During the June Managing Partners meeting, Lancaster General Health CEO Tom Beeman recognized the 2015 LG Health CEO Award recipients, Dr. Douglas Gohn and the Women & Babies Hospital Baby-Friendly Task Force for their extraordinary accomplishments that live up to our mission of advancing the health and well-being of the communities we serve.

As the Chief Administrative Officer of The Heart Group (THG) and the Chief Clinical Officer of the Lancaster Heart and Vascular Institute, Dr. Gohn led successful changes in multiple areas that have improved the patient experience at LG Health. His many accomplishments include:

- The negotiation of new pacemaker contracts that save the health system $4 million
- Collaboration with the Cardiothoracic Surgeons of Lancaster General Health (CTSL) to reduce the readmission rate for Coronary Artery Bypass Graft procedures by 30 percent in seven months
- Along with THG physicians, implementation of the curbside consult program to speed up the delivery of care for patients and improve the overall experience. Since its establishment in July 2014, 65 percent of the consults were answered in less than an hour

In July 2014, Women & Babies Hospital (WBH) became the first hospital in Pennsylvania to earn the Baby-Friendly designation from WHO/UNICEF, thanks to the Women & Babies Hospital Baby-Friendly task-force.

The goal of becoming a Baby-Friendly facility is to achieve optimal infant feeding outcomes and bonding for the mother and baby. Among its many successes, the task force has seen dramatic changes in the number of new mothers who are breastfeeding. In 2013, 50.7 percent of new mothers breastfed exclusively, a percentage that has grown to 70.1 percent in two-years. Further, the percentage of newborns who received only breastmilk during their hospital stay increased from 63.7 percent to 99.3 percent in that same two year window.

The team credits these positive outcomes to several areas of improvement:

- 100 percent compliance with continuous skin-to-skin contact after delivery
- Improved practice of “rooming in”
- Substantial reduction of routine formula supplementation
- Enhanced patient education
- More effective utilization of lactation consultants

The interdisciplinary group worked together to create policies and process enhancements, and provided education to eight outpatient practices, nine ancillary departments, more than 240 RNs, 45 PtCAs and 75 physicians and residents.

Pictured from left to right: Vickie Siegrist, Margi Bowers, Alyssa Waite, Megan Gillespie, Tom Beeman, Laura Henry, Christine Hansson, Vivian Haughton; and Dr. Frances Gross
President’s Message

Keeping the community well, on an international scale
By Thomas E. Beeman, PhD, FACHE, President & CEO

Lancaster County hosted the U.S. Women’s Open golf championship last month, which placed our community on an international stage by hosting the best in women’s golf. Staff and clinicians with Lancaster General Health were there to greet spectators during the week-long tournament through our Wellness Pavilion, stationed at the entrance to Lancaster Country Club.

As the Wellness Sponsor for the tournament, LG Health provided medical services, hosted guests in our hospitality suite and offered healthy lifestyle tips to tournament patrons. LG Health shined as the leader in wellness for our community, and that was made possible by the more than 250 volunteers who supported our wellness efforts. I am incredibly grateful to all who gave their time and represented LG Health while educating our local community and visitors about the benefits of a healthy lifestyle. This message is always timely and perhaps now even more so.

In June, Gallup-Healthways released their Well-Being Rankings, an index that rates America’s 100 largest communities on their level of health and happiness. Lancaster ranked 34th, a number that ranked higher than our Pennsylvanian neighbors, but still provides us with an opportunity to improve on the health and well-being of our community. Some of the areas that impacted Lancaster’s overall ranking included adult obesity, which rose 5 percent in five years, and the consumption of fruits and vegetables, which dropped more than 7 percent in the past five years.

Statistics like these help us understand the need to promote conversations around wellness. As the world of healthcare shifts to a model that relies on health systems to improve community wellness, our role becomes more important. Participating in events like the U.S. Women’s Open helps LG Health continually promote a healthier community.

On behalf of the Board of Trustees, thank you for all that you do for our patients and our community. We hope you all have a safe, healthy and fun summer.

Tom

LG Health recognized as a Platinum Fit-Friendly Worksite

In May, Lancaster General Health was recognized by the American Heart Association (AHA) as a Fit-Friendly Worksite. Each year, the AHA recognizes employers who go above and beyond for employee health and wellness with two levels of renewable recognition. LG Health is among the best as a Platinum Fit-Friendly Worksite.

To achieve the platinum level, organizations must show at least one behavior change, cost saving outcome or positive return on investment in addition to offering employees physical activity support, healthy eating options and promoting a wellness culture.

Thanks to the LG Health MyHealthyLiving team and Wellness Ambassadors across the organization, LG Health is one of 370 organizations nationwide to receive the Platinum recognition, of which only 20 percent are a hospital or health system.

Pictured in the back row from left to right George Cattell, Exercise Physiologist; Missy Anderson, Office Manager for the LG Health Foundation; Linda Boone, Unit Clerk - ICU; Deb Martin, RN; Melissa Kaylor, Administrative Assistant; Bev Shoff, Decision Sup Financial Analyst; Nancy Eberly, RN Infusion; Julie Arment, Lead Contact Center Rep; Stephanie Prestileo, Clinical Dietitian. Front row: Pam Pyle, Administrative Assistant; Abby Cless, Executive Office Assistant; Joeline Riley, Patient Care Assistant; Brenda Buescher, Health Educator; Karen Bennett, Lab Support Coordinator; Becky Musselman, Unit Clerk; Jen Gallagher, Lead Cytotechnologist; Donna Hemler Groff, Lab Assistant.
LG Health serves as Wellness Sponsor for U.S. Open
LPGA’s biggest event draws record crowd to Lancaster and to our Wellness Pavilion

This month, Lancaster County had the unique opportunity to host the U.S. Women’s Golf Open. More than 135,000 golf enthusiasts from around the world attended the event, a record-breaking outcome for the tournament.

During the week-long event, Lancaster General Health served as the Wellness Sponsor, providing wellness education for spectators at our Wellness Pavilion, medical services at two first-aid stations and a hospitality suite for LG Health guests.

The Wellness Pavilion, a main attraction, was among the first stops for attendees as they entered the tournament. Located just inside the main gate, the Wellness Pavilion was an air-conditioned space where guest could spend time with our physical therapists to test their grip strength, practice stretching and warm-up techniques for golf and learn how much sugar really is in some of their favorite drinks.

In addition, attendees had the opportunity to take up to three different wellness quizzes with a hole-in-one putting challenge and enjoy free, ice-cold water – an absolute necessity to help beat the heat.

Bob Schied, Physician Relations Liaison; Kim Shirker, Special Events Specialist; and Sue Fox, Physician Relations Liaison; helped distribute cold water for patrons during their volunteer shift at the Wellness Pavilion.

Cheryl LaBow, Planning Analyst; Andi Riefenstahl, Director of EP Services; and Keith Fox, Business Development Project Manager; are ready for the U.S. Open to begin on Monday, July 6, as they stand in front of the LG Health Wellness Pavilion.

In addition, attendees had the opportunity to take up to three different wellness quizzes with a hole-in-one putting challenge and enjoy free, ice-cold water – an absolute necessity to help beat the heat.

Alice Yoder, Director of Community Health; and Ron Bair, Practice Manager of Trauma Services; stand ready with a golf cart to attend to any tournament attendees in need of medical care.

Catherine Ingram, Physical Therapist, helps an event attendee measure her grip strength.

Megan Groff, Physical Therapist, demonstrates a stretching technique using a golf club for a Wellness Pavilion visitor.

Dr. Pat Moreno, of East Pete Family Medicine; Penne Marino, Emergency Department Assistant Nurse Manager; and Amanda Shrout, Clinical Nurse Specialist; volunteered their time in the first aid station.

Gary Matsko, Sr. Report Developer; Dan Earle, Financial & Interface Apps Manager; and Ed Rund, IS Logistics Manager; look on with Alecia Rhinier, Customer Engagement Project Manager and volunteer for the event, as Ben Lehman, Senior System Administrator, tries to sink a hole-in-one at a putting green.

Megan Groff, Physical Therapist, demonstrates a stretching technique using a golf club for a Wellness Pavilion visitor.

Catherine Ingram, Physical Therapist, helps an event attendee measure her grip strength.

Dr. Pat Moreno, of East Pete Family Medicine; Penne Marino, Emergency Department Assistant Nurse Manager; and Amanda Shrout, Clinical Nurse Specialist; volunteered their time in the first aid station.

The Experience is a monthly publication for employees of Lancaster General Health

Our Mission
To advance the health and well-being of the communities we serve.

Our Vision
Delivering on the promise of a healthier future.

Contact Corporate Communications
Melissa Frill, Editor, at mfrill2@lghealth.org
Hospital laboratory earns the international gold standard in quality

New designation is a first for Pennsylvania hospitals

In May, the Lancaster General Hospital and Women & Babies Hospital laboratories achieved a prestigious certification using standards established by the International Organization for Standardization (ISO) 15189:2012.

This standard focuses on the continuum of care directly connected with improved patient safety, risk reduction and operational efficiency.

LGH is the first hospital laboratory in Pennsylvania to achieve this certification and the second laboratory in the state overall. Today, less than 30 hospital laboratories nationwide have achieved ISO 15189.

Work on the new accreditation began three years ago, when the laboratory teams at LGH and WBH partnered with the College of American Pathologists (CAP), which has a program designed to help hospital labs through the ISO 15189 survey. The process involved every one of the lab’s approximately 240 employees and included the development of special tracking of lab events in the Midas system, formalizing an auditing system and the continual maintenance of more than 3,600 policies and procedures.

LG Health Toastmasters Club inducts new officers

LG Health’s Toastmasters Club announced its officers for 2015-16: Jeff Stofko, Business Development, President; Leslie Arnold, General Education, VP Of Education; Penny Pritchett, retired, VP of Membership; Evelin La Paz, Language Services, VP of Public Relations; Katie Garrison, RN, Infusion Center, Secretary; Dawn Donough, Human Resources, Treasurer; and Jennifer Hassel, RN, Community Health, Sergeant-of-Arms.

Toastmasters Club provides a supportive and positive environment where members can work toward their goals at their own pace to develop their communication and leadership skills, and become confident in public speaking.

All employees, retired former employees (meeting the criteria) and students are invited to join LG Health’s Toastmasters Club which meets at 5:30 p.m. every third Wednesday in Lancaster General Hospital’s Stager 7 conference room. Contact Penny Pritchett at (717) 615-4438 or email yppritchett@yahoo.com to learn more.