

How Did We Do Financially in FY15?

Get a breakdown of the numbers and an FY16 budget preview.

Watch August's Leader-to-Leader Video

Learn about health plan changes, our finances, Epic and more.

Culture of Wellness Benefit: Aqua-New

Exercise in the water to improve your health.

Give Blood in September

Each donor receives a \$4 cafeteria vouchers.

Service Anniversary List

See who is celebrating a career milestone in September.

A Day in the Life of a Pediatric Nurse

Liz McDonald, RN, is an advocate for young patients.

Local Mascots to Visit Kasych on Saturday, Aug. 29

"Fuzzy Vizitors" to provide an afternoon of fun for kids.



How Did We Do Financially in Fiscal Year 2015?

BY [RICK MARTUSCELLI](#) · AUGUST 24, 2015

June 30 was the last day of fiscal year 2015 (FY15) at LVHN. At [August's Leader-to-Leader meeting](#), vice president of finance and controller Rob Thomas broke down the numbers in his end-of-the-fiscal-year financial report. Did we meet our goals? What factors contributed to our results? What are our opportunities for improvement? What's next? Here are the answers:

We met our financial goals

In FY15, we achieved an operating income (revenue minus expenses) of \$72 million, which is \$5 million more than our goal and about \$30 million more than the previous fiscal year. Our \$72 million operating income is 3.8 percent of our total revenue. The percentage – called our operating margin – is .4 percent higher than our goal. While this indicates we are a strong organization, we must remember that financial experts say health networks must achieve a 4-5 percent operating margin in order to properly invest in facilities, equipment and technology.

Reasons we met our financial goals

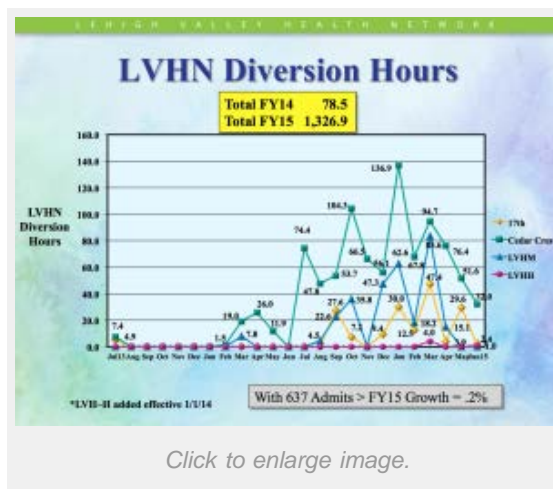


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- **We're keeping costs down.** We measure our ability to keep costs down by monitoring our "expense per patient encounter." In FY15, that figure was 0.6 percent below our goal, and in this case lower is better.
- **We're closely monitoring FTEs (full-time equivalent employees).** We have about 900 more colleagues working at LVHN than we did at this time last year. Although we continue to add colleagues where the need is greatest – primarily in nursing – we're also being careful not to incur unnecessary expenses by adding too many colleagues to our team. Remember, paying and providing benefits to colleagues are our health network's greatest expenses.
- **People continue to choose LVHN.** While we had fewer admissions than last fiscal year, we had about 270 more than we budgeted for. In other areas, we experienced an increase in patient volume over last fiscal year. The most significant increase occurred in ExpressCARE and Careworks, where we had about 31,000 more visits – a 65-percent increase. Despite this growth, we also had 209,000 emergency department (ED) visits, nearly a 1-percent increase. We had about 2.1 million LVPG and LVPG–Hazleton visits (5.4-percent increase) and 591,000 outpatient registrations (17-percent increase).

Opportunity for improvement: Reduce diversion hours and length of stay

We did not meet our length of stay goals at LVH and LVH–Muhlenberg. As a result, there were times we did not have available beds when people needed our care. This trickles down into our EDs, where patients who need to be admitted have to wait for beds to become available. When our EDs become too full, ambulances bringing patients to our hospitals are diverted to another hospital. In FY14, our EDs had 78 diversion hours. In FY15, we had more than 1,300 diversion hours. Had we not had diversion hours, it is estimated we could have accommodated 637 more admissions.



As part of our [FY16 goals](#), we set a target to reduce diversion hours by 65 percent. We are already taking steps to discover and implement ways to reduce length of stay. The opening of the [Center for Inpatient Rehabilitation–Cedar Crest](#) also is helping. Diversion hours have been steadily declining since March.

Looking ahead

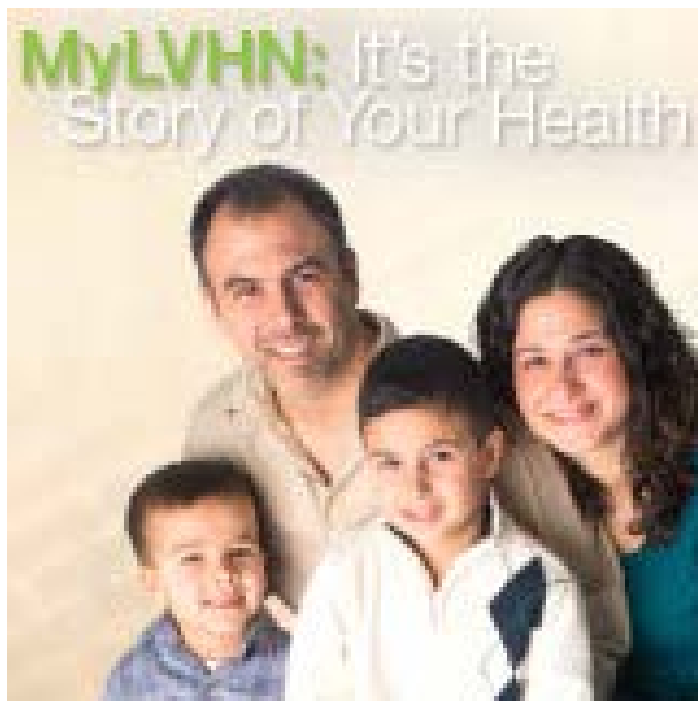
In FY16, we'll work to continue the growth of our health network. We've budgeted for a 3.7-percent increase in admissions and a 7.3-percent increase in outpatient registrations. To meet the demand for our care, we will add more colleagues to our team. Included in the budget are a 10-percent increase in the number of FTEs and a 17-percent increase in the number of LVPG providers.

The takeaway

FY15 was very successful at LVHN. We grew, met our financial goals and continue to be the No. 1 health care provider in the Lehigh Valley. In the months ahead, we expect continued growth. To meet the demand for our care, we plan to add new colleagues to our team. By reducing length of stay, we'll help ensure patients always have access to our care, an important step in ensuring patients have the best possible experience at LVHN.

Tags: [Ed O'Dea](#) [Finances](#) [Financial Update](#) [Goals](#)

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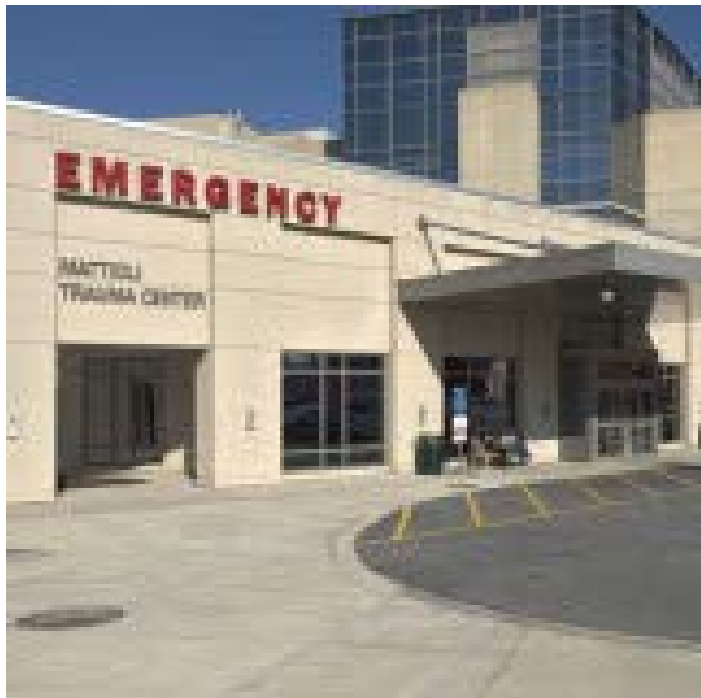
MyLVHN: It's the Story of Your Health

10 AUG, 2015



New Goals Announced for Fiscal Year 2016

17 JUL, 2015



Help us to Reduce Length of Stay

14 JUL, 2015

Watch August's Leader-to-Leader Video

BY [ASHLEY MILLER](#) · AUGUST 24, 2015

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, Lehigh Valley Hospital-Hazleton and Mack Boulevard. Using a PowerPoint presentation as a guide, guest speakers share updates on key issues and initiatives.

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(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.)

Tags: [L2L](#) [Leader-to-Leader](#)

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Watch April's Leader-to-Leader Video

20 APR, 2015

Culture of Wellness Benefit of the Month: Aqua-New

BY [TED WILLIAMS](#) · AUGUST 25, 2015

Exercise in the water and improve posture, balance, strength and confidence in performing physical activity. This program is conducted by LVHN Fitness with classes held at Steel Fitness Premiere. Call 610-973-1500 for details.

- 8 classes/8 weeks – \$64
- 16 classes/8 weeks – \$128

Here are this month's Culture of Wellness programs for raising a family:

Sept. 1 and 8, 19 – Baby Care

Sept. 3, 10, 17 and 24 – Thursday Morning Moms

Sept. 10 and 22 – Breastfeeding



Sept. 10 and 24 – Thursday Evening Moms

Sept. 12 and 20 – Prepared Childbirth (one-day class)

Sept. 13, 21 and 27 – Maternity Tours

Sept. 13 and 27 – Sibling Tours

Sept. 14, 21 and 28 – Monday Morning Moms

Sept. 16-Oct. 21 – Preparing for Baby (six-week series)

Sept. 17 – Car Seat Check

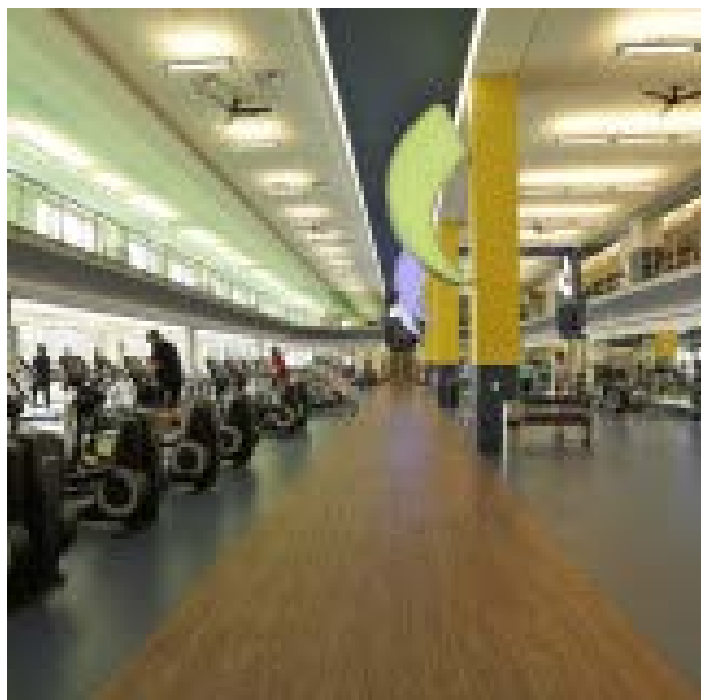
Sept. 21 – CPR for Family and Friends

Sept. 23 – Surviving Toddler Years Parent Workshop

[Learn about all of our Culture of Wellness programs.](#)

Tags: [Choice Plus](#) [COW](#) [Culture of Wellness](#) [LVHN Fitness](#)

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Half-Off Membership to LVHN Fitness—One City Center in September

LVHN and CVS Health Announce New Clinical Affiliation

26 AUG, 2015

30 JUL, 2015



Culture of Wellness Benefit of the Month: Sports
Performance Program

29 JUL, 2015

Give Blood in September 2015

BY [TED WILLIAMS](#) · AUGUST 26, 2015

One out of every seven people entering a hospital needs blood. You can help ensure our hospitals have an adequate blood supply by giving the gift of life at one of these blood drives.

Sept. 3 – LVH–Cedar Crest ECC rooms 9 and 10, 8 a.m.-5 p.m.

[Visit \[giveapint.org\]\(#\) to register](#) and complete your donor profile. Use sponsor code 0118. Walk-ins welcome.

Sept. 11 – LVH–17th Street auditorium, 8 a.m.-1 p.m.

[Visit \[giveapint.org\]\(#\) to register](#) and complete your donor profile. Use sponsor code 5358. Walk-ins welcome.

Sept. 29 – LVHN–Mack Boulevard auditorium, 8 a.m.-2 p.m.

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



Tags: [Blood Drive](#) [Donate Blood](#)

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Give Blood on July 8

6 JUL, 2015



Give Blood on June 30, 2015

23 JUN, 2015



Give Blood in May 2015

29 APR, 2015

Service Anniversary List – September 2015

BY [ALANE MERCER](#) · AUGUST 28, 2015

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

40 Years

Paul Arnold, Engineering

Willard Mest, Inventory Management

35 Years

Debbie Andrews, Pre-Op Staging

Lucy Cascioli, MICU/SICU

Susan Clark, Neonatal ICU

Vivian Hall, Cardiac ICU

Maureen Minner, LVPG Healthworks-Admin

Barbara Rodgers, Electrophysiology Lab

Howard Snyder, Master Facilities Admin

Carol Sorrentino, Nursing Education

Russell Sutton, PACU

Andrea Tewari, Cardiac ICU

Emily Vazquez, Supply Distribution Services

Sherry Walker, ICU

Diane Wertman, Clinical Social Work

30 Years

Kathy Ayers, LV Center For Women's Med

Debra Bower, Financial Services

Anne Brown, PACU – 17

Debra Conway, Radiation Oncology

Phyllis Kutzer, Helwig Diabetes Ctr Outpatient

Kathryn Swavely, Diagnostic Radiology – T Town

Maureen Weiss, Medical Records Atlas Abstract

Susan Wiley, Adult Peds Psychiatry SCC

25 Years

Melissa Anthony, Cancer Ctr Multi-Purpose Area

Jonelle Gilkeson Pionegro, Case Management

Karen Groves, Labor & Delivery

Betty Higgins, ICO Staging & Recovery

Donna Kapes, Pain Management

Lenore McGonigle, Cancer Support Services

Cheri Mease, Medical Oncology MHC

Tina Mellinger, Radiation Oncology

Stacie Stoudt, 3A IPCU

Ellen Zampino, Open Heart Unit

20 Years

Colleen Ammary, Operating Room

Diane Biernacki, Dept. Of Medicine

Thomas Eames, Float Pool-Case Mgmt

Lorraine Erney, EEG

Sallyann Evans, Home Care

Mary Fisher, HSP Patient Billing

Jolene Hammer, Rehab Services At CC

Stephanie Hard, Cancer Ctr Multi-Purpose Area

Dawn Mattiello-Muckey, Emergency Service – CC

Amil Qureshi, LVPG Pediatrics Center Valley

Lori Richardson, ICO Staging & Recovery

Mildred Scuzzese, Mammography

Stacey Trexler, EPIC Conversion

Jeanne Weiss, LVPG Urology

15 Years

Tina Dilts, Emergency Department

Eric Drey, Biomedical Services

Ida Erlemann, LVHNACO Pass Through

Barbara Fadale, Sexual Assault Nurse Examiner

Michele Hartzell, ED Providers

Mark Houle, LVPG Family Med Moselem Spring

Jason Kramer, MEDEVAC

Virginia Lee, Obstetrics

Deborah Lunt, Emergency Dept Registration

Jennifer Rauch, Operating Room

Elizabeth Roberts, LVPG Neurology 1250CC

Marisa Tait, Case Management

Eric Treaster, LVPG Gnrl Trauma Surg CCTrauma

10 Years

Jeanette Addis, LVPG Surg Oncology 1240CC

Karen Ahn, Emergency Service – CC

Donna Amendt, HC Central Intake

Frederick Armbruster, Info Svcs Clinical Service

Cathy Bailey, Neonatal ICU

Jane Banach, Partial Hospitalization

Tammy Bauchat, LVPG Internal Med West Broad

Linda Bozilesky, Trauma Reg Res Ctr.

Patti Brown, Breast Health Svcs – 17 & Chew

Diana Ciminieri Flores, Nursing Float Pool

Sherry Clay, Bed Management

Amy Collis, LVH-CC Hospitalist Program

Paula Cook, Infection Control & Prevention

Kimberly Dakan, 7T Med/Surg

Tracey DeJohn, Neuroscience Intensive Care

Vicky DelGrosso, Ed Registration

Lynette Dondero, Concussion & Head Trauma Progr

Susan Frisoli, LVPG Family Med Moorestown

William Gonzalez, Radiology Admin

Kathleen Gray, LVPG Family Med Nazareth

Karen Hope-Kistler, Radiation Oncology

Lindsay Houck, Emergency Service – CC

Christine Joyce, 4KS Medical/Surgical Unit

Theresa Konopka, Fairgrounds Surgical Center

Amber Kucher, Infection Control & Prevention

Stacey Lacey, Childrens Clinic at LVH

Margaret McKenna, ASU-OR

Richard McLaughlin, Specialty Float Pool ER

Kathryn Mercadante, Adolescent Psych Unit

Laura Olexy, LVPG Cardiology 1250CC

Melissa O'Neill, Nursing Float Pool

Jessica Pupo, 7A – Neuroscience Unit

Betty Quinn, PACU – CC

Joanne Quinones, LVPG Maternal Fetal Med 3900HA

Kathy Rhoads, 7K Orthopedics

Meredith Rochon, LVPG Maternal Fetal Med 3900HA

Michele Schutt, Crisis Intervention

Maria Seldow, Pain Management

Colleen Skochko, Medical Oncology MHC

Barbara Takacs, Transitional Open Heart Unit

Tonya Wilkes, Ultrasound

5 Years

Lori Alfonse, LVPG Surg Oncology 1240CC

Karen Baranello, Lehigh Valley Fam Health Ctr

Pamella Bonner Graveley, Dental Clinic

Colleen Boyle, LVPG Family Med Trexlertown

Alyssa Campbell, Transitional Skill Unit

Kolleen Casey, Emergency Department

Keli Cichonski, Neonatal ICU

Carolyn Coleman, Risk Management

Jessica Dalton, Children's Specialty Float Poo

Kimberly Daubert, Cardiac ICU

Jonathan Davenport, Emergency Service – CC

Rick Davis, LEAN

Nicole Dreibelbis, Obstetrics

Tracey Ferguson, NORI Administration

Kim Grasso, Execution ROI Staff Res FY16

Amanda Green, Psych Eval/OP Services

Anna Greenwood, Fairgrounds Surgical Center

David Haas, Emergency Department

Lisa Hall, Nursing Float Pool

Karen Hallman, Nursing Float Pool

Robert Hockenbury, Clinical Engineering

Colleen Horlacher, Mental Health/Retardation

Kimberly Hunsicker, Coding Integrity

Catherine Jacobs, Perinatal Evaluation

Dawn Kehoe, LVPG OB/GYN Pond Road

Beth Kepich, LVPG Cardiology 1250CC

Ginette Lamarque, Imaging Physics

Jennifer Lanter, 7C Medical/Surgical Unit

Kristen LaPierre, Nursing Float Pool

Kerianne LaRizzio, Operating Room

Colin Laury, Cardiac ICU

Rhonda Leggore, Payroll

Roscaline Lesisko, LVPG Pediatrics Laurys Station

Jessica Lilienthal, 6K Medical/Surgical Unit

Jennifer Love, Pediatric Intensive Care Unit

Jacqueline Ludwig, Hospice Skilled Nursing

Maria Martinez, Emergency Service – CC

Heather Matthews, LVPG Cardiology 1250CC

Benjamin Maxwell, LVPG Financial Planning/Budget

Amanda Mohr, 7C Medical/Surgical Unit

Lynn Morgan, LVPG GYN/Oncology 1240CC

Bryan Paulson, Nursing Float Pool

Selena Perez, Childrens Clinic at LVH

Melanie Qureshi, LVPG Family Med Macungie

Ciara Rehrig, Neonatal ICU

Ruth Rosario, 4KS Medical/Surgical Unit

Leeann Scalici, Pharmacy

Sherry Smale, Emergency Service – CC

Kathryn Sobolewski, Progressive Coronary Care Unit

Alison Spellman, Respiratory Care Services

Ashley Szasz, Home Care – Skilled Nursing

Caitlin Thalassinis, Emergency Department

Tanya Wagner, Neuroscience Intensive Care

Stephen Walker, Inpt Rehab SVC-CC

Ariana Wask, Pharmacy MPA

Candace Wentland, Vascular Lab

Christi Weston, Adult Ped Psychiatry Muhl

Jared Winch, LVPG Internal Med Muhl

Megan Wirth, Emergency Service – CC

James Young, Supply Distribution Services

Stephanie Zulic, LVPG Cardiology 1250CC

Tags: [Service Anniversary](#)

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A Day in the Life of a Pediatric Nurse: Liz McDonald, BSN, RN

BY [JENN FISHER](#) · AUGUST 25, 2015



Liz McDonald, BSN, RN

Gaining the trust of children admitted to the hospital can be challenging. But gaining trust from children who need to talk about physical and mental abuse takes care to a new level. That's where Liz McDonald, BSN, RN, shows her true passion – advocating for her young patients.

“The fear in their voices...the fear of verbal and physical abuse back home, I know that I have to act,” McDonald says. Her advocacy earned her the 2015 M.G. Asnani, MD, Award for Excellence in Pediatric Nursing at this year's Friends of Nursing gala.

A pediatric nurse for more than nine years, McDonald and her pediatrics unit colleagues are on the lookout for suspicious activity by either the patient towards a parent or caregiver, or vice versa. That can mean watching as a parent speaks for a child instead of letting the child answer for himself, or seeing other unusual family dynamics. “In instances where physical abuse is not obvious or if the injury doesn't fit the story, it is important to pay attention to a gut feeling that something is wrong,” she says.

If abuse is suspected, McDonald will seek a second opinion from another registered nurse or a physician. “If it is possible to speak with the child alone to ask a few questions, we do,” she says. Otherwise, McDonald or her nurse colleagues consult with the LVHN abuse specialty team, headed by pediatrician Debra Esernio-Jenssen, MD.

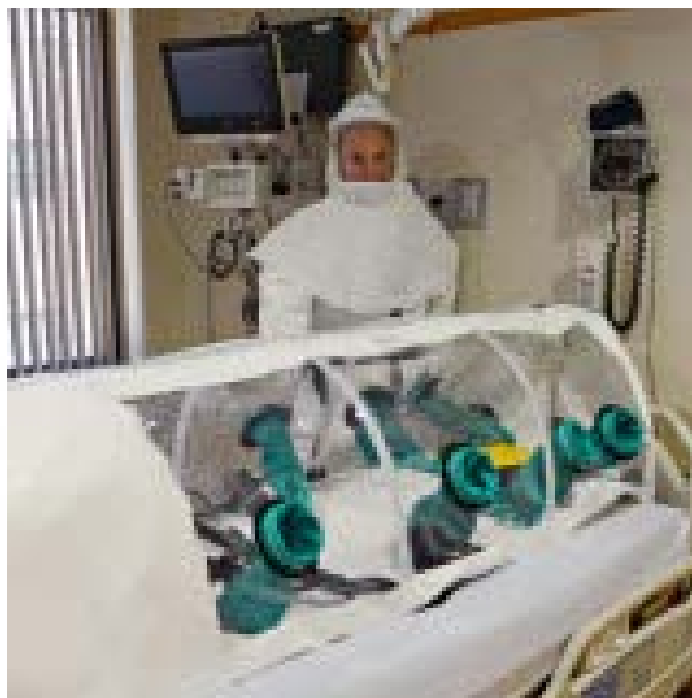
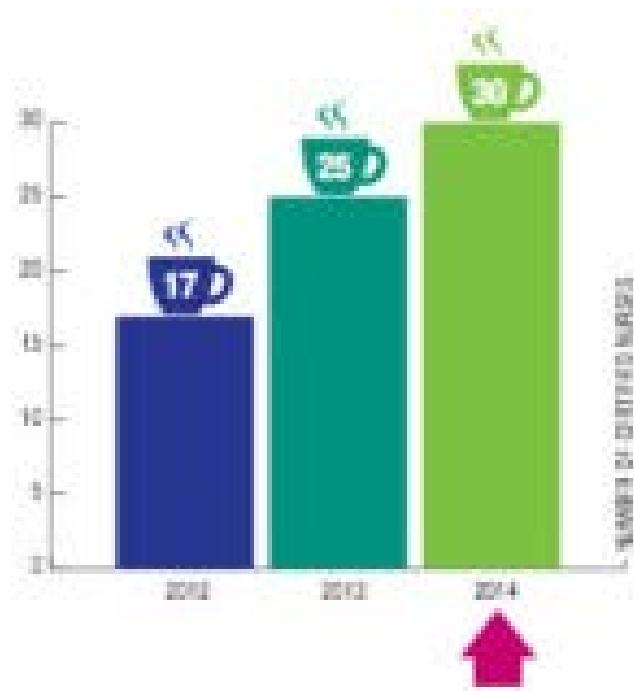
McDonald also works with Children and Youth Services on cases of suspected abuse by completing screenings, filling out necessary forms, and most importantly, by preparing a child for questions she might be asked. That's when McDonald's motherly instincts kick in. “I try to make them comfortable with me first by playing puzzles or coloring,” she says. “Connecting with her before asking questions allows her to feel comfortable opening up.”

McDonald uses her empathic skills to also relate to the child's family members. “While there may be people involved in a child's life who have the potential for being at fault, I try to put myself in the parents' or caregivers' shoes,” she says. She also doesn't judge. “As a parent, I know things can happen in the blink of an eye. Just because we suspect abuse doesn't mean it actually happened, nor that a parent or caregiver is responsible.”

Most children who come into McDonald's care are not victims of abuse, but for those who are, she wants to make a difference. “No matter the circumstance, I strive to do the best for all my patients and their families,” she says.

Tags: [Liz McDonald](#) [Magnet](#) [Magnet Attractions](#) [Pediatric Nurse](#) [Pediatrics](#)

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'Fuzzy Vizitors' Coming to Kasych for Special Children's Event Aug. 29

BY [TED WILLIAMS](#) · AUGUST 24, 2015

Summer is certainly a great time to take the kids out to the ballgame for a day of family fun in the sun. But if your child isn't feeling well, that may not be possible. However, Children's Hospital plans to offer the next best thing, with a little help from some fuzzy friends.

"Fuzzy Vizitors" will invade the Kasych Family Pavilion Rooms 6 and 7 from 1-4 p.m. on Saturday, Aug. 29 for a free afternoon of fun. The fuzzy friends include some of the best known mascots from area sports teams and businesses. The mascots will entertain children receiving inpatient or outpatient care throughout Children's Hospital and LVHN with activities such as coloring and special games. The activities will include an unusual twist on story time, where the mascots will act out – as only they can – what's being read.

Mascots expected to attend include:

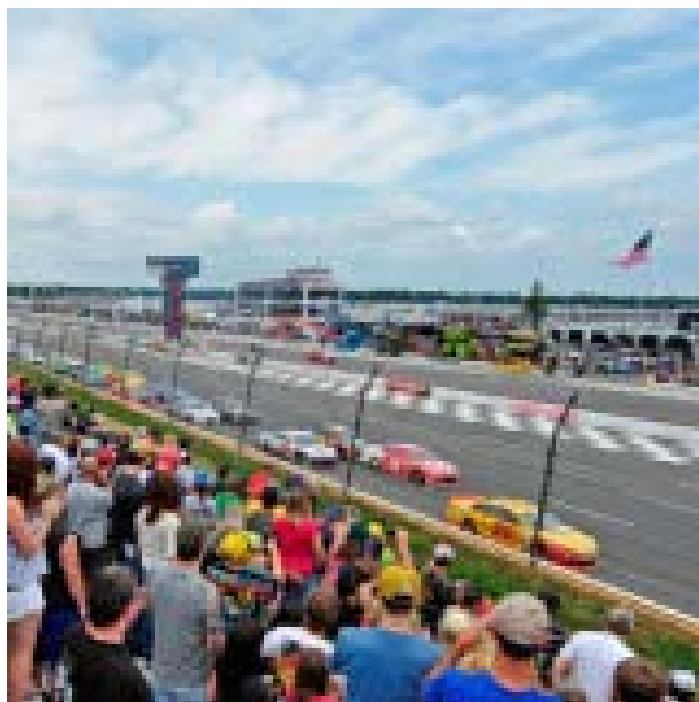
- Ferrous and Fefe from the Lehigh Valley IronPigs
- MeLVin from the Lehigh Valley Phantoms
- Slapshot from the Reading Royals



- Champ from the Scranton/Wilkes Barre Railriders
- Penn State University's Nittany Lion
- Filbert from Isaac's Famous Grilled Sandwiches
- Erin from Keystone Mascots

Tags: [Children's Hospital](#) [Women's and Children's](#)

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