

LVHN WEEKLY YOUR WRAP-UP OF THE WEEK'S NEWS FROM LVHN



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LVHN to Begin Vaccinating Children Ages 12-15

Beginning May 13, LVHN will offer the vaccine to children 12-15 at all vaccine locations.

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For Prayers, Blessing and Support, Pastoral Care Services Is Here for You

Call and talk with a chaplain to discuss difficult emotions or spiritual questions.

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Nursing Tops List of Most Trusted Professions Again

Dr. Rossi wishes all nurses a Happy Nurses Month.

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Hone Your Leadership Skills With LVHN's Management Academies

Our leadership programs can help you thrive.

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Coordinated Health–Allentown Top 5% in the Nation for Patient Safety

Healthgrades awards the 2021 Patient Safety Excellence Award.

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Attendance Policy Update

Read about changes to LVHN's Attendance Policy.

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Grace for Today

Sue Weaver beats breast cancer with expert help and never-failing hope.

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Lehigh Valley Health Network 1200 Cedar Crest Blvd, Allentown, PA 18105

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LVHN Insider Is Here! Download the App and Get a Free Laptop Cover

It's the app that gives you inside information to LVHN news and information.



LVHN Insider

Tuesday, May 11, 2021

LVHN Insider is here! It's the app that gives you inside information to LVHN news and information, wherever you are and whenever you want it.

As colleagues, you are first up to learn the latest news and updates from LVHN. Now, LVHN Insider makes staying up to date easier and more convenient than ever.

Here's what LVHN Insider means for you

- **Never miss a communication.** LVHN is committed to sharing the latest information with you and our community. As a colleague, we've asked you to stay informed so you can help share the latest information from LVHN experts with your family, friends and neighbors.
- Get targeted information anytime, anywhere. Colleagues make LVHN exceptional. LVHN colleagues work across regions and work settings and you deserve communications that are timely, relevant and easy to access anytime and anywhere. With LVHN Insider, it's easy to access the information that's relevant to you wherever you are.
- Share our message with your network. Who is more trusted than an
 organizational insider? You can act as an LVHN advocate for our
 message on social media by sharing important posts right from LVHN
 Insider with friends and family to help tell our story.

You will receive an email later today from no-reply@insider.lvhn.org with a link to register.

With LVHN Insider, it's easy to access the information that's relevant to you wherever you are.

There are three ways to access LVHN Insider.

- Via the FirstUp app on your mobile device
- On the LVHN Intranet home page
- On the web (from anywhere you are) at LVHN.org/insider

Ready to experience LVHN Insider? Download the FirstUp app to your mobile device.

FirstUp is the name of the app that gives you access to LVHN Insider on your cellphone. FirstUp is available in the App Store or Google Play store.

- 1. Download FirstUp to access LVHN Insider.
- 2. Open FirstUp, click **Have an org code** and enter LVHN.
- 3. Enter SUI@lvh.com and your LVHN password.

- 4. Enable push notifications so you're alerted when there's breaking news from LVHN.
- 5. Note: For security purposes, you will need to re-authenticate (log in using your SUI@lvh.com and LVHN password) every 90 days.

Don't wait! The first 5,000 colleagues who download and use the app will receive a free laptop cover.

FirstUp cannot be downloaded to any mobile device provided by LVHN. All LVHN mobile devices (iPhones, iPads etc.) are managed through a central solution to best secure the devices and manage the applications. For more information around LVHN provided devices, please visit the Corporate Owned Device web page on the intranet.

No phone? Use LVHN Insider on your desktop at work or at home.

Enjoy the benefits of LVHN Insider without using a mobile phone. Visit <u>LVHN.org/insider</u> to join or sign in.

How to get the most out of LVHN Insider

- Discover and join channels. Follow channels that align with your interests and role. Tap the Discover tab in the mobile or desktop experience. Select View All Channels and join channels that are most relevant or interesting to you to personalize the content in your feed.
- Engage with content. View stories, photos and videos by clicking or tapping on the article, image or video in your feed. Commenting on a piece of content allows you to have your voice heard and connect and engage like never before. You can return to your feed by selecting the back arrow.
- **Bookmark stories for later.** Bookmark stories or videos to read or watch later by clicking the bookmark icon. You'll see your bookmarked items ordered by date in the Bookmarks menu under your Profile.
- Submit your own photos and videos. LVHN Insider gives you the chance to interact with colleagues like never before by submitting your own photos and videos. Examples of work-related submissions we want to see include your unit or department celebrations and shout-outs for colleagues who go above and beyond to fulfill our mission and live our core values.
- *IMPORTANT: Always be aware of your surroundings when you film a video or take a photo. Be sure you aren't standing in front of a bulletin

board or white board that contains any patient information or other sensitive materials. It's also important to stay away from computer screens or other documents that may be laying on a desk or work area. Take a look around and make sure there are no patients or visitors in the background of your video. If the coast is clear, you're good to go!

We're just getting started

Over time, LVHN Insider will become more robust with interactive tools and the ability to get personalized items of interest from around the health network. New features will be added as we continue to enhance the LVHN Insider experience.

Visit <u>LVHN.org/insider</u> to learn more. Questions? Email <u>insiderhelp@lvhn.org</u>.



LVHN to Begin Vaccinating Children Ages 12-15

Beginning May 13, LVHN will offer the vaccine to children 12-15 at all vaccine locations.



LVHN Insider

Wednesday, May 12, 2021

Beginning Thursday, May 13, Lehigh Valley Health Network (LVHN) will offer the Pfizer vaccine to children ages 12-15 at all COVID-19 vaccine locations, pending the Centers for Disease Control and Prevention's approval today, Wednesday, May 12. Starting today, LVHN is opening scheduling for Thursday and beyond. "We at Lehigh Valley Reilly Children's Hospital are encouraging parents to get their child vaccinated for their safety, as well as the safety of their family," says J. Nathan Hagstrom, MD, Chief of Pediatrics at Lehigh Valley Reilly Children's Hospital. "The Pfizer vaccine has emergency use authorization for ages 12 and older and has been proven safe and effective. The clinical trial data submitted to the Food and Drug Administration demonstrated 100 percent effectiveness at preventing disease in this age group, which now represents nearly 20 percent of current COVID-19 infections."

Anyone under the age of 18 will need to be accompanied by a parent or legal guardian to get vaccinated. The COVID-19 vaccinations provided by LVHN are free.

More options to receive your vaccine

People can visit one of these five convenient locations with or without an appointment:

- 1. COVID-19 Vaccine Clinic-Northampton Crossings
- 2. COVID-19 Vaccine Clinic-Pocono
- 3. COVID-19 Vaccine Clinic-Hazleton

- 4. COVID-19 Vaccine Clinic-Schuylkill
- 5. COVID-19 Vaccine Clinic-MacArthur Road

For those who wish to make an appointment, scheduling for any of our vaccine clinics is easier than ever:

Three easy ways to schedule:

- 1. Schedule right here.
 - Make an appointment
- 2. Go to MyLVHN, the health network's patient portal. Sign In
- 3. Call our COVID-19 Vaccine Hotline at 833-584-6283 (833-LVHN-CVD). We're open Monday-Friday, 8:30 a.m.-5:30 p.m., and Saturday-Sunday, 9 a.m.-5 p.m.

Your child and side effects

The pediatricians at Lehigh Valley Reilly Children's Hospital offer the following guidance for parents:

- Common side effects of the vaccine are pain, redness and swelling in the arm where you received the shot, as well as fatigue, tiredness, mild headache, muscle pain, chills, fever and nausea.
- These side effects can affect your child's ability to do daily activities, but they should go away in a few days.
- In children and adolescents, these side effects may be more common with the first dose than typically seen in adults.
- You may want to give your child acetaminophen four times a day for the first one to two days at the appropriate dosing after receiving the vaccine.
- Please don't take ibuprofen or acetaminophen before receiving the vaccine.
- To reduce pain and discomfort where your child got the shot, apply a cool, wet cloth to the spot on the arm where the shot was given.
- Drinking lots of fluids and wearing light clothing can help when there is fever.

After receiving the COVID-19 vaccine, safety precautions should still be followed per the latest <u>CDC guidelines</u>, including when a mask should be

worn, washing your hands frequently and staying socially distant until the majority of our community is vaccinated.

For more vaccination information, visit LVHN.org/vaccines.



Verify Your Dependents Enrolled in the LVHN Health Plan

Watch for a letter containing the steps to keep coverage for your enrolled dependents.



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

We are all aware of how important it is to have quality health care coverage. At LVHN, we also are focused on providing high-quality care at the lowest possible cost. By working together over the last several years, we have made good progress controlling increases in the cost of quality health care. At LVHN, part of our job is to keep costs down so we can maintain a competitive health care plan for all colleagues.

Per Internal Audit's requirements, we will be implementing an additional cost control feature that is quite common in employer-sponsored plans. We need to make sure that only those dependents who are truly eligible are the ones being provided with coverage in the LVHN Health Plan. Covering dependents who are not eligible raises our cost for benefits which is reflected in the premiums deducted from our paychecks. As you know, premiums did not change in 2021, and with the completion of this verification audit, we will not increase medical premiums for colleagues on the LVHN Health Plan administered by Populytics in 2022. We understand colleagues may have some work to provide the documentation, but no premium increases for 2022 will be worth it.

LVHN has partnered with HMS, a highly recommended independent auditor as the vendor to conduct this dependent eligibility verification program of the LVHN Health Plan. This verification program will ensure we are covering only eligible dependents.

If you have dependents enrolled in the LVHN Health Plan, you will receive a letter from HMS at your home address within the next few weeks. *Please watch for your letter if you have family members enrolled in your health plan.* This letter will detail the steps and information required to keep coverage on your enrolled dependents. You will also be asked to submit specific eligibility documents directly to HMS. Documentation that will be required will vary based on the dependent's relationship. Examples of documentation that may be required include but are not limited to marriage license, birth certificate, court documents and tax return. HMS will review the documentation to determine if dependents enrolled in the LVHN Health Plan meet eligibility guidelines as outlined in your Summary Plan Descriptions (SPD). HMS complies with all applicable federal and state regulations to ensure any

information submitted to HMS is stored, processed and protected by physical, electronic and procedural safeguards.

Even if you previously provided this documentation to LVHN, you will be required to submit the dependent documentation to HMS for your dependent(s) to remain on your LVHN Health Plan benefits.

If you do not have family members enrolled in your LVHN Health plan, you will not receive a letter.

Important: When you receive any correspondence from HMS, please read it carefully as there are specific due dates when certain information needs to be returned. Failure to follow the instructions could result in loss of coverage for your dependents.

Detailed eligibility information, as well as a toll-free customer service number, fax number and customized website to upload the documentation will be included in the letter from HMS. Please feel free to contact HMS directly if you have any questions or need additional information.

Thank you in advance for your cooperation during this verification process.



Refer a Qualified Candidate and Earn a Bonus

The hiring incentive is in effect for a limited time for positions at multiple locations.



LVHN Insider

Thursday, May 13, 2021

Do you know a qualified candidate interested in working for LVHN? When you refer a qualified candidate for select positions you could be eligible to earn a referral bonus.

LVHN is always looking to attract experienced nurses, technical partners and nursing assistants at Lehigh Valley Hospital (LVH)—Cedar Crest, LVH—Muhlenberg, LVH—Hecktown Oaks, LVH—Hazleton, LVH—Schuylkill and LVH—Pocono. As LVHN's most passionate ambassadors, we're counting on your partnership to refer people in your social and professional networks to apply for open roles at LVHN. When you help us attract qualified candidates, you could be eligible for a significant financial reward.

- Refer an experienced* inpatient registered nurse, earn up to a \$5,000 bonus. You will receive \$1,500 at six months of active employment, \$1,500 at one year and \$2,000 at two years.
- Refer an experienced* technical partner or nursing assistant, earn up to a \$1,000 bonus. You will receive \$500 at six months of active employment, \$250 at one year and \$250 at two years.

How does the referral bonus work?

^{*}At least one year of direct patient care

When you refer a candidate to LVHN, they will include your name on their application. Candidates can explore job opportunities here: <u>LVHN.org/careers</u>.

Then, you will complete the Employee Referral Form found here: <u>LVHN.org/referral</u>.

The Employee Referral Bonus is being offered for eligible colleagues entering positions where the need is greatest at the moment. While we are only able to offer a referral bonus on select positions, we continue to work diligently to fill all vacant positions throughout the health network.

You can learn more by reading about Active Referral Programs here: <u>LVHN.org/employee-referral-form</u>

Referral bonuses are available for a limited time. Positions chosen for a referral bonus are based on supply and demand and will change based on the needs of the organization.

Thank you for your partnership in attracting the best and brightest health care professionals to LVHN.



During National Hospital Week, You Deserve Our Thanks

Leaders thank you for doing your part to keep our patients and families safe and healthy.



LVHN Insider Thursday, May 13, 2021

This message is from Brian A. Nester, DO, MBA, President and Chief Executive Officer, Lehigh Valley Health Network.

On behalf of CEO Council and LVHN senior leaders, I want to extend our deepest thanks during National Hospital Week.

Your resilience during the COVID-19 pandemic is truly admirable. Thanks to you, our patients and their families receive the safe care they deserve. Your compassion and dedication inspire us every day. We thank you for your commitment to keeping our community safe and healthy. Because of you doing your part, better days are ahead.

Each day, you make all of us #LVHNProud. Thank you for all you've done and continue to do.

https://player.vimeo.com/video/547312198



Free Ice Cream! LVHN Thanks You During Hospital Week

See when you can stop by the cafeteria for a sweet treat.



Richard Martuscelli

Monday, May 10, 2021

It's National Hospital Week, the perfect time to thank you for your heroism during the pandemic and for being amazing every day.

To celebrate all you do, LVHN is giving free ice cream to colleagues in the cafeteria at these locations and times.

LVH-Schuylkill

May 11, 1:30-2:30 p.m.

LVH-17th Street

May 12, 1:30-2:30 p.m.

LVH-Muhlenberg

May 12, 1:30-2:30 p.m. and anytime during night shift May 15, 6:30-7 p.m.

LVHN-Mack Boulevard

May 12, 1:30-2:30 p.m.

LVH–Cedar Crest

May 13, 2-3 a.m. and 1:30-2:30 p.m. May 15, 6:30-7:30 p.m.

LVHN Tilghman

May 13, 1:30-2:30 p.m.

Coordinated Health Allentown and Coordinated Health Bethlehem May 13

Note: LVH–Pocono and LVH–Hazleton will share Hospital Week celebration plans with colleagues at these locations.



Get Ready for the Year-End Review

See the action and due dates for the annual performance review.

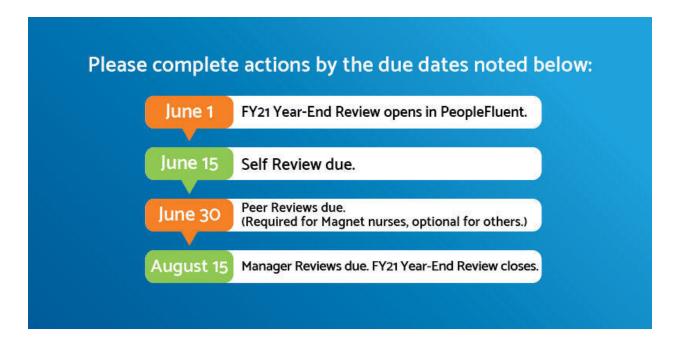


LVHN Insider

Tuesday, May 11, 2021

The Year-End Review is an important time to have meaningful dialogue with colleagues about accomplishments, professional growth and ways we can support an exceptional colleague experience.

All colleagues who began employment prior to April 1, 2021, are required to have an annual performance review.



Year-End Review resources are available for all colleagues on the PeopleFluent dashboard in the section titled "Performance Management Resources: Year-End Review."

- How to complete my <u>Year-End Review in 5 Easy Steps.</u>
- See an example of a <u>completed Year-End Review form</u>.

Additional Year-End Review resources for managers:

- Read the <u>Year-End Review tip sheet</u>.
- To assist managers with the Year-End Review process, our Leadership and Organizational Development team is providing Take60: Year-End Review sessions from June through mid-August 2021. Please visit the <u>Organizational Effectiveness (OE) intranet site</u> to register.

Questions? Contact colleagues in the compensation department at HRCompensation@lvhn.org or your human resources consultant.



Do Your Part to Create Better Days Ahead

Post your #LVHNProud selfie with our new "I Got My Shot" Facebook frame.



LVHN Insider

Friday, May 7, 2021

As more colleagues and community members receive COVID-19 vaccinations, we have hope for better days ahead. Lehigh Valley Health Network has been the community's health care leader since the beginning of the pandemic. Your family, friends and neighbors have looked to you as a role model, knowing you are an LVHN colleague and a trusted health care partner.

Here's how you can help create "Better Days Ahead."

Get vaccinated and encourage everyone you know to do the same

If you already received your vaccine, good for you! Getting vaccinated is the most important thing you can do to help stop the spread of the coronavirus. If you have not received your vaccine, join the thousands of colleagues who have already done their part. Remember, the COVID vaccine is proven to be safe and effective. As colleagues who work for a nationally recognized health system, it's our responsibility to get vaccinated. So be a good role model. Do your part. Get your shot.

Spread the word on social media

After your vaccination, you receive an "I got my shot" sticker. We've seen hundreds of selfies shared across social media with stickers on proud display. Participate in our effort to encourage the community to be vaccinated by sharing your own "I got my shot" selfie. Use #LVHNProud to join the movement.

Add an LVHN Facebook frame



When you upload your selfie as your new Facebook profile picture, you can now add a Facebook frame that tells everyone you are doing your part. Here's how:

- 1. Navigate to your Facebook homepage.
- 2. Click the camera icon next to your profile picture and select 'Edit Profile Picture.'
- 3. A new window will pop up. Click 'Add Frame.'

- 4. Type 'LVHN' in the search bar that appears.
- 5. Select the 'I Got My Shot' frame.
- 6. Click 'Use as Profile Picture.'

When participating on social media, it's important to model LVHN's core values: compassion, integrity, collaboration and excellence. When you identify yourself publicly as an LVHN colleague, we trust you to use social media for the good of our health network.

Be a good partner, share scheduling tips

Everyone 16 and older is eligible to get vaccinated, and we offer more options than ever to get your vaccine.

Don't wait! People looking to get vaccinated can visit one of these five convenient locations with or without an appointment:

- 1. COVID-19 Vaccine Clinic-Northampton Crossings
- 2. COVID-19 Vaccine Clinic-Pocono
- 3. COVID-19 Vaccine Clinic-Hazleton
- 4. COVID-19 Vaccine Clinic-Schuylkill
- 5. COVID-19 Vaccine Clinic-MacArthur Road

Making an appointment for the drive-through vaccination events or any of our vaccine clinics is now simpler than ever.

Three easy ways to schedule:

- NEW! Schedule right here.
 Make an appointment
- 2. Go to MyLVHN, the health network's patient portal. Sign In Sign Up

3. Call our COVID-19 Vaccine Hotline at 833-584-6283 (833-LVHN-CVD). We're open Monday-Friday 8:30 a.m.-5:30 p.m. and Saturday-Sunday 9 a.m.-5 p.m.

Have questions about COVID-19 vaccines? Visit LVHN.org/VaccineFAQs.



There's little room for skepticism with COVID-19 vaccine, our lives are on the line

The Morning Call Op-ed: Daryl Grant, Supply Distribution Team Lead at Lehigh Valley Hospital–17th Street

May 07, 2021

I am an African American man and I had open-heart surgery four years ago. My risk for becoming severely ill with COVID-19 is high, and that scares me. I am first in line to receive a COVID-19 test every week at work, and you won't see me without a mask on my face.

I have worked at LVHN for 18 years and my job has never felt more intense than it has since the beginning of March. It's been a long, exhausting 10 months.

I cheered when I learned it was my turn to be vaccinated as LVHN received its first shipments of the COVID-19 vaccine under U.S. Food and Drug Administration Emergency Use Authorization (EUA), and last week, I felt great after receiving my second and final dose.

I never had a second thought about getting this vaccine, but I can't say the same about my family, friends and community.

According to Pew Research, just <u>42 percent of African Americans say they</u> <u>would receive the vaccine</u>, even though we are at an increased risk for getting sick and dying from COVID-19 compared to white Americans.

For those who say they'll never get it, I say there's little room for being skeptical of the science when the health of you and your loved ones is at risk.

Centers for Disease Control and Prevention (CDC) data show that Black or African American people are nearly four times as likely to be hospitalized and three times as likely to die from COVID-19 compared to white, non-Hispanic people.

For any drug to be approved, it must go through the same <u>3-4-phases of clinical trials</u>, and a <u>COVID-19 vaccine is no different</u>. While administrative aspects of the trial, production of the vaccine and distribution were expedited, data shows that Pfizer's COVID-19 vaccine is <u>95 percent effective</u> in preventing COVID-19 in participants without evidence of prior SARS-CoV-2 infection. Moderna's vaccine received EUA after showing that its vaccine is <u>94.5 percent effective</u>.

Personally, I can't believe I'm lucky enough to have received the vaccine already. And, I hope I can be an example for anyone who has doubts about getting the vaccine themselves.

You will hear that some people experience more noticeable side effects after their second dose than they did after their first dose, which is normal and can be expected in some vaccine recipients. For those who might use potential side effects as a reason not to get the vaccine, think about the alternative. I know COVID-19 will kill me before any vaccine will, so I wasn't worried about

side effects. I was ready for anything but only experienced soreness at the injection site for a few days after receiving each dose of the vaccine. To my community, I ask that you please do your research, talk to your health care provider and I urge you to get the vaccine when it's available to you.

The fight is ongoing. Even now that I received the vaccine, I won't let my guard down. At all. We will get through this, but only if we all do our part.

To learn more about COVID-19 vaccines including FAQs and myth buster videos, visit <u>LVHN.org/vaccines</u>.

MODERNA VACCINE AVAILABLE MAY 13-14 AND MAY 17-18 IN PITTSTON

Coordinated Health-Pittston Offering Moderna COVID-19 Vaccinations May 13-14 and May 17-18

Lehigh Valley, Pa., May 12, 2021

To help people in Luzerne County have greater access to COVID-19 vaccination, Coordinated Health—Pittston, part of Lehigh Valley Health Network (LVHN), is offering the Moderna vaccine to people ages 18 and older for a limited period. Coordinated Health—Pittston, located at 1120 Oak St., Pittston, will offer vaccinations May 13-14 and May 17-18, 8 a.m.—4 p.m., by appointment only. Second dose appointments will be scheduled for June 9-11.

People are invited to make appointments for the vaccine on the LVHN patient portal, <u>MyLVHN</u>, or by scheduling directly at <u>LVHN.org/appointment</u>.

People also can call LVHN's COVID-19 Vaccine Hotline at 833-584-6283 (833-LVHN-CVD). The COVID-19 Vaccine Hotline hours of operation are Monday-Friday, 8:30 a.m.–5:30 p.m. and Saturday-Sunday 9 a.m.-5 p.m.

Moderna's COVID-19 vaccine has emergency use authorization (EUA) from the Food and Drug Administration (FDA) for use in people ages 18 and older.

After receiving the COVID-19 vaccine, safety precautions should still be followed per the latest <u>CDC guidelines</u>, including when a mask should be worn, washing your hands frequently and staying socially distant until the majority of our community is vaccinated. For current vaccination information, visit <u>LVHN.org/vaccines</u>.



My Total Health Helps Colleagues Manage Stress and Improve Overall Health

Read about wellness offerings available to all colleagues through My Total Health.



LVHN Insider

Friday, May 7, 2021

May is Mental Health Awareness Month. Lehigh Valley Health Network offers many services to support colleagues in living a healthy life. Throughout the month of May, we will bring you a series of stories offering a closer look at wellness programs available to you.

Many people don't realize how anxiety and stress are manifesting in their lives. Maybe you've gained weight. Your relationships are suffering. You're not getting enough sleep.

"What we have seen with COVID-19 is that a lot of coworkers aren't sleeping at night, drinking water or nourishing themselves," said Kristin Behler, MPH, MCHES, Director, Health Promotion and Wellness. "When we talk about mental health, sometimes it just comes down to a lack of sleep and poor nutrition – all of these compounding factors are challenging for people right now."

My Total Health, LVHN's comprehensive health and wellness program, supports your physical, emotional, financial and social wellness.

Health coaching available to all colleagues

Health and wellness coaching is an important component of the program. Start with an assessment of what is working and not working in your current lifestyle. If you have a chronic condition such as diabetes or asthma, or you want to

break free from negative stress emotions, certified health and wellness coaches can help you examine your life in more detail. Coaching calls are 30 minutes and can be used as much or as little as you need. Late hours are available.

"Coaching is a non-judgmental, completely confidential forum where you can reach out to a coach and lay it all on the table, talk about how you are feeling and what is going on," Behler said. "The coach will work with you in partnership to set goals that make sense, and come up with different strategies to overcome barriers. For example, many people who might need to lose weight focus on their nutrition, but often stress is their main problem."

Good health and happiness is the goal

In addition to coaching, My Total Health offers self-guided wellness activities, from pain and stress-management to sleep and fitness challenges, plus tobacco cessation sessions. The Mindful Miles challenge starts in June. Participants will take time each day to walk outdoors and notice the landscape to reduce stress and relax. Additionally, meditation, wellness and personal training apps are accessible through Gympass for \$9.99 per month.

"My Total Health is unique to Lehigh Valley Health Network and is utilized by about 40 percent of colleagues across our network," Behler said. "At the end of the day our colleagues are our most valuable resource, because nothing happens without excellent caregivers. Caregivers focus so much of their time and energy on caring for everyone else. Our goal is to make sure our colleagues are taken care of. They can only be at their best if they are taking the time to care for themselves."

To access these resources, visit the My Total Health portal at mth.lvh.com.



For Prayers, Blessing and Support, Pastoral Care Services Is Here for You

Call and talk with a chaplain to discuss difficult emotions or spiritual questions.



Richard Martuscelli

Thursday, May 13, 2021

May is Mental Health Awareness Month. LVHN offers many services to colleagues to enhance mental health during the COVID-19 pandemic and beyond. Look for stories all month long about wellness programs and services available to you. Here, we feature pastoral care services.

Regardless of your faith, value system or spiritual tradition, chaplains in LVHN's pastoral care department can help bring clarity and comfort to whatever you're struggling with or need support with.

"I think having faith is important; it allows us to have hope," says Rev. Kevin Correll, Manager of Pastoral Care. "At LVHN, we work with every type of belief that colleagues and patients have. We have Christian ministers, a rabbinic pastor for the Jewish community and two Imams because we have a large Muslim community. No matter your faith, we serve as interfaith pastoral support."

At LVHN, chaplains visit units and provide support to staff and patients on the spot. They are available to listen, and offer prayers and blessings. During critical situations, the pastoral care team works closely with Preferred EAP and the Critical Incident Response Management (CISM) team to deliver the most appropriate response.

"We work together as three different departments, but all as one," Correll says. "We tailor each response to fit the needs of the hospital situation. We also work hand-in-hand with the psychiatry department. Right now, many of us are struggling with the universal uncertainty and anxiety in our world. We want people to come to us and make use of the spiritual services available to them."

Get spiritual and emotional support from an LVHN chaplain

You can call and talk one-on-one to discuss difficult emotions or address a spiritual question. Phone numbers for each location are listed below.

Chapels and meditation rooms

If you are looking for a quiet place to meditate or pray, visit an interfaith chapel or meditation room. These sanctuaries were created to welcome people of all

spiritual traditions. Each hospital chapel has an anonymous prayer request. You may write prayer requests on paper and leave them in the basket. They are included in the prayers of our chaplains.

LVH-Cedar Crest

LVH-Cedar Crest Chapel, first floor

John and Dorothy Morgan Cancer Center Meditation Room, first floor

To speak with a chaplain, call the paging operator at 610-402-8999 and ask for the chaplain on call.

LVH-Muhlenberg

Banko Gallo Racz Memorial Chapel, first floor

Meditation Room, South tower, third floor

To speak with a chaplain, call the paging operator at 610-402-8999 and ask for the chaplain on call.

LVH-17th Street

LVH-17th Street Meditation Room, third floor

To speak with a chaplain, call the paging operator at 610-402-8999 and ask for the chaplain on call.

LVH-Pocono

LVH-Pocono Chapel, first floor

Call 570-476-3329 and the operator will connect you with a local member of your religious community.

LVH-Schuylkill S. Jackson Street

The Reverend Philip Bendle Interfaith Chapel, first floor

To speak will a chaplain, call 570-621-4218.

LVH-Schuylkill E. Norwegian Street

LVH-Schuylkill E. Norwegian Street Chapel, first floor

To speak will a chaplain, call 570-621-4218.

LVH-Hazleton

LVH-Hazleton Chapel and Meditation Room, first floor

To speak with a chaplain, call 570-501-4000.



Nursing Tops List of Most Trusted Professions Again

Dr. Rossi wishes all nurses a Happy Nurses Month.



LVHN Insider

Friday, May 7, 2021

This message is from Michael Rossi, MD, Executive Vice President and Chief Clinical Officer.

Once again, nursing tops the list as the most trusted profession in America. For the 19th year in a row, a <u>Gallup poll</u> found that 89% of Americans rate nurses' honesty and ethical standards as "very high" or "high." Lehigh Valley Health Network nurses go above and beyond to make moments matter for every patient, every day.

International Year of the Nurse and the Midwife

The World Health Organization (WHO) declared 2020 the International Year of the Nurse and the Midwife and the American Nurses Association joins the WHO and global colleagues in extending the Year of the Nurse into 2021. This recognition builds on the increased visibility of nurses' contributions and expansion of National Nurses Week to Nurses Month in May. Nurses Month is an annual time of recognition for nurses, who represent the largest segment of our workforce at LVHN.

Undisputed leaders

After a year of navigating uncharted territory, it is no surprise to me that our community trusts nurses and health care professionals more than ever before. Your bravery, resilience and commitment to patients in the face of uncertainty is nothing short of heroic. My admiration for each of you grows by the day.

Happy Nurses Month and congratulations to you, LVHN nurses, for nearly two decades as the most trusted profession in America! When it comes to caring for our community, no one does it better than you.



Hone Your Leadership Skills With LVHN's Management Academies

Our leadership programs can help you thrive.



LVHN Insider

Wednesday, May 12, 2021

In 2018, LVHN started the Management Academy and the Advanced Management Academy. The Academy Programs were developed to help shape LVHN culture that includes a focus on strong leadership competencies, continuous improvement, helping colleagues be their best and maximizing our talent within the organization. The overarching goal of the program is to enable a select group of high-performing leaders with drive, commitment and passion to take their leadership skills to higher levels.

The program content is based on Captain D. Michael Abrashoff's bestselling book "It's Your Ship." The book outlines how in 1996, Captain Abrashoff was able to turn around the worst performing ship in the Pacific Fleet to the best in just 15 months. This required Captain Abrashoff to abandon his old top-down military leadership style learned in military school and adopt a more compassionate, collaborative and engaging approach with his crew.

The 12-month leadership programs consist of two phases.

Phase One - Classroom instruction

In the first six months, leaders participate in classroom instruction. The techniques taught in the program focus on understanding your leadership style, building a strong team, developing talent, continuous improvement and achieving results.

Phase Two-Mentorship

The second six months of the program entails participants being matched with an LVHN mentor that includes administrators and members of the Network Leadership Council (NLC). During this time, a learning contract is developed, participants verify their commitment, and one-on-one meetings occur discussing mentees leadership challenges and career paths. Resources are available such as an online Mentoring Toolkit, and mentees receive guidance and advice that help foster the relationship.

What colleagues are saying

Over the past three years, 191 colleagues participated in the program and the feedback from mentees and mentors been overwhelmingly positive.

Mentees

- "I feel it would be beneficial for others in our health network to be offered this type of relationship. It's forced me to spend time to focus on specific problems on bettering myself as a manager."
- "It's so helpful to have a mentoring partner. I have enjoyed getting to know my mentor personally and professionally. It has been great to have someone to just talk through situations and get advice."

Mentors

- "Mentoring is a mutual learning and development process built on trust, respect, empathy and exploration. I think I learned more from my mentee than anything I can offer."
- "I enjoyed helping my mentee grow and seeing her put tangible suggestions into action and achieving positive results."

LVHN's Management Academies are open to supervisors, managers, directors and administrators. For more information about the program, please contact Jack.Dunleavy@lvhn.org, 484-538-6499.



Coordinated Health-Allentown Top 5% in the Nation for Patient Safety

Healthgrades awards the 2021 Patient Safety Excellence Award.



LVHN Insider

Wednesday, May 12, 2021

Coordinated Health, part of Lehigh Valley Health Network, continues to provide award-winning care. Healthgrades awarded <u>Coordinated Health–Allentown</u> the Healthgrades 2021 Patient Safety Excellence Award™. This distinction places Coordinated Health–Allentown among the top 5% of all short-term acute care hospitals reporting patient safety data as evaluated by <u>Healthgrades</u>, the leading marketplace connecting patients and providers.

During the study period (2017 through 2019), Healthgrades 2021 Patient Safety Excellence Award recipient hospitals demonstrated excellent performance in patient safety within the Medicare population, as measured by a patient safety indicator defined by the Agency for Healthcare Research and Quality (AHRQ).

Healthgrades recognized Coordinated Health's Allentown Hospital for the following clinical achievements:

Orthopedics

Five-Star Recipient for Spinal Fusion Surgery (four years in a row)

Patient Safety

- Recipient of the Healthgrades Patient Safety Excellence Award[™] (three years in a row)
- Top 5% in the Nation for Patient Safety (two years in a row)
- Top 10% in the Nation for Patient Safety (three years in a row)

"All of the awards we receive, and especially those from Healthgrades, are a direct reflection of our highly skilled physician teams, nurses, physical therapists and hospital staff who work so hard to ensure our patients have such positive outcomes," says Christine Biege, Vice President of Patient Care Services, Coordinated Health.

"We are very proud to continue to receive recognition from Healthgrades for patient safety and spinal fusion surgery. It's a clear indication that our hospitals are among the best in the nation for surgical outcomes," says Amy Nyberg, President, Coordinated Health.

Healthgrades recognizes a hospital's quality achievements for cohort-specific performance, specialty area performance and overall clinical quality. Individual procedure or condition cohorts are designated as five-star (statistically significantly better than expected), three-star (not statistically different from expected) and one-star (statistically significantly worse than expected).

"The importance of hospital quality is now at the forefront of consumers' minds, especially as we continue to navigate COVID-19. We congratulate the

recipients of the Healthgrades 2021 Patient Safety Excellence Award for their ongoing commitment to upholding the highest quality standards for their patients and communities," says Brad Bowman, MD, Chief Medical Officer, Healthgrades.



Attendance Policy Update

Read about changes to LVHN's Attendance Policy.



LVHN Insider

Wednesday, May 12, 2021

Human resources leadership often receives feedback about how we can revise policies to improve colleague experience. Recently, the Attendance Policy was reviewed and updated based on feedback from colleagues and leaders across the health network.

First, human resources researched and benchmarked other health care organizations both regionally and nationally and found that the number of allowable absentee events outlined in our Attendance Policy is consistent with other health care organizations. In several cases, LVHN's policy was more colleague friendly. As a result of this benchmarking exercise, the Attendance Policy remains the same in this regard.

Here are the updates reflected in the revised Attendance Policy:

- Discontinuation of the term "occurrences." Colleague survey feedback has shown that colleagues find this word to sound punitive. Therefore, we will instead use the term "unscheduled absence" for tardiness and unscheduled time off work.
- Colleagues will no longer be permitted to take time off without pay if they
 have PTO available, with the exception of furlough and weather events.
 Unscheduled time out of work will still count as an "unscheduled
 absence" even when PTO is used (unless the time is one of the
 colleague's permitted emergency PTO (EPTO) days).

If you have any questions regarding these changes, please contact your HR Representative.



Grace for Today

Sue Weaver beats breast cancer with expert help and never-failing hope

May

09,

2021

BY EMILY SHIFFER

Sue Weaver, 58, always prided herself on being "healthy as an ox" and never missed a mammogram.

"I always took a lot of pride that I didn't take much medication, didn't have diabetes, high blood pressure or cholesterol," says the Pottsville resident. "And, I couldn't have been more diligent about getting mammograms."

In fact, she received a clean mammogram in February 2019. But one Friday night in July 2019, she felt a lump in her right breast. "I had an itch under my right breast and felt a lump," she says.

Coincidentally, the following week she had a routine gynecology appointment, where she showed her provider the lump. Two days later, she had another mammogram. And within two weeks, Weaver had a biopsy and was given the news that she had a stage 1A hormone receptor positive, as well as HER-2 positive breast cancer.

Gathering a care team

Weaver began making phone calls to different providers, and a close friend recommended Lehigh Valley Cancer Institute surgical oncologist Lori Alfonse, DO, with LVPG Surgical Oncology. Alfonse performed a lumpectomy in August 2019. "I had no pain and took no pain medication at all for my lumpectomy," Weaver says.

She then met with oncologists <u>Nicholas Lamparella</u>, <u>DO</u>, and <u>Simi Rai</u>, <u>MD</u>, both with Lehigh Valley Cancer Institute, about further treatment.

Treatment close to home

"Initially, Sue was torn about whether she wanted to be treated with chemotherapy," Rai says. "We had many conversations about her cancer, treatment and prognosis. I was happy to see that she eventually decided to go with treatment, and I noticed a change in her attitude once she decided to be treated."

Weaver received six chemotherapy treatments every three weeks at LVHN Cancer Center–Schuylkill, completing treatment in January 2020.

Weaver says receiving care near home meant a lot. "That was such a huge blessing to stay local," she says. And not just for treatments but critical emotional support. "They took my 'ugly cry' phone calls. I never felt rushed. They always took care of me."

Rai recalls Weaver's positive attitude. "She had a very positive attitude towards her treatment and took it all in stride. She refused to let cancer define her," says Rai. "Her husband, Bob, was very supportive and kept her motivated. We were all so happy when she completed her chemotherapy and 'rang the bell."

Riding through cancer

In February 2020, Weaver's cancer treatment shifted to radiation therapy. She had 19 treatments, while simultaneously receiving targeted infusion therapy of Herceptin® and Perjeta® every three weeks. During that time, she recalls sweet memories with her husband, Bob, who would take her on car rides to get her out of the house.

"We ended up in areas of Schuylkill County that we'd never been to before, always on the hunt for chicken noodle soup, because it was all I could eat at the time," she says.

Treatment through pandemic

Even though COVID-19 also was at its height, Weaver diligently continued her treatment. "I put my mask on, said a prayer, went in and got it done. I did not miss any treatment due to COVID," she says. "And I never felt unsafe."

Grace for today

Weaver finished targeted therapy treatments in September 2020 and is now living cancer-free.

She takes an estrogen-blocking pill every day, and sees her care team once every three months.

"My mantra was (and still is) 'Grace for today'. I just had to do *that day*. I didn't have to do tomorrow," she says. "Anxiety is when we want *tomorrow*'s grace *today*. I just realized I shouldn't be so worried about the future. God got me through it. I didn't think I'd ever feel good again, but I feel pretty good now."

And she hopes to help other women struggling with breast cancer. "In her follow-up visits, I was not surprised when Sue talked about giving back to the community. She donated to the cancer center, which I know has helped a lot of patients," says Rai. "Her daughter, who has a wonderful coffee shop, also has sent food trucks with coffee for our patients. Her story of strength will no doubt offer reassurance to other women that they too can get through this."

An annual mammogram is an important way for you to proactively take care of your health. Schedule your mammogram at LVHN.org/mammo.