

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

SEPTEMBER 2020

OPIOID ADDICTION TREATMENT

EXPANDS TO MORE PRIMARY-CARE OFFICES



Penn Medicine Lancaster General Health has expanded community access to opioid addiction treatment to more than a dozen primary-care offices throughout Lancaster County.

This evidence-based approach to recovery, often referred to as a medication for addiction (MAT) program, uses safe prescription drugs, such as suboxone, to help patients deal with cravings and withdrawal symptoms as they recover from addiction. Providing the medication under the supervision of a provider reduces these symptoms and the risk of opioid overdose.

“Offering treatment in a primary-care setting significantly increases access to care and reduces the stigma for patients seeking help. By treating addiction like any other chronic health condition, such as asthma or diabetes, we recognize it as a health issue that is treatable and where recovery is possible,” said **Caroline Thomas Barnhart, LCSW**, director of Behavioral Health.

Individuals seeking treatment are screened and matched with a primary-care office, where family-medicine providers, behavioral-health specialists, nurses and care coordinators collaborate on a treatment plan.

“Since starting this program in 2016, our goal has been to provide compassionate and convenient team-based care that includes the patient, a prescribing primary-care provider, and a care coordinator to address psychosocial issues,” said Barnhart. “This patient-centered care may include integrated counseling, community drug and alcohol treatment, and recovery support.”

LG Health’s program has expanded from one location to primary-care offices in Columbia, East Petersburg, Elizabethtown, Ephrata, Lancaster City, Lebanon, Leola, Manheim, Marietta, Parkesburg, Quarryville, Strasburg and Wrightsville.



The program is supported by a grant from the Pennsylvania Department of Health and is open to all patients, regardless of insurance, with financial assistance available. Because opioid addiction affects millions of Americans from all walks of life, ensuring access to care is a priority shared by LG Health and state administrators.

“Most patients can receive outpatient care for opioid addiction recovery, so they can continue to work and live at home while going to a primary-care office or having telemedicine visits,” said **Jon Lepley, DO**, Family Medicine Downtown, who oversees the program as medical director, Addiction Medicine.



PRESIDENT’S MESSAGE

JAN L. BERGEN, CEO, LANCASTER GENERAL HEALTH

The last several months have tested us both as health-care professionals and as human beings. Despite the challenges we continue to face, it’s very important that we prioritize the health of ourselves and our families.

Please remember that you can only help others if you first take care of yourself. There are several ways I would encourage you to do that.

While making plans in today’s environment can be incredibly challenging, I hope you have the opportunity to spend some special time with your family and friends. I know that you are putting safety first and making wise choices, and I applaud that. I hope you have a wonderful time connecting with your loved ones.

I also hope you are taking care of your own health, as well as your family’s health. It’s really important for all of us to consistently follow our health-care providers’ recommendations for age- and gender-appropriate screenings and vaccinations.

Perhaps you have postponed seeking routine preventive care during the pandemic. If that is the case, please don’t hesitate to

re-engage now. Our LG Health clinical facilities continue to hold safety as our highest priority, and we are here and ready to care for you and your family.

Many of us are feeling emotional highs and lows during this very difficult time. If you or a loved one are experiencing more than very isolated periods of stress, anxiety or depression, I encourage you to seek help. Sometimes it can be difficult to recognize the early signs, so it’s important to trust your instincts.

Our Employee Assistance Program, 1-800-364-6352, or LGHP integrated behavioral health counselors are here to help you. I’m grateful that we as LG Health employees have so many resources available to promote our health and well-being, which can be found on the LG Health Together page on StarNet.

Finally, like many of you, I find that practicing gratitude in times of uncertainty can be highly beneficial. I want to personally thank you for your dedication and service to our patients, our community and each other. You continue to inspire me each and every day.

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Giving Recognition to 'LEGACY MOMENTS'

Words of appreciation can significantly influence our well-being—both when we hear them and when we say them to others.

In July, Penn Medicine Lancaster General Health transitioned its Touchpoints recognition program into a more robust platform called Legacy Moments. Program enhancements include a more user-friendly design, expanded e-card categories, a self-replenishing point system, and virtual walls for displaying cards and sharing comments.

“Our new strategy enables employees to express and receive both everyday appreciation and higher-level recognition,” explained **Samantha O’Hara**, supervisor, Engagement and Recognition. “Appreciation is thanking someone for a job well done. Recognition is acknowledging behaviors that transform normal experiences into extraordinary ones.”

“Our Legacy Moments program encourages employees to go that extra mile, pursue their best and engage with passion—key tenets of LG Health’s Live Your Legacy culture,” said **Alexandra Jorgensen**, Chief Human Resources and Organizational Effectiveness Officer.

LEGACY MOMENTS RECIPIENTS

Employees recently recognized for exemplifying compassionate care include:



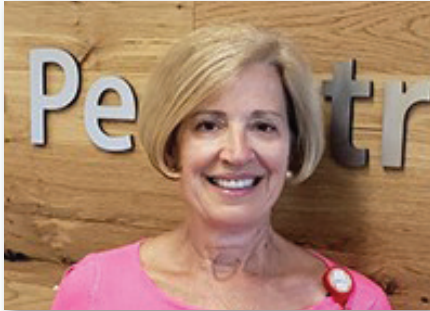
Rashon Hardy, patient care assistant, 7EW Observation
Rashon asked his patients if they wanted to take a walk, and escorted each one to ensure they felt supported.



Bill Claycomb, maintenance housekeeper, Environmental Services
When Bill noticed that a patient was often alone during his shift, he lifted the patient’s spirits by bringing in a personalized gift.



Thuy Than, occupational therapist, PMR—Occupational Therapy
Although busy, Thuy made time to comb her patient’s hair, a small act of kindness that made a big impact.



Patricia Bittler, customer service specialist, Roseville Pediatrics
Patricia helped a new mom complete her paperwork while waiting to seeing the care team, which enabled the mother to soothe her newborn.



► From left: Anne Cotter, MD; Angelica Montes, MD; Jordan Burnette, DO; Laura Dewalt, MD; Grace Loudon, MD; Kevin Robertson, MD; Pamela Vnenchak, MD, program director; Elizabeth Koffler, MD; Trish Carr Reese, MD; Cameron Moore, MD; Trina Ridout, MD; Emily Kirchner, MD; Adrian Wang, MD; Soraya Chanyasubkit, MD

An Unforgettable Final Chapter for the Class of 2020

LG Health’s Family Medicine Residents Are Prepared For The Future

For the 13 LG Health Family Medicine Residents who graduated in June, the last four months of their training took a dramatic turn with the COVID-19 pandemic. Their experience is sure to make them better doctors.

“The Class of 2020 graduated under the most unique set of circumstances in the 50-year history of our program. They adapted to the challenges of this time with enthusiasm and grace,” said **Pamela Vnenchak, MD**, program director of LG Health’s Family Medicine Residency.

When outpatient centers paused in-person visits, the residents conducted telemedicine visits and outreach to vulnerable patients. They learned contact tracing, staffed the COVID-19 testing tents, and engaged in remote learning to sharpen their skills when rotations were disrupted. Several took the LG Health Critical Care course in preparation for a potential inpatient surge.

“Our residents learned firsthand the value of the strong, full-spectrum education LG Health provides,” said Dr. Vnenchak. “Family physicians have been compared to ‘pluripotent’ stem cells that can rapidly adapt to the environment where they are placed. This class of residents demonstrated that ability.”



IMPACTFUL GIVING LOCAL LIONS CLUB DONATES \$15,000

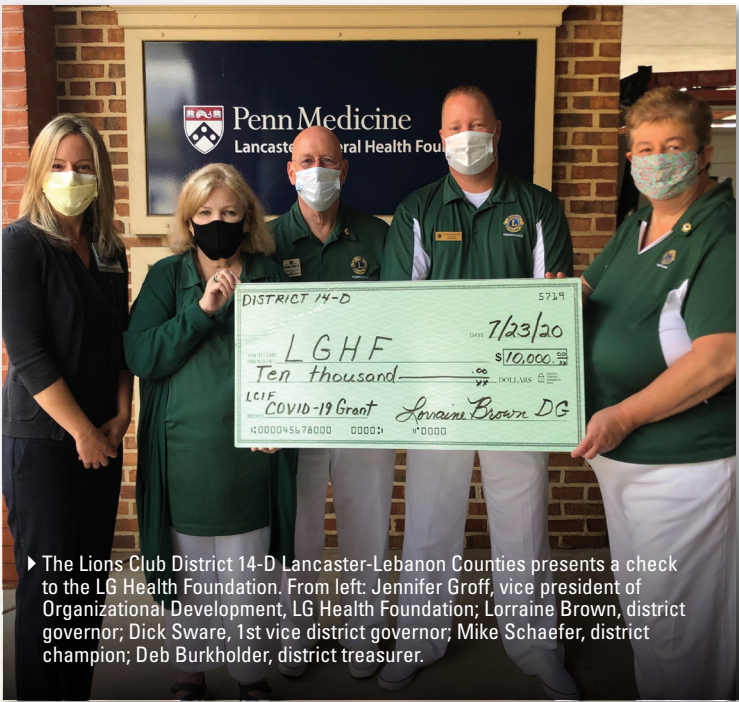
Representatives from the Lions Club District 14-D Lancaster-Lebanon Counties presented the Penn Medicine Lancaster General Health Foundation with two generous checks in July.

The volunteer club first gave a \$5,000 grant in support of SHAPEDOWN, a program for children ages 7–12, offered through LG Health’s Center for Healthy Weight Management.

The following week, the Lions Club gifted \$10,000 to the COVID-19 Response Fund, which supports the hospital’s most urgent needs related to the ongoing pandemic. That check was a special gift from the Lions Clubs International Foundation, which has donated nearly \$5 million in COVID-19 grants worldwide as of July 1.

“We are grateful to District Governor Lorraine Brown and her fellow Lions Club volunteers, who have supported many LG Health initiatives over the years, including the Seraph-McSparren Pediatric Inpatient Center, Healthy Weight Management and Nurse Family Partnership,” said **Jennifer Groff**, vice president of Organizational Development, LG Health Foundation.

The LG Health Foundation thanked the Lions Clubs International Foundation and all of the Lancaster County community members who have contributed more than \$250,000 to the COVID-19 Response Fund since its inception in March.



► The Lions Club District 14-D Lancaster-Lebanon Counties presents a check to the LG Health Foundation. From left: Jennifer Groff, vice president of Organizational Development, LG Health Foundation; Lorraine Brown, district governor; Dick Sware, 1st vice district governor; Mike Schaefer, district champion; Deb Burkholder, district treasurer.

► THE LG EXPERIENCE

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