

There's a lot going on at Lehigh Valley Health Network. In case you didn't catch all the latest news, here's a recap of what happened this week. Here are links to Mission Central posts, the latest issues of CheckUp and Healthy You, and Lehigh Valley Health News, our blog on LVHN.org containing timely information and health network news. You also can link to Mission Central's "Contact Us" page where you can comment about anything, including this email, ask a question or share a story.

[New Goals for Fiscal Year 2015](#)

Learn about our focus on the Triple Aim: better health, better care and better cost.

[LVHN Veterans Honor Dr. Swinfard](#)

Armed service veterans and patriots gathered for a special farewell to our retiring president and CEO.

[Elaine Donoghue, MD, Named Designated Institutional Officer](#)

She will be responsible for oversight and administration of our residency programs.

[Michael La Rock, MD, Named Assistant Dean of Student Affairs](#)

The position is part of the USF Health/LVHN SELECT Medical School partnership.

[Get Pre-Sale Tickets to Two PPL Center Concerts](#)

As part of LVHN's partnership with the Lehigh Valley Phantoms, all colleagues have access to tickets for Tom Petty & The Heartbreakers with special guest Steve Winwood and Rascal Flatts.

[Watch June's Leader-to-Leader Video](#)

See presentations about the state of mammography, supporting LVHN leaders and lean certification success.

[Wellness: Check Your Eyes](#)

The eyes are the windows to the soul and also can be windows to existing health problems.

[Epic Module of the Month – ASAP](#)

The application for the ED will help decrease time spent jumping from application to application.

[Lynn Acquaviva, DO: My Height Breaks the Ice – VIDEO](#)

Discussing her ethnicity and her patients' cultural background is one way the family medicine doctor gets them to open up.



Read the latest
issue of CheckUp



Ask Questions
Any Time on
Mission Central



Read the latest
issue of Healthy You

READ LEHIGH VALLEY HEALTH NEWS
a blog on LVHN.org containing
timely health information and
health network news.



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New Goals for Fiscal Year 2015

Our focus is on the Triple Aim

Today's challenges in our nation's health care system are extremely complex. It can be difficult to address everything we need to focus on to keep our health network strong. Since 2006, we've remained the region's health care leader by focusing on five priorities: people, service, quality, cost and growth.

"These areas are still important," says president and chief executive officer Ron Swinfard, MD, "but we are revising our priorities in fiscal year 2015 (FY15) to help you focus on what's *most* important. Instead of five priorities, we'll have three that are closely aligned with one other. If we achieve the goals we set for each priority, we'll be well positioned to provide high-value (low-cost, high-quality) care. It's what the people of our community expect and deserve."

In FY15, our three new priorities are:

- **Better health**
- **Better care**
- **Better cost**

These priorities are known as the Triple Aim, an organizing framework developed by the Institute for Healthcare Improvement and introduced at last year's Colleague Forums. "If we attain the Triple Aim, we'll simultaneously help people get and stay healthy, prevent conditions that require costly care, have the best possible experience at our health network, and keep the cost of care low," Swinfard says.

Here's a closer look at our new priorities, including the goals we will strive to achieve and things you can do to help us achieve them. To earn our Shared Success Plan (SSP) bonus in FY15, we must meet specific goals related to better health (know your blood pressure and BMI), better cost (total expense per patient encounter) and better care (CAHPS and Press Ganey scores).

BETTER HEALTH

Why it's important: Keeping people healthy is what we're here to do. When people have better health, they're happier. Plus, they need less hospital care, which is expensive to provide. It's also the care for which we are being reimbursed less by Medicare and insurance providers.

Our goal: To determine if we are helping colleagues get and stay healthy, we will look at how much money colleagues covered by Choice Plus spend on health care in one year. Why? The healthier people are, the less they spend on health care. Our goal is to keep the cost per Choice Plus member below a specified amount for the year. In the future, our partnerships with [AllSpire](#) and [Optum Labs](#) will allow us to examine a larger group of people and discover new ways to keep people healthy.

What you should do:

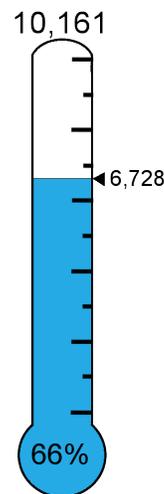
Next Step

Work with your team to finalize your FY15 goals. Consult colleagues in organizational effectiveness to update your visibility wall, improve your processes and help your team navigate change.

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- Get a regular checkup from your primary care doctor. Well care visits are covered 100 percent under the Affordable Care Act. [Find a doctor](#) if you don't have one.
- Complete your health and wellness assessment at [MyPopulytics.com](#).
- Take advantage of your Culture of Wellness benefit.
- Learn about opportunities from your department's dean of wellness.
- Eat better, move more and stress less. Getting healthier includes finding ways to have work-life balance.
- Be engaged and happy at work, and foster the conditions we need to be at our best: time, trust and teamwork.

BETTER CARE

Why it's important: We've always been driven to give people the best possible care and experience. To do so, we must provide safe care, prevent disruptions (e.g. unplanned hospital readmissions, long hospital stays), meet service expectations and help people prevent or manage certain conditions.

Our goal: There are many quality indicators we will use to determine our success – things like hospital-acquired conditions, CAHPS (Consumer Assessment of Healthcare Providers and Systems) and Press Ganey scores, and the number of screenings and vaccinations we provide. We'll set a target for all our quality and service indicators. Our goal will be to achieve the target in a specific number of quality indicators.

What you should do:

- Prepare for [Epic](#), our new electronic medical record system. Epic will help us share information and give patients better access to their medical records through a patient portal called "MyLVHN." You can help make the Epic transformation a success by signing up for MyLVHN when Epic goes live in 2015, and by encouraging patients to do the same.
- Go out of your way to make quality connections with colleagues, patients and families. It's as simple as making eye contact, smiling, being the first to say hello and holding an elevator door open. With patients and families, communicate clearly, introduce yourself and your role, respond to their needs, manage their pain, create a clean and quiet environment, and strive to give them the best possible experience.

BETTER COST

Why it's important: We must keep costs down to provide high-value care. It's the right thing to do for patients. Plus, insurers are encouraging patients to receive care from health care providers that keep costs down. While we work to manage costs, we must ensure our quality remains high.

Our goal: To determine our success, we'll monitor the total expense per encounter in all areas where we deliver services. Our target goal is for each patient encounter to cost less than a specific amount. All our expenses are factored into this figure, from the tests and treatments we provide to the amount of paper we use in our offices. So everything you do to manage costs will make a difference.

What you should do:

- Brainstorm with colleagues about ways your department can improve the quality of your work with the lowest possible costs.
- Put your ideas into action.

This entry was posted by [Rick Martuscelli](#) on June 26, 2014 at 1:00 pm, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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Mission Central | New Goals for Fiscal Year 2015





< [Motivational Monday: Be a Better You](#)

Michael La Rock, MD, Named Assistant Dean of Student Affairs >

LVHN Veterans Honor Retiring President and CEO

Many of Lehigh Valley Health Network's (LVHN) armed service veterans and patriots gathered at LVHN-Mack Boulevard on Monday afternoon for a special presentation and farewell luncheon in honor of retiring president and chief executive officer – and fellow veteran – Ron Swinfard, MD.

The presentation included veteran colleagues – several in uniform – standing on each side of the sidewalk outside the building's main entrance and saluting Swinfard, who walked between them. Patriots who support the armed services also waved flags in his honor during the tribute.

Swinfard was a lieutenant during the Vietnam War, serving as a battalion surgeon assistant in Chu Lai. He also helped to champion LVHN's veteran's health initiatives. See a gallery of photos from the event below.



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Picture 1 of 6

[Next](#)

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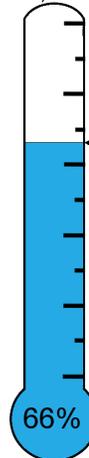
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Elaine Donoghue Named LVHN Designated Institutional Officer

*** This message is from Tom Whalen, MD, chief medical officer, and John Hart, senior vice president, medical services ***

We are pleased to announce the appointment of Elaine Donoghue, MD, as Lehigh Valley Health Network's (LVHN) designated institutional official (DIO) in the division of education effective July 1. Dr. Donoghue replaces William Bond, MD, who has accepted the position as the director of research at the Jump Trading Simulation and Education Center, OSF HealthCare and the University of Illinois College of Medicine in Peoria, III.



Elaine Donoghue, MD, has been appointed as Lehigh Valley Health Network's (LVHN) designated institutional official (DIO) in the division of education effective July 1.

As our DIO, Dr. Donoghue will be responsible for oversight and administration of LVHN's residency programs. The DIO position is a requirement of the Accreditation Council for Graduate Medical Education (ACGME), which oversees residency education in the U.S. The DIO works in collaboration with our Graduate Medical Education Committee (GMEC). Together, they have the authority and responsibility for the oversight and administration of our residency programs, as well as the responsibility for assuring the regulatory requirements of ACGME and other educational and regulatory bodies, such as Centers for Medicare and Medicaid Services (CMS), National Residency Matching Program (NRMP) and The Joint Commission. The DIO is a part-time physician role within the division of education.

Dr. Donoghue earned her bachelor's degree from Georgetown University and her medical degree from Tulane University School of Medicine. She completed her pediatrics internship at Tulane University and completed her pediatrics residency at Emory University Affiliated Hospitals.

In addition to her role as DIO, Dr. Donoghue will continue to serve as the vice chair of education for the department of pediatrics. She has been on LVHN's medical staff since February 2010, and served as the interim chair of pediatrics from November 2012 to November 2013. She currently practices with the Children's Clinic at Lehigh Valley Hospital-17th Street.

Please join us in congratulating Dr. Donoghue in her new position and in wishing Dr. Bond all the best in his new career endeavor.

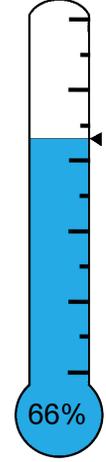
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Wellness Wednesday – Check Your Eyes >

Michael La Rock, MD, Named Assistant Dean of Student Affairs

*** This message is from Robert Barraco, MD, interim associate dean, USF Health/LVHN SELECT Medical School Partnership, Thomas Whalen, MD, chief medical officer, and Bryan Bognar, MD, vice dean for educational affairs, USF Health Morsani College of Medicine. ***

I am pleased to announce the appointment of [Michael La Rock, MD](#), as the assistant dean of student affairs for the University of South Florida (USF) Health Morsani College of Medicine – Lehigh Valley Campus, effective June 23.



Michael La Rock, MD, has been appointed as the assistant dean of student affairs for the University of South Florida (USF) Health Morsani College of Medicine – Lehigh Valley Campus, effective June 23.

Dr. La Rock, an internist at [LVPG-Internal Medicine](#), earned his doctor of medicine degree from Eastern Virginia Medical School in 1991 after earning a bachelor's degree in psychology from SUNY at Stony Brook and a master's degree in physiology from Hahnemann University. He completed residencies in internal medicine at Thomas Jefferson University Hospital in 1992 and Lehigh Valley Hospital in 1995.

SELECT stands for Scholarly Excellence, Leadership Experiences and Collaborative Training. Our physician leadership program is geared toward students with the intellectual perspective, empathy, creativity and passion to change patient care, the health of communities and the medical profession.

SELECT students 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 then spend their final two years learning inside a technologically advanced health network – Lehigh Valley Health Network – which is recognized nationally for quality, safety and collaborative care.

We feel very fortunate to have Dr. La Rock join us in the USF Health/LVHN SELECT Medical School partnership.

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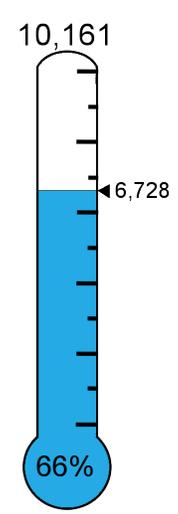
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Get Pre-Sale Tickets to Two PPL Center Concerts

As part of Lehigh Valley Health Network's partnership with the Lehigh Valley Phantoms, all colleagues have access to special pre-sale tickets for events at PPL Center. This week, there are two events for which we have access to pre-sale tickets.

Pre-sale tickets for Tom Petty & The Heartbreakers with special guest Steve Winwood became available today at 10 a.m. and will run through Friday, June 27 at 10 p.m. This concert takes place Sept. 16 at 7:30 p.m. Tickets range from \$65.50 to \$131. Ticket prices do not include the service charge. By participating in this pre-sale, you also will receive a physical copy of the new Tom Petty & The Heartbreakers CD *Hypnotic Eye* on or around its release date of July 29, 2014. Ticket purchasers will receive instructions via email on how to redeem their CD within 10-14 business days after their order.

Pre-sale tickets for Rascal Flatts' "Rewind Tour" go on sale Friday, June 27 at 10 a.m. and run through 10 p.m. Rascal Flatts are considered the best-selling country vocal group of the past decade and have sold more than 22.5 million albums since their debut in 2000. This concert takes place Sept. 26 at 7:30 p.m. Tickets range from \$39.50 to \$78. Ticket prices do not include the service charge.

To purchase tickets, go to pplcenter.com and look for the pre-sale link. The pre-sale access code for both shows is "phantoms."

You can learn more about discounts and pre-sale events for colleagues on the [Recreation Committee intranet site](#). You can also learn more on the Bulletin Board public folder, accessible through both Outlook and TAO.

This entry was posted by [Amanda Coe](#) on June 26, 2014 at 3:00 pm, and is filed under [Get News](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

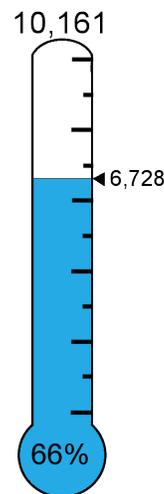
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Watch June's Leader-to-Leader Video

Do you want to know what's going on in our health network? Watch the Leader-to-Leader meeting. Leader-to-Leader meetings are held the third Thursday each month in the Lehigh Valley Hospital-Cedar Crest auditorium and simulcast to participants at Lehigh Valley Hospital-17th Street, Lehigh Valley Hospital-Muhlenberg and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

Scroll down to view videos of each of the speakers.

(Please note you must be logged on to our intranet with Internet Explorer in order to access the videos. You also need to have Microsoft Silverlight installed on your computer. If the links do not open properly, try refreshing your browser. If you have questions or need assistance, please contact information services at 610-402-8303.)

- [Introductions and Honor Roll](#)
- [Service Star](#)
- [The State of Mammography](#)
- [Supporting LVHN Leaders](#)
- [Lean Certification Success](#)
- [Parting Words From Ron](#)

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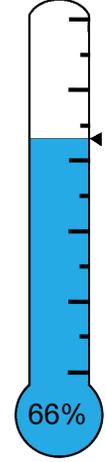
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Wellness Wednesday – Check Your Eyes



They say the eyes are the windows to the soul, but your eyes also can be windows to existing health problems. For example, if the whites of your eyes are yellowing, it might signal liver disease. Bulging eyes can signal an overactive thyroid. And seeing flashes or “floaters” can signal carotid artery disease or early-stage retinal detachment.

“Many health conditions show themselves in the eyes,” says ophthalmologist [Avani Shah, MD](#). “That’s because the eyes are the only part of the body where you can see bare nerves, arteries and veins. They are sometimes the first place where damage happens.”

Other conditions that can be discovered through a routine eye exam include:

- High blood pressure (hypertension)
- Diabetes
- Tumors
- Autoimmune conditions

In the case of high blood pressure, your physician might see a “corkscrew effect” in the retinal vessels at the back of the eyes, indicating blood vessels under pressure elsewhere in the body. [Out-of-control blood pressure](#) can cause tiny bulges in the eye vessels, bleeding and vision loss. “Sending patients with retinopathy to the hospital immediately can result in treatment that prevents [heart attacks](#), [strokes](#) and other cardiovascular problems,” Shah says.

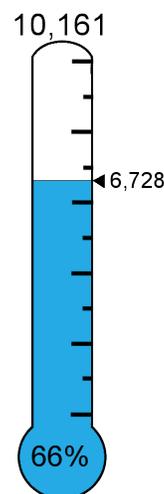
With carotid artery disease, small clumps of cholesterol and cellular debris that restrict blood flow in the carotid arteries of the neck can break off and lodge in retinal arteries. “In the eyes they’re called Hollenhorst plaques, which indicate [carotid artery disease](#),” says internist [Jonathan Bortz, DO](#). In this case, patients are sent for immediate treatment to prevent a stroke.

You also should not ignore dry eyes. More than 3 million women and 1 million men suffer from dry eye syndrome, and this generally increases with age, according to the American Academy of Ophthalmology (AAO) and American Optometric Association (AOA). The condition has the potential to cause inflammation, blurred vision and even blindness in

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extreme cases. Additionally, some autoimmune disorders, such as rheumatoid arthritis, can cause dry eye syndrome.

This week’s Wednesday Challenge: Make sure you and your family members are up to date on eye exams.

“If you’ve never had vision problems, get an eye exam by age 40,” Shah says. “If your eyes are healthy, get rechecked every two years.” You should get your vision checked more frequently if you experience any problems such as vision changes, pain, flashes of light, new floaters or tearing, or if you sustain an eye injury.

People with diabetes are at risk for several eye disorders, including glaucoma and cataracts, and should have an eye examination every year. Too much glucose coursing through blood vessels eventually damages them, including in the eyes. This is called [diabetic retinopathy](#), which can show up as small aneurysms in its early stages and be managed. Later, retinal vessels become blocked. New vessels develop, but they are fragile, bleed and form scar tissue that can cause irreversible vision loss. “That’s why we regularly examine the retinas of patients with diabetes,” Bortz says.

Do you have a topic or question for Wellness Wednesday? Leave a comment and let us know what you want to read about.

Have you participated in the [FY14 People Goal](#)? Go to [MyPopulytics.com](#) and set your own wellness goal. Not only will setting your goal keep you healthier, but it also will make you eligible to win monthly prizes and a grand prize at the end of fiscal year 2014. When you’re healthy, you’re at your best for colleagues, patients and their families. Help LVHN serve as a role model by taking steps to improve your wellness.

This entry was posted by [Amanda Coe](#) on June 25, 2014 at 2:35 pm, and is filed under [Live Healthy](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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< Wellness Wednesday – Check Your Eyes

New Goals for Fiscal Year 2015 >

Epic Module of the Month – ASAP

Too much time is never a problem in the emergency department (ED). To further improve our timely care, *ASAP* – the Epic electronic medical record (EMR) application for the ED – will help decrease time that is spent jumping from application to application. *ASAP* is scheduled to go-live on August 1, 2015 during the Wave 2 hospital-based settings roll-out.



Winnowing the Windows

Currently, ED staff must open at least two computer system windows to access and add patient data. T-System is used for clinical documentation and allergy entry while Centricity Enterprise (Centricity) covers order entry, medication administration, allergy entry and medication reconciliation. Extended further, T-System is integrated with OnBase (chart tracking, coding and abstracting,) Sunquest Laboratory™ for lab results, along with Centricity ADT and orders. At this time, the ED has read-only rights to Centricity Physician Office (CPO) and is one click away from the Orion Health Portal.

With *ASAP*, emergency department staff will utilize one seamless and integrated system to manage a patient's admission, orders, discharge or transfer. Enhancing patient care further, our ED providers will have the ability to access important patient information from hospitals and/or doctors' offices outside of LVHN that use the Epic EMR system.

Key Features of *ASAP*

- **Population Health Scoreboard.** Makes sure time and resources are focused on patients who need it most. Care and risk scores allow providers and care managers to monitor population health and identify patients for outreach and proactive care.
- **Case Management.** The new Case Management module centralizes the work of case managers within Epic, allowing them to complete utilization review, coordinate discharge placement and track metrics that help to reduce readmissions.
- **Finish Up Fast.** Streamline documentation for high-volume specialties. Providers complete post-visit documentation in fewer clicks and from one workspace, so they can wrap up a visit and move to the next case as quickly as possible.
- **Constant Companion.** NoteWriter notes remain on the screen while providers review other parts of the chart, such as orders or results – providing easy access to in-progress notes.
- **Reports to optimize your ED.** New reports help you monitor staff efficiency, such as how many patients each attending provider sees per shift and tracks nursing documentation compliance.
- **Timely Reminders.** Nurses can manage their time-sensitive tasks with alerts that appear based on the documentation in the patient's chart. Hyperlinks give nurses one-click access to complete the task.

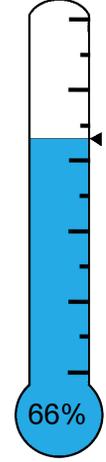
ASAP offers another way Epic will help streamline workflow processes at LVHN, while also offering population health insights that will help us manage our patient care in the emergency setting.

Welcome to Mission Central. It's the place to get and share information about our health network. Here, you can share stories, ask questions, be inspired, celebrate our accomplishments, learn to be at your best and more. Visit frequently to stay energized at work and help make our mission possible.

Help Achieve the SSP BONUS

Set Your FY14 People Goal today!

10,161



We've hit our goal of **60% +** to achieve **Target Goal**. Now, let's go for the Max: **70%** Set your People Goal at mypopolytics.com

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Onward and Upward: [Wave 1 of LVHN's Epic EMR lifts-off on February 18, 2015.](#)

Wave 2, hospital-based settings, goes-live August 1, 2015.

This entry was posted by [Jenn Fisher](#) on June 26, 2014 at 10:38 am, and is filed under [Get News, Learn](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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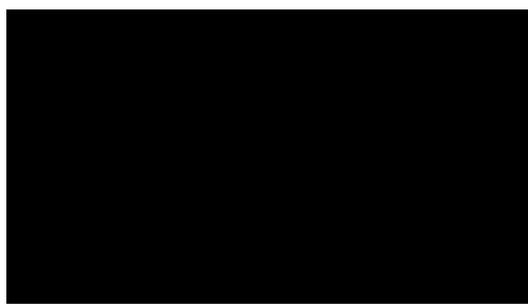
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Lynn Acquaviva, DO: My Height Breaks the Ice – VIDEO

We are producing videos of our doctors and advanced practice clinicians (APC) to help our community find trustworthy health care providers. We will share them here to introduce you to these colleagues. You'll learn about their personality, philosophy of care and inspiration for practicing medicine. These videos are embedded in our website's [Find a Doctor](#) tool, where you can learn about each provider's educational background and more. Enjoy!

Lynn Acquaviva, DO, is petite, which often surprises her patients when she first enters the room, she says. Discussing her ethnicity and her patients' cultural background is one way she breaks the ice.



"As a family doctor, what I will do for you is be your support through those times of need to get you back to your daily life so you can be fully functioning and have a happy life with your family," she says.

She's a board-certified family medicine doctor with Lehigh Valley Health Network who sees patients at [Muhlenberg Primary Care](#) in the [Health Center at Bethlehem Township](#).

Get to know her with this video.

This entry was posted by [Alyssa Young](#) on June 26, 2014 at 2:42 pm, and is filed under [Connect with Colleagues](#), [Watch](#). Follow any responses to this post through [RSS 2.0](#). You can [leave a response](#) or [trackback](#) from your own site.

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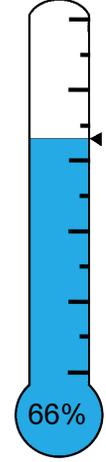
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