#### **Joan Farrell**

From: LVHN Insider <no-reply@insider.lvhn.org> Sent: Thursday, September 23, 2021 2:17 PM

To: Joan Farrell

LVHN Weekly: State of the Health Network Address, Great Place to Work, Flu Shot Clinics and More **Subject:** 



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



State of the Health Network Address: Excellence Is Within You In his bi-annual address, Dr. Nester says LVHN remains strong because of our colleagues.

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#### LVHN is Certified a 'Great Place to Work'... **AGAIN**

For the second consecutive year, LVHN is one of the best places to work in the United States.



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#### Rowena Guarino and Daphne Feinour Receive LVH-Pocono DAISY Nurse Leader Award

See how these nurse leaders truly make a difference in patients' lives.

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## We're Hiring! Refer a Qualified Candidate and Earn a Bonus

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## LVHN Free Community Drive-thru Flu Shot Clinic Oct. 16 in Hazleton

LVHN will administer free seasonal flu vaccinations for adults at the Health & Wellness Center at Hazleton.



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## LVHN Sponsors Street Mural in Southside Bethlehem

Street mural inspires community to cultivate wellness through kindness.



Read more →







## State of the Health Network Address: Excellence Is Within You

In his bi-annual address, Dr. Nester says LVHN remains strong because of our colleagues.

LVHN Insider

Wednesday, September 22, 2021

Our fight against COVID-19 wages on, and LVHN continues to face many challenges associated with the pandemic. During the State of the Health Network Address, LVHN President and CEO Brian A. Nester, DO, MBA, says our health network remains strong. As he looks back on all we accomplished together, Dr. Nester is confident we will win our fight against COVID-19 and grow even stronger because excellence is within you.

Below, read a recap 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.



## LVHN is Certified a 'Great Place to Work'... AGAIN

For the second consecutive year, LVHN is one of the best places to work in the United States.

LVHN Insider

Friday, September 17, 2021

We did it again! For the second year in a row, LVHN has been certified as a "Great Place to Work!" Congratulations!

We received this recognition from the Great Place to Work Company, which in 2021 also designated LVHN as a Fortune Best Workplace in Healthcare and Biopharma<sup>TM</sup>.

#### What colleagues had to say

To become certified as a "Great Place to Work," 5,000 colleagues were surveyed. This prestigious award is based entirely on what colleagues said in the survey about their experience working at LVHN. Colleagues clearly stated that they feel:

- Good about the ways LVHN contributes to the community
- A sense of pride when they look at what LVHN accomplishes
- Welcome when they join LVHN
- Proud to tell others they work here

#### What does this mean for you?

Adding more talented colleagues to our team is more important than ever. It's also more challenging than ever when you consider the national shortage of health care professionals. Being certified as a "Great Place to Work" helps us attract the best and brightest people to LVHN. Plus, it helps us retain the amazing colleagues we already have. And when you work alongside the best colleagues, it makes your work experience even better.

#### We're in great company

Renowned companies like AT&T, Hulu, Comcast, American Express, Adobe, Farmers Insurance, Cisco and Bank of America are certified as a "Great Place to Work." Our certification will help us learn from these and other companies about all the things they do to build strong cultures and world-class workplaces.

#### Spread the word

As a community advocate for LVHN, you play an important role in attracting new colleagues to join the LVHN family. Here is what you can do:

- Tell your family, friends and neighbors that LVHN is officially a "Great Place to Work."
- Follow LVHN on social media and share messages LVHN posts about career opportunities on your social media channels.
- Encourage people to explore career opportunities at <u>LVHN.org/careers</u>.

#### **Congratulations!**

Colleagues make LVHN exceptional. This recognition reflects everything the LVHN family does to "heal, comfort and care for the people of our community." Celebrate and be #LVHNProud that you are a colleague at a "Great Place to Work!"



## Go to LVHN Colleague Flu Shot Clinic for Your Flu Shot

Colleague flu shot clinics will begin Oct. 1 and continue until Nov. 12.

LVHN Insider

Monday, September 20, 2021

Colleagues are reminded to get their flu shots this year as flu season quickly approaches.

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

Previously, only colleagues in patient-facing roles were required to get the influenza vaccine. Colleagues and independent medical staff may request a medical or religious exemption. Exception requests must be submitted by Nov. 1 at 4 p.m.

Call the employee health services office nearest to you to obtain an exemption request form:

- LVH–Cedar Crest, 610-402-8869
- LVH–Muhlenberg, <u>484-</u>884-7098
- LVH–Pocono, 570-476-3779
- LVH–Schuylkill, 570-621-4351
- LVH–Hazleton, 570-501-4788

Non-employed LVHN partners cannot request exemption. Requiring all colleagues to get the COVID-19 and influenza vaccines will help ensure we provide the safest possible care to our patients and keep colleagues and community members safe.

#### Making it easy to get your shot

View the schedules below to find the time and location that is right for you.

- Lehigh Valley schedule
- Hazleton schedule
- Schuylkill schedule
- Pocono schedule
- Coordinated Health colleagues: Visit any Care on Demand office during open hours.

#### What you need to know about safety precautions

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

- Everyone must complete the Conversa COVID-19 screening the day of vaccination —
   This is a requirement even if you work from home or do not have a shift scheduled for
   that day. To complete the screening
   visit <a href="https://clinic.conversahealth.com/conversation/MjIwLTM3OTI">https://clinic.conversahealth.com/conversation/MjIwLTM3OTI</a> or text lehigh to
   83973.
- **Fill out your consent form before arriving** Prior to attending a flu shot clinic, you must complete the electronic consent form, which can be found in your TLC education bundle. Additionally, you can access the electronic consent form on our intranet.
- Additional cleaning measures are used The LVHN team will take additional cleaning steps to ensure commonly touched surfaces are continually disinfected.
- **Distancing while you wait** LVHN has protocols in place to ensure lines flow smoothly while allowing people to be socially distant.

#### Vaccinations received outside of an LVHN flu shot clinic

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

- Upload to the intranet This is the preferred method to submit proof of vaccination. On the LVHN intranet go to Resources>>Employee>>Influenza information. Scroll to the forms section and click "Submit Your Flu Proof Here."
- Send an email You may also send proof via email to Kathleen K.Bowers@lvhn.org.
- Send a hard copy Printed proof can be sent to employee health services through interoffice mail or faxed to 610-402-1203. Make sure your name is clearly written on the document along with another unique identifier such as your LVHN computer user ID.

#### Get your flu shot as soon as possible

It takes two weeks for protection from a flu vaccine to develop in the body, so be sure to get your flu shot as soon as it becomes available to you. While getting a flu vaccine will not protect against COVID-19, there are many important benefits, including acting as a preventative tool for people who have chronic illnesses and minimizing the risk of becoming infected with both the flu and COVID-19.

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

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



## Reminder: Watch Lehigh Valley Cancer Institute's Facebook Live Event

Tune in on Friday, Sept. 24 at 11 a.m. for a special announcement and celebration.

LVHN Insider

Tuesday, September 21, 2021

All LVHN colleagues are invited to join the Facebook Live event for a special announcement and celebration regarding Lehigh Valley Cancer Institute on Friday, Sept. 24, at 11 a.m.

The event will feature remarks from Brian A. Nester, DO, MBA, President and CEO of Lehigh Valley Health Network, and Suresh Nair, MD, Physician in Chief of Lehigh Valley Cancer Institute.

You can watch the event live on LVHN's Facebook page.

Join the the virtual event to celebrate our cancer program and hear about the future of Lehigh Valley Cancer Institute.



### Open Enrollment: Oct. 11-29, 2021

It's time to choose the benefits that are best for you and your dependents.

LVHN Insider

Thursday, September 16, 2021

It's soon time to choose your benefits for 2022. Open Enrollment will take place Oct. 11-29.

Your health and the health of your dependents are important to LVHN. That's why we offer a comprehensive benefits package for all benefit-eligible colleagues.

#### Who is eligible?

- Colleagues at LVHN facilities in the Lehigh Valley and at Coordinated Health; nonunion colleagues in Hazleton, Schuylkill and Pocono; and Schuylkill OPEIU Faculty colleagues.
- New this year: Hazleton AFSCME, Pocono JNESO, Schuylkill OPEIU and Schuylkill SEIU colleagues are eligible for LVHN core benefits.

Colleagues in all areas listed above must be scheduled to work 15 hours or more per week to be eligible.

#### What do you need to do?

• Look for an Open Enrollment flyer in your home mail in late September. It includes the steps you should take to choose the benefits that are best for you.

• Visit the Colleague Resource Center. That's where you will find all the details about your benefits. It's also where you will go to enroll beginning Oct. 11. To access the Colleague Resource Center, click the "LVHN CRC-Lawson" icon on your SSO toolbar.

Attend an open enrollment help session via Webex for colleagues who work at LVHN facilities in the Lehigh Valley; non-union colleagues in Hazleton, Pocono and Schuylkill; and Coordinated Health, HNL Lab Medicine and Schuylkill OPEIU Faculty colleagues.

These help sessions will assist with any benefit or enrollment questions you may have. <u>Click here</u> to attend on the following dates and times:

- Wednesday, Oct. 13: noon
- Thursday, Oct. 21: 3 p.m.
- Tuesday, Oct. 26: 7:30 a.m.

Attend a special education session via Webex for Hazleton AFSCME, Pocono JNESO, Schuylkill OPEIU and Schuylkill SEIU colleagues.

Education sessions provide detailed information about the benefits available to you. <u>Click here to attend</u> on the following dates and times:

- Tuesday, Sept. 28: 7:30 a.m., noon
- Wednesday, Oct. 6: noon, 3 p.m.

Attend a special help session via Webex for Hazleton AFSCME, Pocono JNESO, Schuylkill OPEIU and Schuylkill SEIU colleagues.

These help sessions are for questions you may have regarding the enrollment process. <u>Click here to attend</u> on the following dates and times:

- Thursday, Oct. 14: 7:30 a.m.
- Wednesday, Oct. 20: noon, 3 p.m.

#### Hazleton OPEIU/OPEIU Home Health and Pocono JNESO colleagues

For detailed information about Open Enrollment, read the post card you will receive in your home mail in late September or visit the Colleague Resource Center.



## Virtual Peer Support for Health Care Providers

This online resource is free and voluntary.

LVHN Insider

Thursday, September 23, 2021

Healing Circles Global offers free online virtual circles hosted by trained health care peers. Gather from around the country in small virtual circles. Circles are supported by a list of "Agreements" which participants hold stating that there is no cross talk, advice giving, or fixing.

There are no requirements to speak. Sitting in silence and listening is a powerful way to participate.

Visit healingcirclesglobal.org/healthcare.

Maggie Brown, Director of Compassion and Caring for Colleagues, is highlighting this resource for those seeking to experience community, common humanity and a safe space to share their experiences as health care providers. This resource is free and voluntary.

Contact Margaret.Brown@lvhn.org or 215-962-7573 with questions.

LVHN is not soliciting for support or donations to Healing Circle Global.



## **Congratulate These LVH-Pocono DAISY Award Recipients**

These LVH-Pocono nurses go above and beyond for patients.

LVHN Insider

Wednesday, September 22, 2021

The DAISY Award recognizes nursing excellence and honors nurses for providing compassionate and patient-centered care. LVH—Pocono nurses Nancy Bledsoe, Christopher Shaffer, Jean Korczak, Kamil Loj, Thomas Costanzo and Georgette Williams-Shelton are celebrated by patients and colleagues for going above and beyond to provide exceptional care.

Nancy Bledsoe, RN, November 2020

Labor and delivery unit



Nancy Bledsoe, RN, makes it her mission to ease the nerves of both her patients and their families for the best possible experience.

One patient had preeclampsia and had already been in the hospital for a few days. When she was induced at 36 weeks pregnant, Bledsoe was right there for her.

"When Nancy learned I was deaf and required a sign language interpreter, she was patient and kind," says the patient. "When I wanted to give up, she coached me through labor, and I gave birth to my son after nine hard pushes."

The newborn was transported to another hospital because of jaundice, and this new mom was worried. To ease her concerns, Bledsoe set up the Angel Eye Web-Camera System, allowing the patient to see her son. She even had a Mother's Day lunch delivered to the patient's room as a special treat.

"I thank her from my whole heart for what she did for me and my son," says the patient. "This is more than just a job to her."

Christopher Shaffer, RN, December 2020 3B



Nurses understand the values of respect and professionalism at a patient's bedside. Christopher Shaffer, RN, demonstrates this every day on the job.

One patient explained feeling better because of Shaffer's kind nature, respect and gentle words of comfort.

"Keep shining your light, Chris," says the patient. "You are a great nurse, and I believe you will lead others. Thank you for being a light when I was in the dark. Keep smiling. It will take you far."

## Jean Korczak, RN, February 2021 Hospice skilled nursing



Providing comfort and expertise as a patient nears the end of life is critical. For Jean Korczak, RN, this is how she leaves a positive impact on her patient's families during devastating times.

When she was assigned to in-home hospice care for a patient, she demonstrated that she was caring and skilled in helping families navigate the experience with as much love and understanding as possible. Shaffer communicated clearly, never rushed and helped the family to set up medication schedules and administer the liquid medications. She trained them to effectively and gently reposition the patient for bathing, cleaning, sleeping and general comfort. She was patient and understanding throughout the experience, commending the family for asking questions so they felt valued and like a team.

"We feel hospice sent their very best to us when they sent Jean. Her assistance and expertise was the perfect support for us in this most emotional time," says Korczak's nominator. "We simply cannot imagine anything more she could have done for us. She is the perfect role model."

### Kamil Loj, RN

#### **Emergency department**



The emergency department can be an active, bustling place. Kamil Loj, RN, is one of the nurses who helps keep things calm.

A patient arrived at the emergency department on a night when multiple patients with trauma were arriving by ambulance. Despite the activity, Loj was attentive, knowledgeable and empathic during the patient's stay. He did not make the patient feel hurried, rushed or overwhelmed.

"He is very composed and compassionate towards his patients. Having Kamil as a nurse definitely made an emergency room visit tolerable and even entertaining with his humor," says Loj's nominator.

### Thomas Costanzo, RN,

#### **Operating room**



Thomas Costanzo, RN, took extra time to perform a treatment and educate his colleague. That's what makes him outstanding.

A young patient with a fracture needed Buck's traction to stabilize him until he had surgery the next day. Buck's traction is a method used to treat fractures by applying a pulling force to an injured part of a person's body. Since the orthopedic was unavailable, Costanzo stepped in. He stayed at work for several hours after his shift ended to arrange equipment and supplies, apply traction and educate his colleagues about the process.

"His bedside manner was phenomenal," says Danielle Hashmi, DO. "He calmed this anxious young lady while he stabilized her fracture. He went above and beyond by staying late and educating the team."

Georgette Williams-Shelton, RN, July 2021

**Emergency department** 



Extraordinary nurses are team players, always finding new ways to step up and lend a helping hand. Georgette Williams-Shelton, RN, is an extraordinary nurse.

On a particularly busy night in the ED, Williams-Shelton assisted colleagues with trauma alerts, cared for her own patients and coordinated multiple transfers while performing additional duties as a charge nurse.

"She never hesitates to take on more responsibility to keep the unit going," says her colleague.

"She is encouraging and inspires enthusiasm among her colleagues."

Williams-Shelton is described as the glue that holds the ED together.



### Rowena Guarino and Daphne Feinour Receive LVH-Pocono DAISY Nurse Leader Award

See how these nurse leaders truly make a difference in patients' lives.

LVHN Insider

Thursday, September 23, 2021

The DAISY Nurse Leader Award is presented in deep appreciation of compassionate leadership and for creating an environment of care that truly makes a difference in the lives of staff, patients and families. Nurse leaders are not eligible for the individual DAISY Award in their organizations. However, they create a workplace where compassionate care thrives and nurses deliver the quality care that DAISY celebrates. To recognize and honor these special leaders, the DAISY Foundation introduced the DAISY Nurse Leader Award. Read the nomination stories for these DAISY Nurse Leader Award recipients from LVH–Pocono.

### Rowena Guarino, RN, April 2021



Rowena Guarino, RN, Patient Care Manager, is known for her kindness. She leads by example with a caring, firm approach and a clear passion for her work. She and her candy jar, a ceramic pig she calls Wilbur, bring smiles to the faces of her colleagues who enjoy candies and other treats together.

When a patient arrived at the ED suffering from gunshot wounds, Gaurino recognized it would be a tough day for colleagues and came in on her day off to assist. Not only did she jump in to help, she had brought cookies with her to show colleagues how much she appreciated their hard work.

When thanked, she always responds, "That's what we do. We are a team."

Guarino truly exemplifies the quality of a leader during this difficult time in health care. Her sincere enthusiasm, integrity, loyalty, decisiveness and great communication skills make her worthy of this well-deserved recognition.

### Daphne Feinour, RN, July 2021



Daphne Feinour, RN, Patient Care Manager, Perioperative Services, demonstrates compassion every day.

During a busy time in the operating room, a patient was apprehensive about his IV before an endoscopy procedure. Seeing a need, Feinour jumped in and talked the patient through both the procedure and the IV start. With her uplifting, caring manner she started the patient's IV, relieved his anxiety and made him and his family very comfortable. Feinour's quick actions provided comfort to the patient, which made all the difference for his experience.

Feinour is upbeat and uplifting. She recognizes good work, supports her colleagues, encourages teamwork and promotes a healthy environment. Her attitude and willingness to always work toward a solution together make her an outstanding nurse worthy of this award.



## We're Hiring! Refer a Qualified Candidate and Earn a Bonus

All colleagues can earn a bonus by referring a qualified candidate to select roles.

LVHN Insider

Wednesday, July 28, 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 health care professionals 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.
- Refer a full-time physical therapist, earn up to a \$1,000 bonus. You will receive \$500 at six months of active employment and \$500 at one year.
- Refer a colleague who is hired for Environmental Services or Dietary at LVH–Pocono, earn up to a \$200 bonus. You will receive \$100 in your first paycheck after the colleague is hired and \$100 after 60 days.

- Refer a medical assistant, earn up to a \$1,000 bonus. You will receive \$500 at six months of active employment and \$500 at one year.
- Refer a full-time outpatient registration specialist, earn up to a \$1,000 bonus. You will receive \$500 at six months of active employment and \$500 at one year.

#### How does the referral bonus work?

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

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

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.

# LVHN Free Community Drive-thru Flu Shot Clinic to Be Held Saturday, Oct. 16 in Hazleton By Jane Danish

<sup>\*</sup>At least one year of direct patient care



#### Para español, haga clic aquí.

Lehigh Valley Health Network (LVHN) will administer free seasonal flu vaccinations for adults 18 and older at the <u>Health & Wellness Center at Hazleton</u>, 50 Moisey Drive, Hazle Township, on Saturday, Oct. 16, from 11 a.m. until 3 p.m. Supplies are limited and will be given on a first-come, first-served basis.

Getting a flu vaccine is more important than ever this year because it can reduce the risk of flu illness, hospitalization and death. Getting a flu vaccine can also reduce the burden on the health care system responding to the COVID-19 pandemic and save medical resources for care of COVID-19 patients.

"We are happy to provide this free health service to our community and encourage you to take advantage of this opportunity," says Terry Purcell, President, Lehigh Valley Hospital—Hazleton.

A standard dose of flu vaccine will be given to those 18 to 64 years of age. Those 65 and older will be offered the senior vaccine.

### Lehigh Valley Health Network Sponsors Lehigh Valley's First-Ever Street Mural in Southside Bethlehem

## Street mural inspires community to cultivate wellness through kindness

September 16, 2021



When the SouthSide Arts District faced a troublesome intersection in Bethlehem with heavy traffic from vehicles and foot traffic from pedestrians, there was an urgency to come up with a creative solution. As a result, Lehigh Valley Health Network, the SouthSide Arts District and Northampton County collaborated to install the Lehigh Valley's first-ever street mural. Visitors to the Third and Adams streets intersection of Southside Bethlehem can now awe at the colorful reminder to be kind rendered by muralists Sarah Karess and Mounir Mulhelm.

#### An inspiring intersection

After learning about the calming effects of street murals in heavily trafficked areas, SouthSide Arts District manager Missy Hartney knew that Southside Bethlehem could benefit. SouthSide Arts District adopted the street mural as its annual public art project for 2021. Calling for submissions, artists were challenged to materialize a traffic-calming concept with emphasis on community building. The selection committee would agree upon Karess and Mulhem's submission for its emphasis on paying kindness forward.

"We really loved the mission behind their submission," says Hartney. "The community really needs to come together and have that kind of respect, love and kindness for one another."

#### Be kind, be well

Karess and Mulhem were inspired by a viral video of an Australian man, David James, gifting flowers to strangers on the street. Drawing from the act of random kindness, each corner of the street mural uniquely features hands extending out with flowers.

"This mural intends to remind the Bethlehem community to be kind – to each other and to oneself," wrote Karess and Mulhelm of their concept. "By doing so, we will be well together."

Karess and Mulhelm are friends, graphic designers by day and graduates of Kutztown University of Pennsylvania. They collaborated on this project as personal challenge to step out of their comfort zones.

#### Enjoy this art walk

The street mural was unveiled Friday, Sept. 3 during the September First Friday. This work of public art is now part of Southside Bethlehem's Urban Arts Trail for public enjoyment.