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Life After COVID-19 Vaccines

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Get answers to your questions about booster shots.

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Help Us Attract New Colleagues

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What You Need to Know About: Referral **Bonuses**

So far, 74 colleagues have joined the LVHN family thanks to the referral program.

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Refer a candidate to LVHN and you can earn anywhere from \$150 to \$5,000. Sub...

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Gail Stern, MSN, Promoted to Vice **President, Psychiatry**

She will spearhead LVHN's response to our community's overwhelming need for behavioral health services.

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Honoring Ben Bleiler

During this difficult time, we can come together as an LVHN family to be there for one another and the Bleilers.

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Congratulate These DAISY Award Recipients

Read the stories of nurses who go above and beyond.

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Celebrating Dr. Thomas' 2,500 Robotic Surgeries

Thomas performs approximately 15 to 18 robotic gynecologic surgeries each week.

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Mid-Year Check-In: A Clear Winner With Colleagues

Colleagues and managers are encouraged to have a midyear check-in between Jan. 3 and Feb. 18.

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Another Successful United Way Campaign

Thank you for being "Partners United for a Better Tomorrow."

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LVHN Introduces New Podcast for LVHN and Referring Providers

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Your Heart and High Blood Sugar: What's the Connection?

People with diabetes are twice as likely to have a heart attack or stroke as those without diabetes.

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LVHN Tightens Visitation Policy Amid COVID-19 Surge

LVHN is now requesting all visitors to be vaccinated and is taking additional visitation precautions.

LVHN Insider

Thursday, December 23, 2021

Lehigh Valley Health Network (LVHN) is now requesting all visitors to be vaccinated to provide more protection to staff and patients amid the ongoing surge in COVID-19 cases, including infections from the omicron variant.

In addition to vaccination, LVHN is limiting visitation in adult inpatient units, including all critical care, medical-surgical and low-level monitoring units to two visitors. Those visitors must be designated for the patient's entire hospital stay, meaning only the selected individuals can visit. Visitors will be allowed from 9 a.m.-1 p.m. and 4-8 p.m.

All visitors are always required to wear a mask covering their mouth and nose and should always remain in the patient's room.

In addition, visitors are not permitted to eat or drink while visiting patients and are asked to use café areas for food and beverages.

Taking additional visitation precautions is vital to help safeguard patients as well as physicians, nurses and other caregivers in all hospitals in the health network. We know the restrictions may pose challenges and inconvenience for some, but they're necessary under current conditions.

Those not complying with the new guidelines could lose visitation privileges.

Labor and delivery visitation

For expectant mothers, one support person and one additional visitor at a time are allowed and both must be designated for the duration of the hospital stay. Visitation is allowed regardless of time of day at the discretion of clinical staff. A doula is allowed.

Visitation on other hospital units

Visitation policies can vary by unit. For regulations on hospital areas including women and children's units, cancer care, behavioral health and more, visit <u>LVHN.org/visitation</u>.

COLLEAGUE STORY

Life After COVID-19 Vaccines

By Hannah Ropp



Chantal Branco, MSN, RN, Director, Patient Care Services at Lehigh Valley Health Network (LVHN), was the first health care worker at LVHN to receive her COVID-19 vaccine. She discusses how the vaccine has changed the pandemic and her outlook.

Dec. 17, 2020, was a day of celebration for Chantal Branco, MSN, RN, Director, Patient Care Services at Lehigh Valley Health Network (LVHN). After nearly 10 months of working with COVID-19 patients in the intensive care unit (ICU), she was the first person at Lehigh Valley Health Network (LVHN) to receive a dose of the COVID-19 vaccine.

"I just remember feeling like, finally, I have some protection. It was easier to come to work without that sense of angst and nerves. I was confident that not only was I protecting myself and others with our PPE, but also my immune system was doing its job," says Branco.

However, the vaccine didn't put an end to her COVID-19 safety precautions. Even after being vaccinated, Branco and her colleagues continued to wear protective gear and keep each other in check by doing a once over before

they went into a patient room. Recently, Branco and many of her other colleagues received the COVID-19 booster as well.

Both Moderna and Pfizer now offer a COVID-19 booster for anyone who is outside the six-month window of their initial vaccination series. A booster also is available after two months for those who received the Johnson and Johnson vaccine.

Studies have shown the efficacy of the Moderna and Pfizer vaccine wanes after six months. The boosters are effective against the Delta and Omicron variants and protects against both severe disease and death from COVID-19. Currently, 97% of all COVID-19 cases nationwide are the Delta variant.

An uphill battle

Currently at LVHN, 76 percent of hospitalized patients with COVID-19 are unvaccinated, which means they haven't received a single dose of a COVID-19 vaccine. Nearly all COVID-19 patients in the ICU are unvaccinated.

Branco says misinformation is the No. 1 reason she feels people are not vaccinated. "Every COVID-19 patient is asked if they are vaccinated when they are admitted to the hospital. They respond with 'absolutely not' and talk about a lot of things that they are reading out there that simply aren't true," says Branco.

By the time Branco sees COVID-19 patients in the ICU, she says it's too late for them to have the vaccine. "I've sadly had patients ask me for the vaccine more times than I care to admit. Often, it's as they are gasping for air and right about to go on a ventilator," she says.

Branco reiterates that the vaccine is safe and effective. "The vaccine is simply the best way to prevent hospitalization and death from COVID-19. The one thing I'm not seeing in the ICU is reactions to the vaccine," she says.

What's next?

Branco admits that she's hesitant to predict what's next when it comes to the COVID-19 pandemic. "I would hope that by this time next year we would be on a more normal course and COVID-19 is just a dark memory in health care," she says.

According to Branco, there are ways to prevent COVID-19. In addition to being vaccinated, she also suggests frequent hand-washing and wearing a mask in public.

She says her job as an ICU nurse is often exhausting and knows the pandemic has taken a toll on her and her colleagues. "This has become a pandemic of the unvaccinated, and it's tragic and doesn't have to be," says Branco. "The difference between this year and last year is that most of these hospitalizations and especially ICU stays are completely preventable via vaccine. All of this can be avoided by just getting the vaccine."

HEALTH TIP

COVID-19 Boosters: Why You Should Schedule One Now



COVID-19 booster shots are now recommended for all individuals 16 and older who have completed their initial vaccine series (six months after the second Pfizer-BioNTech or Moderna vaccine and two months after the initial Janssen/Johnson & Johnson vaccine).

Booster shots are known to provide renewed protection against both the delta and omicron variants of COVID-19, reducing the incidence of infection and protecting against severe disease.

If you've already rolled up your sleeve for your initial COVID-19 vaccine series, you may have questions about the booster shots.

To answer key questions about the boosters and their importance, we spoke with infectious disease and internal medicine physician <u>Joseph Yozviak</u>, <u>DO</u>,

Chief Medical Officer, Opens in new tabValley Health Partners, who serves as the Lehigh Valley Health Network (LVHN) Principal Investigator for Pfizer's COVID-19 vaccine booster clinical trial:

Why do we need booster shots?

Yozviak: COVID-19 transmissions continue to occur at very high levels across the world, in our country and in our own community. This shows that vaccination levels are not currently high enough to stop the spread of COVID-19.

Even though vaccination has been our most effective tool for preventing infection, severe disease, hospitalizations and death, the level of protection from the initial vaccine series falls over time.

How do booster shots work?

Yozviak: A booster shot, or another dose of a vaccine that was received in the past, is a great way to remind our immune system how to build a response against a specific virus or bacterium. That's why we need to get tetanus boosters every five to 10 years and one of the reasons why we receive annual influenza vaccines.

COVID-19 vaccines are no different. Getting a booster dose of an mRNA vaccine (Pfizer-BioNTech or Moderna) boosts antibody levels higher and optimizes our protection. This is true regardless of what vaccine series you originally received (it is preferred that people who received the Janssen/Johnson & Johnson vaccine initially receive the Pfizer or Moderna vaccine as their booster).

In studies that have been reported, booster shots have restored vaccine effectiveness in the United States to greater than 90 percent against symptomatic COVID-19.

Does this mean the original vaccines aren't effective?

Yozviak: They are very effective, even more so than we originally hoped.

The protection provided by the COVID-19 vaccines against severe illness, hospitalization and death has remained high, even as the more infectious delta variant became responsible for nearly 100% of new COVID-19 cases.

However, while the initial vaccine series is still effective, a booster shot provides an even higher level of protection. This is especially important as newer variants emerge. In fact, early information on vaccine responses to the omicron variant suggests that booster doses are necessary for maintaining high levels of protection against it.

Are there any health risks from the booster shots?

Yozviak: COVID-19 booster shots are extremely safe. Reported side effects for the vaccines available in the United States are very similar or milder than what people commonly experienced after their initial vaccine series.

Common side effects such as pain, itching or redness at the injection site, fever, headache, tiredness and body aches usually resolve within a day or two.

Some of the booster trials showed a slight increase in the number of people reporting an enlarged lymph node or discomfort in the armpit (typically on the side where they received the vaccine), but these side effects are harmless and are direct signs that the immune system is responding.

Should you only get a booster shot from the same manufacturer of your original vaccine(s)?

Yozviak: It depends on the vaccine you initially received. Due to higher vaccine effectiveness of mRNA vaccines (Pfizer-BioNTech and Moderna) and the severity of rare safety issues with the Janssen/Johnson & Johnson vaccine, mRNA vaccines are preferred by the Centers for Disease Control and Prevention. If you received the Pfizer-BioNTech or Moderna vaccine initially, it's recommended that you get a booster dose from the same manufacturer as their original vaccine series. If you received the Janssen/Johnson & Johnson vaccine initially, you should receive the Pfizer-BioNTech or Moderna vaccine as your booster.

While most of the information we have about booster doses is from people who received all doses from the same manufacturer, there are some data looking at a "mix and match" booster approach (from a trial done at the National Institutes of Health). These data suggest that antibody responses are best with the Pfizer-BioNTech or Moderna vaccine as a booster, regardless of which vaccine was originally received. There were no concerning differences in side effects with this approach, either. However, the number of people in

each study group was very small, which makes it difficult to recommend one type of mRNA vaccine booster over another.

The bottom line is, regardless of which vaccine you originally received, you should get an mRNA vaccine (Pfizer-BioNTech or Moderna) as your booster.

Will we need more boosters?

Yozviak: It's too soon to know for sure. There are a lot of factors that will affect the need for additional boosters, including:

- How much virus is being spread in the community
- How many people are becoming severely ill and being hospitalized
- How much and how soon our protection decreases from current boosters
- How well future variants can evade the immune response from the previous vaccines

The most important thing you can do is get vaccinated and receive any boosters that are needed. If we do that, we can keep COVID-19 infections down, keep our hospitals from filling up and help slow the development of new variants by reducing the virus's ability to spread.



Deadline Extended: Order Your Free Holiday Gift by Dec. 31

Get a blanket or phone charger from LVHN.

LVHN Insider

The deadline to order your holiday gift is now Dec. 31.

To celebrate the holiday season, and to thank you for all that you do, <u>each colleague will receive a gift from LVHN</u>. You may choose between a free LVHN Sherpa blanket, in blue or gray, or a free phone charging stand. The charging stand is compatible with both Apple and Android devices that allow wireless charging.



If you have not yet ordered your free holiday gift, do so by Dec. 31. Here's how:

You must order your gift online. Gifts are subject to income tax.

- Click here to visit the ordering website.
- Enter your Employee ID number (not your SUI or email) as your username and your last name as your password. Your password will be case sensitive. If your last name is more than one word separated by a space or symbol, replace the space or symbol with a dash (example: Smith Jones to Smith-Jones or O'Brian to O-Brian).
- You can find your Employee ID number in the top left corner of your home page on the Colleague Resource Center. Access the CRC from your SSO Toolbar. If you are prompted to log in to the CRC, enter your SUI@lvh.com and your LVHN password. NOTE: Your Employee ID number is a five or six digit number (example: 123456). This is different than your SUI number, which starts with a letter followed by four numbers (example: X1234).
- Enter your home address. NOTE: Do not have your gift shipped to your work address. The gift will be shipped to your home at no cost to you.
- Enter your email address. This is where you will receive USPS tracking information.
- You have the option to order either a Sherpa blanket, in blue or gray, or a phone charging stand. Select your gift.
- There is a limited supply of each item, so place your order early to ensure the item you want is in stock. The last day to place your order is **Dec. 31**.
- Gifts will be shipped throughout the month of December.
- Exchanges will only be permitted if you receive your item and it is damaged. If you need to exchange your item, you can do so by taking it to an LVHN volunteer services office or contact allentown@thinkcgc.com for assistance.

Have questions?

If you have questions about ordering your gift, call Volunteer Services at 610-402-8899, Monday-Friday, 8 a.m.- 4 p.m.



CEO Update: The Season of Giving

The support LVHN is already giving to you will continue in an even bigger way in 2022.

LVHN Insider

Thursday, December 23, 2021

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

Happy Holidays! I wish to thank you for giving so much to our patients, health network and communities.

At LVHN, our commitment to you is stronger than ever and it will continue in an even bigger way in 2022. We're exploring anything and everything possible to help you in your professional and personal life. We have some exciting and new improvements to offer you in 2022. You'll learn more about these new offerings in January when we kick off the new year at LVHN.

Until then, please enjoy the many offerings and fun opportunities LVHN has for you today:

- Order your free LVHN Sherpa blanket or phone charging station before Dec. 31.
- Next week, enjoy a free meal in our cafes. Watch for details in your email and on LVHN Insider.
- Look for the Smile Carts. Feedback on the support for our Smile Carts was so positive, we are doubling the number of carts in 2022! Sponsored by our LVHN leaders, Smile Carts will be visiting departments in our hospitals with various snacks and beverages for you.

- Make plans to attend the New Year's department celebration that your manager is planning over the holiday weekend, or in January or February, with all costs covered by LVHN.
- Our enhanced <u>tuition reimbursement program</u> launches Jan. 1. It includes no-cost academic advising and generous reimbursement for the cost of courses, textbooks, fees and much more.
- If you need help reducing student loan debt, LVHN can help. We're partnering with Navigate, a company that specializes in reducing student loan debt repayment for health care professionals. To make an appointment, visit <u>flipthescript.loan/LVHN</u>.
- Earn a bonus when you refer a qualified candidate to fill any position at LVHN. You can earn anywhere from \$150 to \$10,000 depending on the position for which you are referring.
- Maggie Brown, RN, our new <u>Director of Compassion and Caring for Colleagues</u>, is visiting departments, talking with colleagues about their emotional health, and developing programs based on their needs and her experience as a health and wellness nurse coach.
- Adopt a pet and get up to \$250 from LVHN to cover associated costs. If you have a pet, you know that they can decrease stress and add great joy in your home.
- Show you are #LVHNProud by wearing LVHN apparel to work on Fridays. Find great deals on LVHN logo wear at <u>LVHN.org/shop</u>.
- Get involved and learn about fun events, gift shop sales and more on LVHN's monthly <u>Cool Colleague Calendar</u>.

I hope you take advantage of these offerings and know that you are a valued and appreciated member of the LVHN family.

To you and yours, I wish good health and a holiday season surrounded by loved ones.



Recording Hours Without Kronos: Your Questions Answered

Get answers to questions asked during this week's Town Hall meeting.

LVHN Insider

Wednesday, December 22, 2021

An international cybersecurity incident is impacting LVHN colleagues who clock in and/or approve timecards on the Kronos system at hospitals and practices in the Hazleton, Schuylkill and Pocono regions. If you do not work in these locations, there is no impact to you.

A Town Hall meeting was held this week. Colleagues from the payroll department shared details about LVHN's temporary solution that will help ensure colleagues get paid as close to the correct amount as possible until a permanent solution is in place.

Watch a recording of the Town Hall meeting.



Kronos Cybersecurity Incident: What You Need to Know and Do

Learn what colleagues in Hazleton, Schuylkill and Pocono should do to record hours worked.

LVHN Insider

Monday, December 20, 2021

This message is from Mike Minear, Senior Vice President and Chief Information Officer, Rob Thomas, Senior Vice President, Finance, and Lynn Turner, Senior Vice President and Chief Human Resources Officer.

An international cybersecurity incident is impacting LVHN colleagues who clock in and/or approve timecards on the Kronos system at hospitals and practices in the Hazleton, Schuylkill and Pocono regions. If you do not work in these locations, there is no impact to you.

The LVHN Technology team has been in regular contact with Kronos, working diligently with them and internally, since we were notified of this incident on Dec. 12. Kronos confirmed that this incident is a ransomware attack. As a result, LVHN will not have access to the clocking information in the Kronos system for at least several weeks.

A temporary solution has been designed. It is described below. Please be assured that colleagues will receive their regular pay, overtime pay and incentive (bonus) pay in their bi-weekly paycheck. Once a permanent process/system is in place, we will begin the reconciliation process to calculate any pay owed to colleagues for on-call, premium pay, call worked, any unpaid differentials and other factors that are not calculated in the temporary process. Any PTO, sick time or other non-productive tracking and balances also will be corrected at that time. W-2 forms will not be affected by this process.

Here are details about our transition plan and what colleagues and managers need to do to process payroll temporarily.

Transition plan

An integration project had already begun to transition the Hazleton, Schuylkill and Pocono regions from Kronos to API, which is the equivalent system currently used by colleagues at LVHN facilities in the Lehigh Valley. The integration was on track to be completed in a staggered fashion from March through May 2022. We are accelerating the transition because of this incident with the hopes of launching API in these areas near the end of February.

Temporary fix

This attack is affecting organizations across the United States, and we regret that it is impacting you. Calculating each colleague's pay is very complex because there are many variables. Due to this incident, we are tasked to find a way to pay more than 3,000 colleagues without the support of a payroll technology system. While our temporary solution is not perfect, nor will it capture every nuance of a colleague's work schedule, it will help ensure colleagues get paid as close to the correct amount as possible until a permanent solution is in place.

What colleagues in Hazleton, Schuylkill and Pocono need to do

- Stop using time clocks/badge readers to clock in and out. We can no longer use time clocks/badge readers because we will not have access to clocking information in the Kronos system.
- Complete this time sheet for each day and record the appropriate information. Give the time sheet to your manager on or before the last day of the pay period. Times sheets are extremely important because they are needed to ensure we can accurately recalculate colleagues' pay for each affected pay period when a permanent solution is in place. Please understand that reconciliations will take time to complete, but be assured colleagues will be paid any additional money due as timely as possible.

What managers in Hazleton, Schuylkill and Pocono need to do

- Collect, review and approve colleagues' time sheets.
- Enter the total hours worked by week for each colleague on your team into a spreadsheet. Here's how:
 - An email containing the spreadsheet will be sent to managers on the Tuesday of every pay week.
 - o Look for your department in the spreadsheet. Colleagues in your department will be listed in alphabetical order under the department name.
 - o For each colleague, enter the number of hours worked for week 1 and week 2 of the pay period. Include overtime hours worked. If a colleague is using PTO or sick time, enter the number of hours the colleague would have worked that day so he or she is paid for that day. Do not distinguish between productive and non-productive hours. That will be resolved as part of the reconciliation process once a permanent fix is in place. Just report hours in total, for example:
 - 40 hours worked=40 hours
 - 36 hours regular plus 12 hours extra shift=48 hours
 - 24 hours regular plus 12 hours PTO=36 hours
 - For each colleague, enter the number of incentive (bonus) dollars earned in week
 1 and week
 2 of the pay period.
 - o Email the completed spreadsheet to <u>Kronos_timesheets@lvhn.org</u>. It is each manager's responsibility to complete the spreadsheet by 2 p.m. on the Friday before the next payday. The first spreadsheet must be completed on Dec. 24 and then every other Friday (Jan. 7, Jan. 21, Feb. 4, Feb. 18, etc.) until further notice.
 - Because this process will not allow managers to enter actual hours worked for the last two days of the pay period, enter the number of hours a colleague is scheduled to work on Friday and/or Saturday of week 2. If the colleague works overtime, the amount owed to the colleague will be reconciled at a later date based on what is reported on the colleague's time sheet.
 - o New colleagues will be added to the spreadsheet as they join LVHN.

Keeping you informed

• A Town Hall meeting will be held Dec. 20 at 2 p.m. via Webex for managers in Hazleton, Schuylkill and Pocono. The Webex invitation was sent Dec. 17. Colleagues from the payroll department and human resources will share more details and answer your questions. A recording of the Town Hall will be shared with all managers and colleagues.

This is an unfortunate incident that is out of our control. Please be assured we are doing everything we can to expedite a resolution and compensate you as accurately as possible in the interim. We are sorry this is affecting you, especially during a time when you are working so hard to care for our community. Thank you for your patience and understanding as we work through this challenge.



Help Us Attract New Colleagues

Learn how you can spread the word that LVHN is hiring now.

LVHN Insider

Thursday, December 23, 2021

An effort to attract new colleagues is underway amid a national shortage of health care professionals. We're leveraging everything that makes LVHN a certified Great Place to Work to recruit and retain colleagues. That includes YOU.

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 hiring now.
- Update your professional network if you've recently joined the LVHN family or started in a new role. Be sure to update your LinkedIn profile to reflect your current job.
- 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 LVHN.org/careers.

Tips for sharing on social media

Not sure where to start? <u>Use these talking points and social media graphics to get you started</u>. Note: This link takes you to a page on LVHN's intranet that you must access from an LVHN computer.

1. Provide background (pick one)

- Grow your career with LVHN from hire to retire.
- LVHN is the region's largest employer and health care provider of choice.

- Our nearly 20,000 health care professionals take pride in what they do and are driven by our mission to heal, comfort and care for the people of our community.
- If you are someone who aligns with LVHN's core values Compassion, Integrity, Collaboration and Excellence you will have a rewarding and successful career here.

2. Mention a national recognition (pick one)

- LVHN is named a 2021 Best Workplace in Health Care & BiopharmaTM by Great Place to Work® and Fortune.
- Be yourself and be #LVHNProud. LVHN is a <u>Leader on the Healthcare Equality Index</u> (HEI), a national LGTBQ Healthcare Equality Ranking.
- LVHN nurses in the Lehigh Valley <u>achieved Magnet® designation five consecutive</u> <u>times</u>, making Lehigh Valley Hospital one of the top hospitals for a nursing career.
- For newly licensed nurses, <u>LVHN's Nurse Residency Program is the first in Pennsylvania to receive accreditation with Distinction from "Accreditation with Distinction"</u> from the American Nurses Credentialing Center (ANCC).

3. Highlight your favorite perk (pick one)

- **Generous tuition reimbursement**. Colleagues receive 100% tuition reimbursement up to an annual undergraduate or graduate program maximum. The cost of textbooks and fees charged to all students, including graduation fees, also are eligible for reimbursement.
- **Professional and leadership development**. Internal consulting resources encourage and support all colleagues to pursue their professional goals. Given the size and breadth of our network, there are numerous opportunities to grow a career over a professional lifetime at LVHN.
- Discounts and perks. A wide selection of discounts and perks are available to LVHN
 colleagues provided by the LVHN Recreation Committee. Perks include group trips,
 discounted tickets to amusement parks and sporting events, presale concert tickets and
 more.
- **Pet adoption program**. LVHN offers Pet Adoption Assistance. This unique benefit contributes up to \$250 toward a recent qualifying rescue pet adoption.

4. Direct your network to apply (pick one)

- Explore opportunities and apply at LVHN.org/careers.
- Explore nursing opportunities at LVHN.org/careers/nursing-careers.
- Explore opportunities for graduate nurses at LVHN.org/graduatenurse.
- Explore physician and advanced practice clinician opportunities at <u>LVHN.org/jobs</u>.

5. Add #LVHNProud



What You Need to Know About: Referral Bonuses

So far, 74 colleagues have joined the LVHN family thanks to the referral program.

LVHN Insider

Monday, December 20, 2021

An effort to attract new colleagues is underway amid a national shortage of health care professionals. Every month, we will share what LVHN is doing to attract new colleagues. Plus, we'll share how you can help.

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.

Referrals help the LVHN family grow

Since January, 304 colleagues have submitted a referral. Nearly 200 of those have been submitted since the referral program was expanded to include all roles. Of these candidates, 52 are now members of the LVHN family, and many more are currently interviewing for open roles.

The physician recruiting team has received 66 referrals resulting in 22 new providers joining the LVHN family. Remember, there is no limit to how many providers a colleague can refer.

Referral bonus program

When you refer a candidate, you can <u>earn anywhere from \$150 to \$5,000</u>.

Although all positions are important to our health network, the amount of the referral bonuses are based on current vacancies, recruitment challenges and trends in the job market. Here are the details:

Colleague Referral Program

- 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.
- Refer a pharmacy technician, earn up to a \$1,000 bonus. You will receive \$500 at six months of active employment and \$500 at one year.
- Refer a candidate for a position not listed above, earn \$150 bonus. You will receive the bonus after the colleague completes six months of active employment. This bonus is for referrals made from Nov. 5, 2021, through Jan. 31, 2022.

Submit your referrals online and learn more.

Physician and APC Referral Program

- Refer a physician to LVPG, earn \$2,500. You will receive the bonus 90 days after the physician starts working.
- Refer an advanced practice clinician (APC) to LVPG, earn \$1,000. You will receive the bonus 90 days after the APC starts working.

Submit candidates (providers only) at <u>LVHN.org/ProviderReferral</u>.

We will continue our endeavors to attract talented colleagues to LVHN, 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.

Refer a candidate to LVHN and you can earn anywhere from \$150 to \$5,000. Submit a referral or learn more at <u>LVHN.org/employee-referral-form</u>. Submit candidates (providers only) at <u>LVHN.org/ProviderReferral</u>.

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





Gail Stern, MSN, Promoted to Vice President, Psychiatry

She will spearhead LVHN's response to our community's overwhelming need for behavioral health services.

LVHN Insider

Wednesday, December 22, 2021

This message is from Edward R. Norris, MD, Chair, Department of Psychiatry.

Our community's overwhelming need for behavioral health services continues to be an evergrowing reality for Lehigh Valley Health Network (LVHN). As the department of psychiatry has grown in size and scope of programming to meet those needs, so has the requirement for a higher coordination of these critical services. Thus, I am pleased to announce the promotion of Gail Stern, MSN, to the position of Vice President, Department of Psychiatry, to spearhead our response to these challenges.

Gail joined LVHN in 1998 as Administrator of the Department of Psychiatry with more than 20 years of experience in behavioral health services addressing both mental health and substance use

disorders. Some of her initiatives include the integration of behavioral health specialists into medical care practices and the integration of primary care into one of our mental health clinics. She currently leads the "Zero Suicide" focus on suicide prevention and supports the ongoing development of our LVHN Crisis Intervention and Stress Management team. She is fervently dedicated to our patients and staff in this work and brings humor and engagement to our teams.

Gail is a native to Pennsylvania and lived in the Philadelphia area before moving to the Lehigh Valley. Gail became a registered nurse in 1977, achieved her BSN from Widener University in 1982, and received her Master of Science in Psychiatric Nursing in 1985. In 1987, she became an ANCC certified Psychiatric Mental Health Nurse. She has always been active in the American Psychiatric Nurses Association and served on their board of directors and in the office of President in 2019.

Gail is married and has three grown children who all live in eastern Pennsylvania. She enjoys gardening and travel (especially to the shore), and her salad dressing is famously amazing.

Please join me in congratulating Gail in her new, well-earned position.



Honoring Ben Bleiler

During this difficult time, we can come together as an LVHN family to be there for one another and the Bleilers.

LVHN Insider

Wednesday, December 22, 2021

This message is on behalf of anyone who had the pleasure to call Ben Bleiler an LVHN colleague

Dear Colleagues -

LVHN is made up of special, remarkable people who care deeply for one another – and so it is with a heavy heart we share the passing of one of our dear colleagues, Ben Bleiler. Ben was a Technical Services Manager in Clinical Engineering, and our colleague - and friend to many - for

18 years. He lost his life on Sunday evening as the result of a tragic car accident and leaves behind two young boys, ages 5 and 13. Ben's wife and soulmate, Erin, was seriously injured in the accident and is receiving care in our ICU. During this difficult time, we can come together as an LVHN family to be there for one another and the Bleilers. We can provide support and comfort to Erin and the boys, and honor Ben's memory in meaningful ways. Because of the nature of this horrific tragedy and because we know many want to help, we are sharing a Go Fund Me account to benefit Ben's sons, created by Ben and Erin's friend and LVPG colleague Marisa Kutchmarick. Nothing would make Ben, a doting father and husband, happier than an outpouring of support for his pride and joy, to help them through this heartbreaking journey. You can access the special Go Fund Me website here: https://gofund.me/e2364c55

Thank you for your compassion, caring and support.



Congratulate These DAISY Award Recipients

Read the stories of nurses who go above and beyond.

LVHN Insider

Thursday, December 23, 2021

The DAISY Award For Extraordinary Nurses is a world-wide recognition program honoring the super-human work nurses do for patients and families every day. Nurses are nominated by anyone – patients, family members, other nurses, physicians, other clinicians and staff – who experiences or observes extraordinarily compassionate care provided by a nurse. Christine Rivera, Kali Galeassi, Yesenia Rivera, Kelsey Derr, Corey Hess, Suzzette Armitage, Jenny Matuskowitz and Laura Kaddis are celebrated by patients and colleagues for going above and beyond to provide exceptional care.

Christine Rivera, RN, April 2021 Lehigh Valley Home Care



Christine Rivera, RN, proves her dedication to her patients as a home care nurse. She strives to do the right thing, protect her patients' privacy and keep them updated every day, but one day in particular stands out.

On Feb. 15, 2021, Rivera was in a traumatic car accident while working in the community. She was traveling between patients when another vehicle ran a stop sign and hit her vehicle, causing it to roll over several times and land on its roof and leaving Rivera hanging upside down by her seatbelt.

When help arrived, they smelled a gas leak and hurried to remove her from the vehicle. She insisted that her patients know she would be late and asked about the condition of the others in the accident.

As the rescue team started to use machinery to free her from the vehicle, Rivera called the office to let them know that she was going to be late. She asked if someone could let her patients know as well. As Rivera was pulled out of the vehicle, she was concerned about maintaining her patients' privacy, so she asked the officer to grab the envelope from between her seat that contained patient information. It was her selfless acts of concern for others that gave her the strength and will to make it through the ordeal.

"Christine is amazing, caring, dedicated, compassionate and the most selfless nurse I have ever met," says the nominator. "She is a nurse who not only truly listens to her patients' questions and needs but also addresses them. I want to acknowledge this amazing nurse for her heroic acts of kindness and selflessness toward others."



Amid loss, Kali Galeassi, RN, was there for a mourning spouse. Her willingness to care, even beyond her shift, is what makes her an extraordinary nurse.

On May 1, 2021, a patient on 4KS experienced a cardiopulmonary arrest, a code blue, and subsequently passed away that evening in the operating room. Until then, the patient had been hospitalized on 4KS about two weeks and was getting better. His wife was a frequent visitor. Galeassi cared for him during his hospital stay but was not his nurse when the code blue occurred. She stayed outside the patient's room, comforting his wife and explaining what was happening during the event.

The patient was transferred to the ICU, and Galeassi made sure she was available to escort his wife to the new unit. The patient's wife asked Galeassi to retrieve his belongings, including his rosary. By the time Galeassi's shift ended and she brought the patient's items to the ICU, she learned that the patient had not survived surgery. She stayed with the patient's wife for nearly two hours after her shift was over to provide comfort and a familiar face. "I am so very proud of the empathy and compassion Kali exemplified that day," says the nominator. "Supporting a loved one during the loss of their partner is one of the most emotional situations a nurse helps patients through, and that day Kali went above and beyond."

Yesenia Rivera, RN, June 2021 Neonatal ICU, LVH–Cedar Crest



When a new mother was excited to meet her month-old baby for the first time, Yesenia Rivera took on the challenge to reunite the pair.

After recovering from an emergency cesarean section and subsequent illness, this patient had not yet met her baby and was desperate for connection. She spent her days watching her child on the baby cam connected to an iPad in her hospital room on 2K South.

When nurses on 2K South contacted the neonatal intensive care unit (NICU), Rivera worked with her colleagues to find the best way for this patient to finally meet her baby. Rivera and her colleagues coordinated transport and placed the baby in her mother's arms for the first time.

"I was so touched by Yesenia's actions to reunite mother and baby," says the nominator. "On 2K South, we saw an incredible shift in the patient after she met her baby for the first time. I believe it brought her the strength to keep pushing forward."

Kelsey Derr, RN, July 2021 6K, LVH–Cedar Crest



Sometimes patients on the hospice care unit require treatment with a special touch. People who receive hospice care also receive special attention from Kelsey Derr, RN. Derr stayed beyond her shift to care for one man, holding his hand and listening to hymns. When he required more

medication to stay comfortable, Derr stayed with him to make sure he was taken care of. Her care and genuine concern for her patients is evident.

"It is a privilege to work with Kelsey," says her nominator. "When patients are cared for by Kelsey, we know they are in good hands."

Corey Hess, RN, August 2021 1B, LVH–Hecktown Oaks



Sometimes the best care requires creative thinking. That's what Corey Hess, RN, demonstrated when she met a patient who needed unique care.

During orientation on her new unit at LVH–Hecktown Oaks, Hess met a man with dementia. On his way to a long-term care placement, he had an extended hospital stay on 1B, where he experienced nightly episodes of confusion and agitation.

For his safety, his care team added video monitoring, surgical restraints and 1-on-1 observation to his care plan.

Hess and her colleagues became concerned with this patient's increased confusion and increased fall risk, so she took it on herself to develop a plan for keeping him calm at night. She combined research and personal experience to recommend interventions that would prevent the need for restraints.

Each evening, Hess modified his medication and schedule until she found a combination that worked well for the patient. She also went with him on daily walks around the unit, which helped him sleep peacefully through the night.

Hess shared the ideal combination of interventions with the rest of this patient's care team so his routine would continue even in her absence. Once the plan was implemented, the patient remained free of video monitoring, restraint and 1-on-1 care for the remainder of his stay.

Hess went above and beyond her role to ensure this patient was cared for with compassion and his dignity remained intact.

Suzzette Armitage, RN, August 2021 Interventional Radiology, LVH–Pocono



Suzzette Armitage, RN, exemplifies what it means to be compassionate. An LVHN nurse for more than 30 years, she has had countless opportunities to demonstrate her caring personality and positive attitude.

One patient experience in particular stands out. Armitage has worked in interventional radiology for four years and cares for each patient with outstanding dedication. One patient visits frequently for paracentesis procedures. Armitage goes out of her way to schedule his appointments, call his doctors and get his lab work on time.

"She truly cares about her patients," says her nominator.

Jenny Matuskowitz, RN, September 2021 MICU/SICU, LVH–Cedar Crest



When an elderly woman was admitted to the ICU, Jenny Matuskowitz, RN, took time to get to know her so she could provide personalized care.

Because the woman was sedated and ventilated due to a pulmonary illness, Matuskowitz could not speak with her. Instead, she asked her family about the woman's outlook on life, personality, hobbies, likes and dislikes.

Matuskowitz learned that the woman always strived to look presentable when she left the house. Knowing this, Matuskowitz sponge-bathed her, cleaned and fixed her hair and massaged her arms and legs with lotion Matuskowitz brought from home. She made up the woman to look like her MyLVHN chart photo using makeup the woman had brought to the hospital.

For the three weeks that the woman was in the ICU before passing, Matuskowitz checked on her every day. She sat with her, held her hand and was a calm presence even when it meant going out of her way to visit.

"To have a nurse this compassionate and caring was such a blessing to us," says the nominator. "I have never before encountered someone that was so calm, attentive, knowledgeable and detail-oriented, even amidst all the chaos of an ICU. Jenny stood out as the epitome of what excellence in nursing should look like."

Laura Kaddis, RN, October 2021 Mother-Baby Unit, LVH-Pocono



When a mother receives scary news about her daughter, she deserves to know her child is in good hands. A young patient was admitted to LVH–Pocono after being involved in a ski accident. The patient broke six ribs and was having difficulty breathing due to issues with her left lung. Her mother was more than an hour away in New Jersey when she got the call and drove to LVH–Pocono to be with her daughter.

When the patient was settled into a room on the pediatric floor after midnight, Laura Kaddis, RN, was there to make sure both mother and daughter felt comfortable and reassured. She treated the patient with compassion and made sure that patient's mother was taken care of as well.

"Laura was unbelievably compassionate, caring, sweet and helpful in every aspect of this experience. She made this experience as pleasant as it could be under the circumstances," says the patient's mother. "Being from out of the area, this was an excellent experience. I am bringing my

COLLEAGUE STORY

Celebrating Dr. Thomas's 2,500 Robotic Surgeries

Robotic gynecologic surgery expertise available at Lehigh Valley Topper Cancer Institute



Gynecologic oncologist M. Bijoy Thomas, MD, has performed over 2,500 minimally invasive robotic procedures.

When you or someone you love has been diagnosed with gynecologic (cervical, ovarian, uterine, vaginal or vulvar) cancer or another serious gynecologic condition, you want to find a doctor who has a lot of experience with similar cases.

For people in our community, <u>M. Bijoy Thomas, MD</u>, Chief, Gynecologic Oncology at <u>Lehigh Valley Topper Cancer Institute</u>, offers that and more.

Thomas performs approximately 15 to 18 robotic gynecologic surgeries each week, which is more than many other doctors in his field will do in a year. Recently, he surpassed 2,500 robot-assisted surgical cases over the course of his career, and he ranks among the highest-volume surgical practices nationally in his specialty.

"As you complete more of these procedures, you get better at what you are doing," Thomas says. "The time that patients spend under anesthesia becomes shorter, surgical complications are less likely and patients recover faster."

Thomas is part of Lehigh Valley Physician Group Gynecologic Oncology, which offers comprehensive surgical expertise for both cancerous and benign gynecologic conditions. In addition to Thomas, who sees patients at <u>John and Dorothy Morgan Cancer Center</u> at <u>Lehigh Valley Hospital—Cedar Crest</u>, the program includes <u>Christine Kim, MD</u>, who sees patients at <u>Lehigh Valley Hospital (LVH)—Pocono</u> and <u>LVH—Hecktown Oaks</u>.

Benefits of robotic gynecologic surgery

Robotic surgery offers many benefits. Patients often return home from these procedures on the same day and typically have less pain. There is also a much shorter average recovery time of only two weeks.

Gynecologic cancer care at Lehigh Valley Topper Cancer Institute

At Lehigh Valley Topper Cancer Institute, our clinicians know how important it is to be seen quickly.

"We see new patients at my office within a week, and the average wait time for surgery is two weeks or less," Thomas says.

Our team of experienced clinicians offers many of the latest treatments and clinical trials for gynecologic cancer. They work together as a multidisciplinary team to develop individualized treatment plans for each person.

The Cancer Institute is also a member of the Memorial Sloan Kettering Cancer Alliance, which gives our patients access to even more lifesaving care options.

"At Lehigh Valley Topper Cancer Institute, patients who need complex, minimally-invasive gynecologic surgeries can find care comparable to any premiere medical institute in the world without leaving their community," Thomas says.



Mid-Year Check-In: A Clear Winner With Colleagues

Colleagues and managers are encouraged to have a mid-year check-in between Jan. 3 and Feb. 18.

LVHN Insider

Tuesday, December 21, 2021

Colleagues value the opportunity to meet with their manager throughout the year. Who says so? You do!

The 2021 Colleague Engagement Pulse Survey results are in, and here's the statement that saw the highest score increase: "The person I report to (my supervisor) takes time for meaningful discussions about my career."

The increase shows colleagues truly appreciate the mid-year check-in. The check-in provides time to personally connect with colleagues and see how they are doing given the stresses of the past year.

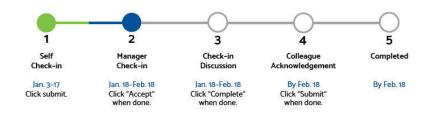
What colleagues and managers have to say about the mid-year check-in

- "Love the mid-year check-in approach instead of only annually."
- "I like the periodic check-ins to keep track of the status of our goals."
- "The mid-year check-in allows busy managers to stay on track."
- "It is more engaging to colleagues to become more involved with goals and areas for improvement."

The FY22 mid-year check-in is encouraged but not required of any colleague (e.g., LVPG providers, nurses, managers, staff, etc.).

The timeframe for the check-in is Jan. 3 through Feb. 18. These discussions enhance colleague engagement, which is key to an individual's success. Here are 5 easy steps for a mid-year check-in.

Timeline



Need help completing the check-in in PeopleFluent? Organizational development will be holding live, virtual support sessions. Click here for the schedule of dates and times.

Reminder for managers

- Remember to document mid-year check-in discussions in PeopleFluent.
- The mid-year check-in is the only time managers can adjust colleagues' goals or add new goals in PeopleFluent during the fiscal year, if necessary.
- Consider using the mid-year check-in to have a <u>Stay Interview</u> conversation to build trust and find out what motivates your colleagues.
- Reference the mid-year check-in tip sheet.



Another Successful United Way Campaign

Thank you for being "Partners United for a Better Tomorrow."

LVHN Insider

Friday, December 17, 2021

This message is from Brian A. Nester, DO, MBA, President and Chief Executive Officer, and Lynn Turner, Senior Vice President and Chief Human Resources Officer.

Our 2022 LVHN United Way campaign has ended, and we are thrilled to report another successful campaign. Colleagues across our health network gave generously. This year, the theme of our campaign was "Partners United for a Better Tomorrow," and your donation dollars will make a significant impact in all the communities we serve.

Contributions from LVHN and HNL Lab Medicine combined for a grand total of \$248,488, which is \$10,936 more than was contributed last year. This will go a long way to support our communities and create Better Days Ahead.

Here is a breakdown of donations by location:

Lehigh Valley: \$229,501

Hazleton: \$5,801Schuylkill: \$7,326Pocono: \$5,860

This year's campaign once again included "evergreen giving" for colleagues in the Lehigh Valley. This allowed contributions to continue from the previous campaign with no effort on behalf of the donor. Those who increased their contribution or donated on the first day will receive their choice of a \$10 Target or gas station gift card. A separate communication is forthcoming for those donors with instructions on how to select their incentive gift card.

Special recognition is extended to Andrea Kneedler, Supervisor, Colleague Resource Center, and Alyssa Foley, Project Manager, LVPG, for successfully co-chairing this year's campaign.

During a challenging time for colleagues, the LVHN family continues to provide support. Together, we are making life better for all the people we serve and making our communities healthier and more vibrant places to live, work and play. Your compassion and kindness shine through.

Thank you for your generosity and for being a "Partner United for a Better Tomorrow."



Eating well, staying active and living an overall healthy lifestyle are fantastic, but they are not enough to prevent COVID-19 infection or severe illness. The best way to protect yourself is getting fully vaccinated. For more information on the vaccine and how to schedule it through LVHN, visit LVHN.org/vaccines.



Flu season is here, and while it's incredibly important to get yourself and your child vaccinated against COVID-19, getting flu shots scheduled should be on your to-do list as well. The good news is that it's completely safe for children and adults to receive both vaccinations, either at the same appointment or soon after the other. For more information on the COVID-19 vaccine, visit LVHN.org/vaccines.



LVHN Introduces New Podcast for LVHN and Referring Providers

The Better Medicine podcast will feature new services and physicians.

LVHN Insider

Tuesday, December 21, 2021

As one of the largest health networks in the region, Lehigh Valley Health Network (LVHN) is actively opening new locations and offering new services and procedures to make sure our community gets the highest quality of care possible. Now, it's easier than ever for LVHN and referring providers to stay abreast of all the latest health care advances the network offers thanks to the new podcast "Better Medicine."

The podcast will be aligned with the print publication "Better Medicine" and feature newsworthy events happening throughout the network. The goal is to make sure providers are aware of new services and locations that could benefit their patients.

About the podcast

The Better Medicine podcast is hosted by <u>Beth Careyva</u>, <u>DO</u>, Vice Chair, Clinical Programs, Family Medicine. In each episode she will interview doctors and experts across <u>Lehigh Valley Health Network</u> (LVHN) to learn about new offerings, service lines and physicians, helping to make LVHN the most advanced and comprehensive health care network in the region.

The first episode features <u>Richard Boorse</u>, <u>MD</u>, with LVPG General, Bariatric and Trauma Surgery as he discusses the new adolescent bariatric surgery being offered in partnership between <u>Lehigh Valley Reilly Children's Hospital</u> and <u>Lehigh Valley Institute for Surgical Excellence</u>.

Subscribe on your favorite podcast app

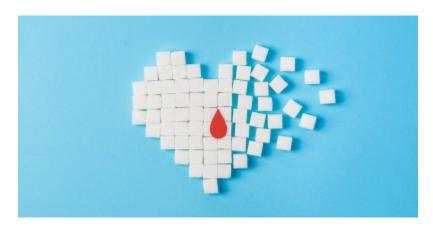
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HEALTH TIP

Your Heart and High Blood Sugar: What's the Connection?

There are numerous links between diabetes and heart disease
• By Joe Nixon



Things like regular exercise, weight loss and a healthy diet can help reduce both diabetes and heart disease risk.

The toe bone might be connected to the foot bone and the foot bone to the ankle bone, and so on, but it's not just your body's bones that are connected.

Many body systems are connected, and some diseases or conditions can be factors in other diseases and conditions. Diabetes and heart disease are two examples.

Can a disease affecting blood sugar affect your blood vessels and heart? Absolutely, and in more ways than one.

Numbers help tell the story

About 34 million people in the U.S. have diabetes and 20 percent of them don't know it, according to the Centers for Disease Control and Prevention (CDC). About 88 million adults are on the cusp of developing diabetes (called prediabetes) and more than 80 percent of them don't know it.

Heart disease is the leading cause of death in the U.S. The American Heart Association predicts more than 130 million Americans will have some type of heart disease by 2030, just nine years from now.

That's a lot of potential health trouble.

Did you know?

People with diabetes are twice as likely to have a heart attack or stroke as those without diabetes.

Know your risk

Diabetes can significantly increase your risk for heart disease, and high blood pressure, obesity, high cholesterol and Type 2 diabetes are closely linked. Diabetes promotes the development of plaque in your arteries. That's the substance that clings to the wall of your arteries and restricts or blocks blood flow, increasing the risk for things such as heart attack and stroke.

Diabetes also can lead to blood vessel damage in the eyes, kidneys and nerves. Conditions like heart failure can lead to diabetes.

LVHN.org provides great information on <u>diabetes</u> and <u>heart disease</u>.

There's good news too

The news isn't all bad. There are a lot of tools at your disposal to reduce your risk. Things like regular exercise, weight loss and a healthy diet can help reduce both diabetes and heart disease risk.

There are more medications now to help control both coronary disease and heart failure. Coronary heart disease risk among U.S. adults has improved significantly over the past decade.

"There is such a close connection between diabetes and cardiovascular disease that the new diabetes medications released have had to show cardiovascular benefit in order to be produced," says Daniel Makowski, DO, LVPG Cardiology–1250 Cedar Crest. "This highlights the multi-level understanding and commitment to the relationship between diabetes and the cardiovascular system."

Be sure to see your primary care doctor and take your prescribed medications