



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

**COVID-19 stories highlighted in blue*

JUST FOR COLLEAGUES



LVHN's Dickson City Hospital Revealed

Learn about the hospital's services and leadership.



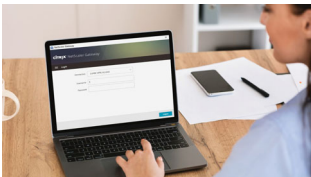
State of the Health Network Address – Video

Dr. Nester makes two big announcements.



Using Our 'Great Place to Work' Certification

Help us attract new colleagues to LVHN.



New Way to Access LVHN Remotely

New solution provides better service and support.



All the Ways LVHN Helps You In One Place

Click "Compassion for Colleagues" on the Colleague Resource Center.



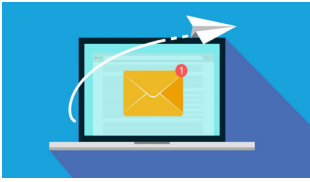
Pet Adoption Assistance Program

New benefit helps with the cost of pet adoption.



Give to the United Way

Make a gift and qualify for a Grub Hub gift card.



Communicating Securely – Video

Learn ways to better protect LVHN and your data.



Colleague Shuttle Service Resumes Nov. 2

New protocols will help keep you safe.



Friends of Nursing Awards Gala Postponed

Stories of award recipients will be shared on LVHN Daily.



LVH-Pocono DAISY Award Winners – Photos

Read the stories of colleagues who go above and beyond.



Meet September's PSR MVP Award Recipient

Christina Hoffman is recognized for her team-focused approach.



Spirit of Courage Awards to Honor Burn Heroes

Watch the virtual event Oct. 22, 6-7 p.m., at WFMZ.com.

HEALTH TIPS



Asked and Answered – COVID-19, the Flu and Flu Shots

Learn about flu prevention and testing.



Top 5 Reasons LVHN is a 'Great Place to Work'

LVHN is certified as one of the best places to work the U.S.

IN THE NEWS

Valley Preferred Spirit of Courage Award Celebration

October 21, 2020 | wfmz.com

LVHN to resume construction of hospital in Lackawanna County

October 20, 2020 | wfmz.com

Free flu shots in Monroe County

October 17, 2020 | wnep.com

Lehigh Valley Health Network offering free shuttle to get cancer patients to treatment

October 17, 2020 | lehighvalleylive.com

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



Dickson City Hospital Rendering Revealed

October 21, 2020

This message is from Brian Nester, DO, MBA, FACOEP, President and Chief Executive Officer; Terry Capuano, Executive Vice President and Chief Operating Officer; and Thomas Whalen, MD, Executive Vice President and Chief Medical Officer.

Lehigh Valley Health Network is continuing to grow. In addition to our new hospitals in Carbon County and Lower Nazareth, we are excited to announce the newest LVHN hospital in Dickson City, Lackawanna County.

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Dickson City Hospital Rendering Revealed



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Coordinated Health initially began construction on this project in 2018 and we will maintain the same footprint as the original concepts. The hospital will be physically attached to Coordinated Health Scranton Orthopedics, which has been well known in the community for over 25 years. While the hospital will have a surgical specialty focus with seven operating rooms and two procedure rooms, it will also have an 18-bay emergency department, 24 inpatient beds and a helipad for critical care transports.

Leadership announcements

We are pleased to announce that Elizabeth Wise, President of LVH–Pocono, has been named as President of the hospital in Dickson City. Wise is passionate about delivering the best



possible care to those we serve. She's fond of saying, "We will always make the right decision if we consider the most important thing: the patient."

William Cors, MD, will serve as the hospital's Chief Medical Officer. Dr. Cors is currently the Chief Medical Officer at LVH–Pocono. His leadership and vision make him the ideal candidate for the role of Chief Medical Officer here as well.

Services and facilities

LVHN is expanding on the original project plan with upgrades to the existing medical office building that serves as the home of Coordinated Health Scranton Orthopedics, with expansion of pain, rheumatology and podiatry services. The campus will also add CT, X-ray, ultrasound and fluoroscopy imaging services and telehealth services.

Lehigh Valley Institute for Surgical Excellence and Coordinated Health will also bring nationally recognized quality surgical care to the region. Surgical and procedural programs that will be offered at this campus include spine, joint replacement, general orthopedic surgery, hand surgery, general surgery, ENT, urology, bariatric surgery and GI surgery.

CEO UPDATE THIS MONTH'S TOPIC: STATE OF THE HEALTH NETWORK ADDRESS



Two Big Announcements Made at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap – VIDEO

October 22, 2020

Keeping you safe and supporting you during the pandemic were key topics during the

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Two Big Announcements Made at State of the Health Network Address; Watch Video Snippets, the Whole Video or Read the Recap – VIDEO



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State of the Health Network address. LVHN President and CEO Brian Nester, DO, MBA, FACOEP, also made two big announcements during his presentation. The first announcement will help us attract new colleagues to our team. The second announcement will allow thousands of more people to access our care. Below you can read an overview of his presentation and watch video snippets that provide more details, or watch a video of the entire presentation at the bottom of this post.

No sound on your computer? No problem. Turn on closed captioning for the videos by clicking the CC button.

Keeping you safe

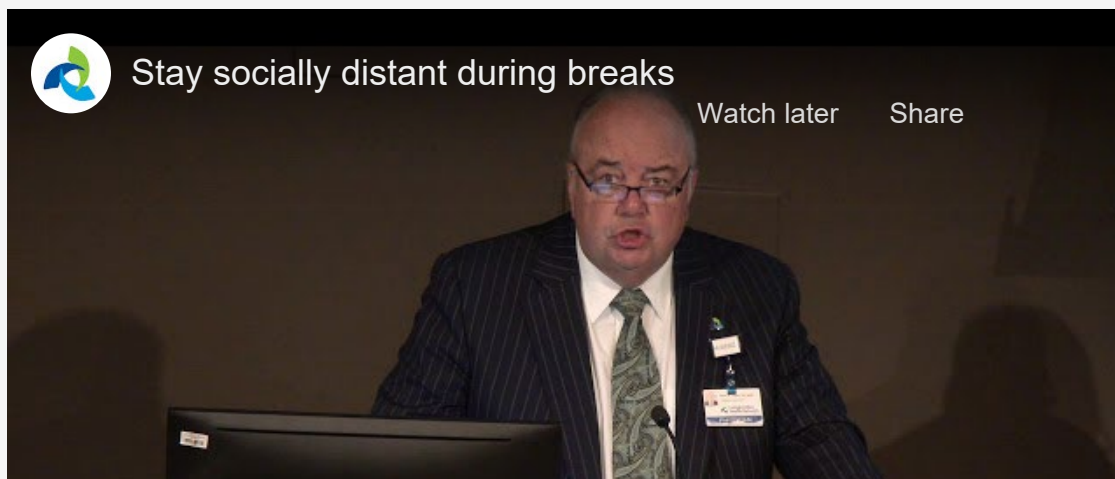


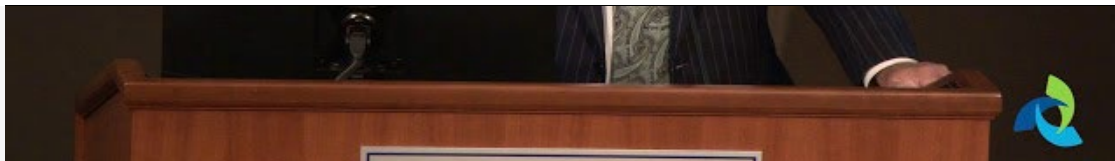
We are in the middle of this pandemic. [We must remain diligent.](#) Every colleague has a personal responsibility to do everything possible to keep patients, visitors and

colleagues safe. It starts with you. It takes only one person to spread the virus to others. Here is what you must do to help keep our community safe:

- Always wear the appropriate PPE.
- Wear a surgical mask if you are a colleague in a patient-facing role.
- Eye protection goggles, a face shield or surgical mask with an eye shield must be worn by colleagues in patient-facing roles for all patient contact.
- Non-patient-facing colleagues who do not interact with patients must wear a mask at work.
- Complete your self-screening each shift before you start work.
- Do not come to work if you are ill or have symptoms mentioned on the self-screening.
- Always remain 6 feet apart. Do not eat with others unless you can remain at least 6 feet apart.
- Practice proper hand hygiene.

In this video, Dr. Nester reminds you to remain diligent with social distancing, especially during work breaks.





Rewarding your heroism



During the pandemic, you have shown that you are a trusted partner. You have our community's back. You have each other's back. And LVHN has your back. Your superb work is deserving of rewards. LVHN remains committed to [rewarding you](#), [investing in your future](#) and [supporting you during the pandemic](#). Find all the programs and services available to you on the [Colleague Resource Center](#).

Help us achieve our goals

NETWORK GOALS PROGRESS RE

Better Colleague Experience 15%

IMPROVE COLLEAGUE ENGAGEMENT

- Colleagues recommend LVHN as a great place to work

Better Health 20%

COVID-19

- Post-discharge follow-up
- Inpatient mortality
- Workplace-acquired infection

Better Care 25%

ACCESS

- Outpatient services
- Primary and specialty care

EXPERIENCE

- Inpatient
- Outpatient online scheduling
- Primary care online scheduling

Better Cost 40%

- Decrease cost



Our fiscal year 2021 (FY21) goals are again based on the Quadruple Aim: Better Colleague Experience, Better Health, Better Care and Better Cost. They are aligned with the LVHN strategy of providing access, experience and value, which is the LVHN DNA. We also have long-term goals we will strive to achieve. Our annual network goals will align with our long-term goals and keep us focused on what we need to do to meet our community's needs in the years ahead.

Better Health

- Ensure seamless, effective post-discharge transitions of care for LVPG COVID-19 patients.
- Reduce LVHN COVID-19 mortality.
- Reduce colleague workplace-acquired COVID-19 infections.

Better Care

- Improve six-day access to outpatient services.
- Improve LVPG seven-day access to primary care and 14-day access to specialty care.
- Deliver an exceptional patient experience in our hospitals. As always, we will measure our success through our HCAHPS scores.
- Provide online self-scheduling for outpatient services and LVPG primary care to enhance the patient experience.

Better Cost

- Reduce our cost per patient encounter, which is all about providing health care value (high-quality care at a low cost).

Better Colleague Experience

Based on 2020 Colleague Engagement Survey results, our focus will be on professional development and supporting the well-being of colleagues. We will measure our success by comparing the 2020 and 2021 scores on the survey questions that asks you to rate the statement, “I would recommend LVHN as a great place to work.”

“Great Place to Work” certification



Dr. Nester's first big announcement is that LVHN is now certified as a "Great Place to Work." This is a big deal because it means LVHN is one of the best places to work, not just in the region, but in the entire United States. [Learn how you can help us spread the word.](#)

We're off to a good start

Financial Results Through September

Operating Income	Actual: \$46.5 million
	Budget: (\$8.9 million)

Operating Margin	Actual: 5.5%
	Budget: -1.1%

Facing significant financial challenges in FY20, we cut \$140 million in overhead expenses to avoid permanent job terminations. We ended FY20 with \$83.9 million in operating income (2.7% operating margin). Our actions to cut overhead expenses, enhance quality and deliver value are paying dividends through the first quarter of FY21. Through September, we achieved an operating income of \$46.5 million (which includes \$24 million in federal funding as part of the CARES Act), and a 5.5% operating margin. These are excellent results. At this point in the fiscal year, we budgeted for an \$8.9 million loss (-1.1% operating margin) due to the ongoing uncertainty associated with COVID-19. Our strong start to the fiscal year positions us well to achieve our budgeted end-of-year FY21 financial goals (operating income: \$60 million, operating margin: 1.8%). In this video, Dr. Nester explains why we budgeted a loss in the first quarter of FY21.



First quarter financial results

Watch later

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LVHN is growing

Our Growth Continues



LVH-Cedar Crest ER



LVH-Heck



LVH-Carbon



Hecht Family
Spe

Our financial strength allows us to continue to grow and give more people access to LVHN's world-class care.

- In July, we opened a [new inpatient oncology unit](#) at LVH-Cedar Crest with 22 private rooms.
- In December, our new emergency department and observation unit will open at LVH-Cedar Crest. This state-of-the-art facility is designed to provide ultimate flexibility for the coordination of care in a welcoming and comfortable environment. When this new facility opens, construction to expand the Children's ER will begin.
- We're expanding other areas of Lehigh Valley Reilly Children's Hospital. We are adding four beds to the pediatric intensive care unit, bringing the total to 12. We also are adding a family consultation room, state-of-the-art critical care monitoring

and new elevator lobby space.

- Thanks to the generosity of the Hecht family, the façade and lobby of what is now the Hecht Family Children's Specialty Center was renovated to give kids and families the warm welcome they deserve.
- At LVH–Muhlenberg, we are pursuing Level II Trauma accreditation. LVH–Muhlenberg now has 24/7 coverage from an in-house trauma surgeon, OR team and neurosurgery; expanded orthopedics trauma coverage; and a new helipad is coming soon. A site survey for full accreditation is set for June 2021.
- Construction of LVH–Hecktown Oaks is progressing. When it opens in summer 2021, people in Northampton County will have convenient access to the specialized care they need.
- In September, our Board approved the purchase of land for the site of LVH–Carbon. It is located on Route 443 in Mahoning Township, adjacent to Lehighton. This project will move forward in FY21.
- We already purchased land along Route 715 in Tannersville, the site of LVH–Pocono West. This project also will move forward in FY21.

Growth in the Scranton area

New LVHN Hospital in Dickson



Dr. Nester's second big announcement is that construction is underway on a new LVHN hospital in Dickson City, which is just outside Scranton in Lackawanna County. This is the continuation of a project that was started by our Coordinated Health colleagues prior to the acquisition. When LVHN acquired Coordinated Health, we made a commitment to the people in this community that we would continue the partnership that was already established. This is an exciting opportunity for our health network. More than 520,000 people live in the Scranton/Wilkes-Barre area, and people in this region are looking for new health care options. [Watch as the announcement was made on Facebook Live](#) and share in the excitement!

Thank you for being amazing every day



Be #LVHNProud



2020 is a year we will never forget. We will certainly remember all those we lost to COVID-19 this year. Their memories are forever in our hearts. As colleagues, we should be proud about the number of lives we saved. We can look back on 2020 and be LVHN Proud for all we accomplished together. We saved lives. We helped keep our community and one another safe. We overcame daunting challenges. We continued to grow. And we kept LVHN strong. In this video, Dr. Nester thanks you for being our community's trusted partners and for being heroes.



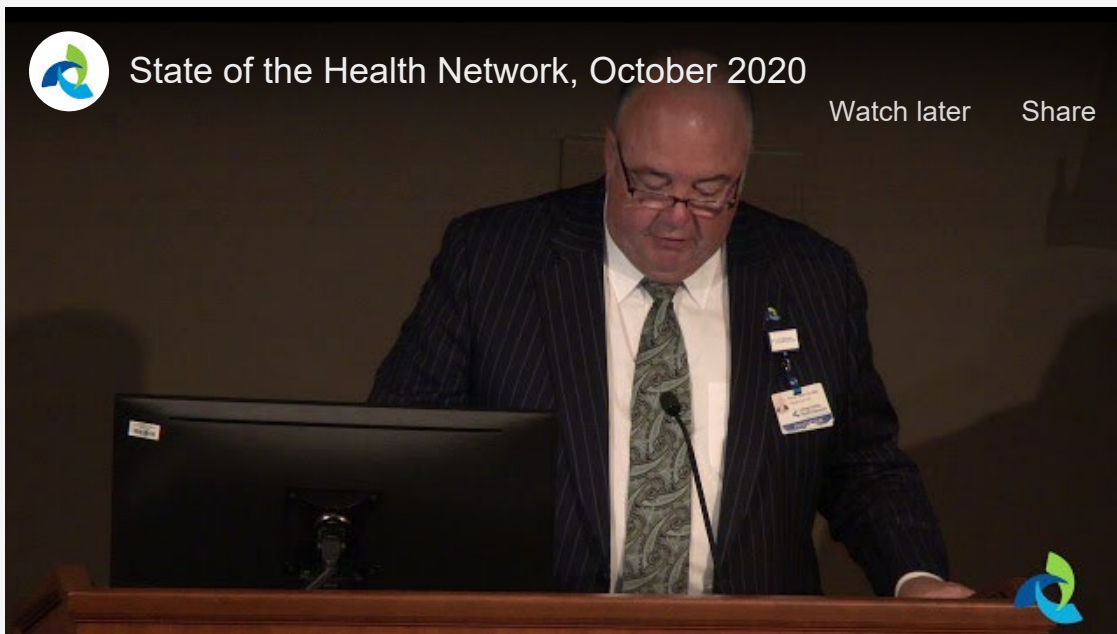
LVHN colleagues are heroes

Watch later Share





[Watch the entire presentation below.](#)





Now That We're a Certified 'Great Place to Work,' Helps Us Attract New Colleagues

October 19, 2020

You say it every year on the Colleague Engagement Survey. One thing that will make LVHN even stronger – and one thing that will make your work experience even better – is if we had even more outstanding health care professionals on our team.

We have a tremendous opportunity to attract new colleagues now that [LVHN is certified as a "Great Place to Work."](#) This is a big deal because it means LVHN is certified as

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Now That We're a Certified 'Great Place to Work,' Helps Us Attract New Colleagues



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one of the best places to work, not just in the region, but in the entire United States. The Great Place to Work® company is the global authority on workplace culture. Since 1992, they have surveyed more than 100 million employees around the world and used those deep insights to define what makes a great workplace.

You can help us attract new colleagues

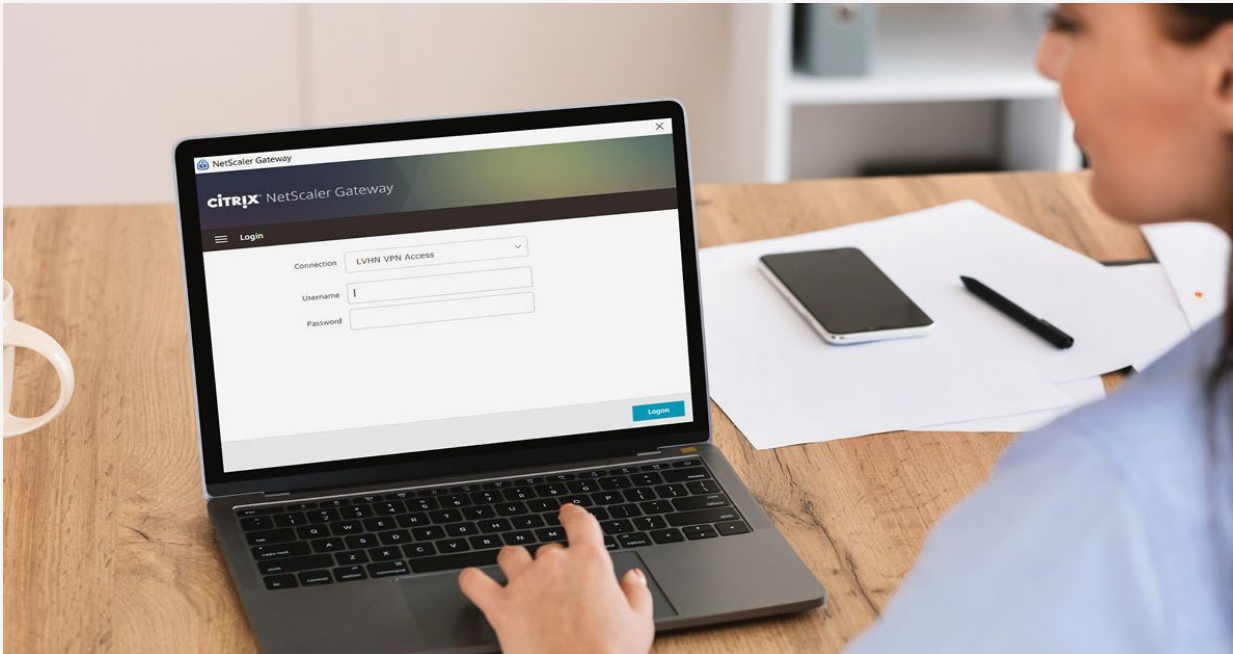
Here is what you can do to spread the word that LVHN is a certified “Great Place to Work.”

- **Look for our “Great Place to Work” announcement** on LVHN’s social media sites on the evening of Tuesday, Oct. 20.
- **Share the post on your social medial accounts so everyone gets the news.**
- **Share this great news** when talking with your family, friends and neighbors.
- **Tell job seekers to [visit LVHN.org/careers](https://www.lvhn.org/careers)** to find all the career opportunities available at our health network.

What’s next?

The Great Place to Work Company is the same organization that selects the “Fortune 100 Best Companies to Work For.” Next, we will set our sights on that recognition.

Plans also are in the works for a way to celebrate this awesome accomplishment with all of you, the health care heroes who make Lehigh Valley Health Network a Great Place to Work. Congratulations!



New Way to Access LVHN Remotely

October 19, 2020

LVHN provides colleagues with an opportunity to work remotely. Each department within our health network determines who can and cannot work from home based on each colleague's job responsibilities. To successfully work remotely, colleagues need to connect to LVHN's computer network. Currently this process starts by logging into intranet.lvh.com. That method is done through an application called "Pulse Connect Secure."

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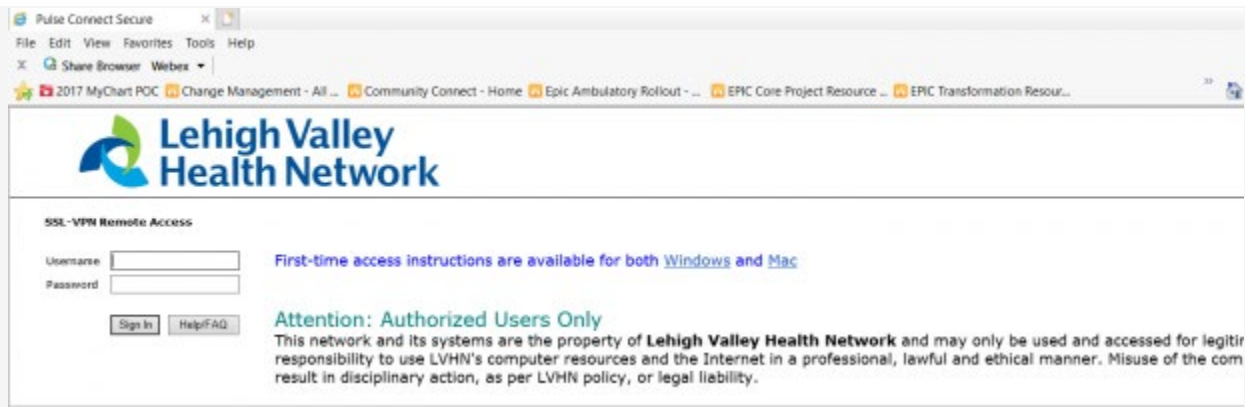
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New Way to Access LVHN Remotely



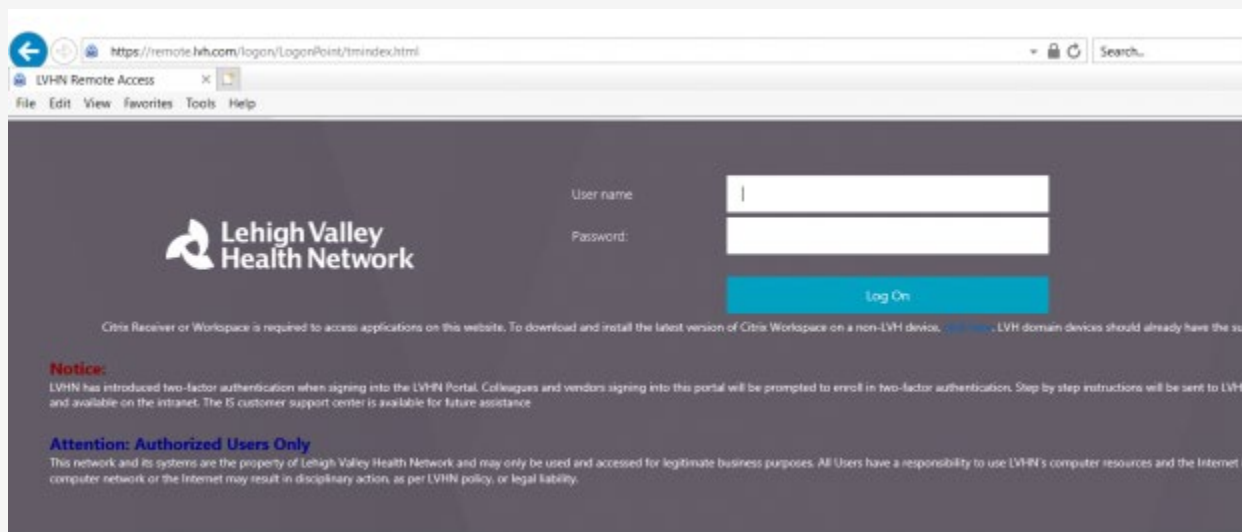
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Pulse Connect Secure to transition to Citrix NetScaler

When COVID-19 hit, there was an increase in the number of colleagues working remote. To ensure LVHN's computer network was able to handle this connection, many colleagues were asked to shift to remote in via Citrix NetScaler (remote.lvh.com). This new solution will provide better service and support for our colleagues.



This week, LVHN Technology will begin to transition all colleagues who currently have access to use intranet.lvh.com to remote.lvh.com. When colleagues make this switch, they will no longer have access to intranet.lvh.com. Should they attempt to remote in via intranet.lvh.com, they will receive an "invalid username or password" message.

When will I transition to this new remote application?

LVHN Technology will implement a phased approach to move colleagues over to this new method. Colleagues who are scheduled to transition will receive an email from LVHN Technology informing them of this change and instructions on how to access and set up this application.

Will training be provided?

Formal training will not be provided. Colleagues will receive the following instructions once they transition over (click on the instructions that most relate to your device):

- [LVHN-provided device](#)
- [Personal Windows device](#)
- [Personal Mac device](#)

Do I have to re-enroll in multifactor authentication (MFA) for this application?

No. Colleagues who are already enrolled, do not need to re-enroll. Colleagues who are remoting in for the first time will be asked to enroll in MFA during their initial log in.

Will I still have access to my documents and applications?

Yes. Colleagues will still have access to their documents and applications.

[Visit the Remote Access intranet page](#) to learn more about how to successfully work remotely. If you have any questions about this implementation, please reach out to the Technology Support Center.



COMPASSION FOR COLLEAGUES

Now in One Place: All the Ways LVHN Helps You During the Pandemic

October 16, 2020

LVHN has your back, especially during the COVID-19 pandemic. The compassion LVHN has for colleagues is demonstrated by all the programs and services our health network is providing to help you and your loved ones get through these difficult times.

You can now easily find all the things LVHN provides to you in one spot on the Colleague Resources Center. Here's how to get there:

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Now in One Place: All the Ways LVHN Helps You During the Pandemic



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- Access the Colleague Resources Center on your SSO toolbar by clicking “LVHN CRC – Lawson.”
- Click “Compassion for Colleagues.”

On the “Compassion for Colleagues” page, you will find information about:

- **Child and elder care resources, needs and leads.** Link to background screening resources, helpful websites, the LVHN Market Place (where colleagues share information about child care, tutoring and elder care), and more.
- **Ways to help one another.** Find the form to donate paid time off (PTO) to a colleague in need due to furlough, leave of absence or hardship.
- **Alternative positions to accommodate school schedules.** If you would benefit from being home during the day or on weekdays, learn how LVHN can help you find a part-time, evening, night or weekend position.
- **Work schedules to accommodate family needs.** Learn how managers may provide opportunities for you to work a shift that fits your busy life. Plus, see how Emergency PTO can help when life sends you an unexpected curveball.
- **Caring for colleagues.** Take advantage of the programs and services available to you from Preferred EAP and My Total Health, as well as the programs LVHN offers to quit smoking, raise a family and more.
- **Financial support.** Learn how the CARES Act allows for greater access to your retirement savings during the pandemic.

“Compassion for Colleagues” is the latest way LVHN is thanking you for being a health care hero during the pandemic. Thank you for all you do.

Help With Pet Adoption



LVHN's New Pet Adoption Assistance Program Helps You Find Your New Best Friend

October 20, 2020

Have you been thinking about adding a furry family member to your household? Rescuing an animal can be a rewarding experience for you, your family and the pet. Now is the “purr-fect time” to add a dose of happiness to your home and save a life at the same time, and LVHN wants to help with the cost associated with adopting a pet!

LVHN is offering pet adoption assistance to the first 50 colleagues who return [this form](#)

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LVHN's New Pet Adoption Assistance Program Helps You Find Your New Best Friend



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along with proof of rescue receipt. This unique benefit will contribute up to \$250 toward a recent qualifying rescue pet adoption. Interested colleagues will have until Dec. 31, 2020 to submit their information.

Please send all information to BENEFITS_LOA@lvhn.org. If you have questions, please call the Colleague Resource Center at 844-462-7547



Call: 844-462-7547

, option 4. Most importantly, don't forget to include a picture of your new furry family member!

Pets have a relaxing effect, and petting an animal can even improve your mood. Studies show that spending time with your animal helps increase oxytocin levels and reduces the stress-related hormone cortisol. Pets can help alleviate anxiety and depression, and interactions with them can help people manage many behavioral health conditions. Even the sound of a cat purring can be soothing.

Our new Pet Adoption Assistance Program is one more way LVHN is showing compassion for you and our colleagues during these especially stressful times.



Be an Everyday Hero: Give to the United Way Oct. 13-Nov. 13 and Qualify for a Grub Hub Gift Card

October 07, 2020

Every day during the pandemic, you continue to be a hero as the LVHN family delivers the quality, safe care people need, expect and deserve. Now, the United Way and the organizations and people it supports throughout our region need your help again. The United Way is depending on you to “Be an Everyday Hero.”

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Be an Everyday Hero: Give to the United Way Oct. 13-Nov. 13 and Qualify for a Grub Hub Gift Card



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That's the theme of LVHN's network-wide United Way campaign this year. To be successful, we need your support and your heroism.

United Way kickoff incentive gift (some rules apply)

This year, we have a donor incentive gift that is fun and gives back to the community. If you donate any time throughout the campaign (Oct. 13-Nov. 13), you are eligible to receive a Grub Hub gift card that you can use to support one of our many local restaurants. The \$10 gift card is for all new campaign contributors or previous donors who increase their donations. The minimum contribution to qualify for the donor incentive gift is \$2 per pay (\$52 for the year).

Want to be an Everyday Hero and really change some lives? Donate \$1 a day through the United Way portal, for a total of \$365, and receive a special gift, a \$25 Grub Hub gift card. Gift cards will be sent to your email address at the conclusion of the campaign. [Learn more about Grub Hub](#). (Gift cards are subject to taxable income.)

Weekly, random raffle prizes will also be awarded to colleagues who participate in the campaign.

Evergreen your gift

You asked, and we are now able to offer a renewing gift to the United Way. Colleagues in the Lehigh Valley who contribute through the United Way portal now have the option to "evergreen" your gift, meaning your gift will automatically renew in the years to come. There is nothing more to do unless you want to increase, stop or change your gift. The evergreen option may be available to colleagues in our Hazleton, Schuylkill and Pocono regions next year.

Payroll deduction

Payroll deduction for this United Way Campaign begins with the pay period of Dec. 27, 2020 and will end with the pay period of Dec. 25, 2021. Note: Our LVHN United Way campaign is returning to its traditional calendar year giving.

Your generosity helps people in many ways

- In the Lehigh Valley, more than 6,500 children and families participate; 22,500 people have accessed nutritious food programs; and more than 30,000 residents received emergency services support.
- In the Poconos, more than 900,000 pounds of food was distributed to food pantries in Monroe County because of the Pocono Mountains United Way.
- In Luzerne County, the United Way of Greater Hazleton, Inc. provides funding for 26 partner agencies bringing people and resources together to invest in solutions for the community's most critical needs.
- Schuylkill United Way supports 15 nonprofit health and human service agencies that work tirelessly to protect our endangered, feed our hungry, shelter our homeless, prepare our children for success, and improve the quality of life for all the residents of Schuylkill County.

This is the definition of partnership. This is the definition of community. These are just small but real examples of how the United Way works for all of us throughout the communities we serve.

Regardless of the amount, all donations are greatly appreciated. Your gift stays in your community and supports the vital services local residents need most. United we can. United we will. We hope you are able to support our United Way efforts this year.

Have questions?

Contact LVHN_United_Way_Campaign@lvhn.org.

Thank you for your generosity and for being an “Everyday Hero.”

How to donate in the Lehigh Valley

Colleagues who work at LVHN facilities in the Lehigh Valley can access the United Way portal via your SSO toolbar. If this is your first time donating through the portal, you will need to set up your profile to enter a donation. If you previously donated through the portal, open your donation profile and make any changes to your contribution for the 2021 campaign. There is no minimum to donate through the portal. “City Center Allentown” will do a dollar-for-dollar match to all new and increased gifts made by Lehigh Valley-based colleagues as individual contributions or payroll deduction up to \$1 million. Consider Everyday Hero gift status: \$1 day, every day of the year.

How to donate at Hazleton

Watch for email communications from LVH–Hazleton President John Fletcher.

How to donate at Schuylkill

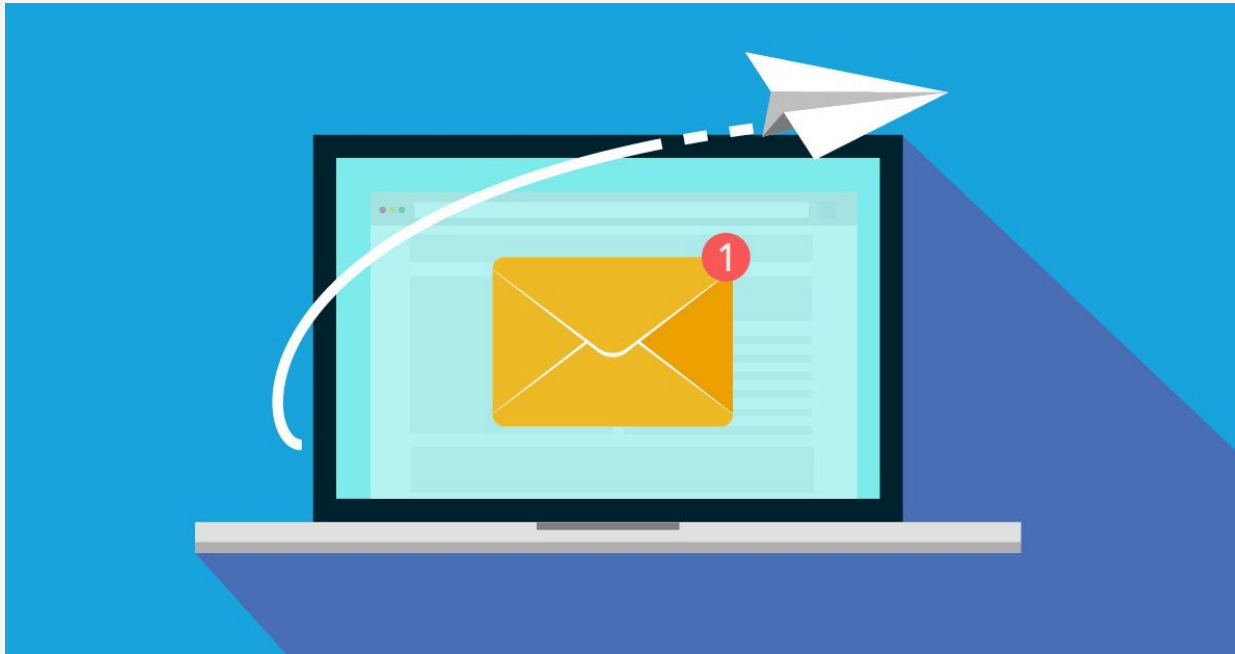
Watch for email communications from LVH–Schuylkill President Bill Reppy.

How to donate at Pocono

Watch for email communications from LVH–Pocono President Elizabeth Wise.

How to donate at Coordinated Health

Coordinated Health colleagues will also be using the SSO toolbar and portal. If this is your first time donating through the portal, you will need to set up your profile to enter a donation. If you previously donated through the portal, open your donation profile and make any changes to your contribution for the 2021 campaign. There is no minimum to donate through the portal.



Cybersecurity Awareness Month: Communicating Securely - VIDEO

October 21, 2020

Throughout Cybersecurity Awareness Month, LVHN Technology will showcase a series of stories to help protect you from cyberattacks.

Communicating in these modern times brings the possibility of security concerns. It is important to be conscious of what information you reveal in email or chat. Verify who you are sending the message to before you click send.

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Cybersecurity Awareness Month:
Communicating Securely - VIDEO



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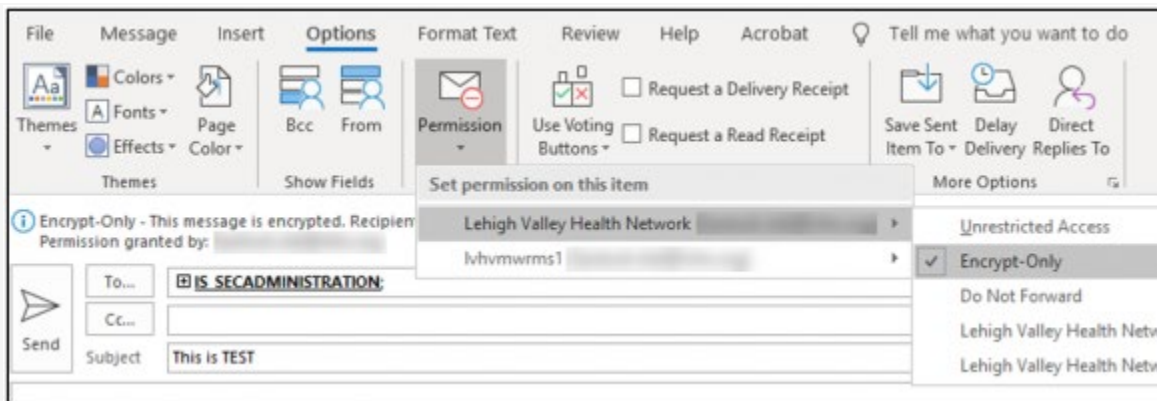


Chat/Collaboration

- **TigerConnect.** TigerConnect allows you to send a secure text message to colleagues. You can download the TigerConnect app on your smart device or desktop. Today many colleagues utilize this application to facilitate patient care. [Learn more about TigerConnect.](#)
- **Instant messaging.** When utilizing Skype or Microsoft Teams, remember to not include protected health information, personally identifiable information and cardholder data when conversing.
- **Video conferencing/virtual meetings.** Webex is LVHN's approved solution for a secure meeting. If you are part of the Microsoft Teams pilot, this application can also be used to host meetings.

Email

- **Do not forward LVHN emails to your personal email account.** If you need to access your LVHN email from home, you can do so by going to <https://outlook.office.com/mail/> from your home computer without remoting in. **Tip:** When prompted for your username, enter in your LVHN system user ID (SUI) and password. Be sure to use @lvh.com and not @lvhn.org.
- **Receive LVHN email on your personal mobile device (Phone/Tablet).** The LVHN Bring Your Own Device (BYOD) program is designed to increase the security on your personal mobile devices while allowing access to LVHN applications like email. For more information on how you can enroll go to <http://intune.content.lvh.com/home-2/byod/>.
- **Email encryption.** Encrypting or masking the email allows you to protect the sensitive content in the email from being read by anyone other than intended recipients. You can encrypt an email by selecting "Permission" under the "Options" tab.



- **Encrypt-Only.** Encrypt emails to any recipient. If the recipient has access to Microsoft Office 365 and is using Outlook, he or she will be able to open this email automatically. For non-Microsoft Office 365 users, the recipient will be instructed to follow additional steps.
- **Do Not Forward.** This function restricts the forwarding, printing or copying of the message sent.
- **Lehigh Valley Health Network – Confidential.** This option grants read and modify permissions for the content, and is only for recipients using LVHN's Microsoft Office 365 email system.
- **Lehigh Valley Health Network – Confidential View Only.** This options grants read-only permission. The recipient cannot reply, forward, save or export the email or its content. This option is only for recipients using LVHN's Microsoft Office 365 email system.

Tips and tricks: Another method to send a secure email is to type the word encrypt# anywhere in the body of your email message. This method does have a limitation as it will only encrypt messages that are intended for recipients outside our organization. The message will not be encrypted if you are sending to a colleague within our organization. [Learn more about how to encrypt emails here.](#)

File Sharing

- **Sending large files.** Need to send a massive file to a colleague or vendor? [Use](#)

[LVHN's Accellion product to do so.](#)

- **Avoid public storage solutions.** If you need to collaborate on a document, use Microsoft Office 365's OneDrive or SharePoint. Avoid Drop Box and Google Drive, as these are unsanctioned locations to store LVHN data.

Web Browsing

The internet is a vast resource for information and entertainment, but you may come across several online threats when browsing. Practice safe browsing habits to minimize the risk of online attacks.

- **Look at the website's URL.** If the URL begins with HTTPS, it's secured. You can also make sure there is a "lock" graphic in the address bar. [Watch this video to learn more about what to look for before clicking or accessing a link.](#)
- **Use bookmarks.** Bookmark frequently visited sites or type a trusted URL for a company's site directly into the address bar.
- **Keep device software and apps updated.** Be vigilant and install updates as soon as they are available.
- **Avoid browser plug-ins and extensions.** Many are rarely updated and maintained, leaving security holes that can be exploited by cybercriminals.

COLLEAGUE SHUTTLE SERVICE TO RESUME

Colleague Shuttle Service to Resume Nov. 2

October 19, 2020

Shuttle service for colleagues will resume Monday, Nov. 2, at LVH–Cedar Crest, LVH–Muhlenberg and LVH–17th Street. New protocols will be implemented to help keep you safe during your shuttle ride. Here is what you need to know.

Shuttle hours of operation

Monday-Friday:

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Colleague Shuttle Service to Resume Nov. 2



Tweets by @LVHN



Two years after having his kidney removed due to stage 3 kidney cancer, 'Bill' Ambrulavage was back to life as normal, which includes playing in a competitive softball league when his doctor threw him a curveball: the cancer was back. Read his story here: bit.ly/37PqQUv.



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- 6-10 a.m., LVH–Cedar Crest, LVH–Muhlenberg and LVH–17th Street
- 2-6 p.m., LVH–17th Street
- 2-8 p.m., LVH–Cedar Crest and LVH–Muhlenberg

Shuttle service will not be available Saturday and Sunday.

What to expect

- All shuttle riders will be required to wear a mask.
- The maximum number of riders will be posted on each shuttle. The number will be based on the size of the vehicle and on guidance from infection control and prevention colleagues.
- Due to limited seating, there may be a delay in shuttle pickups. Please take this into account when planning your arrival to work.
- Shuttles will be cleaned regularly with guidance from the infection control and prevention team.
- The total number of riders will be tracked over time to determine if there is a need for additional shuttles.

Thank you for your patience and understanding during the temporary suspension of shuttle services.



FRIENDS OF NURSING AWARDS POSTPONEMENT

Friends of Nursing Awards Postponed Until 2021

October 21, 2020

The annual Friends of Nursing Awards Gala is a beloved event to celebrate the amazing work our nurses do every day. We gather to hear stories, honor award recipients and reflect on the incredible impact our nurses make on patients and their families.

To celebrate our recipients and their families in the way they deserve, the gala is postponed until it is safe to gather together in person.

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Tweets by @LVHN



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We will share the stories of our 2020 Friends of Nursing Award recipients right here on LVHN Daily, and look forward to honoring each of them when we can safely gather together again.





Congratulate LVH–Pocono DAISY Award Winners – PHOTOS

October 21, 2020

The DAISY Award® For Extraordinary Nurses is a world-wide recognition program honoring the super-human work nurses do for patients and families every day. Nurses are nominated by anyone – patients, family members, other nurses, physicians, other clinicians and staff – who experiences or observes extraordinary compassionate care provided by a nurse. Congratulate these DAISY Award recipients from Lehigh Valley Hospital–Pocono.

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Mindy Macaluso, RN, December 2019

Nurses in neonatal intensive care (NICU) care for our most fragile patients. A mother delivered her baby at just 34 weeks pregnant. She had a rare bone disease with a 50% chance of passing it on to her child. She wouldn't know for sure until her baby's test results came back. After he was born, the nurses had to handle him as though he was made of glass. One nurse in particular, Mindy Macaluso, RN, NICU, LVH-Pocono, took special care of this tiny new life.



"The doctor explained it was time for feeding intervention and recommended we move forward with inserting an NG tube," says the new mom. "I was scared to death, but the only thing that gave me comfort was that our favorite NICU nurse, Mindy, would be there the night of his procedure."

Macaluso comforted the new parents and eased their fears and anxieties about the NG tube procedure.

"She is one of the most compassionate nurses I have ever met. She validated all of the feelings I was having," says the mom. "It was truly meant to be that Mindy was my son's NICU nurse on that very scary night. She is one of those people who was meant to be a nurse, and even more so, a NICU nurse."

Annmarie Ruggiero, RN, January 2020



A fall at home landed a patient back in the hospital after being discharged two days earlier post-surgery. The patient's nurse on the cardiovascular telemetry unit, Annmarie Ruggiero, RN, demonstrated LVHN's core values as she found a way to connect with her patient.

"A fractured foot was a complication I was not expecting," says the patient. "Annmarie showed compassion when she shared her own experiences with a fractured ankle, which required multiple surgeries."



The patient experienced other medical issues that contributed to the fall at home, including a low hemoglobin level. Ruggiero knew what she had to do to make sure the patient was cared for.

"The sight of Annmarie chasing the cardiologist down the hall to order a unit of blood for me will be forever etched in my mind," says the patient. "Annmarie is a true patient advocate. Nursing needs more like her."

Julia Strunk, RN, February 2020

A patient with eight broken bones experienced quite a bit of pain during his hospital stay. Julia Strunk, RN, works on 3B and cared for this

patient while he was hospitalized.

“Julia was a breath of fresh air,” says the patient. “Every time she entered the room she came in with a smile, didn’t rush through my treatments, listened to concerns and answered all my questions.”

When the patient and his family member told Strunk about an issue that occurred on her day off, she escalated the issue. Her director visited the patient and listened to his concerns. In addition to addressing their concerns, Strunk made sure the patient felt comfortable.

“Her ability to make him crack a smile or laugh was not only good for his morale, but helped him heal during a rough hospital stay,” says the patient’s family member.



Andrew Doerr, RN, March 2020

When a patient was admitted to 4B after surgery, Andrew Doerr, RN, quickly became a source of comfort. “His bright smile and happy aura raised my spirits every time he entered my room,” says the

patient. "I nicknamed him 'Sunshine.'"

Doerr treated the patient with respect and dignity.

"He talked to me and made me feel comfortable in a very uncomfortable situation."

The patient returned to the hospital after a second surgery, and Doerr was the nurse for the patient's roommate.

"He always checked on me when he was in the room," says the patient. "I will always remember his bright smile and kindness. He's a great nurse."



Stacey Tosh, RN, April 2020

Labor and delivery nurses know that babies come into the world on their own time. One couple was preparing for the birth of their daughter when she decided she couldn't wait any longer.

“My wife yelled, and before we knew it, she was ready to push,” says the new dad. “Less than what seemed like one second later, my daughter literally shot out like a cannon ball.”

Stacey Tosh, RN, a nurse on the mother baby unit, made it just in time to catch the newborn baby.



“Her speed and agility helped to make our birth story one that we will tell for years to come,” says the dad. “She even skipped dinner as she sprang into action.”

This was Tosh’s first “catch,” and the family looks forward to sharing their amazing experience with this super nurse for many years to come.

Veronique Milfort, RN, June 2020

An LVHN nurse is one who always goes above and beyond for patients.

“My father was admitted several times to the

progressive care unit,” says the patient’s daughter. “Each time, Veronique took excellent care of him.”

Veronique Milfort, RN, is described as professional, caring and kind.

“She stayed late to make sure he was okay and made sure he was comfortable and safe at all times,” says the patient’s daughter. “My father has several chronic medical conditions that are complicated by a rare bleeding disorder. Veronique worked with the hospitalist as well as the consulting doctors to make sure his needs were met.”



Teresa Mccabe, RN, July 2020

Nursing is often described as a calling, not a career.

A patient in the cardiovascular telemetry unit was cared for by Teresa Mccabe, RN.

“She explained my care plan and set expectations for my treatment and outcomes,” says the patient. “She helped me feel less stressed. She is extraordinary and special.”

Mccabe’s colleagues also recognize that she was made to be a nurse.



“I have worked with Terri for 33 years. She has a heart bigger than anyone I have ever worked with,” says her colleague. “She is one of the most compassionate nurses I know. She cares for her patients as though they were her family members. She’s a true team player and a true patient advocate.”

Courtney Fabel, RN, August 2020

Patients interact with a wide variety of hospital staff when they are hospitalized for an extended period of time. One patient and his stepdaughter were grateful to have Courtney Fabel, RN, as their nurse on the cardiovascular telemetry unit.

“She genuinely cares about her patients. She goes the extra mile to ensure they’re comfortable and well taken care of,” says the patient’s stepdaughter. “Courtney also spent quite a bit of time chatting with him. She learned that he was a former drag racer and current car enthusiast. She spoke to him about this, she listened, discussed and showed a real interest in these things.”



This patient spent nearly two months in the hospital. His stepdaughter remembers that it was hard for him to stay positive, to focus or to enjoy things he normally would.

“You’re just not yourself inside the hospital,” says the patient’s stepdaughter. “But when Courtney spoke with him, he returned. He was engaged and almost enthusiastic. It’s like she knew how to bring back his joy.”

Matthew Dittmar, RN, September 2020

When your family member is hospitalized on a critical care unit, the experience could be painful, stressful or life-altering. The family of one

patient gave credit to Matthew Dittmar, RN, for making their experience just a little bit easier.

“Compassionate, comforting and caring. These are the words I can use to describe Matt,” says the patient’s family member. “His care and concern went beyond his patient and extended to our entire family.”



Tammy Castles, RN, is the director of the cardiovascular telemetry unit at LVH–Pocono. She experienced Dittmar’s expertise first-hand.

“When responding to rapid responses, his calm presence eases everyone’s nerves and takes control,” says Castles.

Recently, Dittmar participated in a rapid response for a 45-year-old patient with COVID-19. She was not able to have her family by her side and she was going into respiratory distress.

“Matt explained what was happening as the patient started to cry,” says Castles. “She knew she was going to end up on a ventilator. He held her hand, looked into her eyes and assured her he was going to be by her side.”

Castles could tell by the look in her eyes that Dittmar had eased her fears. He spoke to her son and answered any questions he had since he couldn’t be in the hospital with his mother.

"He is an angel," says Castles.



Meet September's PSR MVP Award Recipient; Attend the October PB and PSR User Group Meeting

October 19, 2020

We know how passionate front-line colleagues are about providing excellent service and demonstrating their compassion toward patients by going the extra mile. The Patient Services Representative (PSR) MVP Award is presented to PSRs or cross-trained medical assistants who demonstrate behaviors beyond the responsibility of their

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Tweets by @LVHN



Two years after having his kidney removed due to stage 3 kidney cancer, 'Bill' Ambrulavage was back to life as normal, which includes playing in a competitive softball league when his doctor threw him a curveball: the cancer was back. Read his story here: bit.ly/37PqQUv.

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designated role that positively impact and enhance the patient experience.

Although the Physician Billing and Patient Services Representative User Group Meeting doesn't occur until Oct. 22, 2-4 p.m., catch up on September's PSR MVP Award winner right now.

September PSR MVP

Christina Hoffman, Patient Services Representative, LVPG Chiropractic Medicine

For 10 years, Christina Hoffman has been a cheerleader of "team-focused" approaches to patient care. Prior to COVID-19, Hoffman spoke at our new employee orientation program, Connections, dozens of times – sharing her experience, kinetic energy and positive perspective as a Colleague

Ambassador to new colleagues. She routinely participates each year as a member of the "Flu Crew" for both days and organized a team for the Heart Walk.

Christine Rowe, Practice Manager, LVPG Chiropractic Medicine, observes Hoffman's practice support, team-focused approach, enthusiasm to cross-train, and ambassadorship firsthand, which is why she nominated her for the award.

"When COVID-19 hit, Christina was willing to redeploy to the COVID Results Center where she did an excellent job," Rowe says. Hoffman's enthusiasm to cross-train propelled her to be asked to float between practices and assist with all specialties within the musculoskeletal division.

A life-long learner, Hoffman attended the Wescoe School to achieve a bachelor's degree in medical management and continues her pursuit of excellence by participating in many educational offerings within the health network.



“Christina encourages a team culture,” Rowe says. “She exceeds patients’ expectations and is a true MVP!” Join in congratulating Hoffman for exemplary work and attitude.

If you have questions about the PB and PSR User Groups and how to register for or join the Webex meeting, please contact Hollie_L.Keiter@lvhn.org.



Valley Preferred Spirit of Courage Awards to Honor Burn Heroes Virtually

October 20, 2020

It has been said, "COVID-19 can't stop good!" and it certainly can't stop the 15th annual Valley Preferred Spirit of Courage Awards. This annual awards program that recognizes first responders and everyday citizens who risk their lives to save others from a fire will take place virtually on Thursday, Oct. 22, 6-7 p.m. at WFMZ.com.

"Now more than ever, it is important to share inspiring stories of hope, resilience and

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selflessness,” says Dan Dillard, CEO of the [Burn Prevention Network](#), which organizes the program. “Our heroes’ stories have been the heart of the Valley Preferred Spirit of Courage award program for the past 15 years. This year, these heroes added pandemic to the risks they faced.”

This year’s recipients include three people – a school bus driver and two electricians. With no firefighting experience, gear or equipment, they ran into a burning home to save an elderly man.

We will honor two firefighters who sustained serious injuries when they rescued two women from a burning roof, and two other firefighters who shimmied their way up to a balcony to save a woman and her disabled husband. Two police officers are credited with saving lives by running into a burning home when they were the first to arrive at the scene. And one firefighter brought two young children out of a massive house fire that claimed the lives of four people, three of them children.

The Valley Preferred Spirit of Courage Awards program also recognizes burn survivors who have not only rebuilt their lives, but have gone on to help others in meaningful ways. This year, the Walter J. Okunski Phoenix Award will be presented to Maurice Scales, [Lehigh Valley Health Network Regional Burn Center](#) colleague and volunteer for burn survivor events and support programs. As a childhood burn survivor, Scales is adored by the children at [Camp Susquehanna](#), a special camp for children with burn injuries.

In light of the extreme circumstances this year, the Burn Prevention Network has created a special award – the Essential Worker of the Year People’s Choice Award. The top three nominations will be presented during the program. Voting will be open Oct. 22, 7 p.m.-Oct. 23, 5:30 p.m. The winner will be announced at 6 p.m. on the [Burn Prevention Network Facebook page](#).

The Valley Preferred Spirit of Courage Awards program was started by the Burn Prevention Network in partnership with [Valley Preferred](#) and Lehigh Valley Health Network to recognize these heroes as well as individuals and groups that have done an outstanding job promoting fire safety or burn prevention education. “The people we are honoring this year demonstrate incredible bravery and the potential we all have to make a difference,” says Valley Preferred Executive Director Mark Wendling, MD. “These



heroes exist in every community.”

The Valley Preferred Spirit of Courage Awards program supports specialized training for firefighters, support programs for burn survivors and training for 800,000 children every year in fire safety and burn prevention practices.

For more information about the event and this year’s recipients, visit burnprevention.org. To watch the event, tune into WFMZ.com Oct. 22 at 6 p.m.



Asked and Answered – COVID-19, the Flu and Flu Shots

October 16, 2020

BY KATIE CAVENDER

As we look into the future, there are many uncertainties. One of those is how the [COVID-19](#) pandemic will look during [flu](#) season. [Mark Knouse, MD, Chief, Lehigh Valley Health Network \(LVHN\) Division of Infectious Diseases](#), provided answers on how the two viruses stack up and the importance of receiving a flu vaccination.

Which virus is more contagious?

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Asked and Answered – COVID-19, the Flu and Flu Shots



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Right now, COVID-19 is more ‘contagious.’ This is mostly because of the lack of protective immunity in the regional population either through herd immunity (because of infection) or vaccination. Therefore, the relative contagiousness of COVID-19 may change over time as our community’s immunity changes.

Which illness has a greater risk for severe illness and complications?

Right now, COVID-19 is worse on average. It seems to cause viral pneumonia more often than the average seasonal flu and, as a result, more complications and higher death (mortality) rates. It also causes significant heart and stroke risks.

How are the symptoms different?

Initial symptoms are remarkably similar and overlap a lot – it will be a big challenge to distinguish the two diseases in the fall if both are circulating together. COVID-19 causes viral pneumonia more often than influenza, but the flu can do that as well. Loss of taste and smell seems to be more common with COVID-19.

When should people get their flu shots?

Early fall is likely the best time – late September or early to mid-October. Remember, it is never too late to get a flu shot, as cases often extend into early spring. Vaccination against seasonal flu will be more critical than ever if COVID-19 hits hard again. It will help prevent hospitals and health care systems from becoming overwhelmed.

Why is it important to receive a flu shot?

Influenza can cause mild to severe illness. For some people, it is life threatening. According to the Centers for Disease Control and Prevention (CDC), during the last flu season between 24,000 and 62,000 people died as a direct result of this illness in the United States.

Every year, the CDC receives and tests thousands of influenza viruses from around the world and collaborates with other World Health Organizations. The CDC presents information to the Food and Drug Administration (FDA) advisory committee, who ultimately decides which viruses the vaccination will address. The flu vaccine is the best way to protect yourself and reduce the spread of this virus in our community.

How will this fall's flu season be different than those in the past?

There will be heightened concerns when both viruses may be circulating. But we really don't know what to expect from each flu season until it occurs (much like the coronavirus).

It's possible that the isolation and distancing measures for the coronavirus might actually result in a 'better' flu season with fewer cases. So far, information from the southern hemisphere suggests a much lower number of influenza cases than the last several years combined. We are hopeful that this will be similar during our flu season in the northern hemisphere.

Will COVID-19 tests and flu tests be able to detect the difference between the two viruses?

Yes, absolutely! Most of the tests that we will be using this fall will be nucleic acid tests (NAT for short). The majority of NAT tests use PCR (polymerase chain reaction) technology. This technology detects very specific gene sequences of a virus. We are planning to use a single (multiplex) test, which will look for RSV, Influenza A and B, and COVID-19 in each specimen.

Alternatively, if the volume of test requests exceeds our capacity, we may use combinations of separate NAT tests for these viruses. The tests are extremely accurate at distinguishing between the two viruses. They will not 'label' an influenza virus as a COVID-19 virus or vice-versa. In other words, there is an extremely low likelihood of a false positive. Tests may provide a false negative result if there is insufficient material, poor specimen/site choice, if someone receives the test too early (before symptoms) or is tested too late.

Is it possible to get sick from the flu shot?

No, flu vaccines do not cause flu illness. The most common type of vaccination is the flu shot, which contains a killed virus. The nasal spray flu vaccine contains weakened (attenuated) viruses, so that they will not cause flu illness. The weakened viruses are cold-adapted, which means they are designed to only multiply at the cooler temperatures found within the nose, and not the lungs or other areas where warmer temperatures exist. You cannot get the flu from these immunizations.

If I get a flu shot, can I still get the flu?

The flu shot is critical to protecting yourself and your community during flu season. But protection is never 100%, and some people can still get the flu after being vaccinated. How well the flu vaccine works (or its ability to prevent influenza illness) can range greatly depending on the person being vaccinated.

In general, the flu vaccine works best among older children and healthy adults. The elderly population and people with certain chronic illnesses might develop less immunity than healthy young adults after vaccination. However, even for these high-risk individuals the flu vaccine still can provide protection against getting severe complications from the flu. Also, the more people vaccinated in a group, the better [herd immunity](#) among the group. This provides better protection for those who cannot build immunity themselves.

Influenza vaccines protect against infection and illness caused by the viruses in the vaccine that research indicates will be most common this season. Even if the match is not exact there may be cross-protection provided by the vaccine against similar strains. Although vaccines can't be guaranteed to be 100% effective against influenza, they still afford you a much greater chance to avoid infection and illness than you would otherwise have.

Where can I get a flu shot this year?

LVHN has established flu shot clinics throughout the region. Visit [LVHN.org/flushot](https://www.lvhn.org/flushot) to find an event near you. Can't make it to a flu shot clinic? Don't worry. You can call your [primary care provider](#) to schedule your flu vaccination or visit any [ExpressCARE](#) location without an appointment.



OUR EMPLOYEES HAVE SPOKEN

Top 5 Reasons LVHN is a 'Great Place to Work'

October 20, 2020

BY RICK MARTUSCELLI

If you want to know if an organization is a great place to work, all you need to do is ask its employees. That's what happened at [Lehigh Valley Health Network \(LVHN\)](#). Based on what they said, LVHN is now certified as a "Great Place to Work."

This is a big deal because it means LVHN is certified as one of the best places to work, not just in the region, but in the entire United States. [The Great Place to Work®](#)

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Top 5 Reasons LVHN is a 'Great Place to Work'



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company is the global authority on workplace culture. Since 1992, they have surveyed more than 100 million employees around the world and used those deep insights to define what makes a great workplace. LVHN now joins other nationally renowned companies that are on this list such as American Express, Wegmans and Hyatt.

Here are the top 5 reasons LVHN is one of the best places to work in the U.S. and what employees said in the survey.

1. **Employees really like what they do.**

- 92% “I feel good about the ways we contribute to the community.”

2. **The work and mission of LVHN is critically important.**

- 91% “People here are given a lot of responsibility.”

3. **Employees are gratified by their work.**

- 89% “When I look at what we accomplish, I feel a sense of pride.”

4. **It feels good to join the LVHN family.**

- 89% “When you join the health network, you are made to feel welcome.”

5. **Employees are LVHN Proud to work here.**

- 88% “I’m proud to tell others I work here.”

Visit the [‘Great Place to Work’ website](#) to learn more about what LVHN employees said in the survey.

Looking for a new career opportunity or know someone who is? Join the LVHN team. Search available jobs at [LVHN.org/careers](https://www.lvhn.org/careers).

