

# THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

MAY 2021



## LG Health Works Toward “NEIGHBOR-HERD” IMMUNITY in Lancaster City

As Penn Medicine Lancaster General Health partnered with community organizations to provide all individuals with access to the COVID-19 vaccine, it recognized that a substantial number of Lancaster City residents — including communities of color, non-English speaking residents and the elderly — continued to face barriers to getting vaccinated.

Multiple factors can deter diverse communities from getting vaccinated, including limited information about the vaccine and its safety, lack of transportation or access to a nearby clinic, and apprehension because of past racial injustices and medical access inequities throughout history.

The LG Health Community Health team is working directly with local organizations and places of worship to prioritize vaccine access through rides to the Community Vaccination Center or establishing convenient “pop-up” vaccination sites. An advantage to these smaller, neighborhood sites is the presence of familiar, trusted members of the community encouraging vaccination.

“The trusted relationships that we’ve established with community partners over the years have enabled us to spread the word about the vaccine and to bring the vaccine to those that they serve,” said **Jessica Klinkner**, manager, LG Health Community Health. “While our efforts started in Lancaster City, we’re continuing to identify and address gaps in vaccine access throughout the county.”

Bright Side Opportunities Center was the first site in Lancaster City to be transformed into a vaccination clinic, and gave 500 vaccines in just five hours.

Klinkner witnessed friends and neighbors reuniting while getting vaccinated at their church or community center. “Many of the people that we’ve vaccinated have been isolated for the past year out of precaution. Bringing community members back together (in a socially distant manner) to be vaccinated created a hopeful and optimistic atmosphere,” she said.



► Community members get vaccinated at Bright Side Opportunities Center, the first “pop-up” vaccination site LG Health’s Community Health team helped establish in Lancaster City.



## CEO MESSAGE

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

Since I arrived at Penn Medicine Lancaster General Health in early March, I’ve devoted most of my time to listening and learning from you.

Without question, meeting and getting to know many of you has been the highlight of my first weeks here at LG Health. I have really enjoyed visiting your huddles, attending meet-and-greets, rounding on the hospital floors, and touring our network of ambulatory locations. I look forward to meeting many more of you over the next weeks, months and years.

No matter where I go, I’m asked the same question: “So ... What do you think?” In a relatively short time, I have formed three very strong impressions of LG Health.

First and foremost, we have exceptional leaders. This is true at every level of the organization, from the executive team and middle managers to front-line staff

members. All have stepped up and taken on leadership roles when necessary.

It’s no surprise that our organization is so strong. We have a truly outstanding team, not just in terms of ability, but more importantly, because of your passion for taking care of patients and your commitment to excellence. You are Living Your Legacy.

Second, we have an incredibly strong commitment to continuous improvement and high reliability. Achieving success in that pursuit is very much a team effort. As I visit departments throughout the health system, I have seen that commitment to providing safe, high-quality care. This is a fundamental element of the culture at LG Health that differentiates us with our patients and the community. I am humbled to be part of an organization with such high standards.

Finally, it is evident that we are truly dedicated to our mission of advancing the health and well-being of the communities we serve. As I meet with the leaders of business, government, nonprofits and other key groups throughout Lancaster County, they have expressed their appreciation for LG Health’s connection to the community. That doesn’t happen by chance. It happens because each one of you throughout our organization is deeply committed to fulfilling our mission to serve our community.

Each of you — your abilities, passion and commitment — are what make LG Health such a strong organization that means so much to our community. Thank you. I am honored to work with you to advance the care we deliver, and I look forward to seeing what more we can achieve together.

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# 2,000<sup>TH</sup> COVID-19 PATIENT DISCHARGED from Lancaster General Hospital

On March 12, Penn Medicine Lancaster General Health recognized the 2,000<sup>th</sup> COVID-19 patient discharged from Lancaster General Hospital (LGH). The celebration came 361 days after the first COVID-19 patient was admitted to LGH.

The small gathering was held in the Downtown Pavilion, near the pedestrian bridge at LGH, which is lined with paper stars — each representing a COVID-19 patient discharged over the last year.

**John Herman, MBA, FACHE**, chief executive officer, **Larry Strassner, PhD, MSN, RN, FACHE**, chief nursing officer and **Carolanne Hauck**, director, Chaplaincy & Volunteer Services, thanked staff for their continued dedication to their patients and community.

“Fighting this pandemic has taken a village,” Strassner said. “Nurses donned PPE to provide direct patient care,



physicians prescribed convalescent-plasma and Remdesivir, and chaplains served in the role of family and held the hands of those who did not survive. All of us had a part, and we aren't quite done yet.”

The 2,000<sup>th</sup> star, hung by Strassner and **Aimee Anderson, MSN, RN, CCRN**, ICU nurse manager, also honors patients

who have passed from complications of COVID-19.

“Your selfless and tireless efforts, and our ability to quickly learn and adapt how we care for COVID patients, saved many lives,” Herman said. “As a tribute to patients who lost their battle to COVID, I encourage all of us to continue our journey of learning so we can save even more patients.”



▶ LG Health employees commemorate the 2,000<sup>th</sup> COVID-19 patient discharged from Lancaster General Hospital with the hanging of its 2,000<sup>th</sup> paper star.

## LG HEALTH RECEIVES PRESTIGIOUS HEALTH LITERACY AWARD

Penn Medicine Lancaster General Health received the 2021 Health Literacy Award from the Institute for Healthcare Advancement (IHA) in the published materials category.

This coveted award recognizes our ongoing COVID-19 communications in the “Busy Beaver,” a publication serving local Amish and Plain communities.

An important part of health literacy is the practice of using simple language, delivered with cultural sensitivity, to provide important health and safety information that is accurate, accessible and actionable by all.

“Forging a trusting relationship with individuals is key to building a foundation that is conducive to learning and decision making. Our communications with our Amish/Plain neighbors were a collaborative effort, utilizing existing venues to answer questions and convey medical information in a user-friendly format,” said **Rosemary Search, RN, BSN**, health promotion specialist, Community Health.

**Haley Fuller, CHES**, a patient education specialist with LG Health’s Community Care Collaborative, added, “The importance of communicating clearly expands past the walls of our facilities and into the communities we serve. This project is a great example of working with our community members to create culturally relevant, scientifically sound, and health-literate communications.”



## Lancaster General Hospital Earns Fifth Magnet® Designation

Penn Medicine Lancaster General Hospital has again achieved the American Nurses Credentialing Center’s (ANCC) Magnet designation. The Magnet designation — a voluntary credentialing program for hospitals — serves as the gold standard in nursing excellence and recognizes our dedication to providing the highest quality patient care.

Penn Medicine Lancaster General Health is part of a prestigious group of 552 Magnet-designated health-care organizations worldwide. The announcement in mid-March puts LGH in elite company as one of just 23 hospitals to have achieved the Magnet designation five times.

All six of Penn Medicine’s acute-care facilities — which also includes The Hospital of the University of Pennsylvania, Pennsylvania Hospital, Penn Presbyterian Medical Center, Princeton Medical Center, and Chester County Hospital — have achieved Magnet status.



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