

## **Be Well, Be Connected**

“To love oneself is the beginning of a lifelong romance,” Oscar Wilde wrote in the late 19th century. This February, many couples will indulge in the trappings of Valentine’s Day, a holiday that leaves chocolate hearts and broken hearts in its wake. In the spirit of Wilde, some modern singles will also celebrate, but instead of romantic love, they will focus on friendship, family and, above all, a love of self.<sup>1</sup>

And why not? Studies tell us that nearly 50 percent of American adults are single and about one in seven lives alone.<sup>2</sup> Some experts consider it a worrisome trend, while others praise the positive aspects of a solitary life. In his 2012 book, *Going Solo: The Extraordinary Rise and Surprising Appeal of Living Alone*, sociologist Eric Klinenberg debunks myths about singletons and describes the ways in which millions of single Americans have proactively created meaningful, rewarding lives by building strong social networks. New York Times travel columnist Stephanie Rosenbloom recently chronicled the joys of traveling on her own in her book, *Alone Time: Four Seasons, Four Cities, and the Pleasures of Solitude*.

It is, of course, a double-edged sword. While solitude can lead to increased self-awareness, creativity and renewal, loneliness has mental and physical health implications. It is a risk factor for stroke, acute myocardial infarction and increased mortality,<sup>2,3</sup> which is why screening for loneliness has become an important part of the medical interview.

Former U.S. Surgeon General Vivek Murthy, MD, called loneliness an epidemic and pointed to loneliness at work as another worrisome trend.<sup>4</sup> Others like John Frey, MD, an Emeritus Professor of Family Medicine at the University of Wisconsin School of Medicine and Public Health, have focused on the social isolation that practicing physicians increasingly experience.<sup>5</sup>

When we decided to become physicians, we knew that we were choosing a demanding career that would require long hours away from our loved ones. Whether we like it or not, we spend more time with our work colleagues than our families. We crave meaningful social interaction, and connecting with our co-workers is essential for our well-being and our ability to do our jobs.

Yet, we hesitate to start a conversation because we are afraid of bothering someone, or worse, because we are focused on hitting our RVU targets. Instead of seeking more personal relationships with our colleagues, we fill the void by looking at our cell phones.

Organizations are beginning to understand that fostering social bonds at work improves quality and reduces stress and illness. It is not only ideal for employees to be committed to the mission, but they also must feel connected to the people around them. As medical staff, we have begun important conversations about the role of the physician lounge in promoting more positive relationships among all providers.

Instead of relying on top-down approaches, however, this month I challenge you to prescribe a social fitness program for yourself. Start by saying hello to co-workers and making eye contact. Personalize your interactions by using the phone instead of Tiger Text if you need a consult, for example. Some other ideas include reaching out to younger professionals who need a mentor but are too intimidated to ask for advice and, by all means, if a co-worker seems out of sorts, ask if you can help.

Getting to know your co-workers as multidimensional people by asking about their outside interests, their families or their plans for the weekend is a way to increase your social capital at work, and it is time well spent. It builds trust and strengthens a team, and I think you will find that it does your heart good.

Patricia Martin, MD

Medical Staff President

# A Paperless Future for Progress Notes

Just as the health care landscape is changing right before our eyes, so is the way we communicate – with our patients, our families and our colleagues. In an effort to optimize and improve Medical Staff communication, Progress Notes will move away from its monthly printed format and accompanying email blast. We are actively looking for ways to create engaging dialogue and open lines of communication among Medical Staff through blogs, email, social media and more.

Meanwhile, we'll stay in touch with important updates via email and keep you informed about a solution that – we hope – creates an open platform for all of us to share knowledge and participate in important conversations. We hope you enjoy the final printed issue of Progress Notes.

Want to weigh in on the future of Progress Notes? Email [LVHN@LVHN.org](mailto:LVHN@LVHN.org) to join the conversation.

# Physician Referral Bonuses Offered

Need some extra cash? Refer a physician to LVPG–Pocono, LVPG–Hazleton or LVPG–Schuylkill and receive a \$10,000 referral bonus.

We are looking for physician referrals by March 30, 2019, in the following areas. Physicians must start employment on or before Sept. 1, 2019.

- Urology, LVPG–Hazleton and LVPG–Pocono
- ENT, LVPG–Pocono
- Neurology, LVPG–Pocono
- Psychiatry, all three LVPG regions
- Primary care, LVPG–Pocono and LVPG–Schuylkill

Referral bonuses are paid in two installments. The first half is paid after the physician has successfully completed 60 days of employment. The second half is paid after the physician has successfully completed one year of employment. Only one referral bonus will be paid per successfully recruited physician.

We also offer \$1,000 for any other physician that is successfully referred, and \$500 for any successful advanced practice clinician (APC) referral. For a complete list of our provider openings, visit our career sites:

- [Physician openings](#)
- [APC openings](#)

To make a referral or if you have questions regarding our referral guidelines, please contact Dana Hacker at **484-862-3903** or at [dana.hacker@LVHN.org](mailto:dana.hacker@LVHN.org).

# eConsult Program Expands

On Jan. 2, Timothy Friel, MD, Department of Medicine Chair, and Jennifer Stephens, DO, announced that two new specialties – cardiology and psychiatry – were added to the growing menu of eConsult options.

The eConsult program enhances patient care by allowing LVPG providers to request input on specific, non-urgent patient-related questions from specialist colleagues.

The process to make your request is easy. Enter the order for the eConsult in “Medications and Orders” and select one of the currently available options:

- eConsult to Anticoagulation Management
- eConsult to Cardiology
- eConsult to Endocrinology
- eConsult to Hematology
- eConsult to Pain Medicine
- eConsult to Rheumatology
- eConsult to Psychiatry

For psychiatry consultation requests, the ordering provider should include the following additional information to help facilitate the process:

- Acknowledgement that the patient has provided verbal consent for a member of our psychiatry team to review his or her chart and make recommendations
- Answers to a few specific questions about the patient’s previous history and symptoms

Important reminders for eConsult:

- eConsults are appropriate for non-urgent outpatient issues.

- eConsults are not directed to a specific provider. They will be completed by a group of physicians in each specialty on a rotating basis.
- eConsults should be used when the patient does not have an existing relationship with the specialist. eConsults are not intended to ask questions about patients who have current relationships with specialists (patients who have been seen within the last two years). Questions about established patients should be directly communicated to the appropriate specialist; please use a “documentation only” encounter to direct a specific question about a shared patient.
- When requesting an eConsult, please do not place a formal referral to a specialist at the same time. Many providers have been placing eConsults and requesting a regular specialty referral at the same time. Appropriate eConsults will hopefully bypass the need for a patient to see a specialist for a formal visit.
- eConsult documentation will remain part of the patient’s permanent medical record.
- All consult requests will be addressed within three working days.

Additional specialties will be added in the coming months and shared with you. Please [refer to the Epic-based workflow](#) for process questions.

## LIBRARY SERVICES

# Submitting Articles to Scholarly Works

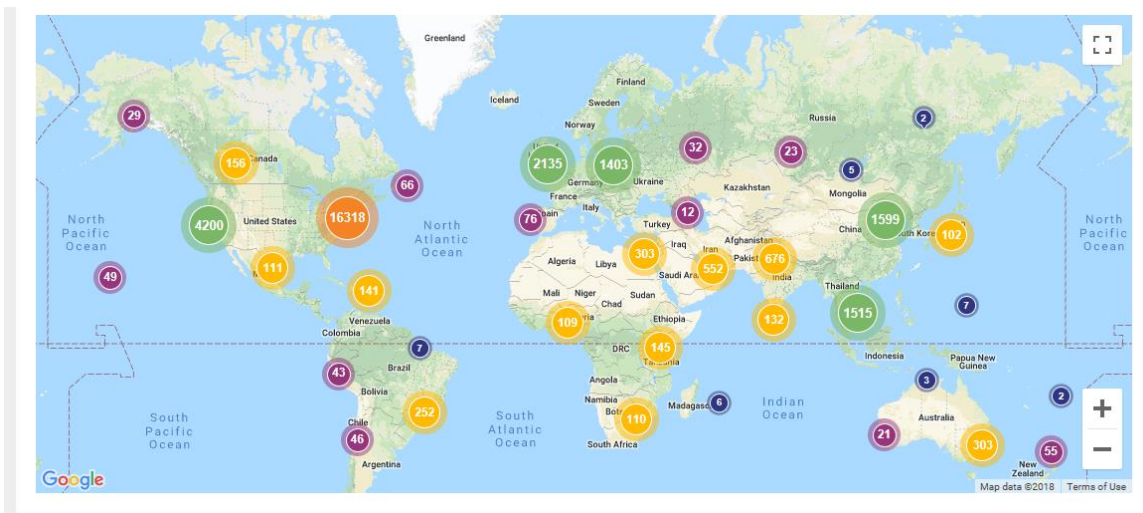
Last month, we wrote about visiting the Writing and Citing Guide on the Library Services digital site. Your research is complete and you have a selection of journals that you are considering for submitting your manuscript. Now you need to negotiate your contract with the publisher to ensure that you will have some rights to your article including allowing it to be submitted to Scholarly Works.

What is Scholarly Works?

Scholarly Works is a repository of articles, books, conference proceedings, datasets, abstracts, reports, poster presentations and more authored by colleagues at Lehigh Valley Health Network (LVHN): [scholarlyworks.LVHN.org](http://scholarlyworks.LVHN.org).

Why do I want to submit my work to Scholarly Works?

The visibility of your work will be maximized as it will be accessible to anyone searching on the internet. This will increase the opportunity for your work to be cited by other experts in your field. Inclusion in Scholarly Works is discussed in the LVHN Intellectual Property Administrative Policy.



Above is a screenshot of the number of times that our Scholarly Works has been accessed in the past three months. As you can see, publications have been included in searches done throughout the world.

How do I ensure that my work may be submitted to Scholarly Works?

You can contact an LVHN librarian to assist you. Contact Library Services at [libraryservices@LVHN.org](mailto:libraryservices@LVHN.org) or **610-402-8410** or you can submit a question through the “Ask a Librarian” link found on the Library Services Digital page.

How do I get to the Digital Library Services page?

On the LVHN intranet, click on FIND FAST and then choose Library Services.

### **Lexicomp Access Code for Mobile App has changed**

The access code for the Lexicomp mobile app has changed. To update your app, go to Lexicomp:

- From the intranet, click on FIND FAST/Library Services
- From Epic, click on Web Links in the upper right corner/ Library Services/ Lexicomp

On the Lexicomp home page, click on the blue Mobile Access Codes button and complete the information.

For more information, contact Library Services at [libraryservices@LVHN.org](mailto:libraryservices@LVHN.org) or **610-402-8410**.



# Upcoming LVHN Meetings and Events

Mark your calendar for these upcoming Lehigh Valley Health Network meetings and special events:

- March 11, 2019 – General Medical Staff Meeting
- April 6, 2019 – Triennial Physician’s Recognition Dinner, Centennial Catering & Conference Center
- May 20, 2019 – 27th Annual Golf and Tennis Classic, Saucon Valley Country Club
- Sept. 28, 2019 – 24th Annual Nite Lites Gala, Lehigh Valley Hospital–Muhlenberg

# **Service Excellence Award Recipients Honored**

One thing that makes Lehigh Valley Health Network (LVHN) a great place to work and grow is that we reward and recognize colleagues for the amazing work they do. To give colleagues the recognition they deserve, LVHN has expanded our annual Service Excellence Awards to include colleagues network-wide. It's the next step in the process to fully integrate our health network.

The 2019 Service Excellence Award recipients were honored during the Leader to Leader meeting on Jan. 17. Below are the stories of four recipients of the Guldin Awards for Efficiency and Innovation.

## **EASE Surgical Communication Team: LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace**

The EASE surgical communication team, which includes managers, educators, I/S analysts and staff, came together to enhance patient and family satisfaction by improving communication between the OR and patients' loved ones. They launched EASE, a smartphone app that allows OR nurses to send text messages to patients' friends and family. Families are able to send messages back to the surgical team as well.

This service is now available in all the communities we serve. Since we started this innovative program, we have reached more than 4,000 patient families across 48 states and four countries.

## **Community Relations Specialist Lisa Marie Halecky: LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace**

As a community relations specialist, Lisa Marie Halecky has a full plate with community engagement and service excellence responsibilities. In 2017, when she was presented with an opportunity to develop a patient rounding program to improve inpatient satisfaction scores, she jumped on it. She developed a rounding program and coordinates Patient Rounding Teams, which currently have more than 30 members.

Each morning, Halecky reviews admission and discharge reports and assigns team members to one of three groups. They visit patients early in their stay and at discharge to ascertain whether expectations are being met and to address concerns. The patient rounding teams work hand-in-hand with the care teams to ensure patient comfort and

quality care management. The program's first year helped produce an 11-point increase in overall patient satisfaction for fiscal year 2018. Halecky did all this while continuing her regular responsibilities.

### **Colleague Resource Center: LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace**

The Colleague Resource Center has been up and running for several months now, with hundreds of colleagues from across the health network accessing it every week. This interactive platform provides colleagues with one-stop shopping for all their HR, payroll and employee health information. The content found on the site is specific for each colleague based on their work location and position.

Since its February launch, more than 1,100 documents and links have been made available on the site. More than 2,300 cases have been opened and answered via the online Ask-HR tool. And nearly 2,000 cases were opened and answered via the new phone number: **844-GO-ASK-HR**.

### **Plant Engineering at Lehigh Valley Hospital–Schuylkill: LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace**

Colleagues in plant engineering at Lehigh Valley Hospital–Schuylkill are called upon to perform a variety of tasks inside and out, in all seasons and all weather. Tasks could include anything from fixing a plumbing problem to maintaining the grounds. They are the first to examine and re-examine alarms to ensure the safety of colleagues, patients and visitors. If your environment is too hot or cold, they're available to make the necessary changes to ensure your comfort.

In winter, they keep our staff and patients safe by removing snow and keeping walkways clear. In summer, they keep the grounds beautiful by mowing lawns and pruning trees. And in the fall, they handle duties associated with falling leaves and falling temperatures. This department can always be counted on to handle any need.

## LIBRARY SERVICES, EDUCATION DEPARTMENT

### Intranet Sites Consolidated

The consolidation of Lehigh Valley Health Network's (LVHN) intranets is a major step in the journey to fully integrate our health network. We currently have four intranet sites – one each for colleagues in the Lehigh Valley, Hazleton, Schuylkill and Pocono. Work is taking place to consolidate sites on our intranets so all colleagues have access to the same information.

Last month, the four existing intranet sites for library services were consolidated into one site. If you have any questions or experience any problems, please contact Library Services at your respective location:

- Colleagues in the Lehigh Valley should email [libraryservices@lvhn.org](mailto:libraryservices@lvhn.org) or call 610-402-8410.
- Colleagues in Hazleton and Pocono should call Sharon Hrabina at 570-501-4847.
- Colleagues in Schuylkill should call Joan Farrell at 570-621-5033.

Department of Education intranet sites have also been consolidated. All LVHN colleagues now have access to a single Department of Education intranet site. Ongoing standardization of educational resources across all LVHN campuses including onboarding programs, The Learning Curve (TLC), continuing education, library services and patient education have allowed for a centralized one stop shop for health network education.

Colleagues can visit the Department of Education intranet site for a variety of services including orientation schedules, educational event calendars, professional development resources, project or training requests, department contacts, and much more.

## **Papers, Publications and Presentations**

- Susan Yaeger, MD, of the Department of Emergency Medicine, co-authored an article, “Hypothermia in young infants: frequency and yield of sepsis workup.” It was published Nov. 12, 2018, online ahead of print in Pediatric Emergency Care.
- Two providers affiliated with the Department of Family Medicine published articles in the Winter 2018 issue of Lehigh County Health & Medicine. Faculty member Kevin McNeil, MD, authored “Safe and effective management of chronic pain” and PGY1 resident Elisa Giusto, DO, authored “Thyroid nodules: primary care edition.”
- Susan Mathieu, MD, and Susan Hansen, MA, faculty members with the Department of Family Medicine, co-authored an article, “Does garlic use prevent and treat viral upper respiratory infections in adults?” It was published in Evidence-Based Practice, Volume 21, Number 9, December 2018.
- Gillian Beauchamp, MD, and Marna Rayl Greenberg, DO, MPH, co-authored an article, “Incorporating sex and gender into culturally competent simulation in medical education.” It was published Jan. 2, 2019, online ahead of print in the Journal of Women’s Health.

## **Upcoming Seminars, Conferences and Meetings**

### **Pediatric Grand Rounds**

- Feb. 19 – New BPD, with Jennifer Zanchettin, MD; LVH–Cedar Crest Kasych Family Pavilion, ECC Room 6, 8-9 a.m.
- Feb. 26 – Gastroesophageal Reflux, with Danielle Ferraguti, MD; LVH–Cedar Crest Kasych Family Pavilion, ECC Room 6, 8-9 a.m.

*For more information, contact [Cari Cleffi](#) in the Department of Pediatrics at 484-862-3131.*