The Lehigh Valley Phantoms visit the Children’s Hospital

The Lehigh Valley Phantoms are a professional ice hockey team playing at the new PPL Center in downtown Allentown. The Phantoms, a member of the American Hockey League (AHL), are the top minor league affiliate of the Philadelphia Flyers of the National Hockey League (NHL). The Phantoms spent the past five seasons playing in Glen Falls, N.Y., as the Adirondack Phantoms before moving to Allentown for the 2014-15 season.

In March 2012, Lehigh Valley Health Network (LVHN) was named the official health care provider for the Lehigh Valley Phantoms. LVHN providers work in conjunction with the Philadelphia Flyers medical staff in following protocols for the treatment of Phantoms player injuries. LVHN is the official medical provider for all events held at PPL Center, operating a first aid station and supplying a MedEvac ground unit on-site.

The Pediatric Unit at the Children’s Hospital has an amazing relationship with the Lehigh Valley Phantoms. The players come out regularly while the team is in season to visit the children here in the hospital. Players Anthony Stolarz, Darroll Powe, and Zach Stortini were able to stop by the week before Christmas to spread some holiday cheer. Their visit is something that the children and families really look forward to. “The best part is giving the gift and seeing the child’s face just lights up” says Anthony Storlarz #35. “It’s always fun to come visit the children in the hospital. It’s huge for us to get out, become part of the community and give back. Overall it’s always a fun day when I get to come here to the hospital” says Darroll Powe #36.

What’s New?

We have some great stuff going on:
• EPIC Champions
• Celebrations!
• The new Family Advisory Council
• AND MORE!
THE CHAIR’S CORNER:

What Not To Do To Cut Health Care Costs

In a recent issue of the Harvard Business Review there’s an article by Robert Kaplan and Derek Haas entitled How Not to Cut Health Care Costs. The authors list 5 common mistakes that health care systems and teams make when trying to lower costs:

• Cutting back on support staff,
• Underinvesting in space and equipment,
• Focusing narrowly on procurement prices,
• Maximizing patient throughput,
• Failing to benchmark and standardize.

I can see you scratching your head. Allow me to give each one a little explanation.

Support staff aren’t the expense problem - cutting them creates bottlenecks and more work for clinical staff who could instead be directly helping patients instead of doing clerical work, managing schedules, and solving operational problems.

Space and equipment can drive up costs if not managed prudently, however, too often these items are cut to the point of creating bottlenecks and wasting more expensive resources (like doctors).

Better to reduce the waste of relatively expensive common supplies. It turns out that saving $0.10 on every 100 gauze may be a victory for the supply chain manager, but it does very little for the bottom line.. This is especially true in procedure oriented areas. And it turns out that the variability in use of these expensive supplies is considerable, suggesting room for improvement.

Increasing patient throughput – This is my favorite - pushing doctors to see more patients, or incentivizing them to see more patients (same thing), leads to increased health care costs, and not just because they will tend to do more than they really need to, but because they aren’t making long-term investments in their patients. An example is talking about advanced directives for people with terminal illnesses, or counseling patients with end stage renal disease who are likely to need dialysis.

Failure to standardize - Need I say anything further – not taking the time to standardize the processes of care and of doing business (operations) sets a system up for unnecessary variability, confusion, reworks, poor communication, etc.

There is an interesting paragraph towards the end of the article that states: “High health care costs are the result of mismatched capacity, fragmented delivery, suboptimal outcomes and inefficient use of highly skilled clinical and technical staff. The current practice of managing and cutting costs does nothing to address those problems.” Articles that make you go ummmm…

A Story from Child Life

Over the past couple of months, the Child Life team has paired up with Radiation Oncology to support kids and their families receiving treatment. The project began when team members from the Children’s Care Experience Committee explored the Radiation Oncology suite and provided recommendations to create a more child friendly environment. One of the outcomes is the addition of our child life specialists as part of the initial team that meets with every new pediatric radiation oncology patient. They assist the children and families through the initial consultation and the first couple of visits to undergo radiation therapy. They are looking forward to working with the Radiation Oncology team on this new endeavor. Thank you to everyone involved in helping us develop this process to make the experience less stressful for our patients and families!

SHARE YOUR COMMENTS
Email: j_nathan.hagstrom@lvhn.org
Blog: leadingachildrenshospital.com

75 EPIC Champions Here To Help

EPIC is coming up soon! EPIC end user training began with the new year and Wave 1 Go Live is coming fast. To help with this transition there are two key players on site to provide support to their colleagues.

First are the super users who have been involved with the EPIC transition from the dress rehearsal and will continue to work beyond go live to assist practices implement and optimize their EPIC utilization.

Then there are the EPIC Champions. Each practice will have their own champion who will work closely with their colleagues to answer questions and provide support to tailor EPIC to individual needs.

A list of the Children’s Hospital EPIC Champions sorted by specialty will be posted on the new Children’s Hospital Intranet page the second week of February.

Please reference that list whenever you need an EPIC Champion!
What It Takes To Be A High Reliability Organization

High reliability organizations (HROs) achieve a state of mindfulness, which is a combination of collective situation awareness, learning, and proactive adaptation, by nurturing five attributes. The first is sensitivity to operations, which is evident in a focus on processes, reducing waste, front-line behaviors, and a balanced set of performance indicators with the necessary breadth and depth to inform how the organization is doing: what’s working well and what isn’t. The second is reluctance to simplify, which is seen in asking the 5 whys, mapping processes and thoughtful problem-solving. An important part of this second trait is to challenge long held beliefs and assumptions. Pre-occupation with failure throughout the system is evident in how people report errors and near-misses, plan, and conduct hand-overs, huddles, and team meetings. The anticipation and preoccupation with failure involves being vigilant of how and where the processes can break, causing failure. The fourth trait is deference to expertise: be sure to listen to those who have a well-developed knowledge of the situation at hand. Deference to Expertise is seen in how an organization elevates the front-line staff to solve local problems and how they are included in solving inter-departmental issues. Lastly, resiliency is the fifth trait, which means catching defects early before they result in major disaster, responding to failure immediately and recovering quickly, and learning from failures methodically, deliberately, in a systems-focused, action-oriented, and leadership driven manner.

Upcoming Events

FIRST ANNUAL GOLF TOURNAMENT OF HOPE
APRIL 17TH, 2015
The NICU Patient and Family Centered Care Committee supports many family events in the NICU. Examples include: the annual Halloween Costume Contest, the Thanksgiving Tree of Life decorating, Pictures with Santa (aka Dr. Scott Brenner seen on the left), and National Prematurity Awareness month. The committee has partnered with Lily’s Hope Foundation to support our families. Their First Annual Golf Tournament of Hope is on April 17th. Look for future emails and flyers.

PHANTOMS HEALTH FAIR NIGHT
APRIL 14TH, 2015; 7PM
PPL Event Center: 707 Hamilton St, Allentown
The goal of this event is to engage the community and provide health information in a meaningful way. Combining the event goal with the health network’s focus on population health and education, each participating resource will offer an activity.

COMMUNITY CANVAS
Community Canvas has monthly events at various locations around the Lehigh Valley. See the website for program and upcoming event details as this will be updated as events become confirmed: www.LVHN.org/canvas
FEBRUARY 18TH, 2015; 6PM - 8PM
Boys and Girls Club – 1430 Fritz Dr. Bethlehem
MARCH 18TH, 2015; 6PM - 8PM
Boys and Girls Club – 210 Jones Houston Way Easton (or: 508 Charles St.)

Baby Friendly

Breastfeeding continues to be a priority focus for the Women's and Children's Service Line and the Children’s Hospital at Lehigh Valley Hospital. We continue on our journey to Baby Friendly designation...moving through the second, Development Phase of the journey with the support of four work groups focused on the following: Newborn Feeding Policy, Staff Training and Education, Clinical Practice and Patient Education/Continuum of Care.

A new development in support of this effort is our participation in the PA Department of Health’s Keystone 10 quality improvement initiative for Birthing Hospitals and Centers. This initiative is closely aligned with Baby Friendly. The Keystone 10 initiative will offer the opportunity for LVHN to collaborate with other hospitals on this exciting journey...by sharing of information and resources to support this important effort.

Events Worth Celebrating

Pediatric Staff Nurse and 2014 Nightingale Awards of Pennsylvania Final Nominee.
We would like to celebrate the selection of Nicole C. D’Alessio as a 2014 Nightingale Awards of Pennsylvania final nominee! Nightingale Awards of Pennsylvania is a non-profit organization dedicated to the support and recognition of the positive impact of nursing in health care. Many thanks to Patricia Hoak for submitting the nomination…for recognizing her colleague and sharing the inspirational story that not only features Nicole…but also the wonderful care the Children’s Hospital provides to the patients and families of our community.

Congratulations Nicole, and a thank you to Patricia!
-Mary, January 6, 2015

5th Annual NICU Graduate Reunion.
The NICU had its 5th Annual NICU Graduate Reunion Party on Sept 21st at Lone Lane Park. It was another well attended event with close to 300 people in attendance. All babies who were discharged from the NICU in the prior year (2013) were invited. As always, we enjoyed seeing our happy, healthy and mobile graduates. The parents enjoyed re-connecting with old “roommates”, staff and friends as well as bringing a happy closure to that part of their lives.

Save the Date!
The next NICU Reunion is Sept 20th, 2015

The New Children’s Hospital Advisory Council!
The first Family Advisory Council meeting was held on September 23, 2014. We all know that the care our patients receive is important, but just as important is the experience both the patient and the family have once they walk in our doors. Our Family Partners are helping us ensure that we are providing a super experience by providing us with real-time and personal experiences about their time with us.

The goals of this group are to:
- Ensure the care provided is patient- and family-centered
- Improve the quality, access, and safety of care delivery
- Strengthen collaboration between caregivers, patients, family, and community in order to effectively address quality concerns
- Enhance the patient and family experience
- Guide the Children’s Hospital’s priorities, planning, and improvement efforts
- Continually improve the relationships between the hospital, patients, family, and community