

Aug. 18, 2017

LVHNWEEKLY | **SCHUYLKILL***Your wrap-up of the week's news from LVHN.*

Celebrating Colleagues at LVH-Schuykill S. Jackson Street

For the second time in as many weeks, LVH-Schuykill celebrated its colleagues, this time with a BBQ at LVH-Schuykill S. Jackson Street.

Members of our food and nutrition services team transformed the Joseph F. McCloskey School of Nursing parking lot into a mini picnic grove ready for an afternoon BBQ. Night-shift colleagues enjoyed breakfast in the hospital's cafeteria.

Under blue skies and sunshine, members of the senior leadership team, managers and supervisors helped prepare and serve the meals and bus tables. Most importantly, they visited with colleagues, thanked them for what they do every day for our patients and community, and answered their questions.

"It was nice to see our colleagues take pause enjoying food and fellowship in a relaxed environment," says Sue Curry, Vice President of Patient Care Services, who helped serve. "Their positive reactions and the appreciation they expressed for the BBQ are very rewarding."

"For me, it's especially nice to see folks from varying departments sitting together, talking, catching up with one another and, in

some cases, meeting colleagues for the first time," says Gabe Kamarousky, Vice President of Operations, as he worked the grill. "We promote that we are a team, and this event represents another way we show it."

In the past year, LVH-Schuykill has tried to find different and unique ways to reward and recognize staff. Earlier this year, senior leaders and managers rounded all units and departments on all shifts for a sundae social. In November, we participated for the first time in LVHN's Turkey Toss and hosted holiday meals for colleagues. Planning is now underway to recognize our one-year anniversary as part of LVHN with celebration cakes to be served in the cafeterias in mid-September. LVH-Schuykill is again working on plans for Turkey Toss 2017. Watch for details.

"This is yet another milestone for LVH-Schuykill," says President Bill Reppy. "I'm so glad colleagues enjoyed the food and fellowship. Reppy thanks colleagues from our food and nutrition and facilities teams, as well as the many LVH-Schuykill leaders who helped make the day special for everyone."

WHAT WE HEARD COLLEAGUES SAYING:

"The homemade lemonade was amazing."

"I've been waiting for this all week."

"The East colleagues said this was great. They were right."

"As I walked from the hospital, the smells and sounds reminded me of Knoebel's."

"How could this have been any better?"



SEE MORE PHOTOS ON PAGE 4.

Parking Deck Maintenance Complete

The LVH–Schuylkill E. Norwegian Street parking deck is back to full capacity after a two-week repair and maintenance project. “We really appreciate everyone’s cooperation in this project, especially our 40-year colleagues who left their designated garage spaces during the work,” says Richard Blakeslee, Director of Facilities Management. Forty-year colleagues were given the go-ahead to return to the parking deck on Wednesday.

The garage project included pothole repair, removal and replacement of loose concrete, drain work and other needed preventative maintenance. Constructed in the mid-1980s, the deck is the primary parking source for patients and visitors to the hospital campus, as well as colleagues working the late and overnight shifts. Additional brick and concrete work is being planned prior to winter.



More Signs of Progress

It seems like we have been putting up signs for nearly a year. New permanent LVHN signs have recently replaced temporary signs at our Orwigsburg facility, Schuylkill Medical Plaza and Pine Grove Family Medicine. Permanent signage is on the way for LVHN Rehabilitation Center–Schuylkill, also at Schuylkill Medical Plaza, and the directory in front of our School of Nursing.

Guide Rail Added to Colleague Walkway

Members of our facilities management team spent time this week putting the final touches on the new colleague walkway, which connects LVH–Schuylkill E. Norwegian Street with a parking area near the medical mall.

The rail was the final step in the walkway project and adds safety measures for all who use the path. LVH–Schuylkill continues to offer a shuttle for colleagues in need of that service.

Dedicated in June, the walkway was funded through a gift from Lehigh Valley Hospital–Schuylkill Auxiliary. Last year, the Auxiliary pledged funds for the walkway and for new medication carts, which also were put into service in June. A bench honoring and recognizing the Auxiliary’s contribution is located along the walkway.

Hospital representatives accepted the Auxiliary’s gift and offered thanks during the Auxiliary’s annual luncheon. LVH–Schuylkill has enjoyed the support of a strong Auxiliary since our first hospital was established in 1895.



Blanket Donation Update

We appreciate the overwhelming support our community and many others have demonstrated in offering to donate blankets to our neonatal intensive care unit (NICU) at LVH–Cedar Crest. Due to the amazing generosity, we have received many donations and are no longer in need of additional blankets.

Always keep in mind that if you would like to support, or seek community support for LVHN, please contact the Office of Philanthropy. For LVHN news and posts, please follow us on our official social media channels: Facebook, Twitter and Instagram.

If you receive a phone call from someone interested in donating blankets, here is what you should say:

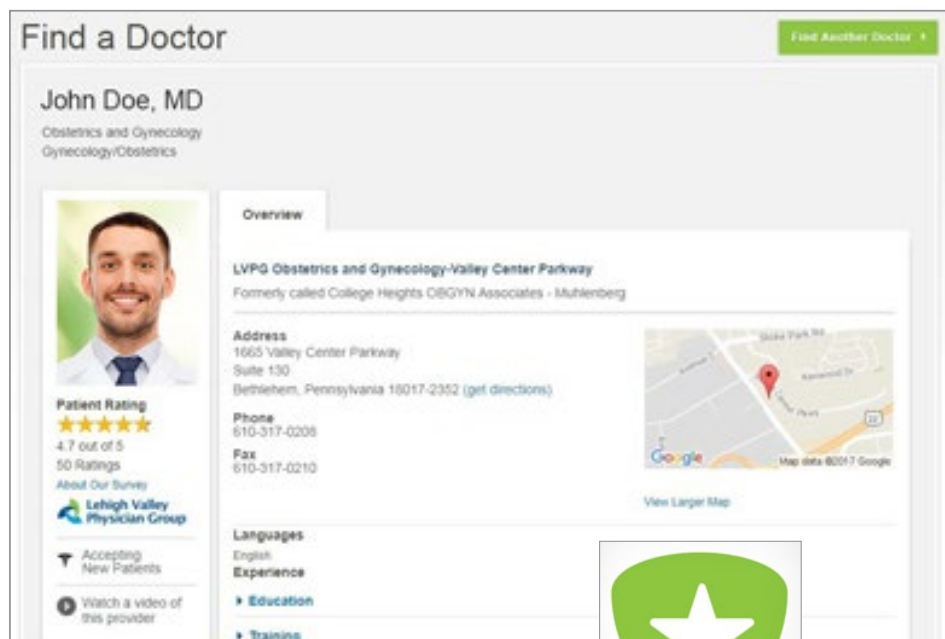
“Thank you for your generosity. At this time, we have received many donations and are no longer in need of additional blankets. If you’d like to support the NICU, please visit LVHN.org/give.

Star Ratings Now on LVHN.org's Find a Doctor

LVHN recently started telling people about ways we are making health care more convenient at LVHN. Reach us by calling one phone number, 888-402-LVHN. Schedule an appointment by clicking LVHN.org or MyLVHN. Receive same-day care by walking in to an ExpressCARE or schedule a Video Visit for treatment of a common illness. More convenience features will be rolled out in our local community in the near future.

Now to continue helping exceed their expectations of great care and service, we have made it more convenient for community members to get essential information when choosing a doctor. Just as many of us turn to online ratings and comments to help make purchasing decisions, we can now see star ratings for 400 Lehigh Valley area physicians and advanced practice clinicians on LVHN.org's Find a Doctor. Those ratings come from people who have direct experience with those providers – their patients.

Instead of looking at unverified ratings sites (which may have just one or two participants), you and our community members can review ratings from patients who have completed CG-CAHPS surveys after an appointment with an LVPG health care provider. At minimum, a provider must have 30 completed CG-CAHPS surveys to have star ratings appear on their Find a Doctor profile. In October, provider profiles



Find a Doctor

John Doe, MD
Obstetrics and Gynecology
Gynecology/Obstetrics

Patient Rating
★★★★★
4.7 out of 5
50 Ratings
About Our Survey
Lehigh Valley Physician Group

Accepting New Patients
Watch a video of this provider

Overview

LVPG Obstetrics and Gynecology-Valley Center Parkway
Formerly called College Heights OBGYN Associates - Muhlenberg

Address
1665 Valley Center Parkway
Suite 130
Bethlehem, Pennsylvania 18017-2352 (get directions)

Phone
610-317-0206

Fax
610-317-0210

Languages
English

Experience
Education
Training

View Larger Map

will feature patient comments too. In time, LVPG providers at our other locations will also display ratings and comments.

Not only can you advise patients about this tool and encourage them to use it, if you are an LVPG patient, you can share your opinion too. If you receive a patient satisfaction survey following an LVPG appointment, please complete the survey and share your honest opinion. If a friend, family member or patient asks you about choosing a provider, tell them about our Find a Doctor tool and the ratings feature.

We are providing support for you to answer questions and discuss this benefit. You can refer to our new Convenience Tool Kit, a clickable and easy-to-navigate guide to LVHN's call, click and walk-in features. An email sent to all colleagues on Aug. 16 contains a link to download the tool kit.

The Convenience Tool Kit includes a section about health care provider ratings. Go to the index on page 2, and click on Provider Ratings and Transparency (page 15). As new features that support convenience are released, we will update the guide.

CALENDAR OF EVENTS

Hip Replacement Surgery – Anterior Hip

Free Community Lecture
Wednesday, Sept. 17, 6 p.m.
LVHN Rehab Center–Schuylkill,
300 Schuylkill Medical Plaza, Pottsville

Safety Night

Pine Grove Elementary Center
Wednesday, Aug. 23 • 6-7:30 p.m.

I Pink I Can Event

Cardiac, breast and gynecologic health
Monday, Oct. 2 • 5 p.m.
LVH–Schuylkill E. Norwegian Street,
Wall Auditorium

LVH–Schuylkill Auxiliary Art for a Cause

Benefits breast cancer awareness
and support
Thursday, Oct. 18
The Lodge at Sharp Mountain

Car Seat Safety Check

Saturday, Oct. 21 • 9 a.m.-noon
Medical Office Building, Schuylkill
Medical Plaza

We Saw You at the BBQ

