



LVHN WEEKLY

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

SPECIAL ANNOUNCEMENT



An Update Regarding Aetna

Beginning March 13, 2023, patients currently covered by Aetna will no longer be able to get care in network at LVHN.

[Read more →](#)

Read the Aetna FAQ and Be a Trusted Partner

Get the answers to questions our community may have so you can help if you're asked.

[Read more →](#)



10 Tips for 2022 Turkey Toss

It's time for 2022 Turkey Toss! Print your certificate on Partner Points and follow these tips to claim your gift.

[Read more →](#)



AIG Retirement Services is Now Corebridge Financial

You'll soon begin to see Corebridge Financial on retirement plan-related communications.

[Read more →](#)



Construction Ahead: Changes Coming to LVH–Cedar Crest Kitchen

Here's how the construction will impact colleagues and patients.

[Read more →](#)



Nominate a Colleague for an LVHN Service Excellence Award

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

[Read more →](#)



November 2022 Calendar of Events

See what's happening at LVHN all month long.

[Read more →](#)



Pilot Lung Screening Program at LVHN Expands



Program helps identify patients who are eligible for lung screenings.

[Read more →](#)

LVHN Awarded Level 10 Most Wired by CHIME

LVHN is among 18 health care organizations in the world to receive this recognition.

[Read more →](#)



LVH–Cedar Crest President Recognized for Dedication to Health Care Leadership

Stephen Zieniewicz earned the ACHE Distinguished Service Award.

[Read more →](#)



LVHN colleagues are Partners in Caring! Take a look at this Facebook message ...

[Read more →](#)

To the colleague who looked and made it personal, and created a moment - I thank you. Last Friday my 79 yo father was having a cardiac Cath and my mother went to the cafeteria for lunch. Not only did this colleague assist my mother in getting her lunch but also paid for her sandwich. May we all take that extra moment to look & listen and create a better experience no matter how big or small the gesture

Show Less

What Brings You Joy? Tell us!

Use the Joy Idea Generator to give us ideas for creating joy in the workplace.

[Read more →](#)



Health Coach Helps Colleagues Reach Wellness Goals

Small changes made big impacts for Christina Tomsic.

[Read more →](#)



Have a Chronic Health Condition? Clinical Health Coaches Can Help You

Learn how a health coach helped extend Lewis Whelchel's life.

[Read more →](#)



Dell Black Friday Early Access

Colleagues get a sneak peak now through Nov. 13.

[Read more →](#)

BLACK FRIDAY
EARLY ACCESS
● FOR MEMBERS ONLY

Discounted Hersheypark Admission Tickets

Take advantage of this limited time offer to purchase tickets for the rest of 2022.

[Read more →](#)

HERSHEYPARK

Skate Into the Holiday Season at the Ice Rink at SteelStacks

LVHN colleagues can enjoy a discount throughout the season.

[Read more →](#)



Three Important Things to Know for Flu Season

We're busting flu shot myths to help keep you healthy.

[Read more →](#)



Polio: Then vs. Now

Oct.24 marks World Polio Day, an observance to remind people of the importance of polio vaccination.

[Read more →](#)



Elder Abuse: Recognize the Signs

Older adults can endure physical, emotional, sexual and financial abuse as well as neglect and abandonment.

[Read more →](#)





An Update Regarding Aetna

Beginning March 13, 2023, patients currently covered by Aetna will no longer be able to get care in network at LVHN.

LVHN Insider

Thursday, November 10, 2022

**This message is from Thomas Marchozzi,
Executive Vice President and Chief Financial Officer, LVHN.**

Earlier today, LVHN notified Aetna that LVHN will be terminating its relationship with Aetna in 120 days. This is not a decision we took lightly and something we hoped to avoid, but having exhausted all other options, Aetna has simply forced our hand.

As you may be aware, Aetna has a pattern of routine denials and delays for medically appropriate and critical patient care that LVHN has provided to Aetna members. These bills have been stacking up since 2017, creating a substantial burden for our health network that is no longer acceptable.

We are extremely frustrated that Aetna's actions have put us in this position. As you know well, LVHN is committed to providing the highest-quality patient care regardless of insurer. Unfortunately, Aetna has decided to ignore its responsibility to pay for the care of its members, and we've witnessed this dynamic for far too long: Big insurer taking advantage of a regional health care provider. This is why we cannot continue our relationship with Aetna on these terms any longer.

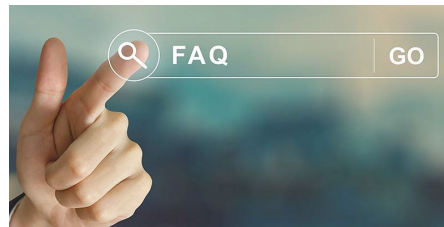
We have spent the past five years trying to reach a resolution with Aetna, but they have refused efforts to resolve in good faith. Our sole focus has been to reach a global settlement, set aside differences and strengthen the relationship with Aetna. Aetna has missed many timelines we agreed to when working to resolve the issues and has failed to pay for patient care that LVHN has provided.

Over the 120-day period, we will be focused on limiting any adverse effects to patients and workflow for colleagues. If the termination goes into effect, patients currently covered by Aetna will no longer be able to visit LVHN in network, though they will have the option to continue care at LVHN on an out-of-network basis or by paying out of pocket.

Despite this decision, LVHN is committed to ensuring continuity of care for patients whose care cannot, and will not, be interrupted, like those battling cancer or those trusting LVHN to care for them through their pregnancy. Until the termination is effective on March 13, 2023, Aetna members will be treated as in network at LVHN, and we are recommending that patients keep their scheduled treatments and appointments at LVHN for the time being.

We have set up a call center, 888-402-LVHN (5846), and webpage, [LVHN.org/aetna](https://www.lvhn.org/aetna), where you and impacted patients can obtain information about this change.

Thank you for your continued commitment and dedication to our health network and community, and for being an excellent representative of LVHN.



Read the Aetna FAQ and Be a Trusted Partner

Get the answers to questions our community may have so you can help if you're asked.

LVHN Insider

Thursday, November 10, 2022

People who have Aetna insurance will have questions about our decision to [terminate LVHN's relationship with Aetna](#) effective March 13, 2023. As our community's health care partner, each of us has a responsibility to stay informed so you can help people who may have questions.

To inform colleagues and community members, we launched [LVHN.org/aetna](https://www.lvhn.org/aetna). This webpage contains answers to frequently asked questions.

Aetna's CHIP plan for children (Aetna Better Health Kids) is not affected

Children covered under Aetna Better Health Kids plan will continue to receive care in network at LVHN after March 13, 2023. It's the topic of one of two important questions that were recently added to the FAQ:

- **Will Aetna's CHIP plan for children be affected?**

No. Your child's CHIP health insurance plan under Aetna (Aetna Better Health Kids) will not be impacted by the pending termination of LVHN's relationship with Aetna. Members with coverage for children under the "Aetna Better Health Kids" insurance plan will continue to be in network at

LVHN past the 120-day period and can continue to receive care in network at LVHN after the termination date on March 13, 2023.

- **Can I schedule an appointment as a new patient right now if I have Aetna insurance?**

Yes. LVHN can still schedule Aetna members for a new patient appointment at LVHN. All Aetna members are still in network at LVHN. However, on Nov. 10, 2022, LVHN notified Aetna that in 120 days from that date, LVHN will be terminating its relationship with Aetna. While nothing changes immediately, this means that on March 13, 2023, individuals currently covered by Aetna will no longer be able to get care in network at LVHN, although Aetna members will have the option to continue their care at LVHN on an out-of-network basis – if their plan provides such benefits – or by paying out of pocket. (**Note to colleagues:** Please tell new patients about this potential change prior to their arrival for a new patient appointment.) Patients impacted by this pending coverage change are our top priority, and we are here to help you. You can speak with a representative from our call center to help you navigate next steps should your coverage be impacted. Call 888-402-LVHN (5846).

Check the FAQ frequently

[LVHN.org/aetna](https://www.lvhn.org/aetna) will be updated regularly as new questions arise. Visit the webpage often and stay informed so you can be a trusted partner to those who have questions.



10 Tips for 2022 Turkey Toss

It's time for 2022 Turkey Toss! Print your certificate on Partner Points and follow these tips to claim your gift.

LVHN Insider

Tuesday, November 8, 2022

With the change of leaves and drop in temperatures come the holiday season. There's a lot to be excited about around the holidays, including all the great food to be eaten. For many, a Thanksgiving favorite is the turkey, and LVHN is proud to announce the 12th annual "Turkey Toss."

Tip #1: Don't forget your free turkey or cheesecake as you plan your holiday meal.

Colleagues are eligible to receive one free 10-14-pound frozen Jaindl Farms turkey as a holiday gift. Your free turkey certificate is now available for you to print in Partner Points.

You will have the option to choose a Pocono Cheesecake Factory cheesecake in lieu of a turkey at any of the nine LVHN drive-up Turkey Toss distribution locations. If you'd prefer a dessert, plan to arrive early because quantities are limited.

Tip #2: Print your certificate on Partner Points following these simple steps.

1. Click on the Partner Points button on your Single Sign-on (SSO) toolbar. It will take you to your personal Partner Points landing page.
2. Hover over the Rewards tab at the top of your screen.
3. Click on Turkey Toss. Your personalized certificate will populate with your name and a coupon number.
4. Print the certificate.
5. Turn in the certificate for a free frozen turkey or cheesecake (while supplies last) at the Turkey Toss event, or for other options at the Jaindl Retail Store. At the request of colleagues, we're offering a meatless food option again this year at the store.

Tip #3: Redeem your certificate before it expires.

Please print and redeem your certificate no later than Jan. 31, 2023.

Tip #4: Know when and where drive-up turkey distributions are scheduled.

Drive-up turkey distribution takes place in the Lehigh Valley, East Stroudsburg, Hazleton, Pottsville, Lehighton and Dickson City. At the drive-up Turkey Toss, only a frozen 10-14-pound turkey or a cheesecake will be distributed. Please open your trunk or hatch so volunteers can place the turkey directly into your vehicle.

Turn in the certificate that you printed from Partner Points in exchange for a turkey or cheesecake. Here are the dates and locations:

Monday, Nov. 14, 2-5 p.m.
LVH-Hecktown Oaks parking lot
3780 Hecktown Road, Easton

Monday, Nov. 14, 2-5 p.m.
LVH-Muhlenberg parking lot
2545 Schoenersville Road, Bethlehem

Tuesday, Nov. 15, 2-5 p.m.
LVH-Pocono pickup location
154 Burson St., East Stroudsburg

Wednesday, Nov. 16, 2-5 p.m.
LVH-Schuylkill pickup location

Fairlane Mall parking lot
7211 Fairlane Village Mall, Pottsville

Wednesday, Nov. 16, 2-5 p.m.
Dorney Park parking lot
4000 Dorney Park Road, Allentown

Thursday, Nov. 17, 2-5 p.m.
LVHN–Mack Boulevard parking lot
2100 Mack Blvd., Allentown

Thursday, Nov. 17, 2-5 p.m.
LVH–Hazleton pickup location
Laurel Mall
106 Laurel Mall Road, Hazleton

Friday, Nov. 18, 2-5 p.m.
LVH–Dickson City parking lot
330 Main St., Dickson City

Friday, Nov. 18, 2-5 p.m.
LVH–Carbon parking lot
2128 Blakeslee Blvd. Drive E, Lehighton

Tip #5: Mark your calendar now.

Turkeys and cheesecakes are available on a first-come, first-served basis at the above locations.

Tip #6: Can't make it to a drive-up event? Arrange for a colleague to pick up your item for you.

As long as your colleague has room in the car and a Partner Points certificate for each colleague's turkey or cheesecake, they can pick up multiple turkeys or cheesecakes.

Tip #7: Redeem your free turkey certificate at the Jaindl Retail Store.

Colleagues can also visit the Jaindl Retail Store, 3151 Coffeetown Road, Orefield, to redeem their free turkey certificate during business hours. Visit Jaindl.com or call 610-395-3333 for store hours. Cheesecakes are not available at the Jaindl Retail Store.

Tip #8: Know your options for redeeming your certificate at the Jaindl Retail Store instead.

You may choose from:

- 10-14-pound frozen Jaindl turkey

- 8-10-pound Jaiendl bone-in turkey breast
- 5 pounds of turkey barbecue (Pennsylvania Dutch style or pulled)
- 4 one-pound packages of ground turkey
- 5 pounds of turkey nuggets
- Gift selection

Tip #9: Pick up your cheesecake at the Pocono Cheesecake Factory.

Yes, you may redeem your certificate for a cheesecake at the Pocono Cheesecake Factory Store, 2146 PA-611, Swiftwater, after Nov. 19. Call the store prior to picking up your cheesecake at 570-839-6844.

Tip #10: Donate your turkey or turkey certificate.

You may choose to donate either the certificate or a turkey to the person or charity of your choice. There is no donation process organized through LVHN, so if you wish to donate your turkey or certificate you will need to handle those logistics. If you donate the certificate, please remind the person or organization receiving the certificate that it expires Jan. 31, 2023.

Bonus tip: Practice gratitude this holiday season.

In appreciation for all you do to provide excellent care throughout the year, LVHN is proud to create these moments for colleagues. Take a moment to reflect on what you are most grateful for as we approach the holiday season.



AIG Retirement Services is Now Corebridge Financial

You'll soon begin to see Corebridge Financial on retirement plan-related communications.

LVHN Insider

Wednesday, November 9, 2022

You may have recently received communications announcing that AIG Retirement Services is now Corebridge Financial. As the retirement plan provider for the Lehigh Valley Health Network retirement plan program, this is an exciting time as they move to a new name and elevated purpose of helping you plan, save and achieve a secure financial future.

In the coming months, you will begin to see Corebridge Financial on retirement plan-related communications. As they update their materials, we ask that you continue to check your email inboxes to ensure communications from Corebridge Financial are not being sent to a spam or junk folder.

As it relates to your retirement plan, **please know there is nothing you need to do at this time.** In addition:

- This name change does not affect your retirement plan account(s) or any plan-provided services or resources.
- You can continue accessing your favorite links and [retirement plan website](#).
- All account transactions will continue to be processed as planned.
- You may see both Corebridge Financial and AIG Retirement Services logos in the coming months as materials and websites are being updated.

Questions?

If you have questions about this change or need additional support, you may contact the plan's [dedicated financial professionals](#) or call the Client Care Center at 1-800-448-2542.



Construction Ahead: Changes Coming to LVH–Cedar Crest Kitchen

Here's how the construction will impact colleagues and patients.

LVHN Insider

Tuesday, November 8, 2022

The kitchen at Lehigh Valley Hospital (LVH)–Cedar Crest is under construction for preventive maintenance and repairs, and here's what that means for you.

Construction continues

Construction has already begun and will continue until early January.

Colleagues and visitors who enjoy meals in the LVH–Cedar Crest café will experience minimal changes to services or offerings.

Catering process changes

Catering is temporarily unavailable. If you have catering needs while the kitchen is under construction, Morrison Healthcare will provide alternative catering options on its [website](#). Catering will resume after the repairs are complete, and updates will be provided as the project progresses.

Unit-specific changes

For all inpatient units, small changes will be made to menu offerings, including updated salad and breakfast items. Inpatient units that will experience additional changes will receive communications outlining those changes at every step of the project.

Do your part to help patients and guests

While LVHN and Morrison have done everything possible to limit disruptions for colleagues, patients and guests, we ask for your ongoing patience through this process.

You can help patients and visitors understand that these changes and any potential service interruptions are temporary while the kitchen is under construction.

Please contact Thomas Warch at ThomasWarch@IamMorrison.com or Evan Isenberg at EvanIsenberg@IamMorrison.com if you have questions or concerns regarding this project.



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.



November 2022 Calendar of Events

See what's happening at LVHN all month long.

LVHN Insider

Friday, November 4, 2022

From fun events, to month-long celebrations, to sales in our gift shops, there is so much going on at LVHN! You'll find it all on November calendar of events. Print the calendar below, post it in your department, get involved and take advantage of everything LVHN has to offer our

colleagues.

Cool Colleague Calendar

Native American Heritage Month

Visit LVHN Insider for more information.



Nov. 2
Perioperative Services
Hiring Event
1-6 p.m., The Inn at
Centre Park, Reading

LVPG Hiring Event
4:30-7 p.m., Melt at
the Promenade Shops,
Center Valley

National Stress
Awareness Day
LVHN.org/compassion

LVHN Gift Shop Wacky
Wednesday
All day, Christmas
preview 20% off

LVH-Cedar Crest
Flu Shot Clinic
6:30 a.m.-4 p.m.
Kasych Family Pavilion
ECC 6

LVH-Muhlenberg
Gift Shop Cart
11 a.m.-1 p.m.
South side, 2597
building, tower

LVH-Cedar Crest
Gift Shop Cart
12-3 p.m.
1230 and 1240 buildings

Nov. 3
National
Sandwich Day
Have a sandwich
with a friend!

LVH-17th Street
Gift Cart
11 a.m.-1 p.m.
Outside the cafeteria

Nov. 4
LVHN-Mack Boulevard
Flu Clinic
8 a.m.-12 p.m.
Cafeteria

Nov. 5
Drive-Thru Flu
Shot Clinic
9 a.m.-3 p.m.
Dorney Park &
Wildwater Kingdom

Nov. 6
Drive-Thru
Flu Shot Clinic
9 a.m.-3 p.m.
LVH-Hecktown Oaks

Daylight Savings
Begins

Nov. 7
LVH-17th Street
Flu Clinic
6:30 a.m.-3 p.m.
Auditorium

Nov. 8
Election Day

Nov. 9
Technical Partner Hiring
Event
2-7 p.m.
Kasych Family Pavilion

LVH-Cedar Crest
Gift Shop Cart
12-3 p.m.
Kasych Family Pavilion

LVH-Cedar Crest Flu
Shot Clinic
10:30 a.m.-7 p.m.
Kasych Family Pavilion
ECC 6

LVHN Gift Shop
Wacky Wednesday
All day, 20% off
anything red, white and
blue or made in America

Nov. 9-11
LVH-Cedar Crest
Auxiliary Atrium
Book Sale
7 a.m.-6 p.m.
Jaindl Pavilion lobby

Nov. 10
LVH-Muhlenberg
Gift Shop Cart
11 a.m.-1 p.m.
North side and tower

Veterans Day
Recognition Ceremony
11 a.m.
LVH-Hecktown Oaks

View on Facebook Live

Nov. 11
Veterans Day
Show military ID for free
coffee in the cafeteria

LVH-Cedar Crest
Auxiliary Atrium
Book Sale
7 a.m.-4 p.m.
Jaindl Pavilion lobby

LVH-Muhlenberg
Flu Clinic
8 a.m.-2 p.m.
Employee health office

LVHN Gift Shops
All day, 20% off
for veterans

Nov. 13
World Kindness Day

Nov. 14
LVH-Cedar Crest
Auxiliary J&M Stern
Sports sale
8 a.m.-4 p.m.
Jaindl Pavilion lobby

Nov. 14-18
Turkey Toss
Details to come

Nov. 15
LVH-Cedar Crest
Auxiliary J&M Stern
Sports Sale
7:30 a.m.-3 p.m.
Jaindl Pavilion lobby

LVH-Cedar Crest Logo
Wear Event
11 a.m.-2 p.m.
Outside cafeteria

Nov. 16
LVH-Muhlenberg
Gift Shop Cart
11 a.m.-1 p.m.
South side, 2597
building, tower

LVH-Cedar Crest
Gift Shop Cart
12-3 p.m.
ED, Children's Hospital,
Jaindl Pavilion

LVHN Gift Shop
Wacky Wednesday
All day, Buy 1 at 20% off,
buy 2 get 25% off, buy 3
get 30% off, all clothing,
jewelry, hats & scarves

LVH-Cedar Crest
Logo Wear Event
11 a.m.-2 p.m.
Jaindl Pavilion, First floor

Nov. 17
LVH-17th Street
Gift Cart
11 a.m.-1 p.m.
Outside the cafeteria

Nov. 18
LVHN Gift Shops
Colleague
Appreciation Sale
All day, Tree Top,
Camille, Selon and
Pocono opening
at 7 a.m.

LVH-Cedar Crest
Gift Shop Open
Until 11:30pm
9 a.m.-11:30 p.m.
Tree Top Gift Shop

Nov. 21, 22 and 23
LVH-Cedar Crest
Auxiliary Mascara
\$5 Jewelry Sale
8 a.m.-4 p.m.
Jaindl Pavilion lobby

Nov. 22
LVHN-Highland
Avenue Logo
Wear Sale
11 a.m.-2 p.m.
Building B

Nov. 23
LVH-Cedar Crest
Gift Shop Cart
12-3 p.m.
1250 building

LVHN Gift Shop
Wacky Wednesday
All day, 25% off
pet-related items

Nov. 24
Thanksgiving

Nov. 25
LVHN Gift Shops
All day, 50% off fall
merchandise

Nov. 28
LVH-Hazleton Logo
Wear Event
11 a.m.-2 p.m.
Outside the cafeteria

LVPG Internal
Medicine-Steamtown
Logo Wear Event
11 a.m.-1 p.m.
Conference room

Nov. 29
LVPG Internal
Medicine-Alliance Drive
Logo Wear Event
11 a.m.-2 p.m.

Nov. 30
LVHN Gift Shop Wacky
Wednesday
All day, 20% off spa
items and lounge wear

LVH-Hazleton Station
Circle Logo Wear Event
11 a.m.-2 p.m.

My Total Health
Incentive
Program ends
lvh.mth.com

LVH-Muhlenberg
Gift Shop Cart
11 a.m.-1 p.m.
South side, 2597
building, tower

See next page for
Kellyn Mobile Markets.

Cool Colleague Calendar

Native American Heritage Month
Visit LVHN Insider for more information.



Kellyn Mobile Market

LVH-Cedar Crest
1230 and 1240 buildings
Nov. 2
12-3 p.m.
Main Entrance
Nov. 9, 16, 23, 24
11:30 a.m.-12:30 p.m.

LVH-Muhlenberg
Main entrance parking lot
Nov. 2, 10, 17, 24
3:30-6 p.m.

LVH-17th Street
In front of Pinebrook
402 N. Fulton St.
Nov. 2, 10, 17, 24
11:30 a.m.-1 p.m.

LVH-Pocono
Parking lot corner of
Prospect and Centre
Nov. 1, 8, 15, 22, 24
11:30 a.m.-12:30 p.m.

LVH-Hecktown Oaks
Cancer Institute parking lot
Nov. 1
10:45-11:30 a.m.
Nov. 8, 15, 22, 29
10:30-11 a.m.

LVHN-One City Center
LVHN Fitness front desk,
Third floor
Nov. 2, 16, 30
11:30 a.m.-12:30 p.m.

Nominate a colleague for a Service Excellence Award by visiting the Partner Points homepage on your SSO toolbar. Submit your nomination by Nov. 21, 2022. Winners will be announced Jan. 19.



Scan the code
or visit mth.lvhn.com for
information about
My Total Health

Download and print the calendar below to post it in your department.

NEWS ANNOUNCEMENT

Pilot Lung Screening Program at LVHN Expands

Program helps identify patients who are eligible for lung screenings

By John Moralis
November 7, 2022



Lehigh Valley Health Network (LVHN) will further its ability to offer early lung cancer screenings to eligible patients after being recognized as a sub-awardee of the National Cancer Institute's (NCI) Anderson Award.

LVHN received a \$966,468 grant from NCI and is part of a five-year trial that will allow for the expansion of an existing lung screening pilot program. This award is a collaboration of LVHN, Christiana Care Health System, Penn State Health, and Jefferson Health, which is the prime awardee.

The program allows LVHN to identify patients with upcoming primary care visits who are eligible for lung screenings. It also allows LVHN to provide mailed education materials and telephone outreach.

These innovative tools, along with a patient education video developed by the GO2 Foundation for Lung Cancer, will be made available to providers and care coordinators for immediate use in appointments with study participants.

LVHN adopted this program after receiving an Anderson Award in 2018 and has experienced a sustained screening rate of 20%. LVHN is proud to see this homegrown effort scaled across our health system and others across the country.

Lehigh Valley Topper Cancer Institute is an accredited Lung Cancer Screening Center, which means LVHN meets the highest standards for screenings and offers low-dose computed tomography (CT) scans and trusted imaging techniques for accurate results.



LVHN Awarded Level 10 Most Wired by CHIME

LVHN is among 18 health care organizations in the world to receive this recognition.

LVHN Insider

Monday, November 7, 2022

For the third year running, LVHN is being recognized as one of the top health care organizations in the world for adopting and implementing technology to improve patient safety and outcomes. LVHN has achieved a Most Wired designation for the past 17 continuous years.

The College of Healthcare Information Management Executives (CHIME) rated LVHN a Level 10 health care organization in the acute and ambulatory categories in its Most Wired Survey for 2022. More than 38,000 facilities from 679 health care organizations in 16 countries took part in the survey, but only 18 received a Level 10 designation in the United States.

Hospitals that receive a Level 10 rating are required to participate in a rigorous survey that rates several factors including data management, population health, infrastructure and patient engagement.



“Earning Most Wired at this level is only accomplished when thousands of colleagues across LVHN contribute to deploying, supporting, using and improving the clinical systems and informatics LVHN uses to deliver patient care,” says Mike Minear, Senior Vice President, Chief Information Officer, LVHN. “The Most Wired Level 10 award is a testament to the teamwork and efforts LVHN colleagues deliver every day.”

Technology is a crucial component in health care and can determine the quality of care a patient receives. The Digital Health Most Wired survey and recognition program offers health care organizations across the world an opportunity to assess how efficiently and effectively they use technology.

To earn a Level 10 Most Wired recognition, LVHN demonstrated an outstanding record of leveraging the power of digital technology within a visionary corporate strategy.

“We are proud to honor LVHN’s exceptional dedication to excellence in digital health,” says Russell P. Branzell, President and CEO, CHIME. “Your pioneering performance in the industry inspires other organizations by example. Patients in communities around the world receive better care when you drive change through digital transformation, as you have proven through your success in this rigorous program.”

CHIME defines Level 10 organizations as leaders in health care technology who actively push the industry forward, often leveraging technology in innovative ways and encouraging deep adoption across their organization.



LVH–Cedar Crest President Recognized for Dedication to Health Care Leadership

Stephen Zieniewicz earned the ACE Distinguished Service Award.

LVHN Insider

Wednesday, November 2, 2022

Stephen Zieniewicz, Senior Vice President, Lehigh Valley Health Network, and President, Lehigh Valley Hospital–Cedar Crest, was honored by the American College of Healthcare Executives (ACHE) for his years of volunteer service to ACHE. Zieniewicz received the ACE Distinguished Service Award during this year’s ACE Eastern Pennsylvania Fall Healthcare Symposium.

He earned this recognition for his years of dedication as a healthcare leader on the local and national levels. He is acknowledged for his passionate commitment to professional excellence, supporting diversity and inclusion, and mentoring current and future health care leaders. Leave a comment to congratulate him on this well-earned achievement.

To the colleague who looked and made it personal, and created a moment -I thank you. Last Friday my 79 yo father was having a cardiac Cath and my mother went to the cafeteria for lunch. Not only did this colleague assist my mother in getting her lunch but also paid for her sandwich. May we all take that extra moment to look & listen and create a better experience no matter how big or small the gesture

[Show Less](#)

LVHN colleagues are Partners in Caring! Take a look at this Facebook message sharing a moment when a colleague looked and listened to provide excellent care. #LVHNProud

by LVHN Insider

Published November 04, 2022



What Brings You Joy? Tell us!

Use the Joy Idea Generator to give us ideas for creating joy in the workplace.

LVHN Insider

Monday, September 19, 2022

You've got ideas, and we want to hear them. LVHN is committed to providing an excellent work environment and will continue to listen to our colleagues. How do you want to see LVHN bring more joy to the workplace?

Tell us by submitting ideas and questions to the [Joy Idea Generator](#) on the [LVHN intranet](#).

Joy Idea Generator prompts

- Please share your ideas for bringing joy into the workplace.
- For remote colleagues only: What ideas do you have for remote colleagues to be more engaged or have more joy while working?
- Have you ever nominated a colleague for Partner of the Month or another award? If no, do you know how to submit a nomination on Partner Points?

You also will be asked for your location and role, but providing your name and contact information is optional. Your responses will be used to plan future events and promotions at LVHN to recognize and celebrate all you do every day.

We depend on your feedback to know where we are excelling and where we need to improve our efforts to continue our tradition of recruiting and retaining an engaged, loyal and resilient workforce.



Health Coach Helps Colleagues Reach Wellness Goals

Small changes made big impacts for Christina Tomsic.

LVHN Insider

Wednesday, October 26, 2022

If you're looking to make meaningful changes - big or small - to your mental, physical, financial or professional health, but aren't sure where to start – a My Total Health wellness coach can help.

Wellness coaches are great resources for support, encouragement and guidance and can provide motivation to help you achieve your goals – for free!

Christina Tomsic, an Epic trainer in the Department of Education, is living proof of the impact health coaches can have and how they can help colleagues achieve goals.

Tomsic began working with a health coach in March 2022. She entered her first appointment open to suggestions, but already had a professional and personal goal in mind; she wanted to apply to graduate school and needed a push.

Persistence for professional growth

To accomplish this, Tomsic and her health coach, Christie Lanasa, scheduled regular check-ins and set goals. This approach ensured applying to graduate school was a priority that Tomsic would dedicate time to – something she had not done in the past.

Tomsic's hard work, dedication and persistence paid off, as she was accepted to the graduate program she applied to.

Finding balance was a crucial to achieving this goal.

“Talking with Christie really helped me identify simple ways to find balance between work, school, and my personal life to reduce burnout and stress,” says Tomsic. “This was needed before I could consider applying for school. It was a huge component of the plan we discussed.”

Using past success to achieve more

After this success, Tomsic knew she could achieve more of her goals, so she continued meeting with Lanasa – and her next objective centered around physical health.

Tomsic wanted to lose weight but didn't want to focus on numbers on the scale. This method worked for her in the past, but it took toll on her mental health. Instead, her goal included fitting into selected pieces of clothing she already owned, and while numbers were not a primary focus, Tomsic weighed herself once a week to track progress.

Lanasa also suggested some small changes that made a big impact. Tomsic bought a new pair of sneakers so she could leave the office for lunchtime walks, she carried a large water bottle as a visual reminder to drink a gallon of water each day and she began meal prepping every Sunday with her husband.

As a vegetarian, Tomsic had concerns about incorporating enough protein into her diet, but she worked through this potential barrier with Lanasa. She was given resources about nutrition macros and plant-based food options to meet her protein requirements.

Along with her health coach, Tomsic's husband, who also is an LVHN colleague, is incredibly supportive. He joined Tomsic's journey and together they meal prep, walk, hike and keep each other motivated with friendly competition. Three months into her journey, Tomsic and her husband have lost a combined 80 pounds.

"Christie has saved our lives," Tomsic says. "She motivated us to prioritize our health."

Tomsic continues to work with Lanasa, and her husband began compiling a list of wellness-related questions. Tomsic is looking forward to future successes as she continues prioritizing her physical and mental health, while balancing work and graduate school. She knows Lanasa will be beside her every step of the way cheering her on.

Work with a health coach

If you're ready to start working with a health coach, visit mth.lvh.com to message or schedule an appointment with your coach.



Have a Chronic Health Condition? Clinical Health Coaches Can Help You

Learn how a health coach helped extend Lewis Whelchel's life.

LVHN Insider

Wednesday, November 9, 2022

Lewis Whelchel suffers from chronic conditions, including Type 2 diabetes, Parkinson's disease and hypertension, as well as psychological disorders. He was reluctant to see a doctor regularly for his ailments but changed his mind after an encounter with his clinical health coach.

Raelah Miller, RN, a clinical health coach offered through My Total Health, played a key role in Whelchel's wellness journey by advocating for simple but important changes.

"Taking small steps allowed me to see small successes along the way, which really made the difference," Whelchel says. "She has extended my life by several years or more."

My Total Health clinical health coaches are great resources to help you and your dependents with chronic health conditions, like Whelchel's.

Miller's first hurdle involved changing Whelchel's mindset. She did this with motivational coaching, resource collaboration and building a support network Whelchel could rely on. Miller also engaged Whelchel by building trust and introducing health improvements gradually.

"She convinced me to make changes by explaining exactly what she could do to help," says Whelchel. "I was ready to take any opportunity to improve my health."

During coaching sessions, Miller and Whelchel set behavior change goals and spoke about accountability. As a result, Whelchel began checking his blood sugar as directed and taking his diabetes medication as well as other medications as prescribed – 100 percent of the time. They also addressed barriers to his care, including finger sticks and having diabetes supplies at home. One of the solutions Whelchel and his coach found was using a wearable glucose monitor to check blood sugar levels.

Wellness coaching helped Whelchel make marked improvements to his physical and mental health. His hypertension is in remission, so Whelchel is no longer taking blood pressure medication. His diabetes has also improved so one of his medications has been reduced.

"I feel both mentally and physically better, more alert and engaged in life," says Whelchel. "Working with a health coach has dramatically improved my health and well-being."

About the Condition Support Program

Clinical health coaches are offered through the Condition Support Program. This program is available to colleagues and their dependents who are registered for a health care plan through LVHN. Clinical health coaches are registered nurses who work specifically with colleagues and dependents.

This program is offered to those who are diagnosed with:

- Adult or pediatric asthma
- Coronary artery disease
- Congestive heart failure
- Chronic obstructive pulmonary disease
- Diabetes.
- Sign up for clinical health coaching

Colleagues who are eligible for the Condition Support Program have been assigned a clinical health coach in their wellness portal. Visit the [My Total Health portal](#) to send a secure message to self-schedule an appointment.



Dell Black Friday Early Access

Colleagues get a sneak peak now through Nov. 13.

Timothy Lockard

Thursday, November 3, 2022

Through our Member Purchase Program with Dell, LVHN colleagues can gain early access to Black Friday specials that go above and beyond our everyday savings!

Happening Now: Black Friday Sneak Peek through Nov. 13.

Next up: Member-exclusive early access to Black Friday deals starting Nov. 10, through Nov. 13 and available only through our dedicated store.

Get exclusive Early Access to Black Friday Deals such as:

- Inspiron 16 Laptop - Save \$270
- XPS 15 Laptop - Save \$500
- Dell 24 Monitor - Save \$70
- Inspiron Desktop - Save \$150

Shop online through our LVHN MPP store: www.dell.com/mpp/lvhn

Black Friday continues through Nov. 26. Additional deals will go live Nov. 24-26. These will be limited in quantity and offered on a first come, first serve basis.



Discounted Hersheypark Admission Tickets

Take advantage of this limited time offer to purchase tickets for the rest of 2022.

Timothy Lockard

Friday, November 4, 2022

Hersheypark is offering LVHN colleagues the ability to purchase discounted Christmas Candy Lane tickets that are good for the remainder of 2022.

1-Day Admission (ages 3 & older): \$42.95 (45% savings)

Prepaid Parking: \$20.00 (\$5 savings; parking is \$25.00 at the park)

These discounted tickets will **only** be available through at the below link from **Tuesday, Nov. 8 at 6:00 AM through Tuesday, Nov. 15 at 11:59 PM.**

<https://tickets.hersheypa.com/Storefront/shop/PromotionCode.aspx?PromotionID=881&CG=LEHIGH&C=LVHN>

The promo code to use is 62393.



Skate Into the Holiday Season at the Ice Rink at SteelStacks

LVHN colleagues can enjoy a discount throughout the season.

LVHN Insider

Tuesday, November 8, 2022

Create moments with your colleagues, family and friends this holiday season at an ice rink. For the first time, ArtsQuest is adding an authentic ice rink at the base of the blast furnaces on the SteelStacks campus. The Ice Rink at SteelStacks, presented by Lehigh Valley Reilly Children's Hospital, will be open daily, including holidays, beginning Tuesday, Nov. 22, 2022, through Sunday, Jan. 1, 2023.

LVHN colleagues can use a discount code to enjoy the rink throughout the skating season. Use code LVHNSKATE for \$6 admission tickets. Skate rental is an additional \$6, but guests can bring their own. The code can be used any day except for Saturdays. The code is valid for theme nights, excluding Saturdays.

[Visit the website](#) to learn more and purchase tickets.

HEALTH TIP

Three Important Things to Know for Flu Season

We're busting flu shot myths to help keep you healthy

By Joe Nixon



Judging by the flu experience in the Southern Hemisphere, in places such as Australia, the 2022-23 flu (influenza) season here in the northern half of the planet could be a doozy.

At Lehigh Valley Health Network, we want you to stay as healthy as possible year round, especially during concerning times like flu season. That's why it's important to get the facts about flu shots and not rely on myths, urban legends or advice from Uncle Joe.

As the region's most trusted health care provider, we're giving it to you straight. Consider these three flu facts:

Flu Fact No. 1

Neither the flu vaccine shot, nor the flu vaccine nasal spray, can give you the flu. The shot form contains dead viruses, and the nasal spray contains weakened viruses. If you have flu-like symptoms after receiving your vaccine, you may have been exposed to a virus other than the flu. In addition, you may have been exposed to the flu virus before getting your vaccine or in the two weeks it takes for the vaccine to take effect.

Flu Fact No. 2

Don't discount the seriousness of the flu. So far this flu season, more than 6,900 people have been admitted to hospitals in the U.S., and the first flu-related pediatric death occurred in October. Everyone 6 months and older should get the vaccine.

Flu Fact No. 3

The flu vaccine works. Protection can vary but getting vaccinated is the best way to prevent the flu. Flu vaccines in the U.S. are based on worldwide surveillance of flu viruses, particularly in the southern hemisphere, where seasons are opposite of those here. Australia is experiencing its worst flu season in five years, a possible clue of what could potentially happen in the U.S.

HEALTH TIP

Polio: Then vs. Now

Oct.24 marks World Polio Day, an observance to remind people of the importance of polio vaccination

By Hannah Ropp



Recent cases of polio in the United States have caused some public health officials to sound the alarm and reiterate the importance of polio vaccines. Luther Rhodes, MD, infectious diseases physician with [LVPG Infectious Diseases](#), outlines how a polio outbreak today could be different than it was 60 years ago.

Throughout the early part of the 20th century, polio, a debilitating and often deadly infectious disease, struck fear in the hearts of people throughout the world. The virus invades the central nervous system and can cause paralysis. At its peak, polio was responsible for paralyzing approximately 35,000 people a year, many of them children.

Thanks to vaccines, which were introduced in the early 1950s, polio was considered eradicated from the United States in 1979. There have only been three known cases since then in the United States, the last one diagnosed in 1993. However, a recent case in upstate New York has sparked concern from public health officials.

“I think that everyone really thought polio was gone, so it was surprising to find a case after so long. There are still pockets of people who are unvaccinated for various reasons. Therefore, it’s concerning to find any cases of polio,” Rhodes says.

The poliovirus found in New York is not the same virus that originally affected the world 60 years ago. Vaccinations have eliminated that strain in all but two countries. However, many polio cases now are actually from a type of the polio vaccine that is no longer used in the U.S.

There are two types of polio vaccines. An inactive version (IPV) is given via injection and uses an inactivated version of the virus. The other type is an oral polio vaccine (OPV) that uses a live, weakened form of the virus, given as a sugar cube.

According to Rhodes, the United States has used the IPV vaccine exclusively since 2000 because the oral vaccine was causing a small percentage of vaccine-derived polio. “The oral polio vaccine was very successful, but people who take the vaccine in that form can shed the virus, causing it to spread among those who are not vaccinated. It’s rare, only about one person in a million can transmit the paralytic virus, but it is possible,” Rhodes says.

Wastewater in the area in New York where the polio case was detected has tested positive for the virus. However, it’s thought that it’s most likely from vaccinated individuals infected with vaccine-derived virus, which means they have no symptoms and are at no risk for paralysis.

What you can do to protect yourself and your family

According to Rhodes, the most important thing you can do to protect yourself and your family is make sure everyone is vaccinated against polio.

“There is certainly no reason to panic about polio,” Rhodes says. “There are vaccines available to prevent the disease. Because polio can be devastating for children, it’s important to make sure they are vaccinated. Most children are required to have the vaccine in order to attend school, however, COVID has caused some delays in vaccinations. If you’re unsure whether your child is fully vaccinated, check with their doctor.”

The Centers for Disease Control and Prevention (CDC) recommends the inactivated polio vaccine (IPV) as part of the series of routine childhood vaccines.

Children get four doses of the vaccine. They get one dose at the following ages:

- 2 months
- 4 months
- 6 through 18 months
- 4 through 6 years

If you were vaccinated against polio as a child, there’s generally no reason to get the vaccine as an adult. However, if you are an unvaccinated adult or didn’t receive the complete polio vaccine series as a child, you may want to consider getting vaccinated. Some situations put you at a higher risk for polio, including:

- Traveling to another country with a greater risk for contracting polio
 - Working in a lab and handling specimens of polio
 - Treating patients infected with polio or those who have close contact with someone infected with polio
-

HEALTH TIP

Elder Abuse: Recognize the Signs

Older adults can endure physical, emotional, sexual and financial abuse as well as neglect and abandonment



Elder abuse occurs when people ages 60 and older are mistreated by others. This can be by family members, caregivers, friends and even strangers. “Anyone can be a victim of abuse, but it is more likely to happen to those who have dementia or a disability, or who don’t have a strong social network,” says Philip Benyo, MD, primary care physician at LVPG Geriatric and Internal Medicine–Brookhill Plaza.

Types of elder abuse

Abuse doesn’t always look the same in every situation. Different forms of elder abuse include:

- **Physical abuse:** Hitting, pushing, slapping, burning or locking in a room
- **Emotional abuse:** Yelling, threatening, ignoring or saying hurtful things
- **Neglect:** Not attending to one’s basic needs, such as food, clothing and medical care
- **Financial abuse:** Stealing money or belongings
- **Sexual abuse:** Sexual activity when one is forced or unable to consent
- **Abandonment:** Leaving someone alone who needs help

According to the CDC, about 1 in 10 older adults living at home have experienced some kind of elder abuse.

How to spot the signs

Are you worried that a loved one is being abused? Watch for the following signs:

- Bruises, broken bones, burns or cuts
- No longer taking part in activities they enjoy
- Poor hygiene
- Strained relationships
- Bedsores
- Unusual weight loss
- A sudden change in financial situation
- Missing dentures, hearing aids or eyeglasses

Protect yourself against abuse

If you’re an older adult, there are some things you can do to keep safe:

- **Stay connected.** “Maintain your relationships with friends and family members,” Benyo says. “The less isolated you are, the safer you are.”
- **Plan for the future now.** You should have documents such as a living will and power of attorney in place. This will make it more difficult for someone to try to take control of your affairs.
- **Focus on your health.** Eat nutritious foods, exercise, get enough sleep and take care of your mental health. “You’ll feel good and be in a better position to advocate for yourself,” Benyo says.

No matter how many precautions you take, elder abuse is still possible. If it does happen to you, remember that it's not your fault.
