conference room. For details, call 484-626-2787.
- **My Total Health.** At LVHN, we believe living healthy is about more than just your physical health. That's why we offer My Total Health, our health and wellness offerings for colleagues and their dependents designed to support your physical, emotional, financial and social wellness. Learn more about everything that is available to you at mth.lvh.com.
- **Free virtual parent workshops.** Topics include homework without hassles, siblings without rivalry, parenting as a team and more. Sessions are held 6:30-8 p.m. Register at LVHN.org/raisingfamily or call 1-888-402-LVHN.

Be on the lookout in the coming weeks for a “Compassion for Colleagues” section on the Colleague Resource Center. Here you will find all the above resources in one easy-to-find location.

HELP LVHN BE NAMED A
“GREAT PLACE TO WORK”

Complete the “Great Place to Work” Survey

September 14, 2020

This message is from Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer, Lehigh Valley Health Network, and Lynn Turner, Senior Vice President and Chief Human Resources Officer.

We are continuing our journey to make LVHN a great place to work and grow, and you – and all our colleagues in the LVHN family – help to make that possible. You care for the people of our community and for one another with compassion, integrity,

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Complete the “Great Place to Work” Survey

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collaboration and excellence. You truly are amazing every day, and your partnership is invaluable.

During the pandemic, you are showing our community that our colleagues make LVHN special and unique. Now is the perfect time to spread the message even further and showcase our health network on a national stage so that everyone knows LVHN is a great place to work and grow.

Take the survey. Help LVHN become a ‘Great Place to Work.’

LVHN is applying to become certified as a “Great Place to Work.” On Sept. 21, a survey will be sent to 5,000 randomly selected LVHN colleagues. The survey will come from hello@invite.emprising.com and will be managed by an independent consulting firm. All results will be anonymous.

If you receive the survey, use the opportunity to share your experience at LVHN. Spread the word that LVHN is a great place to work and that colleagues can accomplish anything when we work together, united as partners.

Being named a ‘Great Place to Work’ will help you.

If LVHN is named a “Great Place to Work,” it will help us attract talented health care professionals to join our team. This leads to a stronger workforce, less turnover, stable teams, and enhanced efficiency and quality. That makes the work experience better for you, and the care experience even better for our patients. That’s how your positive survey responses will make LVHN even stronger. Save your comments about our opportunities for improvement for LVHN’s annual Colleague Engagement Survey so we can use your feedback to take action.

Evidence that LVHN is a ‘Great Place to Work.’

During the pandemic, LVHN remains focused on you and each member of our team. Our commitment to rewarding colleagues was maintained. Plus, important resources were made available and policy changes were implemented to help you be at your best during these challenging times.

- While health care organizations locally, regionally and nationally are not providing salary

increases and have suspended contributions to employee pension plans due to financial challenges associated with the pandemic, LVHN remains committed to rewarding you and investing in your future. This year, we will provide an annual merit increase, Shared Success Plan (SSP) and Leadership Incentive Program (LIP) bonuses, employers contributions to the health network's Defined Contribution pension plans, no increase in employee health plan contributions and Wellness Time.

- A special pandemic PTO donation program helps colleagues experiencing financial hardship due to COVID-19.
- Flexible counseling and consultation services from Preferred EAP help colleagues cope with increased stress and anxiety.
- Revised furlough policy addresses colleagues' specific needs.
- Free overnight lodging at the Hackerman-Patz House assists LVH-Cedar Crest colleagues who provide direct patient care.
- The transition from working on site to working remotely was successfully implemented wherever possible.
- We worked tirelessly to preserve our workforce and chose to cut overhead expenses instead of implementing a large reduction in force. To help colleagues who were affected by a reduction in force, a staff redeployment policy was initiated and a team worked tirelessly to help them find alternative work arrangements. Nearly 50 percent of impacted colleagues were able to find a new position at LVHN. In addition, our recruitment team continues to find alternatives for colleagues who were displaced.

Learn more about 'Great Place to Work.'

Watch the Leader to Leader Educational Session with Tony Bond, Chief Diversity and Innovation Officer from the Great Place to Work organization. The session will be held live via webinar for colleagues invited to September's Leader and Leader meeting. A recording of the session will be posted on LVHN Daily the week of Sept. 21.

Thank you for your dedication and commitment, for caring for the people of our community and one another, and for making LVHN a great place to work and grow.



Chief Operating Officer Terry Capuano, RN, to Retire at End of Year

September 16, 2020

This message is from Brian Nester, DO, MBA, FACOEP, President and Chief

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Chief Operating Officer Terry Capuano, RN, to Retire at End of Year

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Executive Officer, Lehigh Valley Health Network

Dear Colleagues,

It is with mixed emotions that I announce the retirement of our long-time Chief Operating Officer (COO), committed colleague and friend Terry Capuano, RN, MSN, MBA.

Terry has decided to respond to her most important calling – her family – by announcing her intention to retire at the end of this calendar year.

Terry has had a long and successful career at Lehigh Valley Health Network (LVHN), joining Lehigh Valley Hospital-Cedar Crest in 1982 as an educator. She rapidly earned management and leadership opportunities, serving as a Patient Care Services Division Director from 1986 to 1989 and then as an Administrator during the following eight years. After a brief “sabbatical,” as she refers to it, Terry returned in April 1999 as Vice President of Operations at Lehigh Valley Hospital-Muhlenberg and was appointed Senior Vice President of Clinical Services and Chief Nursing Officer (CNO) in November 1999. Under her leadership as SVP/CNO, Lehigh Valley Hospital (LVH) was designated as a Magnet Hospital for the first time in 2002 and the first endowed chair in nursing was established with Terry the holder of that chair. And, as you know, her dedication to nursing continued after being appointed COO of LVHN in 2010, with Magnet re-designation delivered four times since.

During Terry’s 11-year tenure as COO, LVHN has seen enormous change, most of which she has had a direct hand in developing and executing. From the development of LVH-Tilghman to the integration of LVH-Hazleton, LVH-Pocono and LVH-Schuylkill and the opening of Lehigh Valley Reilly Children’s Hospital, she has been a constant in the geographic and service expansion of our network. Additionally, on her watch, LVHN went from six Health Centers to 26, from zero ExpressCARE locations to 20, and from 9,200 colleagues to 20,000 colleagues. Terry led the development of the rehabilitation continuum, adding three inpatient rehabilitation centers and more than 40 outpatient rehabilitation locations.

As COO Terry led the physical expansion of our network, building for our future with projects ranging from the Kasych Family Pavilion at LVH-Cedar Crest and the patient

tower and Family Birth and Newborn Center at LVH-Muhlenberg to full renovation of LVH-Hazleton and its new emergency department, renovations at LVH-Schuylkill and the development of LVH-Pocono West, the LVH-Hecktown Oaks campus, the new adult and children's emergency departments at LVH-Cedar Crest and three soon-to-be announced new campus projects that are ready to start.

Most recently, Terry's coordination with the Network Emergency Operations Council and the Emergency Recovery Operations Council during the COVID-19 crisis was pivotal in keeping our community and colleagues safe, and our network financially strong. We owe her a debt of gratitude for her persistence, grit and steadiness during this most challenging time.

Terry is a respected national hospital leader, having presented leadership topics on the national and regional stage, authored 47 publications and achieved Fellowship in the American College of Health Care Executives. She served on several not-for-profit organization and college boards and has received awards from the DaVinci Women in Science and Engineering Center, The Girl Scouts Association and the State Nursing Association.

Most importantly, Terry has been a tireless advocate for LVHN, our colleagues and the communities we serve. LVHN is better because of her work. Over the next few months, we will develop plans for our next COO, and we will keep you informed as this process progresses. For now, however, please join me in thanking Terry for her extraordinary service to LVHN and wishing her and her family the very best in her retirement.



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Grow Your Career with LVHN

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Grow Your Career with LVHN

September 15, 2020

Just like each of us creates “Moments that Matter” for our our patients and their loved ones, LVHN human resources helps you make each moment matter in your career.

As we focus on rebuilding and sustaining our future workforce, we’re guided by LVHN’s core values: Compassion, Integrity, Collaboration and Excellence. We’re committed to collaborating with you as you pursue excellence in your career. Human resources offers comprehensive career education sessions to support colleagues facing career transitions or looking for opportunities to grow within the organization to make LVHN an even better place to work and grow.

True to our values, we continue to [partner with PA CareerLink®](#) to offer virtual career education sessions to all job seekers in the Lehigh Valley.

Register for an upcoming session:

- Friday, Sept. 18, 12-1 p.m., Common Reasons for Candidate Rejections: Register [here](#).
- Wednesday, Sept. 29, 12-1 p.m., LVHN & PA CareerLink Back to Basics: Resume Writing 101: Register [here](#).
- Wednesday, Oct. 7, 12-1 p.m., The Job Application Process: Tips for Success: Register [here](#).
- Friday, Oct. 16, 12-1 p.m., Developing Your Virtual Interview Skills: Register [here](#).
- Wednesday, Oct. 28, 12-1 p.m., Ask a Recruiter: Q&A with LVHN Talent Acquisition: Register [here](#).
- Wednesday, Nov. 4, 12-1 p.m., Understanding Virtual Work Place Culture: Register [here](#).
- Friday, Nov. 13, 12-1 p.m., Networking 101 Developing Your Personal Brand: Register [here](#).
- Wednesday, Nov. 18, 12-1 p.m., LVHN & PA CareerLink: Building a LinkedIn Profile: Register [here](#).
- Friday, Dec. 4, 12-1 p.m., Managing Difficult Conversations: Register [here](#).
- Wednesday, Dec. 9, 12-1 p.m., Public Speaking for Career Success: Register [here](#).
- Friday, Dec. 18, 12-1 p.m., Communication Skills: Personalities in the Workplace: Register [here](#).

Learn more about careers at LVHN by visiting LVHN.org/careers, and contact Emilie_b.Carlino@lvhn.org if you have any questions.

Get Your Flu Shot at an LVHN Colleague Flu Shot Clinic



September 09, 2020

Along with pumpkins and changing leaves, fall brings flu season. It's more important than ever to get your flu shot this year. In addition to social distancing, hand washing and wearing a mask, taking proper precautions for the seasonal flu is the best thing we can do to handle the ongoing pandemic.

Prevent the spread to conserve vital resources

While getting a flu vaccine will not protect against COVID-19, there are many important

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Get Your Flu Shot at an LVHN Colleague Flu Shot Clinic

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benefits, including acting as a preventative tool for people who have chronic illnesses and minimizing the risk of becoming infected with both the flu and COVID-19.

Since 2010, CDC estimates that flu has resulted in between 140,000 and 960,000 hospitalizations each year. Flu vaccine prevents tens of thousands of hospitalizations each year. Just like COVID-19, influenza is a virus spread from person to person. While our community is experiencing a pandemic, it's more important than ever to do what you can to prevent the spread of infectious diseases. Health networks across the country already have limited resources due to COVID-19. A large flu outbreak could result in added strain on health systems. Health care workers have a [special obligation to be vaccinated](#) because people who remain unvaccinated and spread the flu can cause serious harm to vulnerable patients.

Whether you provide direct patient care, continue to work on site at an LVHN facility or are working remotely, all colleagues must follow the LVHN influenza vaccination policy and all colleagues are expected to receive a flu vaccination.

LVHN makes getting vaccinated easy

Colleague flu shot clinics will begin Oct. 1 and continue until Nov. 13. Click below to get the schedule for your location. Print the schedule, post it in your area, get vaccinated and remind others to do the same.

- [Lehigh Valley schedule](#)
- [Hazleton schedule](#)
- [Schuylkill schedule](#)
- [Pocono schedule](#)
- Coordinated Health colleagues: Visit any Care on Demand office during open hours. Colleagues working at Winchester can be vaccinated at Winchester on Thursday, Oct. 1, and Tuesday, Oct. 6, by appointment. Schedule through your manager.

What you need to know about this year's safety precautions

LVHN is taking extra measures to make sure our flu clinics are as safe as possible.

- **Everyone must complete the Conversa COVID-19 screening the day of vaccination** – This is a requirement even if you work from home or do not have a shift scheduled for that day. [Click here to complete screening](#) or text **lehigh** to 83973. To learn more about these screenings, [read our internal communication to all colleagues](#).
- **Fill out your consent form before arriving** – Prior to attending a flu shot clinic, complete the electronic consent form, which is part of your first-quarter education bundle. This will help us keep the process as “hands-free” as possible. You also can access the [electronic consent form](#) and additional information about influenza vaccination on [the intranet home page](#) by clicking “Influenza Information” under “Colleague Resources.”
- **Additional cleaning measures will be used** – The LVHN team is taking additional cleaning steps this year to ensure commonly touched surfaces are continually disinfected.
- **Distancing while you wait** – LVHN has new protocols in place to ensure lines flow smoothly while allowing people to be socially distant.

Have a flu shot question?

Visit our [frequently asked questions page](#).

Vaccinations received outside of an LVHN flu shot clinic

If you receive a flu vaccination at an LVPG practice or LVHN ExpressCARE, your proof of vaccination will automatically transfer to your Employee Health medical record. If you receive a flu vaccination outside of an LVHN flu shot clinic, an LVPG ExpressCARE or your LVPG provider, you will need to submit proof to Employee Health. There are several ways to do this:

- **Upload to the intranet** – This is the preferred method to submit proof of vaccination. On the LVHN intranet go to Resources>>Employee>>Influenza

information. Scroll to the forms section and click "Submit Your Flu Proof Here."

- **Send an email** – You may also send proof via email it to Jean.Reinhart@lvhn.org.
- **Send a hard copy** – Printed proof can be sent to Employee Health through interoffice mail or faxed to 610-402-1203. Make sure your name is clearly written on the document along with another unique identifier such as your LVHN computer user ID.

Early vaccination is key

It takes two weeks for protection from a flu vaccine to develop in the body, so you should get vaccinated soon after the vaccine becomes available. The CDC and Prevention recommends getting vaccinated in September or October.

Colleagues who join the health network after the colleague flu clinics have completed will still follow the LVHN vaccination policy and will be expected to receive a flu shot.



Spiff Up Your Virtual Meetings With LVHN Backgrounds

September 16, 2020

Working online and attending virtual meetings has allowed your professional world to see inside your home office (or kitchen, dining room or even bedroom).

If you want to give your meeting attendees a different view, download a free background. The backgrounds feature Lehigh Valley Health Network (LVHN) logos, including those for LVHN, Lehigh Valley Cancer Institute, Lehigh Valley Heart Institute, Lehigh Valley Institute for Surgical Excellence and Lehigh Valley Reilly Children's

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Spiff Up Your Virtual Meetings With LVHN Backgrounds

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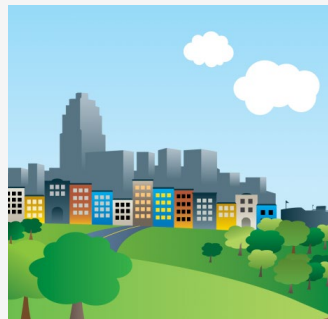
Hospital.

The backgrounds are available to download below.

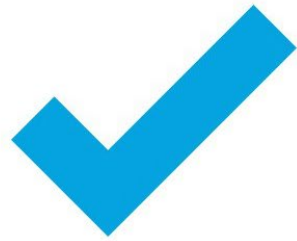
To upload a virtual background to WebEx:

1. Log in to WebEx and tap video.
2. Click virtual background tab.
3. Select the plus icon (+) and click apply.

For your next online meeting, share your love for LVHN right in your virtual background and show that you're #LVHNProud no matter where you are.



VOTE FOR US



Vote LVHN Services 'Best' in Pocono Record Readers' Choice Awards

September 15, 2020

Colleagues can once again work together to help LVHN win our nominated categories in the **Pocono Record Readers' Choice** awards program. Voting is open Sept. 14-27.

Local awards programs are a great way to bring awareness to our high-quality services as a health network and show our communities that we are #LVHNProud. These

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Vote LVHN Services 'Best' in Pocono Record Readers' Choice Awards

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contests are very competitive and every vote counts. Please take a moment to **vote now** in the following categories.

Category – Health, Beauty & Wellness

- Cancer Care – LVHN-Dale and Frances Hughes Cancer Center
- Cosmetic Surgeon – Dr. Herman
- Hospital – Lehigh Valley Hospital-Pocono
- Pediatrician – LVPG Pediatrics
- Urgent Care – LVHN ExpressCARE
- Family Practice – LVPG Family Medicine
- Physical Therapy – Coordinated Health
- Orthopedic – Coordinated Health

Category – Professional Services

- Hospice – Monroe County Hospice House
- In-Home Personal Care – Lehigh Valley VNA

Category – Top Employers

- Best Benefits Program – Lehigh Valley Hospital-Pocono
- Best Employee Recognition Program – Lehigh Valley Hospital-Pocono
- Most Innovative Workplace – Lehigh Valley Hospital-Pocono

VOTE EVERY DAY. You must use Chrome as your web browser. If your default browser is Internet Explorer, copy the nomination contest link below and paste it into a different browser.

<http://www.poconorecord.com/contests>

Thank you for your support of for helping to make LVH-Pocono the leader of health care services in the region.



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LVHN Face Mask Update

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LVHN Face Mask Update

September 15, 2020

Colleagues throughout our health network are wearing their new LVHN face mask. They look awesome and they help keep our community safe.

Here are answers to questions you may have about LVHN face masks.

I did not get a mask in the mail. Why not?

There are a few reasons you may not have received a mask:

1. The U.S. Postal Service is experiencing high volumes of items to be mailed due to the

- upcoming election. This is causing a delay in the LVHN mask mailing for some colleagues.
2. Your home mailing address may be listed incorrectly in Lawson. If you moved and did not update your mailing address in Lawson, the mask was mailed to the wrong address. [A communication was distributed](#) informing colleagues to check and change (if necessary) their mailing address in Lawson by Aug. 18, 2020.
 3. You started working at LVHN after Aug. 18, 2020.

Will I get a free mask if I started working at LVHN after Aug. 18 or if I corrected my mailing address in Lawson after Aug. 18?

To control production and shipping costs, the number of LVHN face masks purchased was limited to the number needed to distribute to all colleagues as of Aug. 18. As a result, free masks will not be mailed to colleagues who started working at LVHN after Aug. 18 or to those who did not have their correct mailing address listed in Lawson on Aug. 18. However, masks are available for purchase (see question below).

Can I buy more LVHN face masks?

LVHN face masks are now available for purchase for a cost of \$5.95 at the following gift shops:

- Tree Top, LVH–Cedar Crest
- The Auxiliary Shop, LVH–Cedar Crest
- The Atrium Shop, LVH–Cedar Crest
- Camille Gift Shop, LVH–Muhlenberg
- Seton Gift Shop, LVH–Schuylkill

LVHN merchandise sales are being planned at several health network locations without gift shops. At these sales, colleagues can purchase LVHN branded items such as face masks, T-shirts and more. Details about the LVHN merchandise sales will be announced soon.

Can I purchase LVHN masks online?

No. You can purchase LVHN face masks only at the gift shops listed above and at the upcoming LVHN merchandise sales.

If I should have received a face mask but did not, what should I do?

If you do not receive a mask by Oct. 1, 2020, or if you have a question,
email LVHN@lvhn.org.



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Partner of the Month Award – September 2020 – VIDEO

September 17, 2020

As part of the launch of LVHN's new core values (compassion, integrity, collaboration and excellence), our Service Star and PRIDE Awards have new names. They are now known as the Partner of the Month Award and Proud Partners Awards. Here are September's recipients.

Alicia Kistler, RN, Triage Nurse, Access Center, LVHN–Mack Boulevard

It's the quick actions that nurses take that can save lives. Access Center Triage Nurse

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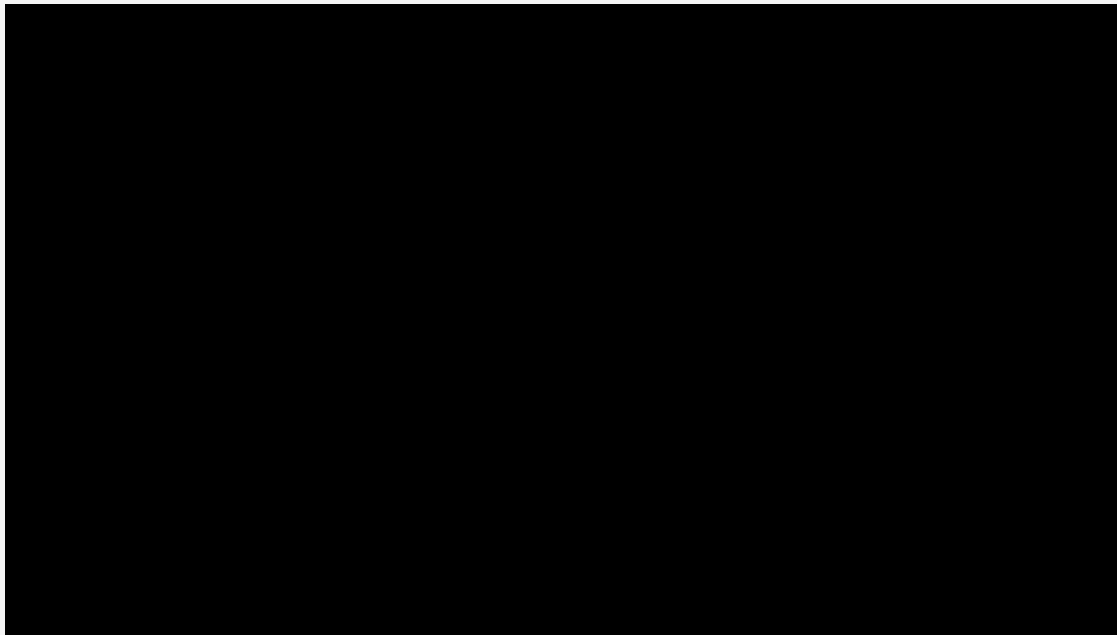
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Partner of the Month Award – September
2020 – VIDEO

A red rectangular button with a white share icon and the word "Share" in white text.

Alicia Kistler, RN, received a call from a distraught daughter not knowing what to do. Her mother was complaining about “the worst headache” of her life. Veins were popping out of her head. Her face appeared purplish and she had left arm pain, numbness and weakness. Kistler knows that when patients have these symptoms, time is of the essence. She told the daughter to take her mother to the emergency department (ED) immediately. However, the daughter was not with her mother, so Kistler called 911 and dispatched an ambulance to the mother’s home. When she tried to locate a phone number for the mother, she couldn’t find one. Kistler called the daughter back to let her know that help was on the way. Her call went straight to voicemail. The daughter, who was very thankful, got in touch with Kistler to confirm that the ambulance did arrive, and her mother was now at the ED receiving care. “Alicia’s compassion for both the mother and daughter was shown by her commitment in coordinating emergency services with excellence to ensure this patient’s safety,” says nominator Darlene Garon. “This critical situation is an example of how the Access Center Nurse Triage team continues to best serve the patients in our community.”

Watch Kistler’s award presentation in this video.



Next Steps

Nominate a Partner of the Month.

Congratulate these Proud Partners Award recipients.

Team of Colleagues, Lehigh Valley Pharmacy Services–Specialty, LVH–Cedar Crest

Specialty pharmacist Danielle Schrader was on a routine phone call with an older woman living alone. The woman was confused, disoriented and not doing well. Schrader asked her colleague Val Augello to contact 911. Meanwhile, the pharmacy staff covered for both colleagues while they gave this patient their undivided attention. Schrader stayed on the phone, asking questions with help from colleagues, until EMS arrived. The patient was taken to the ED where she was admitted to the hospital with dehydration and acute kidney failure.

Marisol Rios Nagy, MRI Center, LVH–Muhlenberg

Nagy has worked hard to build a strong partnership with the Cancer Infusion Center. As a result of her efforts, patient care between the MRI Center and the Infusion Center is now more seamless and less stressful. Nagy meets each patient at the Infusion Center and escorts them to and from MRI services. She performs simple acts of kindness on patients and staff, giving everyone's mood a boost on a daily basis.

Janel Bullard, LPN, LVPG Family Medicine–Macungie

A mother brought a young boy into ExpressCARE because she thought he was having seizures. When they arrived, the child started having another seizure. As she was leaving for the day, Bullard overheard what was going on and rushed to the waiting room to evaluate and care for the child. Staff members called for an ambulance. Bullard did not hesitate to help when it was needed most, setting an example of excellence in patient health and safety.

Katura Bullock, Clinical Pharmacist, Population Health, LVHN–One City Center

When a patient with diabetes had difficulty obtaining a continuous glucose monitor through Medicare, Bullock took it upon herself to research ways help could be procured for this patient. She then passed this useful information on to her colleagues. Bullock is known for sharing her extensive knowledge and experience with colleagues and

patients, even when she's not providing direct patient care. Bullock also created a pharmacy newsletter to educate colleagues across the health network.

**Patricia Sherry, RN, Case Management, Clinical Appeals Denial Management,
LVHN–Mack Boulevard**

For nearly a year, Sherry was assigned to a complex patient at LVH–Schuylkill. In this role, she worked tirelessly to secure a placement where the patient could live his best life. After calling dozens of facilities and transport companies, Sherry found a facility in Ohio that could accommodate his needs. She applied for a new social security card and birth certificate for the patient, which he did not have. When the patient was ready to leave, Sherry arranged to get him a packed lunch with snacks for the ambulance drive to Ohio.

Kyle Atchison, LVPG-Administration, LVPG–Hazelton

Atchison has gone above and beyond at the COVID-19 Assess and Test location in Hazelton to make sure all patients receive the care they need. Recently, he made a house call to a homebound patient with cerebral palsy to test her for COVID-19. Additionally, Atchison has made sure the location is staffed appropriately, even when resources are stretched to the limit. He regularly works weekends and provides support to colleagues and patients during this stressful time.

Luana Graber, Anesthesia, LVH–17th Street

There's no playbook for getting through a pandemic, but Graber rolled up her sleeves and got to work for the OR, outside anesthesia sites (including labor and delivery) and the intubation team. When her schedule was turned upside down with 12-hour days and weekend coverage, she kept a positive, proactive outlook. Graber continued to hustle and take on new tasks. During this time of uncertainty, she remained dedicated to patient safety and anesthesia well-being, while monitoring daily PPE supplies.



COVID-19 and Your Weight

September 11, 2020

BY KATIE CAVENDER

We all know that a healthy weight is an important part of overall health. Researchers are finding that people's weight can also have a major impact on how their body is able to recover from COVID-19.

Does my weight put me at risk for COVID-19?

Anyone can develop COVID-19, however there are certain factors that could increase your risk for complications to the disease. One of those risk factors [outlined by the](#)

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COVID-19 and Your Weight

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[Centers for Disease Control and Prevention \(CDC\)](#) is obesity, in addition to many others including age, having cancer, diabetes, kidney disease, lung disease, heart disease and hypertension.

Obesity is defined as a body mass index (BMI) of 30 or higher. Not sure of your BMI? Use this simple [BMI calculator](#) by entering your height and weight. BMI is a good indicator of your weight health for most people. People who shouldn't rely on BMI include muscle builders, long-distance runners, pregnant women, elderly people or young children. If you fall into one of those categories, consult with your health care provider about your weight.

Why is weight a risk factor for complications from COVID-19?

Any time someone develops an illness and has a comorbidity (an existing condition), it impacts the body's ability to recover. Since people with obesity have less respiratory reserve, they may find it harder to recover from any respiratory illness, including COVID-19. "Obesity has been found to be an independent risk factor for poor outcomes in patients with COVID-19," says T. Daniel Harrison, DO, with LVPG General and Bariatric Surgery. "Obesity is the primary risk factor for type 2 diabetes, hypertension and obstructive sleep apnea – all of which come with poorer outcomes in COVID-19 patients."

Should I lose weight during the pandemic?

The pandemic should not stop your pursuit for health. "Overweight patients should continue to work on their overall health and weight control, even during the pandemic," says Harrison. "This includes continuing on a path toward bariatric surgery."

There are many socially distant ways to get exercise, including going for a walk, run or bike ride outdoors. You can also cook more at home using healthy ingredients. It's also a good idea to speak with your provider for guidance.

Is it safe to pursue bariatric surgery during the pandemic?

In short, yes. "In the beginning of the pandemic, Lehigh Valley Health Network (LVHN) delayed all non-emergent procedures, including bariatric surgery, to preserve personal protective equipment and ensure that the health network had sufficient resources for

patients with COVID-19,” Harrison says. “We now have a much better handle on the numbers and can track our hospital rates effectively.”

With additional safety precautions, LVHN restarted bariatric surgery in early May. All bariatric patients are on a separate floor of the hospital than COVID-19 patients, and everyone who enters the building from colleagues to patients and visitors is screened for COVID-19.

The American Society for Metabolic and Bariatric Surgery (ASMBS) recently [released a statement](#) saying that people with obesity are “safer through surgery” during the pandemic. “It is better to have had bariatric surgery and lost weight, rather than to remain obese and at higher risk,” says Harrison.

It's easy for you to take the first step on your weight-loss journey. Attend a virtual weight-loss info session to have your questions answered by one of our surgeons. Sign up at [LVHN.org/weightloss](https://www.lvhn.org/weightloss).



Free Lunches for Allentown Children Extended Through End of Year

September 14, 2020

BY KATIE CAVENDER

Many children living with food insecurity rely on school lunches to provide a well-rounded meal. For these kids, remote learning means skipping meals and empty stomachs. With that in mind, the Lehigh Valley Hospital (LVH)–17th Street Sack Lunch

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Free Lunches for Allentown Children
Extended Through End of Year

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program for kids will now be offered through the end of the year.

The [U.S. Department of Agriculture's Summer Food Program](#) is a federally funded program administered through the [Pennsylvania Department of Education](#). Typically, it helps to provide lunches during the summer months, but given the unique circumstances of 2020, lunches will now be provided through the end of the year.

Here in the Lehigh Valley there are about 26 sites offering free lunches. You can visit the [Food Service Program](#) webpage to see all the sites near you. For the third consecutive year, [LVH-17th Street](#) is one of those sites. Many people have made lunch pick-up a part of their everyday routine. "As a foster mom, programs like this are so helpful for my family," said one community member.

[Morrison Healthcare](#), a Lehigh Valley Health Network food services partner, is assisting with providing the healthy meals, which typically include a sandwich, a piece of fruit and milk.

Learn how your children can participate:

When – Children can receive lunches Mondays and Thursdays, 11:30 a.m.–1 p.m. through Dec. 31.

Where – The program takes place on the front steps of LVH-17th Street School of Nursing building. During inclement weather, lunches will be handed out from the School of Nursing lobby.

Who – Any child in Allentown age 18 or younger is eligible to participate. No registration is required, and no personal information is collected.

COVID-19 safety

Lunches are "grab and go" in compliance with U.S. Department of Agriculture and CDC guidelines for safe food handling. Caregivers can pick up lunches on behalf of their children; likewise, children can pickup lunches without a caregiver present. Caregivers and children may take up to three meals at a time for each child in the family.

This program is funded through a grant from the U.S. Department of Agriculture's

Summer Food Program, a federally funded program administered through the Pennsylvania Department of Education.



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Coffee with Arielle: Press the Pause Button

September 15, 2020

Arielle Arbushites, MSW, is a licensed social worker and manager of support services for LVHN Home Care and Hospice.

In her video series, "Coffee with Arielle," she offers tips and tools for emotional wellbeing and reminds us all that we're in this together and we're #LVHNCOVIDStrong.

Do you know what it means to take a break? If so, do you take at least one each day?

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Coffee with Arielle: Press the Pause Button

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Taking a break is like pressing the pause button on the busyness of our day and the racing thoughts in our heads. We often forget to prioritize our own self-care the way we would our jobs, colleagues, loved ones and other commitments.

In this week's video, I talk about the importance of pressing pause during your day in order to avoid physical and emotional burnout and to be the best version of yourself possible. Just because you are doing more, doesn't mean you are doing better.

Take this moment to hit pause on your day and play on this week's video.

Thank you for all that you do. Until next time...

Much love and wash your hands,

Arielle

For more tips and tools on emotional wellbeing, please visit [LVHN.org/COVIDSTRONG](https://www.lvhn.org/COVIDSTRONG).



Your Healthy Pregnancy Starts with Care From Healthy Beginnings Plus

[Versión en español](#)

September 15, 2020

BY JENN FISHER

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Your Healthy Pregnancy Starts with Care From Healthy Beginnings Plus

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Moms-to-be have a lot on their minds during pregnancy, mostly concerning the health of their baby. In the Hazleton area, women who are expecting a baby can get support from Healthy Beginnings Plus, a state-funded prenatal program provided through [Lehigh Valley Hospital \(LVH\)–Hazleton](#). [Healthy Beginnings Plus](#) helps ensure that mothers who are eligible for Medical Assistance get the expert medical care necessary to have a happy and healthy baby.

The Healthy Beginnings Plus health care team consists of a board-certified obstetrician-gynecologist (OB-GYN), registered nurse midwife, nurse care coordinators, registered dietitians and social workers. Because Healthy Beginnings Plus is part of LVH–Hazleton, you can be assured that all the services you will need to make this a wonderful experience will be available to you.

Who is eligible for the Healthy Beginnings Plus program?

There are specific guidelines to determine if you are eligible for this program under Medical Assistance. The income guidelines for Medical Assistance are higher for pregnant women than for the general population. Therefore, you may not realize that you are eligible for Healthy Beginnings Plus. Call us and we will be happy to help you complete an application for Medical Assistance.

Where will I deliver my baby?

When it's time to have your baby, you will give birth at LVH–Hazleton's newly renovated [Family Birth and Newborn Center](#). The Family Birth and Newborn Center is a beautiful, modern, secure maternity unit with a home-like atmosphere designed for the comfort of expectant and new parents. Highly-skilled nurses and support staff will provide you and your baby high-quality maternity care. Healthy Beginnings Plus covers all hospital services for you and your baby.

What services are provided to me and my baby?

- Prenatal medical care visits by an on-site OB-GYN or registered nurse midwife and registered nurse
- Intensive and extensive prenatal care for a high-risk pregnancy

- Nutrition information and counseling for you and your baby
- Free prenatal education classes including childbirth, breastfeeding, parenting, sibling preparation and infant CPR
- Home care and social worker visits
- On-site laboratory and ultrasound testing
- Free transportation arrangements to scheduled appointments
- Prenatal vitamins
- Help in applying for Medical Assistance
- Drug and alcohol abuse counseling
- Smoking cessation assistance
- Spanish translation services

What care is available after my baby is born?

We're all about taking care of you and your baby, so the Healthy Beginnings Plus program provides health and wellness care to you both until your baby is 8 weeks old. Also, a home health nurse may visit you at home to answer any questions you may have about your baby or being a new parent.

Start your healthy beginning with us at [Healthy Beginnings Plus-Hazleton](#).



LVH–Hazleton and LVH–Schuylkill Receive Recognition with ACC Chest Pain Accreditation

September 10, 2020

BY KATIE CAVENDER

Chest pain – it may be a sign of a life-threatening medical emergency, or it may be an

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LVH–Hazleton and LVH–Schuylkill Receive Recognition with ACC Chest Pain Accreditation

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uncomfortable symptom of a minor and temporary ailment. [Lehigh Valley Hospital \(LVH\)–Hazleton](#) and [LVH–Schuylkill](#) have received industry accreditation, validating the high level of comprehensive care for chest pain that you will receive there.

According to the [Centers for Disease Control and Prevention](#), more than 730,000 Americans suffer a heart attack each year. The most common symptom of a heart attack for both men and women is chest pain or discomfort. However, women are more likely to have atypical symptoms. Other heart attack symptoms include, but are not limited to, tingling or discomfort in one or both arms, back, shoulder, neck or jaw, shortness of breath, cold sweat, unusual tiredness, heartburn-like feeling, nausea or vomiting, sudden dizziness and fainting.

Commitment to a growing need

[The American College of Cardiology \(ACC\)](#) recently accredited LVH–Hazleton and LVH–Schuylkill as Chest Pain Centers. The ACC recognizes each hospital for its demonstrated expertise and commitment in treating patients with chest pain. The Chest Pain Center accreditation is based on rigorous onsite evaluation of the staff’s ability to evaluate, diagnose and treat patients who may be experiencing a heart attack.

“Lehigh Valley Hospital–Hazleton and Lehigh Valley Hospital–Schuylkill have demonstrated a commitment to providing the community with excellent heart care,” says Phillip D. Levy, MD, FACC, chair of the ACC Accreditation Management Board. “ACC Accreditation Services is proud to award Lehigh Valley Hospital–Hazleton and Lehigh Valley Hospital–Schuylkill Chest Pain Center Accreditation.”

Hospitals that have earned ACC Chest Pain Center Accreditation have proven exceptional competency in treating patients with heart attack symptoms. They have streamlined their systems from admission to evaluation to diagnosis and treatment all the way through to appropriate post-discharge care and recommendations and assistance in patient lifestyle changes.

“Time is muscle – minutes can save lives when patients present to the Emergency Department and are having a heart attack or stroke,” says [Andrew Miller, DO, Vice Chair, Emergency Medicine, LVH–Hazleton](#).

“By evaluating and intervening quicker, we hope to show improved results for patients. We know, with a cardiac event, there is no time to lose,” says [Marc Bonin, DO, Medical Director of the Emergency Room at LVH–Schuylkill](#).

What does it mean to be a Chest Pain Center?

Hospitals receiving Chest Pain Center Accreditation from the ACC must take part in a multi-faceted clinical process that involves: completing a gap analysis, examining variances of care, developing an action plan; a rigorous onsite review; and monitoring for sustained success. Improved methods and strategies of caring for patients include streamlining processes, implementing of guidelines and standards, and adopting best practices in the care of patients experiencing the signs and symptoms of a heart attack. Facilities that achieve accreditation meet or exceed an array of stringent criteria and have organized a team of doctors, nurses, clinicians, and other administrative staff that earnestly support the efforts leading to better patient education and improved patient outcomes.

LVH–Hazleton

LVH–Hazleton opened a new emergency room (ER) in 2019. The new facility is double the size of the previous ER. LVH–Hazleton has been a Primary Stroke Center accredited by the Healthcare Facilities Accreditation Program (HFAP) since 2008 and was recently awarded the American Heart Association/American Stroke Association Get With The Guidelines® Stroke Gold Plus Award. The Stroke-Alert Program ensures that potential stroke patients are quickly assessed and undergo a CT scan in 20 minutes or less. Patients also benefit from 24/7 MedEvac services and a Level IV Trauma Center.

LVH–Schuylkill

The ER at LVH–Schuylkill was rebuilt and expanded in 2018. Recently, The Joint Commission awarded Primary Stroke Center certification to LVH–Schuylkill for its ability and capability to treat stroke patients.

In addition, the Cardiac Rehabilitation Unit at LVH–Schuylkill received re-accreditation by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). The center has maintained this distinction for more than 20 years.

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Readers' Voice Award: Best Surgeon
Thomas Meade, MD



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Thomas Meade, MD, Awarded Best Surgeon 2020 Readers' Voice Award

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Thomas Meade, MD, Awarded Best Surgeon 2020 Readers' Voice Award

September 11, 2020

BY JENNY LEADER

Orthopedic surgeon [Thomas Meade](#), MD, is proud to be recognized by the residents of the NEPA region as The Citizens' Voice 2020 Readers' Voice Award: Best Surgeon. "It is a great honor to be selected by our patients as the recipient of the 2020 Readers'

Voice Award. We do the very best for our patients every day, and it is very gratifying and humbling to be recognized by them in return,” stated Meade.

Meade is a nationally recognized orthopedic surgeon who is fellowship trained in sports medicine and knee reconstruction. He has been recognized by the prestigious Medical Fitness Association for his lifetime contributions to the field of medical fitness and honored with the Sir John Charnley Award for orthopedic achievement. He graduated from Pittston Area High School, then went on to Penn State and graduated from Jefferson Medical College before completing his residency in orthopedic surgery at Thomas Jefferson University.

Meade’s areas of expertise include:

- Knee replacement
- Outpatient total knee replacement
- Partial knee replacement
- Knee surgery
- Knee arthroscopy
- Opioid-free knee surgery
- ACL reconstruction
- Sports injury treatment
- Clavicle (collarbone) fracture treatment
- Platelet rich plasma injections (PRP)

Meade sees patients at convenient Coordinated Health offices located at 26 Station Circle in Hazleton, Pa., and 1120 Oak St. in Pittston, Pa.

Call 610-861-8080 to schedule an appointment and receive nationally recognized,

award-winning care.