



# Reimagine Care Team, Patient and Family Communication

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# Voice of Experience



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Valley Health Network

# A COMPLETE HEALTH NETWORK



LVH-Cedar Crest



LVH-Muhlenberg



LVH-17th Street



LVH-Hazleton



LVH-Pocono



Lehigh Valley Reilly Children's Hospital



LVH-Schuylkill E. Norwegian Street



LVH-Schuylkill S. Jackson Street



LVHN-Tilghman



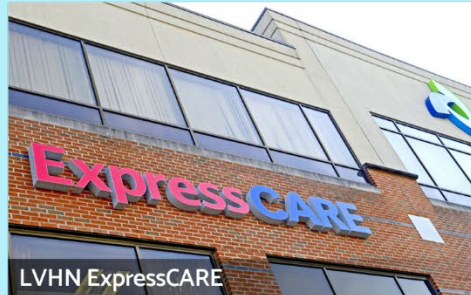
Coordinated Health



LVH-Carbon



LVH-Hecktown Oaks



LVHN ExpressCARE



Health Centers



Lehigh Valley Physician Group

# LEHIGH VALLEY HEALTH NETWORK ACHIEVEMENTS

## 2017

### MAGNET RECOGNIZED

American Nurses Credentialing Center (ANCC)

### AMERICA'S BEST HOSPITALS IN GASTROENTEROLOGY AND GI SURGERY

U.S. News & World Report

### HIMSS ELECTRONIC MEDICAL RECORD ADOPTION MODEL, STAGE 7 (EMRAM)<sup>SM</sup>

### MOST WIRED ADVANCED

Hospitals and Health Networks Group

### MOST WIRED INNOVATOR

Hospitals and Health Networks Group

### MOST WIRED IMPROVED

Technological Advancement at LVH-Pocono – Hospitals and Health Networks Group

### CERTIFIED PRIMARY STROKE CENTER

The Joint Commission (LVH-Pocono)

### NICU LEVEL IV RECLASSIFICATION

American Academy of Pediatrics

### BERNARD A. BIRNBAUM, MD, QUALITY LEADERSHIP AWARD FOR DEMONSTRATING SUPERIOR QUALITY AND SAFETY PERFORMANCE

Vizient

### RECERTIFIED PRIMARY STROKE CENTER

Healthcare Facilities Accreditation Program (LVH-Hazleton)

## 2018

### LEAPFROG “A” GRADE FOR QUALITY AND PATIENT SAFETY

The Leapfrog Group (LVH-Cedar Crest, LVH-Muhlenberg and LVH-Pocono)

### 100 GREAT HOSPITALS IN AMERICA

Becker's Healthcare

### TOP 5 HOSPITAL IN PENNSYLVANIA

U.S. News & World Report

### HEART FAILURE GOLD PLUS QUALITY ACHIEVEMENT AWARD

Get With The Guidelines® (GWTG) for LVH-Schuylkill

### MOST WIRED HOSPITALS

Hospitals and Health Networks Group

### LEAPFROG “A” GRADE FOR QUALITY AND PATIENT SAFETY

The Leapfrog Group (LVH-Cedar Crest, LVH-Muhlenberg, LVH-Hazleton and LVH-Pocono)

### NURSE RESIDENCY PRACTICE TRANSITION PROGRAM

American Nurses Credentialing Center

### RECERTIFIED AS COMPREHENSIVE STROKE CENTER

The Joint Commission(LVH-Cedar Crest)

### RECERTIFIED AS PRIMARY STROKE CENTER

The Joint Commission (LVH-Muhlenberg)

## 2019-2020

### TOP PLACES TO WORK IN THE LEHIGH VALLEY

The Morning Call

### 150 TOP PLACES TO WORK IN HEALTHCARE

Becker's Healthcare

### BEST PLACES TO WORK IN PA

Forbes

### AMERICA'S BEST HOSPITALS IN ORTHOPEDICS

U.S. News & World Report

### LGBTQ HEALTHCARE EQUALITY TOP PERFORMER

Human Rights Campaign's Healthcare Equality Index (HEI), (LVH-Cedar Crest, LVH-17th Street, LVH-Muhlenberg and LVHN-Tilghman)

### EXCELLENCE IN PATIENT SAFETY

Hospital and Health System Association of Pennsylvania (HAP), (LVH-Cedar Crest, LVH-Muhlenberg, LVH-Schuylkill, LVH-Hazleton and LVH-Pocono)

### CERTIFIED AS PRIMARY STROKE CENTER

The Joint Commission (LVH-Schuylkill)

### LEAPFROG “A” GRADE FOR QUALITY AND PATIENT SAFETY

The Leapfrog Group (LVH-Cedar Crest, LVH-Muhlenberg, LVH-Hazleton and LVH-Pocono)

### LEAPFROG “TOP TEACHING HOSPITAL” FOR QUALITY AND PATIENT SAFETY

The Leapfrog Group (LVH-Cedar Crest)

### LEAPFROG “A” GRADE FOR QUALITY AND PATIENT SAFETY

The Leapfrog Group (LVH-Cedar Crest, LVH-Muhlenberg and LVH-Hazleton)



Care Teams  
Connecting with  
Patients' Families -  
Anywhere





# Evaluating and Selecting the Right Technology

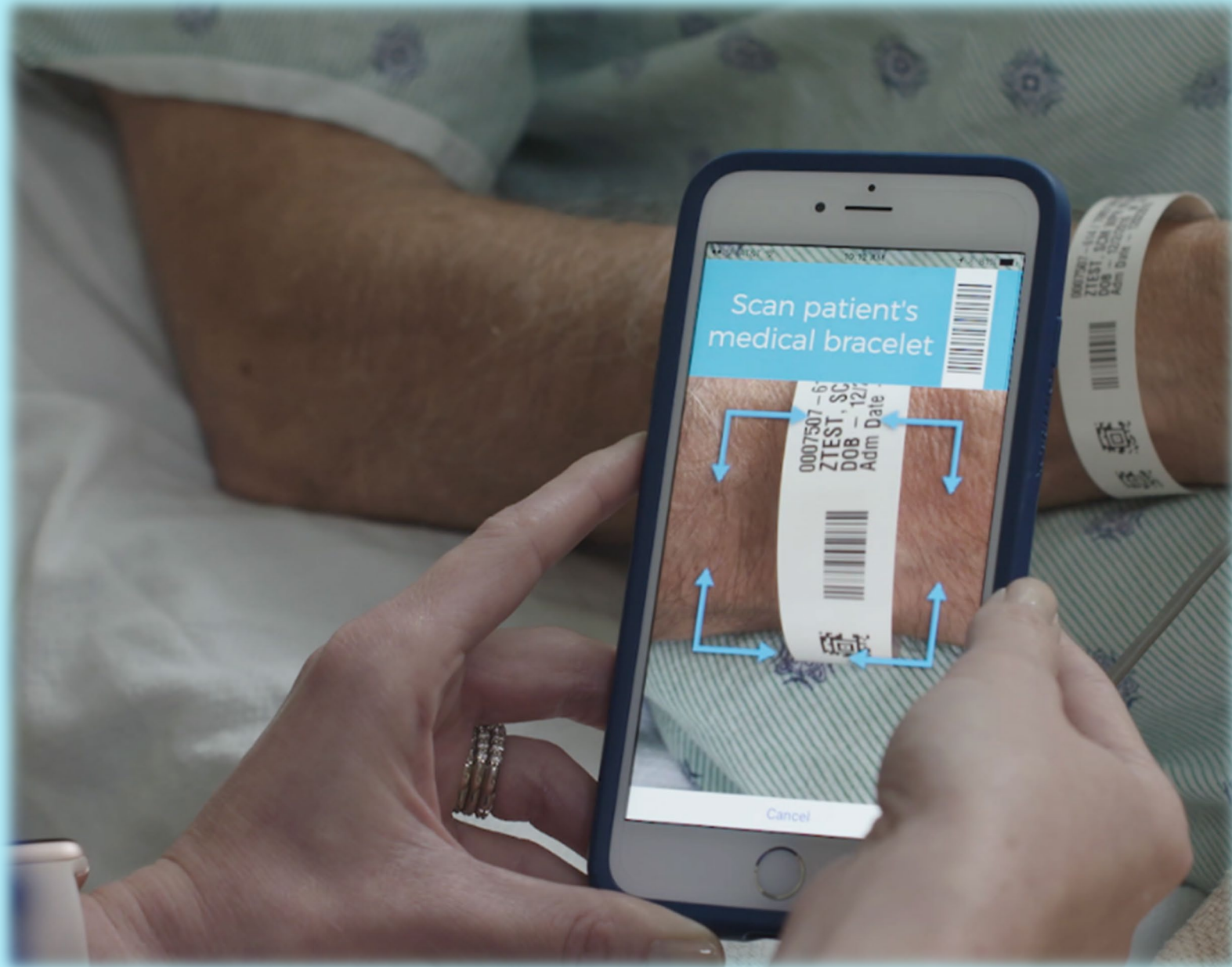
# It's All About Personalized Updates





Rolling Out  
New  
Technology  
Fast and  
Effectively






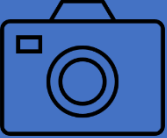






Educating  
Patients,  
Families and  
Care Teams



Making An Impact



# Making an Impact on the Healthcare Experience

Year	Messages Sent  	Emojis Received   	States Reached   
2018	44,195	26,270	47
2019	72,131	42,206	49
2020	66,378	74,614	50

# Strongly Agree Based On Experience w/Ease...

Year	Would recommend this hospital to others.	This hospital demonstrates compassion and caring toward family members.	This hospital showed a level of commitment to transparency and better communication.	Would influence your choice of hospital should you or a loved one require surgery.
<b>2018</b>	95%	94%	96%	86%
<b>2019</b>	96%	95%	97%	86%
<b>2020*</b>	96%	97%	97%	92%

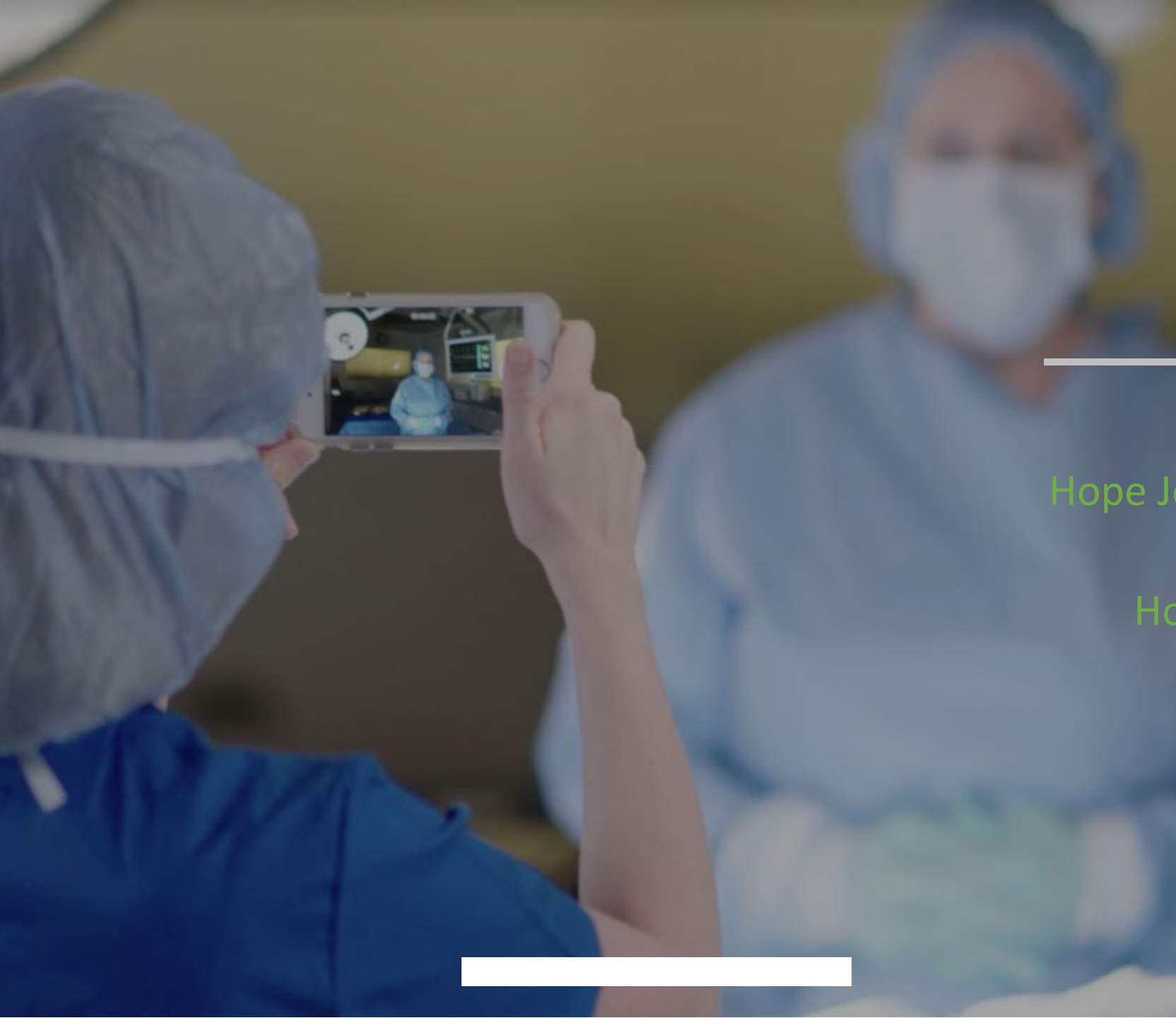
Combined data from three campuses. \*2020 data is from Jan. 2020-Sept. 2020.



# The Impact of COVID-19 on Patients, Families and Care Teams



Looking  
Forward to  
More Meaningful  
Connections



# Thank You

## Questions?

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