

7/2/15

Update on the 2016 Health and Wellness Assessment

It's encouraged, but no longer mandatory.

Stone Lot to be Paved; LVH-M Expansion to Begin

Get tips to navigate campuses safely and find parking.

ExpressCARE Billing at LVHN-Tilghman

Dr. Nester explains payment for health care services.

Preparing for Inpatient Operational Dress Rehearsal

You can practice before Epic goes live in our hospitals.

Service Anniversary List – July 2015

Congratulate colleagues celebrating a career milestone.

63% of Colleagues Know Their Numbers

We hit our target goal and award \$2,000 in prizes.

HIPAA Tip #6

Dispose confidential documents properly.

Allentown Driver Alert July 7 and 8

Be aware of road work if you drive through center city.



Read Lehigh Valley Health News

a blog on LVHN.org containing timely health information and health network news.



Update on the Health and Wellness Assessment for 2016

BY [ADMIN](#) · JULY 2, 2015

This following message is sent from the desk of David Burrack, director, compensation and benefits

Lehigh Valley Health Network (LVHN) is committed to a workplace culture of health and wellness and we strive to keep our employees healthy. For 2016, we encourage all colleagues to take your Health and Wellness Assessment (HWA) on MyPopulytics.com. **However, for 2016, completion of the HWA will no longer be required in order to enroll in Choice Plus health benefits during Open Enrollment.**

The HWA is a confidential survey that asks you questions about your lifestyle habits and general health. After you complete it, the answers provide an overview of your current health status and evaluate if you are at risk for any health problems. Completing it can help you learn more about your own health and take steps to stay healthy.

Watch for more information later this year regarding 2016 Open Enrollment, which will take place from October 9 – 30, 2015. All benefit-eligible colleagues will be required to complete the Open Enrollment process in order to have insurance coverage in January 2016.

Please contact our HR Benefits Team at 484-884-3199 if you have any questions.

Tags: [Choice Plus](#) [Health and Wellness Assessment](#) [health insurance](#) [health plan](#) [HWA](#)

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Will We Likely See Changes in our Health Insurance in the Coming Years?

6 MAY, 2015

Stone Lot to be Paved at LVH–Cedar Crest; Expansion Project to Begin at LVH–Muhlenberg

BY RICK MARTUSCELLI · JULY 1, 2015

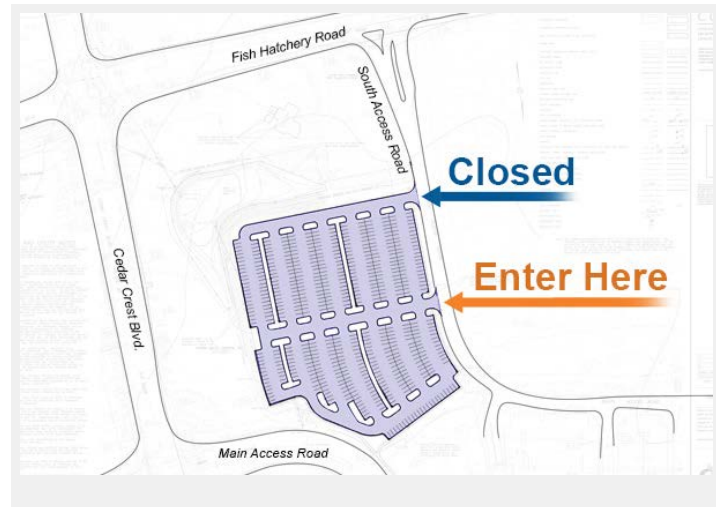
Construction soon will begin on two of our hospital campuses. Here is information to help you, as well as our patients and visitors, navigate the campuses safely and find available parking.

LVH–Cedar Crest construction

Colleagues who park in the stone lot at LVH–Cedar Crest – also known as the temporary lot – soon will have a smoother ride to their parking space.

Construction crews will soon begin making upgrades to the lot, which is located along the campus' south access road off of Fish Hatchery Road.

New curbs, lighting, sidewalks, security cameras and security call boxes will be added to the lot, which also will be paved. Construction on the parking lot will be



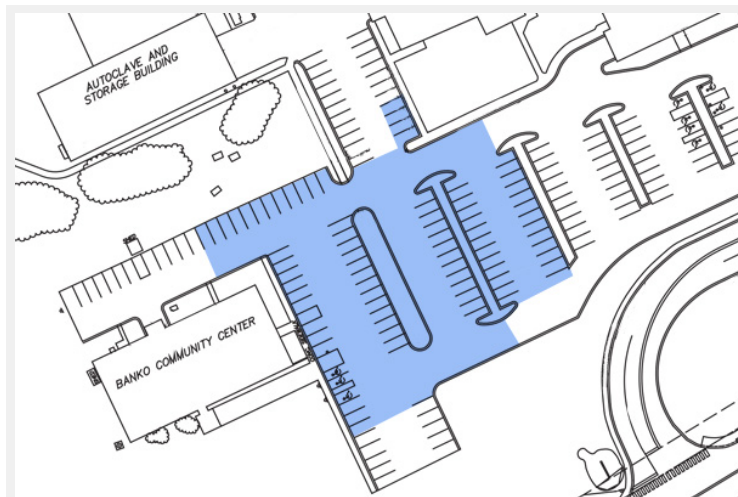
done in sections. As a result, sections of the lot will be closed as work is done.

[Click to enlarge map.](#)

During the first phase, the entrance nearest to Fish Hatchery Road will be closed (see map). Throughout the project, look for signs at either entrance that will direct you where to go. Phase 1 work is expected to continue through late August, weather permitting.

LVH–Muhlenberg construction

Construction soon will begin on the [new pavilion at LVH–Muhlenberg](#) near the Banko Community Center. This phase of the project will primarily affect patient and visitor parking near the hospital's south entrance. The map shows which parking spaces will be affected. Signs will be posted in work areas informing motorists how to proceed. Please share this news with patients and visitors who may be affected by the construction project.



[Click to enlarge map.](#)

Tags: [Construction](#) [LVH-Cedar Crest](#) [LVH-Muhlenberg](#)

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5 JUN, 2015

Will there be changes to our billing practices following the newspaper article about ExpressCARE charges at LVHN–Tilghman?

BY [RICK MARTUSCELLI](#) · JUNE 29, 2015

This question was asked during Casual Conversations with LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP. Here is his response.

First, let me explain one aspect of how all providers – including LVHN – get paid for the health care services we provide. Payments for services provided are determined in part by how a facility is licensed. Services provided in a facility licensed as a hospital are paid as “hospital-based” services. Payments for hospital-based services are generally greater than payments for services provided in a non-hospital setting – such as a health center – even if the services provided are identical.

For decades, hospitals have had to decide whether or not to make certain services hospital-based. During most of that time, it wasn’t much of an issue because insurance covered



the cost of nearly all health care services. Today, however, insurance companies are paying a smaller portion of the total bill for health care services and patients must pay more out-of-pocket due to higher deductibles and copays.

LVHN–Tilghman is licensed as a hospital. That means all services provided in the facility – including ExpressCARE – are billed as hospital-based. It is the only location where we provide ExpressCARE that is licensed in this way. As a result, payments from insurance companies for ExpressCARE services provided at LVHN–Tilghman are more than similar services provided at all our other ExpressCARE locations. For the patient, that means if your deductible is not met, these higher payments are your responsibility. In addition, some health benefit plans require a higher copay for services provided at a hospital.

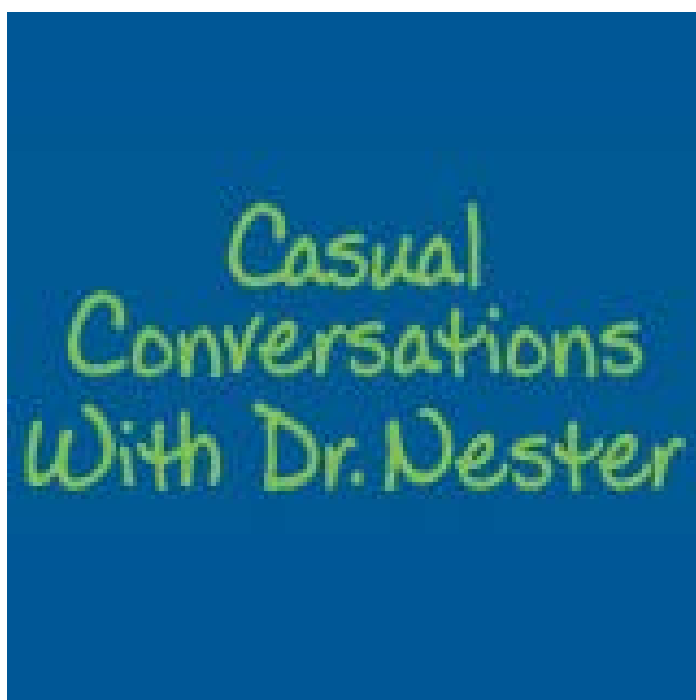
ExpressCARE isn't the only service we provide where this is an issue. Endoscopy, laboratory imaging and rehabilitation services also may be billed as hospital-based.

This is something we must address, because it is a legitimate criticism of our nation's health care system. Plus, we're not providing the best experience to Patient 1 when he has to pay more than Patient 2 for the same service.

Here is the challenge LVHN faces, as do all hospitals. Altering reimbursement immediately for services currently billed as hospital-based would significantly impact our bottom line to the point where we would lose money. Over time, however, we will work with insurance companies to explore ways to establish more sensible, uniform payments for the services we provide.

Tags: [Billing](#) [Casual Conversations](#) [ExpressCARE](#) [Q&A](#) [Question and Answer](#)

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Casual Conversations With Dr. Nester Scheduled for June

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6 MAY, 2015

Getting Ready for Wave 2: Inpatient Operational Dress Rehearsal

BY [JENN FISHER](#) · JULY 2, 2015

Spontaneity has its place for many fun and unplanned moments in life: Playing a joke on your kids. Dancing when the mood strikes. Going out of town on a whim. However when it comes to the Epic transformation project and Wave 2 Go-Live, spontaneity, lack of planning and no practice can plunge us into treacherous territory. That's where the LVHN Epic team steps in with a plan: inpatient operational dress rehearsals.

Walkthrough before “Go-Live Eve”

When Epic went-live at LVPG practices in February, the locations that held operational dress rehearsals had a much smoother Go-Live experience than sites that didn't. That's because the rehearsals helped colleagues identify gaps in their processes that could then be closed before they had to climb a steep learning curve in front of a patient. That learning is a key motivator for you and your colleagues to make sure you practice together before “Go-Live Eve” (that's July 31.)



An operational dress rehearsal will give you and your colleagues an opportunity to work together using new workflows that will impact registration, scheduling, billing and patient encounters – all common scenarios in your day-to-day work. You will use the Epic Playground (PLY) to register and care for fictitious patients within your PLY environment.

You don't need to recreate the wheel to hold inpatient operational dress rehearsals. Scripts are currently in development to guide these walkthroughs and will be announced as soon as they are complete.

In the meantime, here are four ways you can get ready for Epic:

1. Practice in the Epic Playground (PLY.) You will receive your login information at training.
2. Talk to your super user about any questions you have. They might know the answer or can reach out for an answer.
3. Read the Epic Flash newsletter every week for information and updates.
4. Talk to your colleagues about how you – as a team – are going to make Epic work.

Your Epic Calendars

Wave 2 Inpatient

Now: Wave 2 inpatient equipment delivery and set-up

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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Epic Application Dress Rehearsal (ADR)

18 JUN, 2015

Service Anniversary List, July 2015

BY [ALANE MERCER](#) · JUNE 30, 2015

Happy anniversary to all colleagues celebrating a career milestone at LVHN in July.

40 Years

Susan Moyer, neuroscience unit

Sharon Rabuck, Breast Health Services

Margaret Utsick, cardiac catheterization lab

35 Years

Ann Ruhf, LVPG Neurosurgery–Muhlenberg

30 Years

Franette Allen, ICO staging and recovery

Audrey Hess, psychiatry

Jean Koenig, transitional trauma unit

Susan Lawrence, operations

Darla Moyer, 402-CARE

Leslie Popovich, Outpatient Burn Center

Joanne Stewart, nursing information services

Mary Thomas, LVPG General and Trauma Surgery–1240 Cedar Crest

Frederick Wieand, respiratory care services

25 Years

Michelle Beck, information services

Carolyn Darabaris, TNICU

Karen Lechman, adult psychiatry

Mary Lynch, adult psychiatry

Lydia Newhart, open-heart unit

Pamela Owensby, 4K

Shelley Perkins, NICU

Kelly Shupp, diagnostic radiology

20 Years

Susan Adam, respiratory care services

Lisa Baker Vaughn, LVPG Obstetrics and Gynecology–Pond Road

Scott Brenner, PICU

David Glueck, LVPG Family Medicine–Trexlerstown

Christine Kavalir, LVPG Family Medicine–Trexlerstown

Richard Kerr, Epic

Matthew Lesisko, security

Nicole Lichtenwalner, LVPG Pediatrics–Scott Rice

Deborah Lutz, clinical services

April Meyers, 6K

Mary Novak, home care

Gregory Radio, LVPG Obstetrics and Gynecology–Pond Road

Jan Seifert, Breast Health Services

Stacey Seislove, adult psychiatry

Deborah Serfass, rehabilitation services

Kris Shoemaker, LVPG Obstetrics and Gynecology–Pond Road

Linda Tretter, LVPG Obstetrics and Gynecology–Pond Road

Tammy Vash, clinical services

Rebecca Werner, LVPG Pediatric Surgery and Urology–1210 Cedar Crest

Susan Wiggins, 5K

15 Years

Charles Allen, MedEvac

Richard Bassett, MedEvac

Joseph Beck, radiology

Laurie Cartwright, core trauma nurse

Christy Diehl, orthopedics

Howard Drinkwater, information services

Denise Dutko, operating room

Jamie Engle, MedEvac

James Frey, MedEvac

Lisa Mauger, MedEvac

Lori Milot, PICU

Viraj Patel, pharmacy

Christine Polomchak, revenue cycle

James Ross, LVPG Rheumatology–3080 Hamilton Blvd.

Donna Sonon, pharmacy

Aferdita Tolaj, ultrasound

William Trumbore, MedEvac

Jennifer Twerdi, Epic

Mark Walck, MedEvac

Kathleen Woolf, ambulatory surgical unit

10 Years

Michelle Applegate, express admissions unit

Virginia Barber, department of surgery

Deborah Blaker, human resources

Timothy Brader, master facilities

Julene Campion, human resources

Tiffany Frantz, express admissions unit

Mark Henninger, patient accounting

Yevgeniy Isayev, LVPG Neurology–Muhlenberg

George Jarick, respiratory care services

Maria Jones, Lehigh Valley Physicians Practice

Wendy Lebron, transitional skilled unit

Peter Marone, respiratory care services

Kim Miller, Imaging Services–250 Cetronia Road

Kurt Miller, emergency department

Stephanie Mims, rehabilitation services

Deborah Newhart, short stay hospital

Moriah Nuttall, ICU

Elizabeth Pezzulich, operating room

Susan Pywar, home care

Neida Rodriguez, patient accounting

Sabina Rudzinska, vascular lab

Kyle Sabatino, LVPG Hematology Oncology–Muhlenberg

Kimberly Santee, transitional trauma unit

Kelly Searing, psychiatry

Tammy Seibert, LVPG collections

Coleen Shea, respiratory care services

Savitri Skandan, LVPG Hematology Oncology–Muhlenberg

Paula Staudt, 5CP

Vanessa Villaverde, business development

Janice Yarnall, MICU/SICU

Nicole Zimmerman, Wound Healing Center

5 Years

Shena Alvarado, LVPG Cardiology–1250 Cedar Crest

Kelly Andrews, nursing float pool

Ashley Aponte, 5CP

Angelo Baccala Jr., LVPG Urology

Lynsey Biondi, LVPG Transplant Surgery–1250 Cedar Crest

Thomas Bothwell, information services

Donna Bowman, LVPG Family Medicine–Lehighton

Sari Breisch, LVPG Neurology–1250 Cedar Crest

Rebecca Burkert, LVPG Family Medicine–Blandon

David Burrack, human resources

Tara Buss, transitional skilled unit

Robert Cannon, emergency department

Katherine Cochran, LVPG Family and Internal Medicine–Bethlehem Township

Michael Correnti, patient transport services

Laura Csontos, nuclear medicine

Jennifer Cuff, LVPG Maternal Fetal Medicine–Montage

Kelly Dalius, LVPG Pediatrics–17th Street

Tara Danner, 3A IPCU

Ravi Desai, LVPG Cardiology–Muhlenberg

Karla Diekman, radiology/operating room

Laura Dimauro, orthopedics

Mark Diubaldo, MICU/SICU

Marianne Dogmanits, cardiology/anticoagulation

Kelly Driscoll, float pool

Anila Duka, 4KS

Lauren Ero, medical records

Melissa Fiore, psychiatry

Lori Geist, Breast Health Services

Dana Gerhard, LVPG Endocrinology–1243 Cedar Crest

Dante Glova, transitional skilled unit

Robert Greenawald Jr., engineering

Emily Guth, float pool

Christina Hoffman, LVPG Chiropractic Medicine–1243 Cedar Crest

Kevin Joyce, LVHN Hospital Medicine at Muhlenberg

Erin Keller, NORI

Heidi Kober, Children's Clinic

Jessica Konopka, clinical services

Jennifer Kuchta, nursing float pool

John Landis, courier services

Terri Langham, LVPG Infectious Diseases–1250 Cedar Crest

Jennie Leatherman, pharmacy

Jayme Lieberman, LVPG General and Trauma Surgery–1240 Cedar Crest

Carly Lutes, emergency department

Joseph Maksimow III, AV and media services

Brenden McArdle, TNICU

Robert McCauley, LVPG Endocrinology–1243 Cedar Crest

Beverly Merkel, MICU/SICU

Cindy Michael, cardiology/anticoagulation

Karissa Mitch, ICU

Melissa Newhard, LVPG Family Medicine—3080 Hamilton Blvd.

Lerin O'Connell, perinatal unit

Nupur Pant, medical records

Rebekah Peck, 7C

Michele Pisano, dental clinic

Lindsay Pokallus, pharmacy

Iris Quartey, adult psychiatry unit

Amy Radcliffe, LVPG Family Medicine—1251 Cedar Crest

Brandi Riddick, emergency department

Whitney Ruth, nursing float pool

Kelly Rutz, emergency department

Hermann Schumacher, LVPG Pulmonary and Critical Care Medicine—1250 Cedar Crest

Nicole Schuster, adult psychiatry

Olivia Smith, nursing float pool

Catherine Smith, LVPG Family Medicine—Laurys Station

Andrea Torres, express admissions

Renee Troyan, Cardiac Diagnostic Center

Robin Vazquez, physical therapy

Ricardo Venanzi, security

Heather Wiltrout, specialty float pool

Thea Yaniga, Cancer Center multipurpose area

Tags: [Service Anniversary](#)

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Service Anniversary List – June 2015

26 MAY, 2015



Service Anniversary List – May 2015

30 APR, 2015



Service Anniversary List – April 2015

31 MAR, 2015

We Hit Target – 63.6 Percent of Colleagues Know Their Numbers

BY [SHEILA CABALLERO](#) · JULY 1, 2015

It's time to say thanks. More than 63 percent of you got screened and submitted your blood pressure and body mass index numbers to employee health. By knowing your numbers, you can take steps to live healthier. Knowing your numbers also helped LVHN hit Fiscal Year 2015 target goal achievement for this component of the “better health” goal. Congratulations.

The logo features the words "KNOW YOUR" in a blue, sans-serif font, stacked above the word "NUMBERS" in a larger, bold, green, sans-serif font. The text is centered within a light blue rectangular background.

In addition, 12 colleagues won big in our grand prize drawing. See the lucky winners below:

Fitbit Winners

Aurea Cepero, emergency department, LVH–Muhlenberg

Courtney Grasela, RN – open heart unit, LVH–Cedar Crest

\$500 Visa Gift Card Winners

Debra Hunkele, LVPG Cardiology–Muhlenberg

Kaitlyn Montesrin, progressive coronary care unit, LVH–Cedar Crest

\$100 Gift Card Winners

Laura Hotchkiss, LVPG Neurology–Muhlenberg

Lisa Lehr, RN, Lehigh Valley Physicians Practice, LVH–17th Street

Jonathan Butron, RN, float pool, LVH–Cedar Crest

Kelli Spadt, patient accounting, LVHN–Mack Blvd.

Michele Follweiler, LVPG Neurology, LVH–Cedar Crest

Beth Werley, children’s specialty float pool, LVH–Cedar Crest

Kimberly Perry, pediatric intensive care unit, LVH–Cedar Crest

Vanessa Machik, neonatal intensive care unit, LVH–Cedar Crest

Lori Bechtel, supply distribution services, LVH–Cedar Crest

Derek Jones, Health Spectrum Pharmacy, LVH–Cedar Crest

Take Charge of Your Health

This portion of the “better health” campaign may be over, but we hope you’ll take what you learned from your personal screening to help you stay on track or jumpstart a healthy you. In the future, we’ll be announcing new programs aimed at keeping us all healthy and happy so we can have the best quality of life possible.

Tags: [Know Your Numbers](#) [KYN](#) [Shared Success Plan](#) [SSP](#) [Wellness Goal](#)

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Last Chance to Know Your Numbers and Win Prizes

Coming Soon: \$2,000 in Grand Prizes

26 JUN, 2015

3 JUN, 2015

KNOW YOUR NUMBERS

Three Colleagues Win \$100 Gift Cards in 'Know Your Numbers' Promotion

26 MAY, 2015

HIPAA Tip #6: Dispose Confidential Documents Properly

BY RICK MARTUSCELLI · JUNE 30, 2015

HIPAA, or the Health Insurance Portability and Accountability Act, is a federal law that protects the confidentiality and security of health care information. As health care professionals, it's our responsibility to follow HIPAA guidelines to ensure our patients' medical information is protected. To help you, a new HIPAA Tip is posted on LVHN Daily each month.

When disposing of paper containing a patient's confidential information, there is only one thing you need to remember. "Place the documents inside a locked, blue recycling container through the slot that is designated for that purpose," says LVHN privacy officer Melissa Blihar. "Documents in these containers are shredded and recycled."

Do not:

- Discard documents in any other type of waste receptacle
- Place documents on top of the blue recycling container



Remove the lid of the blue recycling container and place documents inside, as these containers should remain locked at all times

For more information, see LVHN's "[Disposal of Office and Protected Health Information](#)" policy.

To discuss a privacy concern or report a privacy issue, contact LVHN privacy officer Melissa Blihar at melissa.blihar@lvhn.org or 484-884-1410.

To discuss a compliance concern or report a compliance issue, call compliance services at 610-402-9100.

To file a report anonymously, call 1-877-895-2905 or visit LVHN.ethicspoint.com.

[Read previous HIPAA Tips.](#)

To be eligible to win a prize, [email Melissa Blihar](#) your answer to the following question. A winner will be selected randomly.

Which of the following items should be placed in the locked, blue recycling containers? (Please select all that apply.)

1. Operative report
2. Insurance information
3. Supply order receipt
4. Patient demographics/facesheet
5. LVHN policy or procedure document

Tags: [Compliance](#) [Health Insurance Portability and Accountability Act](#) [HIPAA](#) [HIPAA Tips](#) [Privacy](#)

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HIPAA Tip #5: Lock or Log Off Your Computer

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HIPAA Tip #4: Protect Your Password

5 MAY, 2015



HIPAA Tip #3: Viewing Your Medical Information Properly

1 APR, 2015

Allentown Center City Driver Alert for July 7 and 8

BY [JENN FISHER](#) · JULY 2, 2015

Next week, travel could get tricky for colleagues on their way to Epic training or heading to work at LVHN–One City Center. Crane work is planned at Four City Center, a location near One City Center. This crane work will cause Seventh Street between Linden and Hamilton to be reduced to ONE LANE of traffic. Dates for this work and lane closure are Tues. July 7 and Wed. July 8, from 6 a.m. to 4 p.m. each day. Plan your drive to Epic training or other meetings at One City Center with this lane closure in mind.

Tags: [Construction](#) [Downtown Allentown](#) [LVHN-One City Center](#)

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15 JUN, 2015



Local and Pro Athletes, Government Officials,
Dignitaries, Community, Celebrate LVHN-One City
Center Opening

15 JUL, 2014