



LVHN WEEKLY

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



CEO Update: Excellent Care Always Matters

Dr. Nester explains that excellent care embodies exceptional clinical care and compassionate care.

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Nominate a Colleague for an LVHN Service Excellence Award

Learn about the awards and submit a nomination before Nov. 21.

[Read more →](#)



Welcoming Changes Planned for LVH–Muhlenberg Main Entrance

Construction work at LVH–Muhlenberg will create a new entrance experience for patients, colleagues and the community.

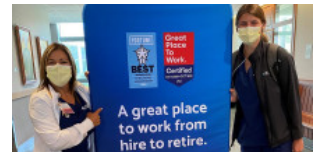
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[Read more →](#)



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The program opens new doors for students, like Cristina Angelo, MD.

[Read more →](#)



Watch Leadership Partners Meeting, October 2022

Topics: Resilience, Partners in Caring, street medicine and human trafficking, marketing and public affairs update.

[Read more →](#)



New Stretch and Center Series Will Help Colleagues De-stress

Learn when stretch and center sessions are happening and how they can help.

[Read more →](#)



Get Tickets to WWE at the PPL Center on Nov. 19

WWE returns to PPL Center with Saturday Night's Main Event. Get 25% off select tickets through Nov. 4.

[Read more →](#)



American Association for Respiratory Care Recognizes Kenneth Miller

Celebrate Miller and all respiratory care colleagues during National Respiratory Care Week.

[Read more →](#)



Hatim Omar, MD, Receives Award From American Academy of Pediatrics

Award recognizes his nearly three decades-long career and advocacy in adolescent medicine.

[Read more →](#)



LVH–Pocono Labor and Delivery Receives DAISY Team Award

Read the stories of what makes this team remarkable.

[Read more →](#)



Two LVHN Hospitals Named Among Best Hospitals for Maternity Care

LVH—Cedar Crest and LVH—Pocono recognized by Money and The Leapfrog Group for meeting safety and quality standards.

[Read more →](#)



Neuropathologist, Surgical Pathologist Joins HNL Lab Medicine

Abir Mukherjee, MD, is board-certified in anatomic & clinical pathology, with subspecialty in neuropathology.

[Read more →](#)



What You Need to Know This Flu Season: A "Twindemic," Flu Shot Myths and More

The Healthiest You Podcast: Episode 20

[Read more →](#)



Protect Yourself and Others by Getting a Flu Shot

The colleague flu shot campaign continues until Dec. 1. Colleague flu shot clinics are scheduled through Nov. 12.

[Read more →](#)



LVH—Pocono and East Stroudsburg University Hold Annual Pink Light Walk

LVH—Pocono and ESU partnered for the annual walk to raise awareness for breast cancer.

[Read more →](#)



After 15 Years, My Cancer Came Back

My name is Nancy Hofmann, and this is my breast cancer story.

[Read more →](#)



Have a Hazard-Free Halloween

Tips on keeping your ghosts and goblins safe during trick-or-treat from Lehigh Valley Reilly Children's Hospital.

[Read more →](#)



CEO Update: Excellent Care Always Matters

Dr. Nester explains that excellent care embodies exceptional clinical care and compassionate care.

by LVHN Insider

Published 1 day ago

https://youtu.be/S0JMqpiiy_k



Nominate a Colleague for an LVHN Service Excellence Award

Learn about the awards and submit a nomination before Nov. 21.

LVHN Insider

Friday, October 21, 2022

Excellent care always matters at LVHN, and it starts with our colleagues. They deserve to be rewarded for all they do for our health network, patients and community. They are extraordinary partners who take the time to build relationships, look and listen, make it personal and create moments.

To give colleagues the recognition they deserve, the LVHN Reward and Recognition Committee invites you to nominate an individual or team for a 2023 Service Excellence Award.

Submit a nomination on Partner Points by Nov. 21.

What are Service Excellence Awards?

This is the fifth annual Service Excellence Awards program. These awards strategically recognize colleagues who do exceptional things. There are several categories that support our LVHN mission, goals and values. You can nominate a colleague or team in one of the following award categories:

1. The LVHN Guldin Award for Efficiency and Innovation in a Physician Practice recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient work practice and/or process method.
2. The LVHN Guldin Award for Efficiency and Innovation in the Clinical Workplace recognizes a colleague or team that exhibits exceptional contributions toward implementation of a new or more efficient clinical work practice and/or process method.
3. The LVHN Guldin Award for Efficiency and Innovation in the Nonclinical Workplace recognizes a colleague or team that exhibits exceptional contributions toward

implementation of a new or more efficient administrative work practice and/or process method.

4. The LVHN Mark Young Award recognizes a physician who demonstrates an outstanding accomplishment in community health improvement.
5. The LVHN Star Mentor/Coach Award recognizes a colleague who instructs, develops and promotes other colleagues and is considered an “unsung teacher” in their department.
6. The Provider Service Star Award recognizes an LVPG physician or advanced practice clinician (APC) who consistently demonstrates exceptional customer service characteristics.
7. The Volunteer Community Service Award recognizes a colleague or team that represents LVHN in the local community. This individual or team demonstrates outstanding commitment in volunteer activities and has shown dedication and philanthropy to an organization, business and/or institution (inside or outside LVHN).
8. The Terry Capuano Partner of the Year Award is named for our retired Chief Operating Officer Terry Capuano. The recipient is chosen from among the 10 previous Partner of the Month Award winners.

Patient Experience Awards will be awarded to the outpatient departments, inpatient departments and physician practices based on measurable achievements in patient satisfaction performance criteria.

How do I nominate a colleague?

You can nominate a colleague for a Service Excellence Award on **Partner Points**. Here’s how:

- From your SSO toolbar, click “**Partner Points**”
- At the top of the page, click “**Recognition**”
- Under the right column titled “**Service Excellence Awards**,” click the award for which you would like to submit a nomination.
- Click “**Get Started**”
- Enter the name of the colleague(s) or team. Try to provide the names of all the colleagues you are nominating.
- Enter the reason or story behind why you believe the colleague or team should receive the award. Provide specific examples of how the colleague(s) or team meets the award criteria. Please use uppercase and lowercase letters.
- Click “**Submit submission**”

How are award recipients selected?

Once the nomination process is closed on Nov. 21, the voting will begin. Nominations are reviewed and voted on by a voting body made up of more than 150 colleagues: CEO Council, Network Leadership Council, LVHN Reward and Recognition Committee, colleague ambassadors and HR consultants. Award recipients will be announced at the Leadership Partners Meeting on Jan. 19, 2023, and on LVHN Insider.

If you have questions regarding the nomination process, please contact Lorraine Pirino at Lorraine.T.Pirino@LVHN.org.



Welcoming Changes Planned for LVH–Muhlenberg Main Entrance

Construction work at LVH–Muhlenberg will create a new entrance experience for patients, colleagues and the community.

LVHN Insider

Wednesday, October 26, 2022

During the State of the Health Network address, Bob Begliomini, President of LVH–Muhlenberg and Senior Vice President of LVHN Operations, appeared in a video that provides a sneak preview of what is planned for the LVH-Muhlenberg front entrance. Excellent care always matters, and that starts the moment patients and guests enter our building. Watch the video below.

At the end of October, construction begins. The project will happen in phases and will result in a new front entrance that creates a better experience for all who enter the hospital. This will impact foot traffic at the main entrance and ground floor corridor of our hospital temporarily. The construction is estimated to wrap up in early spring 2023. During this time, look for signage as you enter the building and watch LVHN Insider for updates on construction progress.

Among other changes, expect improvements to the front door, front desk, wheelchair service area, hallways and décor.

This is just another way that we are working to create more “Muhlenberg Magic” and provide the best care possible to our community.

https://youtu.be/8eqO2KF_RLY



Core Values Come to Life Through Excellent Colleagues

Barbara Labriola, RN, creates a space where people can be themselves.

LVHN Insider

Friday, October 21, 2022

The halls at LVHN's largest hospital are humming with activity around the clock. When you pass someone in the halls at LVH–Cedar Crest, you may wonder where they are coming from and where they are going next.

When you see Barbara (Barb) Labriola, RN, Director of Patient Care Services on 5KS at LVH–Cedar Crest, you can be sure she is on her way to make someone smile. She has that impact on people, not just patients and their loved ones, but on her colleagues as well.



Core values define us and guide us

Our values are our core. They are what we believe. They guide us in decision-making. Our values are the truest definition of who we are as individuals and as a cohesive LVHN. They also are the foundation of [our Partners in Caring journey](#). Labriola shares her top tips for creating an exceptional experience for those around you.

“Now is the time to focus on culture,” she says. “That is how you create a sense of family, and it starts with our values.”



Here are her top tips:

1. **Compassion:** Welcome everyone from day one. Dare to make connections.
2. **Integrity:** Be authentic. Find a way to make a difference.
3. **Collaboration:** Consider everyone's potential. Create opportunities for partnership.
4. **Excellence:** Bring the positive energy. You will attract great ideas.

See how LVHN's core values come to life at LVHN through the behaviors and actions of colleagues like Labriola and her team on 5KS.

Compassion: When we demonstrate compassion, we are kind. We listen, show respect and foster a sense of belonging for all.

Compassion comes to life on 5KS: Labriola is more focused on building relationships now than ever before in her career.

"People are looking for hope," says Labriola. "People remember if you made them laugh. People remember how you make them feel. Whoever comes into the 5KS circle is welcomed. I say, 'You belong, and you are appreciated.'"

Labriola creates an environment that fosters a sense of belonging for all. The benefit is clear. Labriola received a card from a nursing student who completed a clinical rotation on her unit saying, "I feel like I was able to be the best version of myself."

"That's the goal for all of us," says Labriola. "Making others feel like they belong – it doesn't take rocket science."

Integrity: When we do what's right, we demonstrate integrity. We act ethically and honestly, and communicate with transparency.

Integrity comes to life on 5KS: Labriola is mindful of the opportunity she has each day to make a difference in someone's life.

"Me, my colleagues and future nurses – we all put our heart and soul into the science of nursing," says Labriola.

In the spirit of doing what's right, Labriola challenges her team to reflect on what they do to make a difference each day. In fact, she asks them to write it down. For one nursing student, this exercise in integrity confirmed she's on the right career path.

"I have an idea," the student wrote in a daily reflection. "I've made a real connection with this patient, and I want to get them a 'Get Well Soon' balloon from the gift shop."

By the time the student returned from the gift shop, the patient temporarily left the unit for a diagnostic test. It was time for the student to go home for the day. Instead of scrapping her plans, she acted with integrity and did what she knew was right. She coordinated with Labriola and others on the unit to ensure the patient returned from the diagnostic test to a balloon at the bedside. She followed up with a phone call to the patient to share a personal get well wish.

Labriola recalls the joy on this patient's face and reflects on the impact on the nursing student too.

“This nursing student still works on the floor today,” says Labriola. “She had no intention of working here when she completed her clinical rotation, but doing what she felt was right to comfort this patient made all the difference.”

Collaboration: When we collaborate, we’re good partners. We create exceptional experiences in a safe and secure environment.

Collaboration comes to life on 5KS: Student nurses are a fixture on 5KS. For Labriola, mentoring future nurses is an honor, a sacred process.

“Every time I see a student, I think, ‘What is your possibility? Are you going to create a new initiative? Are you going to develop something that make us better and stronger?’” she says. “I seek them out. It’s important they feel I really care.”

Labriola recognized that department huddles were attended only by unit staff. Because every person on her unit serves a purpose, she realized that huddles were not conducted in the spirit of collaboration. Now, it’s a requirement that students not only attend, but participate in the daily unit huddle.

“Being present does not mean you are a participant,” says Labriola. “On our unit, we engage nursing students in discussion on many different topics.”

Excellence: We demonstrate excellence when we achieve the best outcomes. We focus relentlessly on innovation and superior results.

Excellence comes to life on 5KS: For Labriola and her colleagues, pursuing excellence is part of all they do.

“Your attitude needs to reflect the attitude you want to see,” says Labriola. “Good, positive energy is the most important thing. Be positive. Focus on solutions. Imagine the best in every possibility.”

Spend any time on 5KS, and you’ll see excellence at work. The unit’s layout, amenities and processes are designed to ensure excellence in comfort, safety and infection control. Labriola and her team never stop focusing on innovation and superior results.

“We all have the magic wand,” she says. “If you put all your effort into the possibilities, the potential for excellence is limitless.”



Navigate Offers Free Student Loan Support for All LVHN Colleagues

Schedule a virtual consultation with a Navigate representative.

LVHN Insider

Monday, October 24, 2022

To support your financial wellness, LVHN partners with Navigate to help you explore possibilities that could reduce your student loan debt. Sixty-seven percent of adults with a college degree have borrowed an average of \$29,900 in student loans. For physicians, that number jumps to \$250,000 or more in medical education debt. If you experience stress related to your student loan debt, Navigate is here to help.

Navigate specializes in reducing student debt repayment for health care professionals. Most borrowers can reduce student loan debt between \$10,000 and \$100,000.

Here's how:

- Navigate will meet with you to assess your student loan debt.
- If your loan repayment plan is set up correctly and you are on track, no further action is required.
- Navigate's custom calculator analyzes multiple scenarios at once to produce the best repayment plan for you. If there are opportunities to save you money, the Navigate team will work with you to develop a simple, step-by-step plan to help you gain control of your student loan debt.
- Then, you make the changes with your loan servicer or financial institution (with Navigate's help if you need it).
- After you partner with Navigate, they continue to support you if you, your loan servicer or financial institution have questions.

Navigate also will help guide colleagues in the Public Service Loan forgiveness program. Please note that colleagues who work for a for profit entity are not eligible for PSLF.

Schedule a virtual consultation at navigatestudentloans.com/lvhn.



LVPG Covers Tuition Cost for Medical Assistant Students

Ayesha Ali earns medical assistant diploma through the Lehigh Valley Physician Group MA Trainee Program.

LVHN Insider

Sunday, October 23, 2022

**Thank you, Certified Medical Assistants, for all that you do to make a difference every day.
Read Ayesha Ali's story about beginning her career in health care as a medical assistant.**

Ayesha Ali has big aspirations for a career in health care. She's working toward becoming a physician assistant (PA). Many PA schools require applicants to complete a certain number of direct patient-care hours to enroll in the program.

As Ayesha explored her options for completing these direct patient-care hours, she came across Lehigh Valley Physician Group's (LVPG) Medical Assistant (MA) Trainee Program. The program covers the cost of tuition for students enrolled in a medical assistant program. Plus, medical assistant trainees have the opportunity to earn extra money by putting their new clerical and clinical skills to work in an LVPG physician practice while they're still in school.

"My manager is great, and she is super accommodating and understanding," Ayesha says. "The role is exciting and fun. I really enjoyed earning my diploma, as well as working part-time to apply my skills in a real-world setting."

Other benefits of the program include:

- Opportunity to work in preferred specialty
- Guaranteed placement as a medical assistant in an LVPG practice after graduation
- Eligible for medical assistant advanced role

Growing a career as a medical assistant

When you begin your career as a medical assistant, the possibilities in health care are endless.

For Ayesha, a career as a medical assistant provides the experience in a clinical setting she needs to pursue her goals. She's currently in college full-time and working as a per diem medical assistant.

"It's been a great opportunity for me," Ayesha says. "Now that I completed medical assistant training and received my diploma, I am working per diem. I am currently shadowing other MAs in the float pool and learning a lot from them as well. I enjoy learning about different specialty areas I can work in."

Internal consulting resources at Lehigh Valley Health Network (LVHN) encourage and support all colleagues to pursue their professional goals. Given the size and breadth of the health network, there are numerous opportunities to grow a career over a professional lifetime at LVHN.

Ready to get started?

The first step is to submit an application at LVHN.org/MATrainee. A talent acquisition colleague will work with medical assistant trainees on the process to enroll in school and connect trainees with opportunities to work in an LVPG practice.

Partner schools include:

- Lincoln Technical Institute, Allentown campus
- Northampton Community College, Bethlehem and Monroe campuses
- McCann School of Business & Technology, Allentown campus
- Lehigh Carbon Community College, Schnecksville campus
- Fortis Institute, Scranton campus
- Monroe Career & Technical Institute
- Penn State University, Hazleton campus

In addition to these partner schools, Kim Korner, DNP, Vice President of Clinical Services for LVPG, says other medical assistant training programs can be considered. “We can partner with any school that has a program, as long as we can review the curriculum,” Korner says.

Submit an application today at LVHN.org/MATrainee.



SELECT Program Gives Medical Students Exceptional Opportunity

The program opens new doors for students, like Cristina Angelo, MD.

LVHN Insider

Monday, October 24, 2022

SELECT is a medical education program created by the University of South Florida College of Medicine and Lehigh Valley Health Network. SELECT stands for Scholarly Excellence, Leadership Experiences and Collaborative Training. The SELECT program prepares approximately 50 medical students annually to lead the accelerating pace of change in medicine.

Students will spend their first two years learning in a highly progressive, student-centered medical school, the USF Health Morsani College of Medicine in Tampa, Fla. They will then spend their final two years learning inside a technologically advanced health network – LVHN – that’s recognized nationally for quality, safety and collaborative care.

Cristina Angelo, MD, finds a home with SELECT

Angelo had the opportunity to learn at LVHN as a SELECT medical student and has completed three years of internal medicine residency followed by a chief year. She joined the health network in July as a first-year gastroenterology fellow, and in many ways, she feels she is home.

“I attribute many of my successes to my experience at this health network, primarily because of the people I met and worked with, including the residents I keep in touch with, my mentors and the educational experiences I was offered,” says Angelo.

She enjoys the sense of community at LVHN and has frequently been able to reconnect with classmates, mentors and former residents who are still working at the health network.

Consider participating in the SELECT program

This program offers a rare opportunity for medical students to live and work in two different areas and hospital systems throughout four years of medical school. Learning to adapt to those situations and have those experiences is invaluable.

Second, this program offers a unique, dedicated training focusing on emotional intelligence and leadership in addition to the core medical school curricula. This is not a common model in traditional medical programs and prepares the SELECT medical students to handle high-stress situations.

Students admitted to SELECT develop leadership skills that will arm them with the knowledge, resources and network to change the health care landscape for the better. These include:

- Making a difference in the lives of patients, peers, community and hospitals
- Applying continuous improvement approaches to optimize health care quality, patient safety and efficient use of resources
- Building resilience to operate efficiently in complex health systems
- Acquiring tools to become a change catalyst
- Becoming a driving force for the evolution of health care quality

To learn more about the SELECT Medical Student Program, visit <https://www.lvhn.org/education/our-medical-student-program-select>.



Watch Leadership Partners Meeting, October 2022

Topics: Resilience, Partners in Caring, street medicine and human trafficking, marketing and public affairs update.

LVHN Insider

Tuesday, October 25, 2022

Click below to watch presentations from August's Leadership Partners Meeting.

Introduction, Proud Partners and Partner of the Month Awards

Karla Bachl, Administrator, Colleague and Volunteer Engagement

Resilience is a Skill

Maggie Brown, Director, Compassion and Caring for Colleagues

Susan D. Wiley, MD, Mindfulness Program Supervisor, Preferred EAP

Partners in Caring

Bridget O'Brien, Vice President, Organizational Development

Lori Hulse, Vice President, Patient Experience and Operations

Street Medicine and Human Trafficking

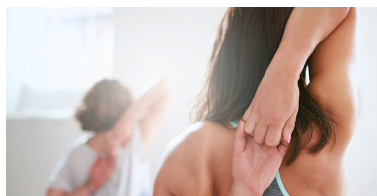
Nani Cuadrado, Valley Health Partners Street Medicine Program

Marketing and Public Affairs Update

Rich Levy, Vice President, Marketing and Public Affairs

Announcements: Open Enrollment and Turkey Toss

Lynn Turner, Senior Vice President and Chief Human Resources Officer



New Stretch and Center Series Will Help Colleagues De-stress

Learn when stretch and center sessions are happening and how they can help.

LVHN Insider

Tuesday, October 25, 2022

Taking 15 minutes to stretch, focus and set your intentions for the day ahead can be beneficial to your mind and body. So, to help colleagues get the day started on a balanced note, LVHN Fitness and the Secondary Stress Response Team are launching A.M. Stretch and Center, a pilot program designed to help colleagues. Learn easy ways to combat stress in the body.

During these 15-minute sessions, colleagues will discover techniques to de-stress anytime anywhere. Athletic attire is not required to participate in these sessions. Currently, these sessions are only being offered at LVH–Cedar Crest, but other sites may be included if there is an interest among colleagues.

A.M. Stretch and Center

All sessions are 6:30-6:45 a.m. in LVH–Cedar Crest ECC room 7.

Oct. 26

Nov. 2

Nov. 9

Colleagues who are unable to attend A.M. Stretch and Center in person can access [remote fitness videos](#) as well as videos from the [LVHN Fitness library](#).

For more information, contact:

Brielle.Weida@lvhn.org

Margaret.Brown@lvhn.org



Get Tickets to WWE at the PPL Center on Nov. 19

WWE returns to PPL Center with Saturday Night's Main Event. Get 25% off select tickets through Nov. 4.

LVHN Insider

Tuesday, October 25, 2022

Don't miss your chance to see WWE in person at the PPL Center on Nov. 19.

Go to [PPLCenter.com](https://www.pplcenter.com) and use promo code PARTNER now through Friday, Nov. 4 at 10 p.m. and get 25% off select ticket prices

A night full of action

See Drew McIntyre take on Karrion Kross in an Allentown Street Fight. Braun Strowman & The New Day will go up against Undisputed WWE Tag Team Champions The Usos & Solo Sikoa. Bianca Belair will defend her RAW Women's Championship against Bayley

Other stars include:

- United States Champion Seth "Freakin" Rollins
 - Matt Riddle
 - Sheamus & The Brawling Brutes
 - WWE Women's Tag Team Champions IYO SKY & Dakota Kai
 - Kevin Owens
-



American Association for Respiratory Care Recognizes Kenneth Miller

Celebrate Miller and all respiratory care colleagues during National Respiratory Care Week.

LVHN Insider

Thursday, October 27, 2022

American Association for Respiratory Care (AARC) recognizes Kenneth Miller, MEd, MSRT, RRT-ACCS, RRT-NPS, AE-C, FAARC, as 2022 Specialty Practitioner of the Year. Miller is one of only eight individuals from across the U.S. honored with this award, which he received in the adult acute care category.

This recognition is a testament to Miller's dedication to his profession and celebrates the hard work of all respiratory care colleagues at LVHN.

“Respiratory therapy has been an incredible career to help and serve patients with respiratory dysfunction,” Miller says. “It has allowed me to grow professionally and as an individual. Being a valuable member of the bedside clinical team has made me feel I have contributed to the successful outcome of my patients.”

Miller also was [recognized as a 2020 Pennsylvania Society for Respiratory Care \(PSRC\) Lifetime Achievement Award recipient](#).

As we celebrate Miller’s prestigious national recognition, we also celebrate National Respiratory Care Week. Thank you to all respiratory care colleagues who provide essential skills and exceptional care. Leave a comment on this post, and thank a respiratory therapist on social media using #RCWEEK22.

NEWS ANNOUNCEMENT

Hatim Omar, MD, Receives Adele Dellenbaugh Hofmann Award From American Academy of Pediatrics

Award recognizes his nearly three decades-long career and advocacy in adolescent medicine

October 18, 2022



[Hatim Omar, MD](#), Chief, Section of Adolescent Medicine at [Lehigh Valley Reilly Children’s Hospital](#), has been recognized for his outstanding career with the Adele Dellenbaugh Hofmann Award by the [American Academy of Pediatrics](#)’ Section on Adolescent Health.

The annual award is given to clinicians who exemplify excellence in the field of adolescent health and work to advocate for and enhance the care of adolescents within the field of pediatrics over many years of service. Omar was specifically selected for his various clinical, research and voluntary achievements, including his national advocacy work in youth suicide prevention.

“Adolescents have very different needs from children and adults, however, they are often overlooked as a specific population that benefits from specialty medical care,” Omar says. “I have dedicated my career to caring for and supporting these patients, and it is an honor to be recognized by my peers at the American Academy of Pediatrics.”

Omar, a board-certified adolescent medicine physician who has worked specifically with this patient population for over 27 years, came to Lehigh Valley Reilly Children's Hospital in January 2021 to provide specialized care to teens and young adults throughout the region.

Under his leadership, the Children's Hospital's adolescent medicine program focuses on the unique health concerns of patients ages 10-25, including:

- Acne and other skin conditions
- Headaches and chronic pain
- Reproductive and sexuality concerns, including:
 - Menstruation
 - Sexually transmitted infection prevention
 - Pregnancy prevention
 - Puberty delays
- Developmental and intellectual disorders, including:
 - Autism
 - Learning disorders
 - Attention difficulties that affect learning
- Social and emotional concerns, including:
 - Adolescent mental health disorders (depression, anxiety and eating disorders)
 - Suicide prevention
- Substance abuse
- Nutrition

“Our behavioral health, gynecology and nutrition specialists have extensive experience treating adolescents and their specific health needs,” Omar says. “Our multidisciplinary approach to care helps patients achieve better health results, and more importantly, helps them grow up to be confident, healthy and happy adults.”



LVH–Pocono Labor and Delivery Receives DAISY Team Award

Read the stories of what makes this team remarkable.

LVHN Insider

Friday, October 21, 2022

The DAISY Award For Extraordinary Nurses is a worldwide 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. The LVH–Pocono Labor and Delivery team is celebrated by patients and colleagues for going above and beyond to provide exceptional care. Read the stories submitted by patients, which led to the team being awarded in spring 2022.

Expectant mother happy she ended up at LVH–Pocono

In an emergency, a 38-weeks pregnant woman was brought to LVH–Pocono via ambulance during a snowstorm. She had intended to have her third baby at a hospital outside of the health network and had never met any of the providers at LVHN. LVH–Pocono nurses helped her relax and give birth without complications. “I could not have delivered my son without them,” the nominator says.

Nurses exhibited extraordinary kindness

The labor and delivery care team went above and beyond for the nominator. She explained that they dedicated time to listening, talking to her and empathizing with the birth of her daughter. She felt genuinely listened to, considered and cared for. They were all kind to both her and her baby. “If everyone had nurses and a birth experience like this, they would want to have a ton of kids,” the nominator says.

Emergency C-section made less scary by labor and delivery team

An expectant mother arrived at LVH–Pocono with high blood pressure and needed an emergency C-section. The process took approximately 24 hours, and the labor and delivery colleagues provided calm reassurance throughout. They took quick action to save her baby and were dedicated to the comfort and health of both mother and baby throughout the birth and in the days following.

Nurses helped in every way possible

The labor and delivery care team at LVH–Pocono made an expectant mother feel at ease before, during and after her C-section procedure. They answered all of the mother and father’s questions, provided resources to them as first-time parents, and spent a significant amount of time teaching them how to change diapers, bathe and swaddle the baby and breastfeed. “I cannot imagine having a baby delivered anywhere else,” says the nominator. “From the bottom of my heart, thank you for such an amazing experience for the care of her first-born child.”

Nurses eased concerns during mother’s third pregnancy

When a mother arrived at LVH–Pocono for her third pregnancy, the nurses from labor and delivery eased all her worries. They were kind, attentive and understanding. The team took time explaining everything she needed to know about being induced with a high-risk pregnancy. The labor and delivery nurses eased her concerns and prepared her, and the whole team was great. In

the mother baby unit, more nurses were helpful and attentive to both her and her baby's needs. "I am grateful and appreciative of all their hard work," the nominator says.

Kudos to an outstanding team

"Everyone is amazing, very helpful and kind! I would recommend having all babies here. Everyone who works in these units is a shining star. Thank you for everything," says this nominator.

NEWS ANNOUNCEMENT

Two LVHN Hospitals Named Among Best Hospitals for Maternity Care

LVH–Cedar Crest and LVH–Pocono recognized by Money and The Leapfrog Group for meeting safety and quality standards in maternity care

October 25, 2022



Two Lehigh Valley Health Network (LVHN) hospitals are being recognized among the best hospitals in the nation for offering compassionate and quality care to new mothers and infants.

[Lehigh Valley Hospital \(LVH\)–Cedar Crest](#) and [LVH–Pocono](#) are among the list of Best Hospitals for Maternity Care for 2022 released by [Money, in partnership with The Leapfrog Group](#). The list consists of 259 hospitals that meet care and safety standards based on data gathered and analyzed by The Leapfrog Group.

"I am incredibly proud of this achievement because it reflects our colleagues' commitment to excellent care," says [Amanda Flicker, MD](#), Chair, Department of Obstetrics and Gynecology. "Being recognized among the top maternity care hospitals in the country shows that our physicians and nurses who work in maternity care prioritize the health and safety of infants, new mothers and their families."

To qualify for this list, hospitals are required to receive A or B letter grades for hospital safety from The Leapfrog Group's Hospital Safety assessment for spring 2022.

Money's methodology requires hospitals to meet maternity care standards for the following:

- **Early elective deliveries** – Leapfrog's standard for early elective deliveries is 5% or less.
- **Cesarean birth** – Hospitals that meet Leapfrog's standard must achieve Healthy People 2030 nulliparous, term, singleton, vertex (NTSV) cesarean birthrate target of 23.6% or less.
- **Episiotomy** – Hospitals must achieve an episiotomy rate of 5% or less.
- **Deep vein thrombosis (DVT) prophylaxis** – To meet Leapfrog's safety standard, hospitals must be 90% or more compliant with providing DVT prophylaxis to women who undergo cesarean deliveries.
- **Bilirubin screening** – Hospitals must be 90% or more compliant with screening for bilirubin for all infants.
- **High-risk deliveries** – Hospitals that met this standard electively admit high-risk deliveries and care for at least 50 or more very low birth weight babies per year or have better than expected performance on Vermont Oxford Network's measure of death or morbidity.

Hospitals included in this year's list of Best Hospitals for Maternity Care offer a range of services including care for uncomplicated pregnancies and high-risk deliveries.



Neuropathologist, Surgical Pathologist Joins HNL Lab Medicine

Abir Mukherjee, MD, is board-certified in anatomic & clinical pathology, with subspecialty in neuropathology.

LVHN Insider

Tuesday, October 25, 2022

HNL Lab Medicine is pleased to welcome Abir Mukherjee, MD, neuropathologist/surgical pathologist, to the department of pathology on Monday, Oct. 31. Mukherjee is board-certified in anatomic and clinical pathology, with subspecialty board certification in neuropathology.

A native of India and a graduate of Calcutta Medical College, Mukherjee started his career in Pokhara, Nepal, at the foothills of the Himalayas, teaching medical students and practicing pathology. His interest in research brought him to the Cleveland Clinic, where he was a research fellow for years.

After his residency in Michigan, Mukherjee completed a fellowship in neuropathology at The Methodist Hospital/MD Anderson Cancer Center in Houston in 2010. This was followed by a

move to Temple University Hospital in Philadelphia, where he practiced neuropathology and general surgical pathology from 2010-2018.

Mukherjee comes to HNL Lab Medicine from Henry Ford Hospital in Michigan, where he has been the section Chief of Neuropathology since 2018.

Mukherjee and his family reside in suburban Philadelphia. He and his wife are avid travelers, foodies and music lovers. He loves sitar music and plays the instrument himself. His wife and son work at the University of Pennsylvania.

HEALTHIEST YOU PODCAST

What You Need to Know This Flu Season: A “Twindemic,” Flu Shot Myths and More

The Healthiest You Podcast: Episode 20

By Hannah Ropp
October 19, 2022



Fall is a busy time of the year, full of fun activities. Unfortunately, it’s also the time of year where you are most likely to get sick with viruses like the flu or COVID-19. The good news is, there are several ways that you and your family can stay healthy and enjoy all the season has to offer.

Listen to the latest episode of the Healthiest You podcast where [Mike and Steph from B104](#) are joined by Lehigh Valley Health Network’s (LVHN) Administrator of Infection Control and Prevention Terry Burger, RN, as they discuss some tips on staying healthy. Can you get the flu and COVID-19 at the same time? When is the best time to get your flu shot? How do you know if you have the flu or COVID-19? All this and more on the latest podcast of Healthiest You.

[Listen to a clip from The Healthiest You podcast](#)

To listen to the entire podcast, download it from one of the platforms below.

<https://youtu.be/10z-31BrQKw>



Protect Yourself and Others by Getting a Flu Shot

The colleague flu shot campaign continues until Dec. 1. Colleague flu shot clinics are scheduled through Nov. 12.

LVHN Insider

Thursday, September 22, 2022

Fall is here, and you know what that means. Cold and flu season is coming. As flu season quickly approaches, all colleagues are reminded to get a flu shot as soon as possible this year.

When you get vaccinated early in the fall, you decrease your chances of getting the flu and transmitting it to our patients and visitors. Health care workers have a [special obligation to be vaccinated](#), because people who remain unvaccinated and spread the flu can cause serious harm to vulnerable patients.

LVHN makes it easy to get your shot

Colleague flu shot clinics begin Monday, Oct. 3, and continue through Saturday, Nov. 12.

Click below to get the schedule for your location. Print the schedule, post it in your area, get vaccinated and remind others to do the same.

While there are no scheduled colleague flu clinics after Saturday, Nov. 12, the flu vaccine will be available at employee health offices in the Lehigh Valley during walk-in hours and by appointment in Hazleton, Schuylkill and Pocono employee health offices until Dec. 1.

Colleagues: Get vaccinated by Dec. 1

Whether you provide direct patient care, work on site at an LVHN facility or are working remotely, all colleagues must follow the LVHN influenza vaccination policy and all colleagues are expected to receive a flu vaccination by Thursday, Dec. 1.

Colleagues and independent medical staff may request a medical or religious exemption. Non-employed LVHN partners cannot request an exemption. Requiring all colleagues to get the COVID-19 and influenza vaccines will help ensure we provide the safest possible care to our patients and keep colleagues and community members safe.

Colleagues who join the health network will follow the LVHN vaccination policy and will be expected to receive a flu shot.

What you need to know about safety precautions

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

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

Vaccinations received outside of an LVHN flu shot clinic

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

- **Upload to the intranet** – This is the preferred method to submit proof of vaccination. On the LVHN intranet, go to Resources>>Employee>>Influenza information. Scroll to the forms section and click “Submit Your Flu Proof Here.”
- **Send an email** – You may also send proof via email to Employee_Health_FluProofs@lvhn.org.
- **If you are unable to submit proof of vaccination electronically, you may fax your documentation to 610-402-1203.** Make sure your name is clearly written on the document along with another unique identifier such as your SUI.

Get your flu shot as soon as possible

The Centers for Disease Control and Prevention (CDC) recommend everyone 6 months of age and older gets a flu vaccine every season. Vaccination to prevent influenza is particularly important for people who are at high risk of serious complications from influenza, including adults 65 and older, pregnant women, young children and people with chronic health problems.

It takes two weeks for protection from a flu vaccine to develop in the body, so be sure to get your flu shot as soon as it becomes available to you.

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

NEWS ANNOUNCEMENT

Lehigh Valley Hospital–Pocono and East Stroudsburg University Hold Annual Pink Light Walk

By Jessica Blasco
October 25, 2022





[Lehigh Valley Hospital \(LVH\)–Pocono](#) and East Stroudsburg University (ESU) once again partnered for the annual Pink Light Walk to raise awareness for breast cancer, held this year on Oct. 6. The event began with an information fair from local health and wellness vendors at East Stroudsburg University’s Hoeffner Science & Technology Center. A pink ambulance then led the way as a group of several hundred supporters, in head-to-toe pink, walked to LVH–Pocono’s [Dale and Frances Hughes Cancer Center](#).

Once everyone arrived at the cancer center, they enjoyed pink-ribbon cookies and music from ESU’s Warrior Marching Band. Lehigh Valley Physician Group’s surgical oncologist Krista Bott, MD, then reminded the crowd of the importance of early detection and getting mammograms. She was followed by Marcus Narcisse, a graduate student of ESU and co-chair for Colleges against Cancer. His mother was lost to breast cancer, and he spoke about how he has made it his mission to help find a cure and encouraged the crowd to do the same.

Pink Light Honorary Chair and breast cancer survivor, Mariam Abdelhaq, then shared her harrowing story of being diagnosed at just 22 years old, giving inspiration and hope to all those fighting. The event concluded with the lighting of a tree in pink lights in front of the cancer center to honor those facing breast cancer.

PATIENT STORY

After 15 Years of Clean Breast Cancer Scans, My Cancer Came Back. Now, I’m Fighting for My Life a Second Time

My name is Nancy Hofmann, and I am 73 years old. I live in Catasauqua, Pennsylvania, and this is my breast cancer story.



Nancy Hofmann enjoys a walk with her husband and pet dogs on a sun-dappled path



Nancy Hofmann shares her personal account of fighting breast cancer

My first bout with breast cancer was 15 years ago when it appeared on a mammogram. I had *no* symptoms. Even my treating doctor at that time couldn't feel a lump – only a biopsy confirmed it. I had surgery and also was treated with radiation implants. For the next 10 years, I had yearly mammograms and yearly MRIs to monitor myself. After 10 years, the MRIs were discontinued, but I still had yearly mammograms.

Skip to Jan. 31, 2022, when I had another annual mammogram. I was so confident that I'd just have my usual good news. Instead, I was shocked and very deflated when the tech said the radiologist wanted to see me. The radiologist showed me the prior year's mammogram and compared it to the one from 2022. He showed me the dark "spot" that hadn't been there the previous year in my left breast. He explained to me that it had ragged edges that were more indicative of a cancerous tumor than a benign.

At that point, my memory is a little foggy. I was totally shaken, but the staff in the office had already heard the news and were very kind and gentle with me when I reached the outer office to schedule whatever needed to be done next. Fortunately, the kind office staff immediately connected me with an incredible surgical oncologist, [Chand Rohatgi, MD](#). Again, someone had my back – and Dr. Rohatgi had a cancellation that very afternoon if I wanted to come back at 3 p.m. Indeed, I did.

During the appointment, Dr. Rohatgi explained the next step: a biopsy. His secretary helped me schedule it at Breast Health Services at Lehigh Valley Hospital (LVH)–Cedar Crest about a week and a half later.

At my biopsy, everyone was so nice, caring and empathetic. I was a nervous wreck before and afterward, but they calmed me down with soothing sounds of the beach and tender care. One

held my hand during the biopsy, which turned out to be a simple process. A follow-up visit with them was scheduled to review my results.

Soon after, I returned to Breast Health Services for the official biopsy results and a tentative overview of the next steps. Unfortunately, I was diagnosed with breast cancer for a second time (it was not a recurrence of the first breast cancer – instead it was a new diagnosis) and would need to undergo a mastectomy.

I was given options of different surgeons to go with, but I decided to stay with Dr. Rohatgi. We got right down to business a few days later, and my surgery was scheduled the following week. From the day of my mammogram to the day of my surgery, it was only 23 days. My care team was on it.

The surgery went well, and the staff was tremendous. My next step was to meet with radiation oncologist [Jeanette Blauth, MD](#), who is so knowledgeable and empathetic. She explained why I needed radiation treatments, and I had utmost confidence in her. I underwent my therapy at LVH–Hecktown Oaks.

Radiation went well. Again, the staff was excellent. I was greeted by name every morning by the outer desk staff. I was always greeted by the radiation therapists and treated with the greatest respect and kindness. I got to know the other patients in our "patient only" waiting room. We shared our concerns and progress, and we cheered each other when one of us "graduated."

During the time after surgery, I also was receiving occupational therapy through Lehigh Valley Health Network (LVHN) at Rehabilitation Services–1621 N. Cedar Crest. Again, I received excellent care from kind and friendly staff. I met oncologist [Rachel Kinney, DO](#), who gave me a very detailed explanation of my type of cancer, and why or why not chemo would be advised. She told me what the long-term treatment would be and answered all my questions. I am now taking a medication called Arimidex for five to 10 years, and my care team is keeping their eyes on me. I already have next year's mammogram scheduled.

In all, I couldn't have asked for better, nicer staff and treatment during one of the worst times in my life. The staff understands that we patients are terrified, and we are treated with such gentle and understanding care. For me, the quiet atmosphere at LVH–Hecktown Oaks helped me get through the whole process. My visits at LVHN's main campus at LVH–Cedar Crest (with convenient parking) and LVH–Muhlenberg were equally positive. I have no other words of inspiration other than for others to trust these wonderful, competent doctors and staff. They *will* get you through this. They are why I am currently enjoying time at the beach in Delaware, enjoying the rest of my life!

HEALTH TIP

Have a Hazard-Free Halloween

Tips on keeping your ghosts and goblins safe during trick-or-treat festivities from Lehigh Valley Reilly Children's Hospital.



When we think of Halloween, we picture laughing children in colorful costumes, their buckets and pillowcases brimming with candy and treats. However, experts warn that this fun-filled night can pose safety hazards. Below are tips compiled by the team at [Lehigh Valley Reilly Children's Hospital](#) and the [Children's ER](#) to help everyone have a safe and enjoyable Halloween.

Costumes

- Purchase or make costumes that are light and bright enough to be clearly visible to motorists.
Tip: Add reflective tape so a costume will glow in the beam of a car's headlights. You can find reflective tape at hardware and sporting goods stores.
- Costumes should be short enough to prevent kids from tripping and falling.
- Children should wear well-fitting, sturdy shoes. High heels are not a good idea for safe walking.

At home

- Leave your front lights on so trick-or-treaters have a well-lit path to your door.
- Place candle-lit jack-o'-lanterns far away from the door, so tiny goblins won't accidentally brush against them.
- Make sure your kids eat a healthy meal before trick-or-treating, so they'll be less likely to overindulge on candy.

On the streets

- Young children should trick-or-treat with an adult or a responsible older child. Instruct children to stay on the sidewalk and out of the roadway. Remind them to walk, not run, and to go to houses only where they know the people inside.
 - To easily see and be seen, children should carry flashlights.
 - While driving on Halloween, keep an eye out for youngsters walking between driveways and cars, or crossing in the middle of the block rather than at corners.
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