

# THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

SEPTEMBER 2021

## TAKING CARE OF OUR HEROES

As Penn Medicine Lancaster General Health's employees continue their heroic work on the front lines of the COVID-19 pandemic, the ongoing work can take a toll on them mentally, physically and emotionally.

In order to keep providing high quality, reliable health care services to our communities, we first need to support our own employees, by encouraging regular self-care and offering resources to care for their mental health.

The MyHealthyLiving program at LG Health is an employee wellness program dedicated to supporting the well-being of our own employees. Employees can access in-person and online resources to help support their mental health needs and develop a healthy mindset. Resources include:

- **Quest EAP:** The Employee Assistance Program (EAP) offers confidential counseling, educational tools and referral services to help you manage life's problems. The EAP is provided through Quest Behavioral Health, an employee assistance firm. Employees receive three free sessions per year for themselves and immediate family members.
- **Penn COBALT:** Developed by Penn Medicine for the entire Penn Medicine community, this online resource lets employees sign in or anonymously access tools and resources for mental health support, including peer connections, resilience coaches, therapists and psychiatrists. Penn COBALT also hosts self-directed learning opportunities, podcasts, and webinars on a variety of topics impacting mental and emotional employee health.
- **meQuilibrium Resilience Platform:** meQuilibrium is a digital coaching app designed to help employees discover simple techniques to build resilience and shift responses to stressful thoughts and situations. meQuilibrium includes an assessment, short videos and interactive tools that can be completed on the employee's own time.

**Brynn Kline**, manager, Corporate Health and Wellness says, "The silver lining we see is that mental health has always been part of overall well-being, but the pandemic has given everyone the opportunity to make it a priority. We are entering a new space where it's encouraged to speak about it and seek help when needed.

"The message to all employees is: be in tune with yourself every day. Listen to your body, recognize when you go through longer than normal periods of uneasiness. Reach out. Seek help. Take care of you. It can change your day, your year, and your life."



## CEO MESSAGE

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

Since the beginning of the COVID-19 pandemic, all of you as health care professionals have faced challenges beyond any we could have imagined. Our health system and our community have asked a great deal of you — perhaps more than ever before.

Our Penn Medicine Lancaster General Health team has responded each time by stepping up. You have worked long hours, taken on greater responsibility and sacrificed time with your families, recognizing the health risks associated with your chosen profession. You have acted with courage, dedication and compassion, making you true heroes to our patients and everyone in our community.

Throughout all of this, we as leaders have done our best to support and protect you. We have made decisions based on the best information available

to us, which includes everything from requiring masks and limiting visitors to significantly increasing our spending on personal protective equipment.

Even as we, like other health systems, incurred significant financial losses, we continued to prioritize our people and your safety. The reasons for our decisions were not always obvious or explained, but you trusted us and chose to step up, and we thank you for that.

With the COVID-19 vaccine requirement, we again asked you to step up. While you have made countless sacrifices during the pandemic, we understand that this is more personal. For a great many of you, getting vaccinated was a clear choice to protect our patients, your loved ones and yourself. However, we recognize that for others, the decision was more difficult.

As Lancaster County's largest employer and most trusted health care provider, Penn Medicine Lancaster General Health has always played a leadership role in our community. That role only increased during the pandemic. With the vaccine requirement, we asked each one of you to trust us again and join us in acting as leaders to protect the health and safety of everyone in our community.

In the end, there is nothing more important to us than your health and safety. You — and your heroic actions, both large and small — have made Penn Medicine Lancaster General Health the successful organization it is today. I deeply appreciate your support and partnership as we continue to step up together and act in the best interests of our patients, our community and each other.

### ► IN THIS ISSUE

Taking Care of our Heroes

Occupational Medicine and Employee Health Transition to Integrated Model

LGH Emergency Department Earns Geriatric Emergency Department Accreditation

Nurse Station Decorating Contest Showcases Joy and Creativity

## Occupational Medicine and Employee Health TRANSITION TO INTEGRATED MODEL



Penn Medicine Lancaster General Health recently updated the organizational structure of its Occupational Medicine, Workers' Compensation and Employee Health services to an integrated model that aligns with other Penn Medicine entities. The integration involved changes in leadership roles and reporting, adding new positions, and converting software tools for systemwide data collection.

The teams also streamlined how LG Health employees access services in order to improve safety, efficiency and communication.

In May, LG Health transitioned reporting of all workplace injuries and exposures

from the StarNet portal to the Employee Health Call Center. Employees also have a choice of locations now for receiving health services like injury care or vaccines.

"The operational improvements we are continuing to make will allow Employee Health and Occupational Medicine to respond to injuries and exposures with more timely, coordinated care. Employees are going to receive personalized guidance and follow-up through every step of treatment and recovery," said **Wendy Fitts**, director, Quality.

Communication will be enhanced under the integrated structure as well. Workers' Compensation will keep managers

informed of any workplace injuries and employees requiring modified duties or time off. Staff safety committees have been reestablished to help identify areas of risk or barriers to reporting incidents.

"We hired a safety and environmental health specialist who will focus on injury prevention. By taking proactive measures, we can help avoid accidents rather than react to them," said **Angela Mackley, CSP**, director, Safety and Emergency Management.

"The triage and coordination we've put in place behind the scenes will make our services more convenient and seamless for employees, and allow for better handoffs and follow-up care," Mackley said.

## LGH ED EARNS

### GERIATRIC EMERGENCY DEPARTMENT ACCREDITATION



The Emergency Department at Penn Medicine Lancaster General Hospital was recently awarded Bronze – Level 3 Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP).

The achievement reflects LG Health's commitment to the highest standards of care for Lancaster County's older adults. LGH is one of 10 hospitals in Pennsylvania with this accreditation and one of three within Penn Medicine, along with The Hospital of the University of Pennsylvania and Pennsylvania Hospital.

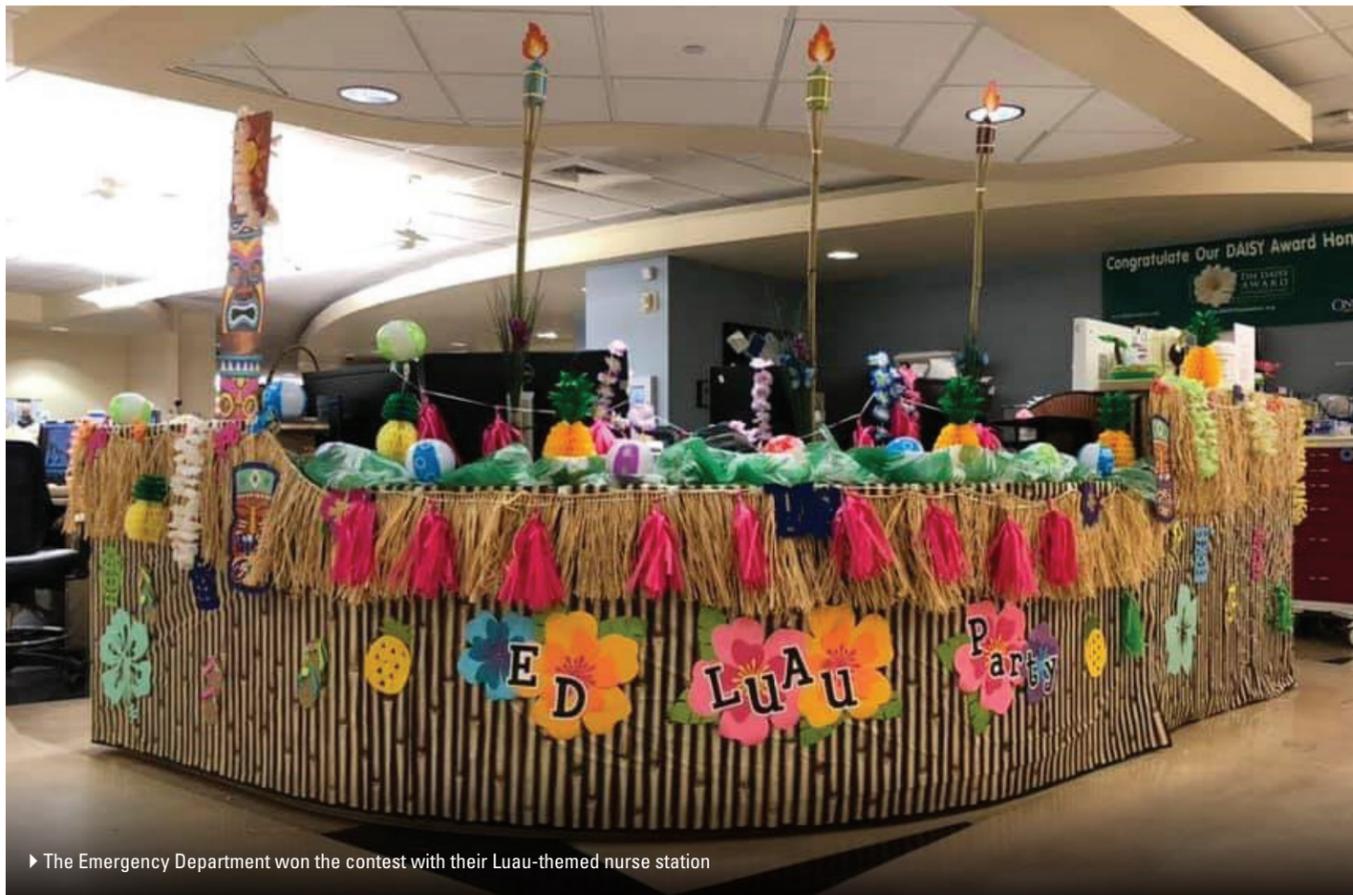
Older adults can present to the Emergency Department with more serious medical conditions that can make diagnosis and treatment more challenging. ACEP provides more than two dozen best practices for geriatric care, including geriatric-focused education and interdisciplinary staffing, specialized equipment, and routine screenings for dementia, fall risk and more. The accreditation stems from years of cumulative progress made by our ED team and we will continue to evolve our geriatric practices to ensure this progress continues."

"I am incredibly grateful to the entire Emergency Department for their passion and commitment, and specifically for **Bret Levy, MD**, and **Allison Carbo, RN**, for leading the GEDA effort," said **Don Berkow, MD, FACEP**, chair, Lancaster General Hospital Department of Emergency Medicine. "This achievement reinforces Lancaster General Hospital as a top hospital in the nation and reassures Lancaster's older population that they will receive optimal care while in our facility."

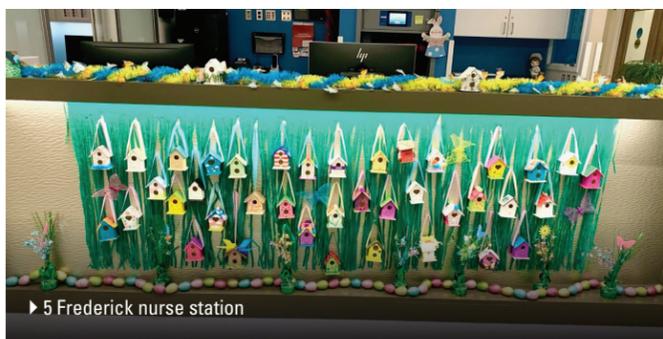
## NURSE STATION DECORATING CONTEST

# Showcases Joy and Creativity

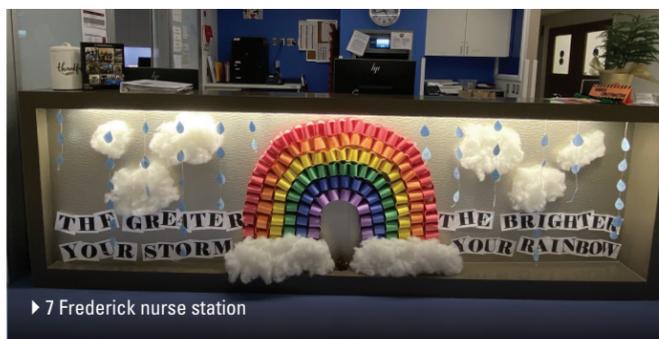
This year's nurse station decorating contest showcased 11 stations all competing for the title of most creative and beautiful station across Penn Medicine Lancaster General Health. Station themes ranged from celebrating holidays and showcasing nature, to offering inspirational quotes and imagery to brighten moods while fighting the COVID-19 pandemic. After 500 votes were cast, the Emergency Department was named the winner with their colorful Luau-themed decorations.



▶ The Emergency Department won the contest with their Luau-themed nurse station



▶ 5 Frederick nurse station



▶ 7 Frederick nurse station



▶ Cardiology Pre/Post nurse station



▶ 2 West/ATU nurse station

### ▶ THE LG EXPERIENCE

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