

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

JUNE 2022



LG HEALTH PROVIDES ACCESS TO THE Newest Echocardiogram Technology

Penn Medicine Lancaster General Health is committed to providing patients and the community access to the most advanced medicine possible. In April, the health system replaced its fleet of 23 ultrasound machines to provide the most advanced 3-D cardiology ultrasound (echocardiogram or echo) technology.

The new Philips EPIQ CVx 3-D machines provide superior 3-D image quality to better diagnose cardiac conditions like pulmonary hypertension, congenital heart disease, coronary disease, heart failure, and cancer therapy-related cardiac dysfunction.

The machines, which are enhanced with AI technology, help the cardiac sonographers see all angles of the heart, leading to more enhanced images and more efficient reviews.

“This new ultrasound technology provides the highest level of care for our cardiology patients and reinforces that Penn Medicine Lancaster General Health is the premier cardiology provider in our region,” said **Tim Zellers**, executive director, Lancaster Heart & Vascular Institute.

The new technology is available at LG Health facilities where cardiac ultrasounds are offered, including each ambulatory center. The highest volume of the new machines is located at The Heart Group at the Harrisburg Pike location and at Lancaster General Hospital Duke Street. Work is also underway to establish a site at the Suburban Pavilion to provide ease of access to echocardiograms for oncology patients at the Ann B. Barshinger Institute (ABBCI).

“The collaboration between the LG Health Heart & Vascular team and ABBCI is imperative as certain chemotherapy medications are known to have a negative effect on heart function,” said **Scott Trunzo**, director, Non-Invasive Cardiology and Rehab Services. “The ideal care for our cancer patients is to be first seen by a cardiologist before starting chemotherapy treatment – having a location adjacent to the Cancer Institute provides the most convenient option for our patients,” Trunzo continued.



► Cardiac sonographers Sheri McCloskey, RDCS, and Paul Poff, RDCS, demonstrate new Philips EPIQ CVx ultrasound technology. Poff, who had a heart transplant, was happy to demo this state-of-the-art technology.



CEO MESSAGE

JOHN J. HERMAN, MBA, FACHE, CEO, PENN MEDICINE LANCASTER GENERAL HEALTH

Penn Medicine Lancaster General Health’s mission to advance the health and well-being of the communities we serve will be fulfilled only when everyone in our community has the opportunity to achieve and maintain good health.

According to the CDC, health equity is achieved when every person has the opportunity to attain their full health potential. Unfortunately, many people experience barriers to achieving health equity, such as poverty, discrimination, lack of access to healthy food or safe housing, and other social factors. These factors can impact an individual’s ability to access health-care services, as well as their overall health and well-being.

LG Health and the entire Penn Medicine health system are committed to advancing health equity for everyone in our community. I would like to provide an update on our progress in some key areas of focus.

- **LG Health recently received the highest possible rating in the Human Rights Campaign Foundation’s National LGBTQ Healthcare Equality Index.** Our designation as an LGBTQ+ Healthcare Equality Leader reflects our commitment to providing supportive, affirming care to our LGBTQ+ patients and their families, as well as an inclusive workplace and community outreach.
- **Our COVID-19 vaccine community clinics** increase access for the diverse communities we serve, vaccinating more than 4,000 people to date in convenient and comfortable settings, including churches, affordable housing complexes, community centers, schools and fire halls.
- **Through our Lead-Free Families program,** LG Health has made a 10-year, \$50 million commitment to address housing health and safety by measurably reducing the presence and impact of lead in more than 2,800 Lancaster County homes.
- **Our school-based health clinics** serve all students, faculty and staff within the School District of Lancaster, providing 3,073 visits so far this school year. About 75% of patients have Medical Assistance or are uninsured.
- **LG Health’s Food Farmacy program** provides nutrition counseling and healthy food options for patients with nutrition-related health conditions who meet income limits and are unable to access enough food to live an active, healthy life. Our additional \$2.9 million investment over the next five years will enable the program’s continued expansion.

While we have made significant progress in our efforts to advance health equity, there is still much work to be done. Thank you for your continued support and commitment as we work together to ensure that everyone in our community has an opportunity to achieve their full health potential.

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LG Health Sponsors RACE AGAINST RACISM IN LANCASTER CITY

On April 30, members of the Penn Medicine Lancaster General Health Diversity, Equity and Inclusion committee joined thousands of runners and walkers for the Lancaster YWCA's 24th annual Race Against Racism. LG Health joined as a Champion-level sponsor of this year's event.

The race, a 5K run or walk through Lancaster City, begins and ends at Musser Park, a local community park just a few blocks from Lancaster General Hospital.

In addition to having an official race team, LG Health had a booth at the event where Human Resources shared information regarding career opportunities, and the Lead-Free Families team shared information on free lead remediation within Lancaster County homes.

All proceeds from the event support the Lancaster YWCA's Center for Racial and Gender Equity, which aims to eliminate racism and empower women to have equitable access to personal, community and professional opportunities, free from racial injustice. The Lancaster race is the longest-running Race Against Racism in the country.



► Pictured are (from bottom left): John Lines, Director, Public Relations & Corporate Communications, Olivia Kimmel, Coordinator, Corporate Communications, Susan Crow, Director, Experience, Leaha Shermeyer, Outreach Coordinator, Lead Prevention Initiative, Caitlin Farabaugh, MD, Managing Physician, Gynecology. (From top left): Towahna Rhim, Director Operations, Administration, Judi Brendle, Interim Director, Recruitment, Joeline Russel, Recruiter, Human Resources Talent Acquisition, Najla Speichert, Recruiter, Human Resources Talent Acquisition, John J. Herman, MBA, FACHE, CEO, Penn Medicine Lancaster General Health, Elizabeth Horenkamp, MD, Managing Physician, LGHP Hematology & Oncology, and husband.



HONORING our HEALTHCARE HEROES for HOSPITAL & HEALTHCARE WEEK

Hospital & Healthcare Week, which ran May 9-14, is an annual celebration of healthcare workers across health systems throughout the country.

"I want to share how deeply grateful I am for what you do every single day to provide exceptional care to our patients," said **John J. Herman**, CEO, Penn Medicine Lancaster General Health in a video message to staff to kick off the week. "The talented teams and advanced

technology that we have here at LG Health will enable us to continue the work we have done for 129 years and create the healthiest community we could possibly live in."

Throughout the week, employees had the opportunity to select a token gift of appreciation, as well as sign up to receive tickets to a home game with the Philadelphia Phillies – a special experience available to all Penn Medicine employees.

LG HEALTH NURSES CELEBRATE at CLIPPER STADIUM

On Wednesday, May 4, nurses, patient care assistants, unit support coordinators and their guests gathered together at The Lancaster Barnstormers' Clipper Stadium to celebrate Nurses Week, LG Health's fifth Magnet designation, as well as to commemorate their collective dedication to our patients and community throughout the COVID-19 pandemic.

Attendees heard from a variety of speakers including Penn Medicine CEO **Kevin Mahoney**, Penn Medicine Lancaster General Health CEO **John J. Herman**, Chief Nursing Officer **Larry Strassner, Ph.D., MSN, RN, FACHE**, and more. The celebration, which was hosted by LG Health's Nursing Administration included live bands, fireworks, barbeque and other food, games, movies on the stadium's jumbotron, virtual reality stations, basket raffles and more, all on the Clipper Stadium baseball field.



► Alyssa Livengood Waite, BSN, RN, director of Nursing, posing with Cyo.

► Tracy Lintner, CMA, LGHP Specialty Practices and Amy Smith RN, BSN, Clinical Educator and Quality Specialist, showing their paintings.



LG Health Providers Advocate for PREFERRED PRONOUN VISIBILITY

HELLO,
my pronouns are
they/them/their

Preferred pronouns indicate a person's gender for which they identify and how they wish to be identified by others – which may or may not differ from their sex assigned at birth. Commonly used gender pronouns include he/him/his, she/her/hers, they/them/theirs, or a combination of pronouns. Respecting an individual's preferred gender pronouns is important in everyday life and health-care settings to help the patient feel safe and acknowledge that their gender identity will be respected as part of their care.

While patients have been able to affirm their sexual orientation, sex assigned at birth, and gender identity through their MyLGHealth accounts, providers did not have a way to identify their preferred pronouns with patients. Recently providers advocated for their preferred gender pronouns to be visible on "Find a Doctor," Penn Medicine Lancaster General Health's

online listing of providers. Find a Doctor provides community members access to search online for the physician or health-care provider that is right for them.

"I added my pronouns to my "Find a Doctor" site to show allyship with the LGBTQ+ patients I care for," said **Jeffrey R. Martin, MD**, Chair, Department of Family and Community Medicine.

"It is just one way for me as a physician to recognize and signal that I am a safe provider, and I will try my best, in a non-biased way, to recognize the varied gender identities and sexual orientations of my patients. And in a small way it helps

alleviate the potential fear and vulnerability that LGBTQ+ persons sometimes feel when accessing health care resources."

HELLO,
my pronouns are
he/him/his

The LG Health Web Services team, which oversees LG Health's Find a Doctor application, collaborated with colleagues across Penn Medicine to expand this change beyond LG Health.

"This change was immediately welcomed and implemented across the Penn Medicine system," said **Colleen Parran**, manager, Digital Content and Project Management. "We are proud to support our LG Health providers to initiate this simple but impactful change."

Penn Medicine Lancaster General Health has defined Diversity, Equity and Inclusion goals to ensure all LG Health locations foster an inclusive environment and fully embrace diversity of staff. Included in these system-wide goals is ensuring LGBTQ+ employees are supported by promoting an inclusive climate and culture so they can freely express their multi-faceted and personal identities.

► THE LG EXPERIENCE

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