



| FROM THE PRESIDENT |

BEING AWARE OF BIASES



Recently, we've seen frequent news stories about the Confederate flag. Your views on the flag likely relate to your biases.

Explicit biases are a core part of our beliefs and expressions, helping shape our opinions, perspectives and decision-making.

Implicit, or unconscious, biases are often present in health care, in the form of views about race, ethnicity, gender, weight and disabilities, to name a few. And they often can be a key contributor to health disparities. As such, increased awareness of our own biases can be helpful to develop more trusting and satisfying health care encounters.

Online tests can help you identify your implicit biases. You may be surprised at the results.

Jarret R. Patton, MD
Medical Staff President

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| U.S. NEWS & WORLD REPORT |

20 YEARS AS A TOP HOSPITAL



Lehigh Valley Hospital (LVH) ranks for the 20th consecutive year as one of the nation's top hospitals on U.S. News & World Report's Best

Hospitals list. LVH ranks number three among hospitals in Pennsylvania for the second consecutive year, and LVH-Muhlenberg ranks number 10 in the state.

The 2015-16 list names LVH among the nation's top 3 percent of leading hospitals in seven categories.

In addition to the Best Hospitals national rankings, U.S. News cites hospitals as "high-performing" in regional markets around the country. LVH and LVH-Muhlenberg both are recognized among the Best Hospitals in Northeastern Pennsylvania/Lehigh Valley and the Allentown-Bethlehem-Easton Metro Area. LVH-Muhlenberg is listed as a high performer in three specialty areas as well.

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| GOVERNMENT INITIATIVES |

TRANSPARENCY AND PROVIDERS

Last fall, the Centers for Medicare and Medicaid Services (CMS) launched the Open Payments Website, a repository of national data detailing financial relationships between industry (medical device manufacturers and pharmaceutical companies) and health care providers.

Its purpose is to make the public aware of payments that have the potential to inappropriately influence medical decision-making. Records are organized into three categories: general payments, research payments and physician ownership and investments. The Open Payments Website is intended to enhance transparency of payments for research, consulting and promotional work and other remuneration equal to \$10 or more, such as speaking fees, gifts, travel and meals.

Providers who treat Medicare beneficiaries should check the CMS databases to ensure all the information pertaining to them is correct.

Judy Ringholz, RN, JD, CHC
Vice president, internal audit and compliance services

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| HCAHPS UPDATE |



SIT + SHARE = BETTER CARE

While we improved our patient satisfaction scores in Fiscal Year 2015, there is a need for continual improvement.

Given the stresses of The Joint Commission, Epic and ICD-10 on top of the regular demands for patient care, it can be a challenge to keep up with the patients' perspective in their care. The easiest thing you can do is sit down. A 2012 study by the Patient Education

Council showed that patients perceived that providers spent more time than the actual measured time regardless of sitting or standing. However, the "sitting" perceived time was 40 percent greater than standing (an extra 90 seconds).

Now there are chairs dedicated to providers and staff for each private room. Within a month, we will have the added covers as pictured.

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also ONLINE

Who's New

Updates on new appointments, address changes, status changes, resignations and more.

Papers, Publications and Presentations

Congratulations

Details on two board certifications.

LVHN Digital Library

Download two useful apps.

► Go to LVHN.org/progressnotes for complete articles.

| SEMINARS, CONFERENCES AND MEETINGS |

Pediatric Grand Rounds

Tuesdays at 8 a.m. (Aug. 4 and 11 sessions are canceled.)

Where: Kasych ECC Room 6 at LVH–Cedar Crest

Questions? Contact Cari Coelho in the department of pediatrics at 484-862-3131.

Emergency Medicine Institute Life Support Classes

Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) classes are scheduled for August through December. Registration information can be found on the EMI website at emi-lvh.net.

[MORE ONLINE](#)

| THE RETAIL PHARMACY VIEW |

OTCs and Dosing

Over-the-counter (OTC) labeling is a big concern for the average consumer. Patients can easily get into trouble if they do not read labels and understand what they are taking, especially when products have duplicate ingredients. Make sure that when you are doing your patient work-ups, you ask patients about all the OTC products they are taking and caution them accordingly. If you are unsure of the ingredients contained in these products, call Health Spectrum or any pharmacy, and we can advise you accordingly.

Plus: New drugs and generics.

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| 25 YEARS |

Happy Anniversary, BOA

For the past 25 years, members of LVHN's Board of Associates (BOA) have served as our advocates and ambassadors in the community. The group marked its silver anniversary in June.

The BOA consists of business and community leaders with a mutual interest in helping their neighbors and community members become healthier. Members share important information about LVHN with their friends, family and colleagues, and share community feedback and questions with LVHN's senior leadership.

LVHN president and chief executive officer Brian Nester, DO, MBA, FACOEP, described the BOA as our "eyes and ears" in the community.

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| FACILITIES ALERT |

Important Parking Changes

On Sept. 13, the LVHN Via Marathon will begin at LVH–Cedar Crest. This will impact employee and provider parking between 5 and 8:30 a.m. The inner campus road and all corresponding parking lots located off Fish Hatchery Road will be closed to all through traffic. Employees and providers who normally use these lots should use the lots located off Dulles Road.

| APC UPDATE |

Avoiding Burnout

Long nights of studying, juggling of clinical rotations and meeting challenging grade expectations reinforce a strong work ethic and sense of responsibility that create a great practitioner. However, these qualities also put practitioners at a high risk for burnout. Learn three avenues that can help you find rejuvenation.

[MORE ONLINE](#)

| SAVE THE DATE |

APC Mixer

This networking event will be held on Oct. 5. APCs are more than 300 strong in the network. Come out and meet one another; libations and food to be provided. Stay tuned for more information.

Progress Notes is published monthly to inform the medical staff, advanced practice clinicians and colleagues of LVHN about important issues.

► See the full version at LVHN.org/progressnotes.

Submissions

Email your materials to Rich Krisher at rkrisher@staywell.com by the 10th of each month.

Questions?

Contact Alane Mercer in Marketing and Public Affairs at alane.mercer@lvhn.org.