

Whitney Kern

From: LVHN Insider <no-reply@insider.lvhn.org>
Sent: Thursday, November 18, 2021 4:29 PM
To: Whitney Kern
Subject: LVHN Weekly: CEO Update: Recruiting Nurses, Partner of the Month, New Colleagues and More



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



CEO Update: Recruiting Nurses

Dr. Nester shares what LVHN is doing to recruit and retain nurses.

[Read more →](#)

Partner of the Month Award – November 2021

James Mullan goes the extra mile to give compassionate care to mom-to-be.

[Read more →](#)



Welcome New Colleagues Who Attended Connections Nov. 1

We have 151 new colleagues in the LVHN family.

[Read more →](#)



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Per diem RNs can earn a higher rate with a commitment of additional hours per schedule.

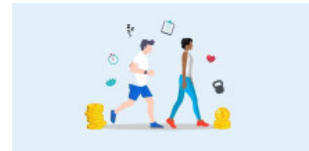
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Complete Wellness Activities to Earn Rewards

Redeem your points for the My Total Health Incentive Program by Nov. 30 and order your reward by Dec. 17.

[Read more →](#)



Develop and Strengthen Your Skills

Learn about the professional development opportunities available to you.

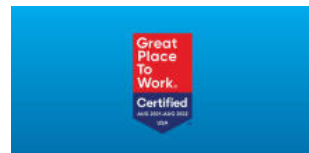
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Enter the Great Place to Work Raffle

Share what makes LVHN a Great Place to Work for you and you could win prizes, including PTO days.

[Read more →](#)



I am thankful for _____

LVHN leaders and colleagues say thank you in honor of National Gratitude Month.

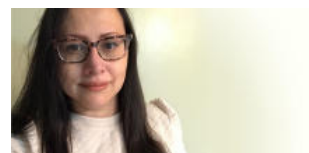
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Health Coaching Changed Everything for Clarissa

Her lifestyle changes weren't successful until she discovered My Total Health.

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LVHN Celebrates World Kindness Day

Acts of kindness make patient and family experiences better.

[Read more →](#)



Get Relief From Chronic Pain with Free Class

Enroll in this free class to gain pain relief skills you can use immediately.

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Give to United Way as Part of Annual Campaign

The 2021 campaign ends Dec. 3.

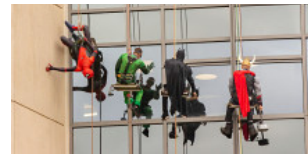
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Superhero Window Washers Visited Lehigh Valley Reilly Children's Hospital

Window cleaning experts dressed as superheroes and worked outside their hospital rooms.

[Read more →](#)



LVHN Wins Five Morning Call Readers' Choice Awards

Congratulations to everyone for this well-deserved recognition.

[Read more →](#)



Lehigh Valley Hospital–Hazleton Reaccredited as a Level IV Trauma Center

LVH–Hazleton is reaccredited as a Level IV Trauma Center for the next four years

[Read more →](#)



Watch Dr. Nester on Business Matters

He updates our community on COVID-19, LVHN growth and more.

[Read more →](#)



Navigating Flu Season During COVID-19

The question on many people's minds is how to tell the difference between COVID-19 and the flu.

[Read more →](#)



Little People, Big Deal

LVHN's mobile vaccination unit starts school clinics to vaccinate youngsters 5-11.

[Read more →](#)



Stroke Knowledge Can Mean a Stroke Prevented

Dec. 8 webinar will cover prevention, symptoms and treatment.

[Read more →](#)



Premature Birth: Know the Facts

Knowing the risk factors and what to look for in a birth center can take a major weight off your shoulders.

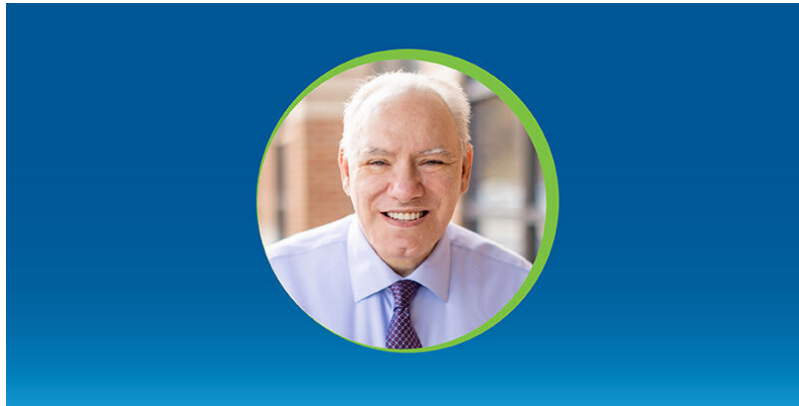
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CEO Update: Recruiting Nurses

Dr. Nester shares what LVHN is doing to recruit and retain nurses.

<https://youtu.be/SFG-ND6DLL8>



Partner of the Month Award – November 2021

James Mullan goes the extra mile to give compassionate care to mom-to-be.

LVHN Insider

Thursday, November 18, 2021

James Mullan, Mental Health Technician, Behavioral Health Unit, LVH–Muhlenberg

When a patient from LVH–Muhlenberg’s behavioral health unit went into labor, Mental Health Technician James Mullan went to monitor her and be by her side to help her cope. He acted as the patient’s labor coach, breathing with the mom-to-be while helping her remain calm during the entire process. Because he had attended Lamaze classes with his wife, he knew exactly what to do. Kind and engaged, Mullan worked a double shift so he could comfort the patient overnight throughout labor. The labor and delivery staff were amazed how Mullan supported this new mom in so many ways. They could not praise him enough. Unfazed, his response was that he was happy to do it. “Jim went above and beyond to care for this complicated patient, one who had to manage behavioral health issues along with delivering her baby,” says nominator Amy Schwarz. “Jim was exactly what our patient needed at this difficult time. Jim saw an opportunity to help someone and he took off and ran with it.”

Next Steps

Nominate a Partner of the Month.

Congratulate these Proud Partners Award recipients.

Michelle Wagner, Project Coordinator, Valley Health Partners Street Medicine Program

Wagner went above and beyond to meet the special needs of a Street Medicine patient undergoing chemotherapy and radiation. She did his grocery shopping, arranged transportation, served as his health care partner and sat with him during infusion treatments. Wagner demonstrated compassion that is not only comforting, but restorative, a compassion that treats all people with dignity and respect. Wagner's impact on this patient's life has been profound.

Carol Montes, Hospice and Home Health

Montes takes excellent care of our hospice patients. She holds hands, washes hair and gives haircuts. Montes knows how important it is for patients to feel good about their appearance. The role Montes plays in assisting patients and their families who visit the hospital is extraordinary.

Teresa Mehlig, Outpatient Registration, Coordinated Health–Allentown

In a situation that would provoke a great deal of anxiety in many people, Mehlig put a patient with Down syndrome and her colleagues at ease. After arriving for physical therapy, the patient refused to wear a mask and became unruly with an aide. Mehlig approached the patient in a comforting manner, complimenting her outfit. After a few moments the patient put her mask on and happily attended her physical therapy session.

Tonya Lang, Patient Services Representative, and Molly Minier, RN, LVPG Pediatric Pulmonology

A panicked child ran into the Hecht Family Children's Specialty Center saying his mother was experiencing chest pains and difficulty breathing. Lang immediately called Minier who rushed outside to assist the mother. Within seconds, pediatric pulmonary providers arrived to evaluate the mother. The team kept the child calm while waiting for EMS and worked together seamlessly, providing the best care until the mother recovered and was reunited with her child.

Sarah Conklin, Unit Secretary, Float Nursing, LVH–Pocono

Conklin recognized a newly admitted patient's name and realized the patient was going to be placed in the same room in which her husband had passed away the day before. Conklin worked with colleagues to reassign the patient's room and rearrange nursing assignments, sparing the same nurse who took care of the patient's husband the

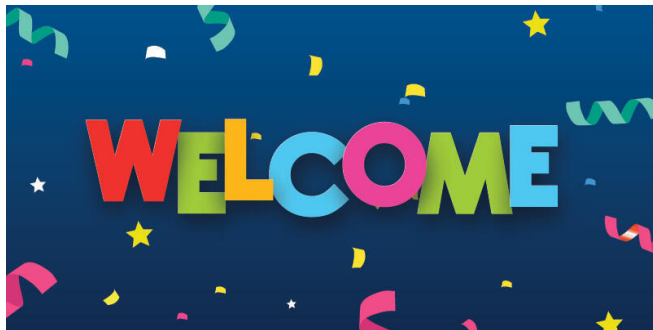
recurrent stress. By doing this, Conklin showed compassion for our patient and her colleagues.

Michael Dodson, Supply Management

While unpacking a box, Dodson found a 2-carat diamond ring. Without hesitation, he called the vendor in London, England, and then reached out to the distribution manager in Tennessee, where the box was shipped from. The distribution manager called back and asked if Dodson had found a diamond ring. One of his employees was overcome with tears when she discovered her engagement ring had been found. Overjoyed, the woman said her fiancé had saved for six years to give her this ring.

Tammy Pintabone, Manager, Sterile Processing, LVH–Muhlenberg

A vendor came to remove tape and polish on all dental instruments, a process that takes several days. The dental instruments have to be cleaned, dried, packaged and sterilized. Several dozen trays needed re-sterilization. Pintabone jumped in and offered her assistance. She cleaned the instruments and made sure correct procedures were followed. This collaborative effort meant all instruments were ready for use without delay.



Welcome New Colleagues Who Attended Connections Nov. 1

We have 151 new colleagues in the LVHN family.

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Jessica Agosto, Registered Nurse

Ashley Aldinger, Phys Therapy Asst PDM

Mary Altenbach, LPN Phys Prac

Mercy Amoah, Sterile Processing Technician

Annalise Armstrong, Registered Nurse

Elizabeth Bartolai, Web Communications Specialist

Jomary Bastell, Medical Assistant Phys Prac

Cynthia Benoit-Nelson, Registered Nurse

Alexis Benson-Komenko, Graduate Nurse

Christine Berry, Admin Partner

Michael Bierman, RN PDM II Evng/Night

Reid Billing, Registered Nurse

Payton Boler, Registered Nurse

Kelly Boyd, Inpatient LPN

Keegan Boyle, Patient Obs Assistant

Richard Brown, RN Phys Prac

Karen Brunner, Scheduling Coord

Theresa Bruns, Patient Transporter PDM

Kayla Chase, Talent Acq Business Partner

Bernadette Chesonis, Registered Nurse

Mathew Cielinski, Registered Nurse

Jeilah Cooper, Patient Services Rep

Charles Cornmesser, Registered Nurse

Nicole Coumoutseas, Graduate Nurse

Tyshell Crews, CNA

Carol Cyriax, Clinical Manager

Tonya Dale-Osadche, Speech/LangPathologist

Andrea Dawkins, Front Desk Specialist

Julian De La Calzada, Clin Staff Pharm PDM

Kristina DeFiore, Rev Cycle Bus Analyst

Marco Delgado Rosario, Medical Assistant Phys Prac

Brooke Devers, HR Assistant

Asmita Dhital, Clin Staff Pharmacist

Arlenis Diaz, Medical Assistant Phys Prac

Toni Dimola, Patient Services Rep

Zakkiah Dolloway, Technical Partner

Timothy Dopsovic, Merchandising Specialist

Kristian Dyrli, Physical Therapist

Jo-Anne Ehritz, Talent Experience Specialist

Alocoque Farrell, Suprv Nursing

Shion February, Admin Partner

Jamie Feflie, Patient Transporter

Alicia Fitzgerald, Registered Nurse

Tiffany Flores, Patient Services Rep

Tara Forte, Patient Services Rep

Anthony Gabriel, Dir Clin Pharm Svcs

Ann Giraldo, Call Center Host/Hostess

Christine Glivens, Admin Partner

Stacey Gonzalez, Technical Partner

Dominique Good, CNA

Jennifer Greer, Admin Partner

Beredigna Guerrero, Reg Spec

Amanda Gumani, Mgr Credentialing & Ins Enrollment

Lalitha Gumidyala, MD

Virginia Gutierrez, Admin Employee Health

Shelby Hankins, Occupational Therapist

Regina Harper Ballentine, Nursing Assistant

Jaylon Hartley, PA

Michelle Haughney, Dir of Operations TSU

Princess Hayden, Pt Observation Asst

Jill Heller, Registered Nurse

Madison Hess, Registered Nurse

Jeffrey Higgins, RN Phys Prac

Lauren Hoch, Registered Nurse

Erin Hopstetter, Inpatient LPN

Tanya Hudak, Medical Assistant Phys Prac

Tessa Hyatt, Registered Nurse

Amy Jandrasics, Medical Assistant Phys Prac

Jayne Kerrigan, Occupational Therapist

Melissa Kester, Medical Assistant Phys Prac

Jeremy Kiechel, Delivery Technician

Kirsten Kinch, School Based Outpatient Therapist

Kayla Kirkner, Registered Nurse

Elizabeth Kraft, Non-Reg Neurodiagnostic Tech

Randy Leayman, Patient Transporter

Mikayla Lentz, CRNP

Edward Ligas, Registered Nurse

Melissa Lopez, Patient Services Rep

Elizabeth MacNeil, Patient Services Rep

Dawn Marshall, Registered Nurse

Lori Martin, Inpatient LPN

Renee Marx, Call Center Host/Hostess

Maureen Mcdowell, LPN

Katelyn McLain, Research Asst I

Tranajah Mercer, Medical Assistant Phys Prac

Jean Miluzzo, Front Desk Specialist

Mayra Morrabal, Medical Assistant Phys Prac

Nikki Morris, Patient Services Rep

Sarah Mottau, Radiology Support Tech

Michael Natal, Patient Transporter

Christopher Navatier, IT Distribution Specialist

Alicia Neidig, Reg Spec

Andrew Null, Sr Accountant

Peris Nyakoni, Graduate Nurse

Taira Olavarria, Reg Spec

Andrea Partridge, Medical Assistant

Kara Pawloski, Physical Therapist

Daniel Pedersen, DO

Sarah Person, Registered Nurse

Katy Petrushonis, Registered Nurse

Rosa Pizarro, Reg Spec

David Plavcan, Admin Partner

Isabel Quinones, Scheduling Coord

Abbie Race, Reg Spec

Jamie Radcliffe, RN Phys Prac

Yajaira Ramos, Admin Partner

Amanda Raso, LPN Phys Prac

Brenda Rathgeber, MRI Technologist

Elaine Reedy, Patient Services Rep

Maria Rieck, Dietary Aide

Catherine Rivera, Radiology Support Tech

Cecilia Rivera, Registered Nurse

Christina Rivera, Inpatient LPN

Esther Roman, Medical Assistant Phys Prac

Anthony Rostock, Medical Assistant Phys Prac

Jessica Ruiz, Patient Transporter

Hope Sabin, Registered Nurse

Sujeiry Saldivar, Medical Assistant Phys Prac

Valerie Sampson, Behavioral Health Spec

Johal Santana Pérez, Team Lead SDS

Eridania Santos, Technical Partner

Massiel Santos, Patient Transporter

Bonnie Schackmuth, Secretary Admin

Arizona Scheller, Distribution Specialist

Corey Screven, Registered Nurse

Heather Sherrer, Project Asst

Candy Shillinde, Registered Nurse

Naiomy Silver, Inpatient LPN

Jessica Small, DO

Rachel Smith, PA

Melinda Spencer, LPN

Sharon Staton, Patient Services Rep

Brian Stephens, Patient Services Rep

Jamie Szozda, Surgical Technician

Paige Tamburelli, Casual RN

Yohanna Tavaréz, Reg Spec

Dale Thomas, RN Stress Testing/Cardiac Rehab

Wilmarie Torres, Medical Assistant Phys Prac

Rutesh Trivedi, Scheduling Coord

Kelly Troxell, Registered Nurse

Emily Unger, Reg Spec

Dana Vandergrift, Access Center Triage RN

Megan Veen, Technical Partner

Doreen Vogt, Reg Spec

Sara Wetzel, Patient Services Rep

Margaret Whalen, Medical Assistant

Amanda White, Central Svc Tech

Tiffany Willis, Food Service Worker

Hannah Woytowicz, Registered Nurse

Ryan Zarzatian, Registered Nurse



Incentive Offered for Per Diem RNs

Per diem RNs can earn a higher rate with a commitment of additional hours per schedule.

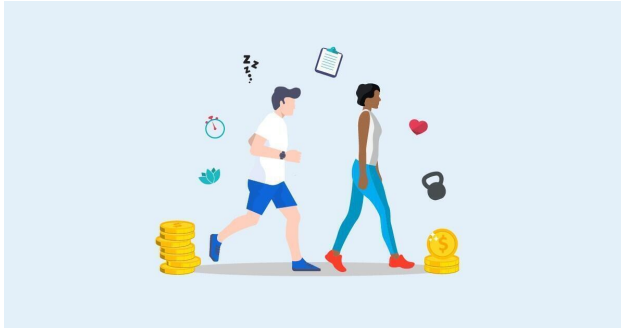
LVHN Insider

Thursday, November 18, 2021

Registered nurses who work in a per diem role can earn a higher hourly rate by committing to specific hours and shifts per schedule. Here are the incentivized rates:

- Commit to 24 hours/schedule, day shift, earn \$38/hour
- Commit to 24 hours/schedule, evening/night shift, earn \$42/hour

- Commit to 36 hours/schedule, day shift, earn \$40/hour
 - Commit to 46 hours/schedule, evening/night shift, earn \$44/hour
 - Commit to 60 hours/schedule, day shift, earn \$43/hour
 - Commit to 60 hours/schedule, evening/night shift, earn \$47/hour
-



Complete Wellness Activities to Earn Rewards

Redeem your points for the My Total Health Incentive Program by Nov. 30 and order your reward by Dec. 17.

LVHN Insider

Tuesday, November 16, 2021

There are just two weeks left to complete and record your wellness activities in the My Total Health Portal for the 2021 My Total Health Incentive program.

You have until Nov. 30 to earn your salad mason jar and electronic gift card.

When you earn 125 points and redeem your electronic gift card, you are automatically entered to win 1 of 4 grand raffle prizes (\$2,000 AAA Travel Vouchers, good for 5 years).

Already earned your points? Order your salad mason jar and select your electronic gift card before Dec. 17.



Develop and Strengthen Your Skills

Learn about the professional development opportunities available to you.

Brianna McCauley

Monday, November 15, 2021

The Organizational Development team is pleased to announce that colleagues can now sign up for our Spring Essentials Development sessions. Classes including Excel Beginning, Lean and Continuous Improvement, Intro to Project Management and Exceptional Customer Service are just a few of the many sessions that we will be offering throughout the fiscal year.

Additionally, through our continued partnership with Northampton Community College (NCC), colleagues can receive a Certificate of Achievement in three areas: Management, Customer Service and Administrative Professional. The list and descriptions of development sessions, as well as online registration can be found on the intranet linked [here](#). Please note that we will continue to add classes throughout the year and encourage you to check our page for new development opportunities.

While you're visiting our [site](#), check out Leadercast ShiFt, Essentials: On-Demand, and obtaining stackable credentials through a LinkedIn Learning license. Registration is fast and easy!

Now is the perfect time to consider skills to develop or strengthen to meet the needs of our changing workspace.

Have questions? Reach out to LOD@lvhn.org with any questions regarding the programs and sessions being offered.



Enter the Great Place to Work Raffle

Share what makes LVHN a Great Place to Work for you and you could win prizes, including PTO days.

LVHN Insider

Monday, November 15, 2021

What makes LVHN a Great Place to Work for you? Maybe it is your colleagues, or perhaps it's the pride you feel when caring for the people of our community. Whatever it is, we want to know.

Tell us in five words or less what makes LVHN a Great Place to Work for you.

[Submit your response](#) online now.

By submitting your response, you will be entered into a raffle to win one of multiple prizes, including PTO days. Submit your responses online now through Nov. 30. One entry per colleagues is permitted. You also can [print and post this flyer](#) in your department, which includes a scannable QR code that links colleagues to the online submission form.

Great Place to Work certification: What's in it for you?

In September, LVHN became nationally certified as a [Great Place to Work](#) for the second consecutive year. This prestigious national designation helps us attract talented health care professionals to our team, which leads to a stronger workforce, less turnover, stable teams, and enhanced efficiency and quality. That makes the work experience better for you, and the care experience even better for our patients. It creates loyalty between LVHN and our patients, and when people continually turn to us for care, it gives us the financial strength to provide you with even greater benefits and rewards.

I am thankful for _____

LVHN leaders and colleagues say thank you in honor of National Gratitude Month.

https://youtu.be/m5Y_tuC-fco



Health Coaching Changed Everything for Clarissa

Her lifestyle changes weren't successful until she discovered My Total Health.

LVHN Insider

Monday, November 15, 2021

Many people know they want to make changes in their health but have difficulty taking action. In these situations, engaging with a personal health coach can make all the difference. That was the case for Patient Services Representative Clarissa Saltos, a mother of four working full time. She was under the care of specialists for several health conditions, was overweight and often felt fatigued.

"My health issues were getting worse, not better," says Saltos. "I couldn't go upstairs without becoming out of breath, and I wanted to lose weight but couldn't. I felt like I was going around in circles."

Trying My Total Health

After doing her own investigation into self-improvement, Saltos decided to try health coaching available through My Total Health, LVHN's comprehensive health and wellness program, which supports your physical, emotional, financial and social wellness.

"I was desperately ready for a change," she says.

She immediately felt comfortable with the no-pressure approach, concentrating on setting goals and getting healthier. Saltos and her coach worked on nutrition and

hydration because one of the recommendations from her doctor was to drink more water. She switched from drinking flavored waters loaded with artificial sugar to regular water with lemon or lime juice added. Santos even completed the hydration challenge with My Total Health and is drinking 64 ounces of water daily.

Her coach taught her about food labels and making healthier choices at the grocery store. She's changed her diet to largely fruits and vegetables and says she physically feels better and is not craving sugar like she was. She's also working out and hopes to increase the amount of time she spends doing it.

"I walk 30 minutes in the afternoon and evening, and do Pilates in the morning before work," she says.

Noticing the difference

Now, Saltos is encouraging her colleagues to get involved. "I've been talking about the program at work and think everyone could benefit from participating. I'm even sharing some tips with colleagues," says Saltos. "Everyone tells me they see a difference in me, and they've really noticed the changes. That makes me feel great."

"Feeling better is something I have been trying to accomplish for almost two years, and I was able to do it in a few months with a health coach," says Saltos.

Saltos believes the reason she was able to make more progress with a health coach rather than on her own was because she had to be accountable to someone. She says knowing she would be reporting on her accomplishments the next week kept her motivated. That and the program's many other benefits led to success for her.

"Feeling better is something I have been trying to accomplish for almost two years, and I was able to do it in a few months with a health coach," says Saltos. "I have energy throughout the day, and my mood has changed. It's been a complete turnaround."

Work with a health coach

My Total Health coaches provide support and encouragement to colleagues as they embark on their wellness journeys. Your health coach is ready to work with you one-on-one and provide support and encouragement on your wellness journey. Message or self-schedule with your coach through the My Total Health Portal at mth.lvh.com.

In addition to coaching, My Total Health offers self-guided wellness activities, from pain and stress-management to sleep and fitness challenges, plus tobacco treatment sessions.

LVHN Celebrates World Kindness Day

Acts of kindness make patient and family experiences better

Image



Rose Crochunis (pictured far right) stands with Chelsea McHugh, RN, John Daley and his wife Kelly Daley, RN.

Stacey Lang, RN, Medical Oncology, Lehigh Valley Hospital (LVH)–Muhlenberg



LVHN nurses do so much more than provide world-class care. They are renowned for their compassion and emotional support. Take Stacey Lang, RN, for example. One of her patients was nearing the end of life. The patient wanted to craft a letter to his 17-year-old daughter but

didn't have the strength to write. So, as the patient dictated the letter, Lang wrote down the words, and the patient mustered the strength to sign it. On the way home that night, Lang did something more. She bought birthday, graduation, engagement and wedding cards. Over the next few days, Lang and her colleagues wrote in the cards the words the patient wanted to share with his daughter during life's milestones. He signed each one.

James Benco, Technical Partner, Transitional Trauma Unit, LVH–Cedar Crest



[LVH–Cedar Crest](#). Watch this video, and you'll see how Benco builds trust with his patients to provide the best care possible.

Rose Crochunis, Guest Services Representative, LVH–Schuylkill



Before he began having classic symptoms that screamed “heart attack,” John Daley of Schuylkill Haven merely felt an uneasy sense that something wasn't right. Unsure what to think, the 59-year-old retiree decided to ask his wife, Kelly Daley, RN, a nurse on the medical-surgical floor

at [Lehigh Valley Hospital–Schuylkill E. Norwegian Street](#). Halfway to the hospital, Daley realized that whatever was happening was getting worse fast. He found it difficult to breathe. Pain started radiating down his left arm. He arrived at the hospital, where he parked and went to the third-floor reception desk to ask for his wife. Guest services representative Rose Crochunis greeted Daley. She immediately saw he wasn't in good shape and grabbed a wheelchair to transport him to the ER.

Kelly was starting her shift when Crochunis called. "Rose cared enough to get him the help he needed," she says looking back at that critical moment.

About 25 minutes after arriving at LVH–Schuylkill, Daley was on a helicopter bound for the catheterization (cath) lab at LVH–Cedar Crest. He survived thanks to the lifesaving chain of events that began with Crochunis' moment of kindness and quick action.

Nancy Bledsoe, RN, Labor and Delivery, LVH–Pocono



DAISY Award recipient 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."

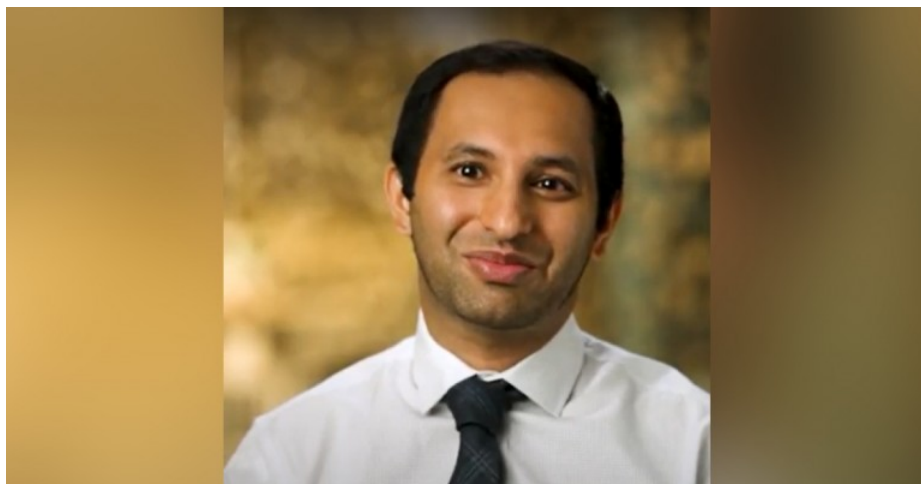
Nichole Schmidt, RN, Nurse Manager, Interventional Radiology, LVH–Hazleton



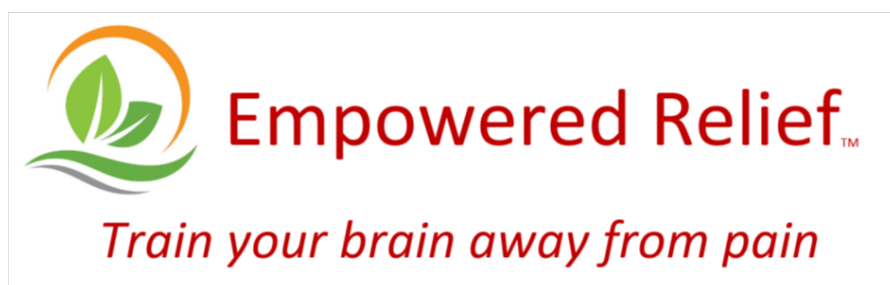
It was a cold, dreary day in November when a 91-year-old woman arrived for an ultrasound test. Her 89-year-old brother drove her to the 5:30 p.m. appointment. While sitting in the waiting room, the brother became nervous and upset. Nichole Schmidt, RN, noticed his anxiety and went over to comfort him. When he told Schmidt he was worried he might have a flat tire, she accompanied him to the lobby and asked security to go with them to the parking lot. When they got to his car, they found not one, but two flat tires. He had hit something that cut both tires driving to the appointment. Schmidt immediately called a tow truck. When the woman was done with the ultrasound test, Schmidt called a taxi for their return trip home. She then followed the taxi, ensuring they arrived home safely.

“Nichole’s concern for the safety and well-being of this patient and her brother exceeds all expectations,” says Lacy Gashi, director of Diagnostic Imaging Services at LVH–Hazleton. “She took a very stressful situation into her own hands, which in turn provided these two individuals with comfort, compassion and relief.”

Shawn Mendonca, MD, LVPG Urology



Long hospital stays can be an emotional time for patients. But an act of kindness can change their day for the better as they are on their road to recovery. Watch this video to see how urologist Shawn Mendonca, MD, lifted a patient's spirit during his time in the hospital.



Get Relief From Chronic Pain with Free Class

Enroll in this free class to gain pain relief skills you can use immediately.

LVHN Insider

Thursday, November 18, 2021

Empowered Relief is a free, evidence-based, single-session pain class that rapidly equips patients with pain management skills. LVHN is one of only a few health care organizations to offer the class free of charge to all LVHN patients, colleagues and family members.

Share information about Empowered Relief

Empowered Relief class information can be shared with a patient by pulling the network wide Epic SmartPhrase into a patient's after visit summary (AVS) or into a portal message. This network wide SmartPhrase is titled "empoweredrelief." A patient can register for an Empowered Relief class by clicking on the registration link/web address (www.LVHN.org/empowered) in the SmartPhrase once it is received through the portal.

LVHN encourages all patients with chronic pain to take this course because we know that intervening early and teaching skills to relieve chronic pain improves outcomes.

Currently, there are 28 Empowered Relief instructors at LVHN, including nurses, physicians, physical therapists and mental health therapists, who donate their time to teach the class virtually.

Please post this flyer in your offices and exam rooms and give it to patients so they are aware of this opportunity.



Give to United Way as Part of Annual Campaign

The 2021 campaign ends Dec. 3.

LVHN Insider

Thursday, November 11, 2021

The 2021 United Way campaign is reaching its halfway point. As you know, this year's theme is "Partners United for a Better Tomorrow." Together, we can pave the way for the bright future we've all been working toward. Thank you to all of you who have already contributed to make an impact in our community. Your support can make all the difference.

Your dollars in action

Your generosity to the United Way helps people in many ways:

- \$2 per paycheck (\$52) provides one week of pre-school to prepare a low-income child for kindergarten
- \$3 per paycheck (\$78) provides a family of four with assistance to secure safety from a natural disaster.
- \$5 per paycheck (\$130) provides housing for two domestic abuse victims for a year
- \$13 per paycheck (\$338) provides temporary housing for four homeless individuals for a year

How to donate in the Lehigh Valley

To make a donation, you should use the SSO toolbar to access the United Way portal. Please remember that Internet Explorer no longer supports the donor portal.

Evergreen option automatically renews your gift next year

For colleagues with Evergreen gifts only:

- To save you time, those who donated via payroll last year in the Evergreen program will have their gifts automatically renew for 2022. If you are satisfied with your donation amount, no action is needed.
- If you wish to change your gift, simply modify the existing one in your account. Do not create a new gift on top of the existing one. For help modifying an existing gift, [view these instructions](#).
- If you do not alter your existing donation, it will automatically roll over to 2022.
- To opt out of the Evergreen program, please email LVHN_United_Way_Campaign@lvhn.org.

If you are a first-time donor, [view these instructions](#). If you experience technical issues with the portal, contact Howard Stalker at Howard.Stalker@lvhn.org.

How to donate in Hazleton, Schuylkill or Pocono

Look for an email from your regional leaders with details on how to give in your community.

Superhero Window Washers Surprised Children Outside Lehigh Valley Reilly Children's Hospital

By Brian Downs
November 15, 2021



Watching a window washer clean the windows outside your hospital room while dangling high above the ground would probably be a bit of a pick-me-up for any sick child. But when the window washer is also a superhero, well, that's even better.



Window cleaning experts from Performance Services (PSI) Inc., Harrisburg, surprised children at [Lehigh Valley Reilly Children's Hospital](#) at Lehigh Valley Hospital (LVH)—Cedar Crest Monday by dressing as superheroes and working outside their hospital rooms while dangling from the six-story, 89-foot-tall structure along Interstate 78 in Allentown.



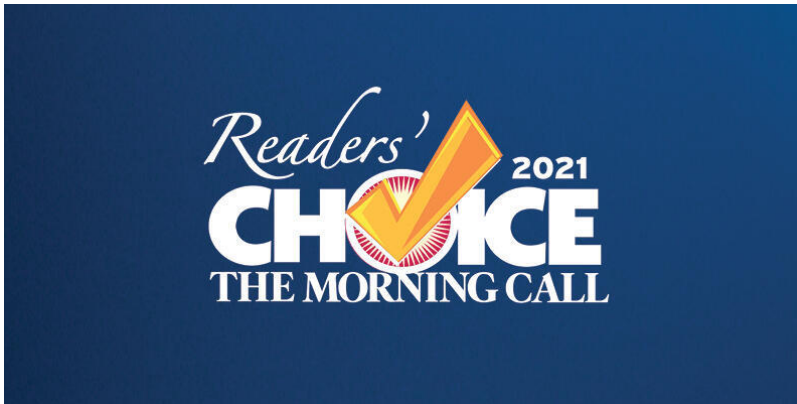
The window-washing superheroes were a big hit with young patients when they first scaled the Children's Hospital in 2019. Unlike in 2019, the superheroes were not able to visit the children inside the hospital this year due to ongoing COVID-19 safety protocols.



"Having the superhero window washers come back again to Lehigh Valley Reilly Children's Hospital was an amazing opportunity," says Vanessa Gramm-Mackey, child-life specialist at the Children's Hospital. "The children and families just lit up when they saw the superheroes hanging outside their windows. We are so thankful the PSI crew was willing to come back again this year and provide this experience for our children and their families. Having your child hospitalized is never a fun experience, but events like this can really take a stressful situation and make it a great memory for the family."



As part of its commitment to care for children, LVHN opened the Children's Hospital at Lehigh Valley Hospital–Cedar Crest in 2012. Providing more than 30 pediatric specialties – from childhood cancer to cystic fibrosis – all under one roof, Lehigh Valley Reilly Children's Hospital was named in honor of local philanthropists and business owners J.B. and Kathleen Reilly in 2018 following receipt of one of the largest gifts in LVHN history. It is the community's leader in pediatric care and region's only children's hospital.



LVHN Wins Five Morning Call Readers' Choice Awards

LVHN Insider

Monday, November 15, 2021

Lehigh Valley Health Network (LVHN) is being recognized with five Readers' Choice Awards from The Morning Call:

- Best Place to Work
- Emergency Services
- Family Doctor
- Nursing Services
- Patient Care

We continually work hard to ensure that our patients receive the highest-quality care in the region, and these awards would not be possible with your hard work.

Congratulations to everyone for this accomplishment!



Lehigh Valley Hospital–Hazleton Reaccredited as a Level IV Trauma Center

LVHN Insider

Thursday, November 11, 2021

Since becoming a Level IV Trauma Center on Nov. 1, 2015, the trauma program at Lehigh Valley Hospital (LVH)–Hazleton has continued to provide optimal care and reduce the likelihood of death or disability to injured patients who enter its emergency department (ED). Because of the continued efforts of incessantly being prepared to treat the most serious life-threatening and disabling injuries, the Pennsylvania Trauma Systems Foundation (PTSF) has reaccredited LVH–Hazleton as a Level IV Trauma Center for the next four years. This is the maximum number of years a trauma center may be accredited.

A Level IV trauma center is tasked with providing optimal care for the injured patient. This care consists of providing initial care and stabilization of the most seriously injured while arranging for transfer to higher level of trauma care when needed. Working with the Level 1 Trauma Center at LVH–Cedar Crest in Allentown, the appropriate level of trauma care is provided to every patient who is brought to LVH–Hazleton. ED staff are specially trained in the care of the traumatically injured patient. Every attempt is made to treat the patient close to home, when possible, while ensuring the patient receives a higher level of trauma care when necessary.

According to Kira D. Weaver, DO, Trauma Program Medical Director and Associate Medical Director of Emergency Medicine, specific recognition was given to the performance improvement efforts and cited as being “outstanding.” “The dedication and rigor of LVH–Hazleton’s trauma program has improved outcomes and saved multiple lives that required immediate treatment,” Weaver says. “This diligence and everyone’s contributions to this program were reflected in our recent trauma reaccreditation. It should build momentum to continue these efforts, to strive for excellence in the care of the injured patient, and further advance our program to meet the needs of our community.”

Melanie Bowman, RN, Trauma Program Manager says, “Accreditation as a Level IV Trauma Center at LVH–Hazleton furthers our mission to ‘heal, comfort and care for the people of our community by providing advanced and compassionate health care of superior quality and value, supported by education and clinical research.”

The emergency medical services (EMS) system is an integral component to a trauma center. The EMS system assures appropriate patient care management from the time of injury to treatment at a local trauma center through the rehabilitative phase care.

“The reaccreditation of LVH–Hazleton’s Level IV Trauma Center is an example of LVH–Hazleton’s commitment to providing the highest level of care to the residents of Hazleton and lower Luzerne County,” says Terrence Purcell, President, LVH–Hazleton. “We are fortunate to have an outstanding team of physicians, advanced practitioners, nurses and support staff caring for our patients”

In Pennsylvania there are four levels of trauma centers:

- Level I trauma centers provide the highest degree of resources with a full spectrum of specialists and must have trauma research and surgical residency programs.
- Level II trauma centers meet the same high level of care but do not require research and residency programs.
- Level III trauma centers are smaller community hospitals that do not require neurosurgeons and focus on stabilizing severe trauma patients prior to transport to a higher level trauma center. They may admit patients with single-system mild and moderate injuries.

- Level IV trauma centers provide enhanced care to injured patients within the emergency department and focus on stabilization and quick transfer to a higher level trauma center. They may admit mildly injured patients.

There are 49 accredited trauma programs in Pennsylvania.

Watch Dr. Nester on Business Matters

He updates our community on COVID-19, LVHN growth and more.

https://www.wfmz.com/business/business-matters/business-matters--your-lehigh-valley-health-outlook/video_28407707-257c-5674-aeac-7ee9423f2491.html

Navigating Flu Season During COVID-19

By Hannah Ropp



It's fall, which means it's also the start of flu season. Last year, the United States saw very few cases of the flu because of COVID-19 mitigation efforts such as mask wearing and social distancing. However, Timothy Donaghy, CRNP, with [LVHN ExpressCARE](#), says this year could be different.

"While COVID remains a high priority, we need to remember the importance of protecting ourselves from the influenza virus. This includes getting vaccinated. With more people mingling with others, protection from both the flu and COVID is more important than ever," Donaghy says.

Recognizing flu symptoms

"Many respiratory illnesses share common symptoms, including COVID-19 and the flu. The best thing that you can do to confirm your diagnosis is get tested," she says.

According to DeLuise, flu symptoms include the sudden onset of cough, sore throat, fever, chills, runny or stuffy nose, muscle aches and fatigue. In some cases, nausea and vomiting also may be present, but DeLuise says those symptoms are more common in children.

Although COVID-19 and flu symptoms are similar, one difference is the onset of the illness says DeLuise. In most cases, flu symptoms are more sudden than COVID-19 symptoms and last for less time.

“Many respiratory illnesses share common symptoms, including COVID-19 and the flu. The best thing that you can do to confirm your diagnosis is get tested,” DeLuise says.

Protecting yourself and your family from the flu

Fortunately, there are ways to protect yourself and your family from the flu. Donaghy says the most important thing you can do is get the flu shot. “The flu shot not only reduces your risk of contracting the flu, it greatly reduces the risk of severe complications if you do get the flu,” he says.

The flu shot is available for anyone over the age of 6 months, and Donaghy recommends getting it early since it takes about two weeks to build up antibodies. There are several types of flu vaccines available, including one without eggs if you have an egg allergy.

Other ways to protect yourself and your family from the flu may sound similar to what you’ve heard about preventing the spread of COVID-19. They include frequent hand washing, not touching your eyes, mouth or nose and practicing overall good health habits such as frequent disinfecting and cleaning of surfaces and staying home when you’re sick.

Little People, Big Deal

LVHN’s mobile vaccination unit starts school clinics to vaccinate youngsters 5-11

By Joe Nixon



The vaccine recipients and dose sizes may be smaller, but the collective impact on the fight against the continuing COVID-19 pandemic is large.

With children age 5-11 now eligible for the Pfizer-BioNTech COVID-19 vaccine, Lehigh Valley Health Network's mobile vaccine unit is working with schools across the region to provide vaccine clinics.

"We're proud to provide this service, to make it easier for people to be protected by bringing the vaccine to them. It's all part of being a compassionate health care partner and it's what community is all about." – Laura Williams, LVHN mobile vaccine clinic coordinator.



School interest is high

The first of those school-based clinics took place Thursday, Nov. 11 when LVHN partnered with the Southern Lehigh School District at Joseph P. Liberati Intermediate School in Center Valley.

"We had nearly 40 schools contact us about a mobile clinic visit just in the first few days after the Pfizer-BioNTech vaccine received emergency use authorization for children 5-11," said Laura Williams, LVHN's coordinator for the mobile vaccine unit clinics. "We're proud to provide this service, to make it easier for people to be protected by bringing the vaccine to them. It's all part of being a compassionate health care partner and it's what community is all about."



Did you know?

About 28 million children in the U.S., age 5-11, are eligible for the Pfizer-BioNTech COVID-19 vaccine.

For the kids, for everyone

Parent Courtney Best came to the clinic with daughter Ruby, 10, and son William, 9, the two youngest of her five children. “We’re on our way to being a fully vaccinated family,” says Best. “We’re here because we believe in the science and want to do our part to help the community.” For his part, William says he just doesn’t want to get sick.

Anna Arellano came to the school with her fourth-grader son, Miles. Everyone else in the family had their vaccine and she wanted Miles to be protected as well. “We’re just trying to do our part to help everybody in the community,” she says.



Stroke Knowledge Can Mean a Stroke Prevented

Dec. 8 webinar will cover prevention, symptoms and treatment.

LVHN Insider

Monday, November 15, 2021

Do you happen to smoke, not get any exercise, have diabetes or eat an unhealthy diet? If so, you need to know that any one of those puts you at risk for stroke.

While that doesn't mean a stroke is in your future, it does increase the odds. At Lehigh Valley Health Network (LVHN), we want you to beat the odds when it comes to stroke, the fifth leading cause of death in the U.S. and a leading cause of disability.

Join us at noon Dec. 8 for a virtual information session that will cover what a stroke is, statistics, risk factors, signs and treatment options. Presenters will be stroke/chest pain quality specialist Chelsea McHugh, RN, and stroke and neuroscience-certified registered nurse Kathleen Knapp.

Registration is required. Visit [LVHN.org/strokeinfo](https://www.lvhn.org/strokeinfo).

Strokes, also known as brain attacks, are serious business. They cause an interruption of blood flow in the brain, which results from either a blood clot or when a blood vessel bursts in the brain. Quick treatment is essential because when part of your brain can't get blood and the oxygen that it carries, brain cells begin to die after just a few minutes.

At LVHN, our stroke team has the experience and resources to partner with you on prevention and treatment.

Premature Birth: Know the Facts

By Maggie Wurst



Knowing the risk factors and what to look for in a birth center can take a major weight off your shoulders.

Welcoming a new baby is a wonderful part of life. However, while you and your family are excited about this new addition, you may also be concerned about things going smoothly and carrying your baby to term.

While many expecting families know about premature birth, you may have some questions about how prevalent it is, what the risk factors are and what you can do to improve the likelihood that you will carry your pregnancy to term.

To answer those and other key questions about prematurity, we spoke with neonatologist [Wendy Kowalski, MD](#), Chief of Neonatology for Lehigh Valley Health Network (LVHN) and Medical Director of the Neonatal Intensive Care Unit (NICU) at [Lehigh Valley Reilly Children's Hospital](#).

What is premature birth?

“Premature births are those that occur before the 37th week of pregnancy,” Kowalski says. “About one in every 10 babies are born prematurely, and prematurity is one of the leading causes of death of babies in the United States. Unfortunately, these statistics have not significantly improved over the last few years.”

What are the short- and long-term effects of premature birth on children?

Premature birth can have many short- and long-term effects, including:

- Lower infant survival rate (especially if born before 34 weeks)
- Chronic lung disease and the need for home oxygen
- Cerebral palsy
- Developmental disabilities
- Functional disabilities
- Learning disabilities
- Difficulty getting proper nutrients (leading to insufficient growth)
- Visual impairment
- Blindness

“There is an increased risk for developmental and functional impairments in children who are born premature, ranging from mild to severe. In fact, more than 75 percent of babies that are born prematurely experience some sort of developmental or functional disability, even if it’s mild,” Kowalski says. “The key to managing these conditions is continued care and referrals to appropriate specialists, including neonatologists, pulmonologists, speech therapists, occupational therapists, physical therapists and ophthalmologists, as well as referral to the Early Intervention program.”

What causes premature birth?



While there are some known risk factors, there are many unknown reasons why babies are born prematurely.

Some of the risk factors we know of include:

- A history of premature birth
- Being pregnant with multiples
- Tobacco or drug use
- Having a baby less than 18 months after a previous pregnancy
- Pregnancy complications, including preterm premature rupture of membranes, uterine abnormalities and problems with the placenta or cervix
- Conditions affecting the mother, especially infections, heart disease, kidney disease, high blood pressure and diabetes

Non-Hispanic black women also have a much higher risk for premature birth than non-Hispanic white women and Hispanic women.

When deciding where to give birth, expecting mothers often look to hospitals that are close to their home and have reputable maternity services.

While these factors are important, it's also helpful to identify hospitals with highly rated neonatal intensive care units (NICUs) and follow-up programs, especially if you are at high-risk for premature birth.

“At Lehigh Valley Reilly Children’s Hospital, we take a family-centered collaborative approach to care and have a full team always ready to support mothers and their babies,” Kowalski says.

Advanced care at Lehigh Valley Health Network (LVHN)

At Lehigh Valley Health Network, we offer advanced prenatal, maternal fetal medicine and neonatology services for mothers and babies.

In addition to offering the highest level NICU care in the region at Lehigh Valley Reilly Children's Hospital at Lehigh Valley Hospital–Cedar Crest, we also offer leading-edge care for your newborn at the Level III NICU at Lehigh Valley Hospital–Pocono and at the Level II NICU at Lehigh Valley Hospital–Muhlenberg.

Our neonatologists, pediatric surgeons and maternal fetal medicine physicians also meet monthly to discuss and develop plans for upcoming high-risk births, and our Children's Hospital has a specialized clinic for preterm babies that follows them until age 3, allowing continued management of any conditions or disabilities caused by their early birth.

"At Lehigh Valley Reilly Children's Hospital, we take a family-centered collaborative approach to care and have a full team always ready to support mothers and their babies," Kowalski says. "Our specialists work collaboratively to optimize long-term outcomes, and we are dedicated to supporting you and your family from the minute you come into our care."



No school clinic? No problem

If you don't participate in a school-based clinic, there are five stand-alone vaccine clinics across the region, as well as two LVPG Pediatrics practices offering COVID-19 vaccinations for all eligible groups. There are two easy ways to schedule your child's appointment, or an appointment for yourself, if you haven't been vaccinated:

1. Go to MyLVHN, the health network's patient portal:
[Sign In Sign Up](#)

You may need to request proxy access to your child's MyLVHN account to schedule their appointment. To do so, please contact your child's provider. If your child does not have an LVHN provider, please call [888-402-LVHN \(5846\)](tel:888-402-LVHN).

1. Call our COVID-19 Vaccine Hotline at [833-584-6283 \(833-LVHN-CVD\)](tel:833-584-6283). We're open Monday-Friday, 8:30 a.m.-5:30 p.m.

Upcoming parent education session

Pediatric specialists from Lehigh Valley Reilly Children's Hospital will be hosting a virtual information session on child COVID-19 vaccination on Wednesday, Nov. 17, from 5:30-6:15 p.m. Learn more and register at LVHN.org/parentsessions.
