

Terry's Take: Working Together

It took teamwork to create our newest facility.

Paying Tribute to His Wife's Journey With Dementia

Video describes the vision for the Fleming Memory Center.

Do You Know the Woman in This Photo?

Help ID a person related to a theft at LVH-Cedar Crest.

Epic Charge Capture & Reconciliation

Procedures are in place to avoid a \$40,000,000 loss.

New Gardens at LVHN Growing Fresh Ingredients

Sodexo uses the ingredients in our cafeterias.

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Terry's Take: Working Together

BY [TERRY CAPUANO](#) · JUNE 22, 2015



Last week, we had a [ribbon cutting for our new Center for Inpatient Rehabilitation–Cedar Crest](#). We shared smiles and congratulations as we celebrated this beautiful new facility. But just a few months ago – in January 2015 – this inpatient rehabilitation center was just a concept that had been approved by LVHN's Board of Trustees. And that's really where my blog begins.

The Center for Inpatient Rehabilitation–Cedar Crest is a project that has tremendous clinical and financial implications for LVHN. When the trustees approved the project, we also were aware it had to be completed for regulatory reasons

prior to the beginning of the new fiscal year, which starts July 1.

To make this happen, an entire team got together, rolled up their sleeves and began their work. There were two units to build, doctors to recruit, staff to hire, equipment to secure, policies to write, processes to develop and regulations to meet. Given the scope of the project, we hired a consultant for assistance.



At one of my update meetings with this consultant, she told me that my nervousness over this very short time frame was making others nervous as well. I smiled when she said this for the following reason: The team here did not disregard the importance of this project. They did not let me worry alone. Rather, they shared my anxiety and, together, we accomplished something amazing.

We have never completed a project of this magnitude in such a short time. It is only at LVHN that I have experienced such passion, teamwork and commitment. I marvel at the dedication of the team. I am proud and honored to call these incredible professionals at LVHN my colleagues.



Terry Ann Capuano

ABOUT ME: My name is Terry Capuano, RN and I am the executive vice president and chief operating officer at Lehigh Valley Health Network (LVHN). I have worked at LVHN for 30 years, serving as COO for the last five years. I greatly enjoy meeting colleagues, sharing stories and enhancing relationships throughout the network. [Learn More](#)

Tags: [Center for Inpatient Rehabilitation](#) [Inpatient Rehab](#) [Rehabilitation](#)

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His Gift Pays Tribute to His Wife's Journey With Dementia – VIDEO

BY GERARD MIGLIORE · JUNE 26, 2015

Dick Fleming first spotted his future wife, Peggy, at a high school mixer. They shared a dance that night, and over the next six-plus decades, they also shared a love of helping others. LVHN was just one of the many area organizations the couple generously supported. In addition, Dick served as chairman of the LVHN Board of Trustees and has been a board member for 39 years.

Sadly, Peggy began exhibiting signs of dementia in 2002 and eventually was diagnosed with Alzheimer's disease. It was a frightening and devastating blow.

"Dementia affects your whole family," Dick says. "It's a lonely and often



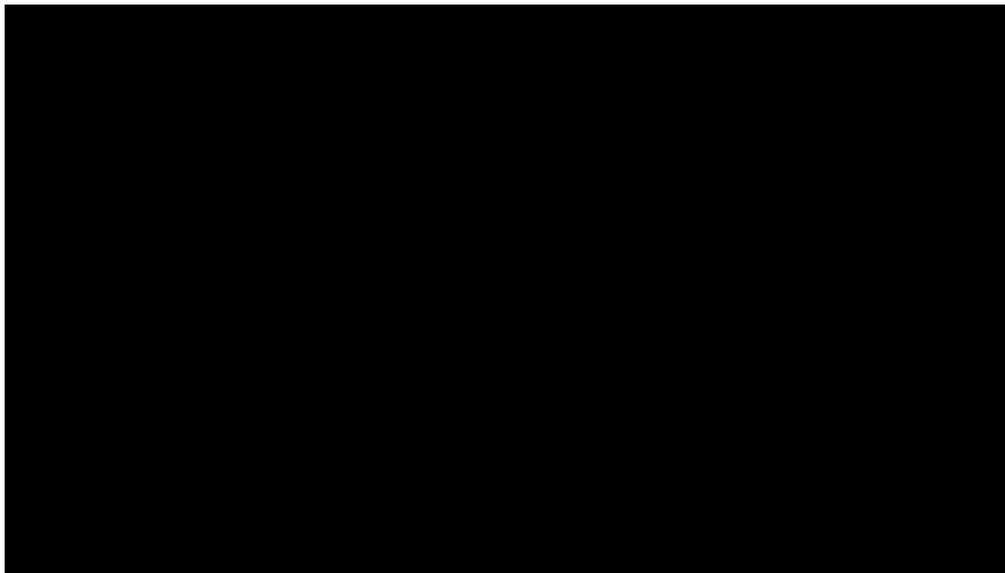
Richard Fleming and his late wife, Peggy, dedicated their lives to helping others.



overwhelming journey. What you desperately need is someone to show you the way.” When Peggy passed away in 2008, Dick vowed to help other families get much-needed guidance and support. Thanks to his recent gift, the Fleming Memory Center will soon bring that dream to life.

Watch the video to hear Dick describe his family's struggles with dementia and his vision for the Fleming Memory Center, now in the planning stages.

Interested in helping Dick pursue his dream? Contact Rachael Scheffler in the development department at 484-884-8768 or [email](#) to learn more about opportunities to support the center.



Do You Know the Woman in This Photo?

BY ADMIN · JUNE 24, 2015

*****This message is from the LVHN department of public safety *****



Click to enlarge photo.

LVHN's department of public safety is asking for your help to identify the woman in this photo. She is a person of

interest related to a theft at LVH–Cedar Crest. She has ties to what we believe is a newer model, black, four-door Chevrolet Tahoe.

If you can identify this woman, please call the LVHN Communication Center at 610-402-8220 and ask to speak with an investigator for this incident. The LVHN department of public safety also has an anonymous crime tip line: 610-969-4087.

Tags:

Public Safety

Security

Epic Charge Capture & Reconciliation: Avoiding a \$40,000,000 Loss

BY [JENN FISHER](#) · JUNE 26, 2015

Jim Rotherham is a numbers guy. As LVHN's vice president for revenue management, Rotherham, along with colleague Rubina Khokhar, manager for revenue integrity, is helping prepare Wave 2 clinical colleagues for a role many have not been responsible for: charge capture and reconciliation. He and Khokhar have been educating clinical colleagues at "Epic Revenue and Charging Readiness" meetings, the last one held yesterday at LVH-Cedar Crest.

"The charge capture process is essential to Epic Go-Live," Rotherham says. "This is how we get paid for the services, care and supplies we provide to our patients. If charge capture isn't done properly, we will lose revenue from unbilled services."

Charge capture occurs in Epic at the point-of-service and involves everything from bed charges to selecting whether the accommodation was a high level of service, such as



intensive care, or a lower level, along with all care, supplies and procedures. If charges are not captured correctly and fully in Epic, LVHN could lose significant revenue.

As an example, Rotherham recounted the story of a hospital in Pennsylvania that wasn't thoroughly prepared for charge capture when it went-live with Epic. "Because they had so much difficulty at the department and unit level making sure charges were captured and billed for, they ended up with \$40,000,000 in unbillable care. It's really important for us to get this right."

Charge Reconciliation – The Check and Balance for Charge Capture

Charge reconciliation is an important check and balance in the revenue process because reconciliation helps ensure charges that were captured in Epic are correct and as anticipated based on previous history. To do that, the revenue team will calculate the daily average revenue based on charges from the preceding three months for each unit or department. That number will then be compared to a daily revenue report that reflects the unit's or department's charges captured in Epic. "When we compare those numbers, if there is a discrepancy in the expected revenue versus what was captured in Epic, we will ask the clinical managers for an explanation," Rotherham says.

Charge discrepancies can be explained by a few situations:

- Patient volume.
- Intensity of services.
- Charges were not entered for every patient.
- Charges that were entered were not correct.

Beginning August 3, daily revenue reconciliation calls will be held for clinical managers and others in those areas who will be designated to manage revenue reconciliation. "During Wave 1 Go-Live these calls were essential to help the LVPG sites work out the discrepancies in their expected revenue versus what was captured. We feel these calls will help Wave 2 managers as they work through this new process, too," Rotherham says.

Training for Charge Capture and Reconciliation

The next step for managers and any designated staff members who will help with charge capture and reconciliation is training. Invitees will include the same colleagues who were invited to attend the "Epic Revenue and Charging Readiness" meetings. The training, scheduled for July 14, 15 and 16, will help these colleagues understand how to manage work queues and charge reconciliation reports in Epic.

If you have any questions, please direct them to Rubina Khokhar at: Rubina_I.Khokhar@lvhn.org.

Your Epic Calendars

Wave 2 Inpatient

Now: Wave 2 inpatient equipment delivery and set-up

Now–June 26: Wave 2 Technical Dress Rehearsal (TDR)

June 1–July 26: Wave 2 end user training

July 12: Wave 2 Inpatient Application Dress Rehearsal

July 14: Wave 2 Super User Refresher meeting. *(Two times available. Register on TLC.)*

July 20, 2015–Aug. 14, 2015: PTO freeze (restrictions) in effect for Wave 2 (inpatient) colleagues

Aug. 1, 2015: [Go-live for Wave 2, inpatient settings](#)

Wave 1 Ambulatory

Mid-2015 and beyond: [Optimization](#)

Tags: [Epic](#)

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New Gardens at LVHN Growing Fresh Ingredients

BY BRITTANY BANZHOFF · JUNE 25, 2015

Sodexo, the company that manages cafeteria and food services at LVHN, realizes colleagues, patients and visitors are not only interested in the nutritional value of their food. They also want to know more about the ingredients, if they're grown locally, how they're farmed and if they're organic. That is why Sodexo decided to get fresh, local ingredients by growing them in the backyard.

In partnership with LVHN and Grow LV, Sodexo started three raised-bed gardens located in the Healing Garden of LVH–Cedar Crest, and one garden at LVH–Muhlenberg. Each garden is filled with a custom organic compost and mulch soil blend from the Rodale Institute. The Seed Farm in Emmaus supplied the herbs and vegetables for the beds. Following strict Sodexo guidelines, only potable water is used in the garden, pesticides and insecticides are not used, and all ingredients produced are used at LVHN.





The first bed contains golden purslane (a variety lettuce), laciante and red Russian kale, pickling and slicing cucumbers, and sweet potatoes. The second bed has magenta and Cherokee lettuce, three varieties of thyme, Italian parsley, oregano, sage, lemon and Red Rubin basil, red and green shiso, and mint. The third bed contains Brussels sprouts, squash varieties including summer squash, Hungarian sweet and hot peppers, white cherry tomatoes, orange cherry tomatoes, tomatillos, pink Brandywine tomatoes and bush goliath tomatoes.

The garden beds were made possible under the leadership of LVHN executive chef Michael Brack. "We're very excited to serve 'spade to fork' products for our guests and to offer a truly unique retail experience by growing food less than 100 yards away from service," he says. Brack is a cofounding member of Grow LV, a collaboration of Sodexo culinary teams in the Lehigh Valley that sources fresh, local, sustainable and seasonal ingredients.

Tags: [Cafe](#) [Cafeteria](#) [Grow LV](#) [Rodale](#) [Sodexo](#)

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Go to Disney World With LVHN

BY [TED WILLIAMS](#) · JUNE 24, 2015

LVHN's Recreation Committee arranges fun day, weekend and multiple-day trips for site-seeing, shows and sporting events for colleagues to a variety of regional and national destinations. For most of these trips, family and friends are welcome to come along.

Here is an upcoming trip to keep in mind:

Join the Recreation Committee for a magical vacation to Walt Disney World.

Oct. 11-15, 2015

[Email Brandi Haja](#) for details.

[See a list of all Recreation Committee site-seeing trips, shows and sporting events.](#)



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Give Blood on June 30, 2015

BY [TED WILLIAMS](#) · JUNE 23, 2015

Did you know that approximately 43,000 units of blood are used each day in the United States. You have an opportunity to help people who need blood by giving the gift of life at this blood drive.

June 30 – LVH–Cedar Crest ECC rooms 9 and 10

8 a.m.-5 p.m.

[Visit \[giveapint.org\]\(http://giveapint.org\) to register](http://giveapint.org) and complete your donor profile. Use sponsor code 0118.

Each donor will receive cafeteria vouchers for a meal (\$4 value) and small beverage.



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