

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

JANUARY/FEBRUARY 2023



Physical Therapy Duo *RUNS FOR PARKINSON'S DISEASE CURE*

In November, Heidi Seasock, PT and Lindsey Via, PTA ran in the NYC Marathon, raising over \$10,000 for the Parkinson's Foundation.

As members of the Neurorehabilitation Physical Therapy team at the Penn Medicine Lancaster General Health Neuroscience Institute, **Heidi Seasock, PT** and **Lindsey Via, PTA** support patients with Parkinson's disease every day. They see how the disease affects

their daily lives – including simple things like not being able to get out of bed on their own, participating in their favorite hobbies and the ability to exercise.

On Nov. 6, the LG Health employees took their passion for helping patients with Parkinson's to the streets of New

York City by running in the New York City Marathon to raise funds and awareness for the Parkinson's Foundation.

Together, Heidi and Lindsey raised over \$10,000 for the Parkinson's Foundation, which works to better the lives of people living with Parkinson's disease by improving care and advancing research toward a cure.

Approximately 75% of the patients seen by the LG Health Neurorehabilitation duo have been diagnosed with Parkinson's disease or some type of movement disorder.

"Together, we have 41 years of physical therapy experience and have known many of these patients for years — we help them navigate their lives with Parkinson's disease," said Seasock. "At the age of 48, and after recently recovering from breast cancer, I decided it was now or never to accomplish my goal of running a marathon; and what better way to do one than raising money for a cause that I feel passionate about in a city that I love."

Lindsey Via is an avid runner and has completed three full marathons and multiple half marathons. "It was always



▶ Heidi Seasock, PT (left) and Lindsey Via, PTA (right) pose for a picture with their medals after finishing the 2022 NYC Marathon

a dream of mine to run in the NYC Marathon and I'm happy that I got to do it while raising money for a great cause," said Via. "I am so fortunate that we had this experience together as therapists and as great friends."



▶ Lindsey Via, PTA (left) and Heidi Seasock, PT (right) give "thumbs up" at the NYC Marathon

CEO MESSAGE

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



Penn Medicine Lancaster General Health continues to advance the culture of high reliability we started in 2016 through a renewed focus on quality and safety. Pursuing high reliability is important, simply put, because our patients and their families entrust us with their safety. They expect and deserve excellent care, and our LG Health team deserves the best work environment.

The health-care environment is incredibly complex and unpredictable. In order to ensure the safety of our patients and staff in the high-risk situations you face every day, we must have an effective way to recognize possible safety risks and act quickly to prevent them.

Our huddle system is a critical piece of our efforts to achieve high reliability. Through our huddles, we engage individuals and teams across LG Health in identifying and solving the problems

you encounter in your daily work. We recently began an effort to enhance and reinvigorate our huddles.

Our leadership team first observed huddles throughout LG Health to better understand how we can use the huddles to help you do your work more safely every day. We saw that many of our huddles had evolved to primarily focus on operational and team updates. While communication is certainly important, in order to achieve high reliability, we must refocus our huddles on promptly identifying and addressing any issues related to quality and safety.

Our updated and enhanced huddle agenda will serve to accelerate our continuous improvement efforts. Simply put, if we know about a safety issue today, we can fix it today. Our huddles review the previous day's work to identify any safety incidents or near-misses,

as well as their root causes. We then discuss the corrective actions we need to implement to prevent a recurrence of the safety issue. At the next day's huddle, we review whether our actions were successful in ensuring patient safety.

While our huddles' primary focus is to clearly identify what we need to do each and every day to provide safe care, they also include time for team updates, to recognize great safety catches and discuss key initiatives connected to our mission. By delivering safe, high-quality care on a consistent and reliable basis, we will advance the health and well-being of the communities we serve.

Through our renewed efforts around effective huddles, we will strengthen our culture of high reliability and ultimately create an environment where patients are safe and employees want to work.

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New Lancaster General Health Physicians Family Medicine Strasburg NOW OPEN

The new home of Lancaster General Health Physicians Family Medicine Strasburg is now open, tripling the square footage and offering expanded services.

The new Lancaster General Health Physicians Family Medicine Strasburg, 505 Historic Drive, is now open. The larger, state-of-the-art building features new resources including expanded registration and waiting areas, increased parking, outpatient lab services, EKG and physical therapy.

The new location triples the square footage of the Family Medicine Strasburg office and offers 20 patient rooms. The LGHP team and LGH leadership held a ribbon cutting ceremony for the new facility on Monday, Dec. 5.

► The new Strasburg location is located at 505 Historic Drive, Strasburg, PA.



► Jennifer Taylor, manager, Ambulatory Operations, and Skye Martin, supervisor, Lab Testing Services

► Meg Mccray, rehab supervisor and Emily Glick, clinical services specialist, Physical Therapy



► Penn Medicine Lancaster General Hospital and Lancaster General Health Physician leadership held a ribbon cutting ceremony on Dec. 5.

♥ ♥ ♥ ♥ LG HELPS ♥ ♥ ♥ ♥

MAKING A DIFFERENCE THROUGH THE LG HELPS GIVING CAMPAIGN

In its debut year, the LG Helps employee giving campaign invited employees to choose a giving opportunity that was most meaningful to them.

This past fall, the Penn Medicine Lancaster General Health Foundation debuted “LG Helps” — the newly-expanded employee giving campaign which financially supports our LG Health patients, colleagues and our Lancaster County community. With the expanded campaign, LG Health employees graciously gave to a giving opportunity that was the most meaningful to them.

By the end of the campaign in November, 1,780 LG Health employees contributed to the giving campaign and raised \$145,519 for campaign beneficiaries.

The LG Helps giving campaign benefits the following LG Health and community organizations:

♥ Supporting Our Colleagues

The **Employee Assistance Fund** provides assistance to our LG Health colleagues who are faced with financial challenges due to an emergency or unexpected disaster. Over the last decade, more than 500 LG Health employees have been helped by the Employee Assistance Fund.

Shannon, a phlebotomist at the Ann B. Barshinger Cancer Institute, benefited from the Employee Assistance Fund when a sinkhole jeopardized her house and she lost her home and all personal belongings.

“I am very grateful for the financial and emotional support I received through one of the most challenging situations in my life,” said Shannon.

♥ Supporting Our Community

The **Lancaster Medical Heritage Museum** preserves and makes accessible our rich medical heritage through exhibitions, educational scholarships and research. Gifts help support new educational opportunities, preserve and protect the Museum’s 14,000 artifact collection and create a one-of-a-kind healing arts experience for the community.

Employees could also support our community by donating to the **United Way of Lancaster County**, which brings resources together to help solve Lancaster County’s most difficult social issues. They work to advance the education, economic mobility and health of our community by establishing resources, people and organizations.

♥ Supporting Our Patients

LG Health offers multiple **patient assistance funds** across service lines, including programs that assist chronically ill patients with household bills, support parents through the heartbreaking loss of a baby and fund professional development opportunities for LG Health nursing teams.

“With this being the first year of the LG Helps employee giving campaign, we are humbled and so incredibly thankful for the ongoing generosity of our LG Health employees,” said **Jennifer Groff**, vice president of the LG Health Foundation. “Each one of our employees brings their best every day and goes above and beyond to benefit each other, our patients and our broader community.”

► THE LG EXPERIENCE

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