

# THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

DECEMBER 2021

## Art INSTALLATION HONORS HEROES AND PATIENTS OF COVID-19 PANDEMIC



▶ Left to right: “Morning Light,” “Midday Light” and “Sundown Light,” the three canvases that comprise a new art installation for Penn Medicine Lancaster General Health, created in tribute to the health care heroes and patients of the COVID-19 pandemic.

Throughout the pandemic, colorful paper hearts and stars welcomed Penn Medicine Lancaster General Health employees and visitors as they crossed the windowed corridor connecting the Downtown Pavilion to Lancaster General Hospital.

The hearts — with handwritten messages of support from fellow staff, patients and community members, and the stars — each honoring a patient discharged successfully following a COVID-19 hospitalization, have served as a visual representation of the bravery and resilience of all.

Those hearts and stars were the inspirational elements in a recently unveiled painting by Lancaster artist Susan Gottlieb.

“The installation of the artwork is the start of a transition,” said **John J. Herman, MBA, FACHE, CEO**, Penn Medicine Lancaster General Health. “One that honors our experiences and at the same time helps us look forward to the growth and balance that are to come.”

Gottlieb’s artwork titled “The Bridge” includes three connected panels representing “Morning Light,” “Midday

Light,” and “Sundown Light.” The hand-painted acrylic on canvas is vibrant and evocative, incorporating images of the stars, hearts and messaging — a nod to the original handmade versions.

“We hung our first stars on May 8, 2020. Since then, we’ve hung 3,467,” said **Kellie Wilson, RN, MEd, CPXP**, consumer insights project manager with the Experience Team at LG Health, who helped lead the team effort behind the display.

As part of the overall plan to transition to the permanent memorial, LG Health

hung the last set of stars in early November and invited employees to take a heart or star that is meaningful to them. All remaining hearts and stars are now safely stored in the Chaplain’s Office.

The mural, which is now on display in the Downtown Pavilion, is located near where the hearts and stars once were.

“It is my hope that the painting brings a moment of radiance and gratitude for all of those who served, sacrificed, and cared for this community during the pandemic,” Gottlieb said.



## CEO MESSAGE

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

I’ve written previously in my column about the importance of balance. Almost all of us have struggled at least a little bit with maintaining our personal health and well-being during the COVID-19 pandemic.

There’s no question that finding balance has been hard. But as we have adjusted to the new normal of living with COVID-19, many of us have started to think more about restoring a sense of balance in our lives. The same is true of organizations, including Penn Medicine Lancaster General Health.

Throughout the pandemic, our health system has devoted an incredible amount of time, energy and resources to COVID-19. We understandably felt out of balance. Now, even as we continue

to see a high number of cases in our community and our hospital, we have started to turn our focus to regaining our balance between taking care of today’s challenges while preparing for tomorrow’s successes.

Determining our annual system goals requires us to assess where we’ve been, where we are now and where we hope to be tomorrow. The introduction of LG Health’s system goals for fiscal year 2022 marks an important step toward transitioning our focus to the future.

In the weeks ahead, you’ll hear much more about our plan to create balance, including our FY22 goals and how we will use them to guide our work over the next year. You’ll also learn more about how our efforts will strengthen our

capabilities and create the capacity to focus on the strategic priorities needed for a renewed focus on our mission to advance the health and well-being of the communities we serve.

Our fight against COVID-19 isn’t over, and it’s important that we remember and honor what we have been through over the course of the pandemic. At the same time, I am excited to look toward the future and all that we will continue to achieve as we move forward together.

Thank you for what you have done throughout the pandemic. **And thank you for choosing to be part of the team that will advance the health and well-being of the community where we live, work and go to school.**

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# Spirit of Giving

## LEND A HAND FOR THE HOLIDAYS



For the past 16 years, Penn Medicine Lancaster General Health employees have come together to support each other through the Spirit of Giving program. The program anonymously connects employee families facing a serious or emergent need with departments and individuals in the Health System who help create a meaningful holiday experience by shopping for gifts to give to the employee and their family.

Through the anonymous matching process that is coordinated by Human Resources, LG Health employees — individually or with their departments — adopt fellow employees and their families by purchasing and wrapping gifts specific to their needs. Employees can also donate gift cards or cash and the Spirit of Giving committee will use the money to purchase gifts for the families.

“This program displays the compassion and love that our employees have for each other, especially during the holiday season when we all are hoping to comfortably celebrate with our loved ones,” said **Alexandra Jorgensen**, Penn Medicine Lancaster General Health Chief Human Resources and Organizational Effectiveness Officer. “We encourage both employees who want to help and

need the help, to please utilize the program,” she continued.

The Spirit of Giving committee received 119 employee applications this year. Department teams as small as two individuals and as large as 40 or more have supported fellow employees during their time of need in prior years.

**Emily Zammit**, Penn Medicine Lancaster General Health Benefits Specialist and Spirit of Giving Team Leader, said, “This program is exceptionally humbling

as someone who is reading through and approving applications; but also as someone who leads a department adoption. Departments are excited when dropping off gifts for their adopted families, and employees picking up share that same excitement.”

**Employees benefiting from the Spirit of Giving program pick up their family gifts on Dec. 8 at Clipper Stadium.**



Employee volunteers help sort gifts to be distributed to those benefiting from the Spirit of Giving program



► Barb Menter, Guest Services, and others in her role greet visitors with a smile and help them navigate our LG Health locations

## Expressing Gratitude

### TO OUR GUEST SERVICES TEAM

Each year, Penn Medicine takes time to recognize and celebrate all the roles throughout the health system during our weeklong employee appreciation celebration, Penn Medicine Experience (PMX) Week. This year it took place Oct. 25–29.

On the first day of PMX Week, Penn Medicine Lancaster General Health honored our guest services team or “ambassadors.” Ambassadors are the representatives our patients first encounter when entering an LG Health facility. They ensure a positive experience by welcoming patients with a helpful hand and, of course, their distinctive red jackets.

Employees from across the organization honored the ambassadors by participating in different activities, including “Wear Red [for an Ambassador] Day.”

“Our ambassadors are the face of LG Health in many ways, as they welcome our patients and handle a variety of situations with expertise and grace,” said **Janice Jackson**, Guest Services manager. “We wanted to honor the work they do every day and ensure they know how much they are appreciated.”

## GRANT SUPPORTS

### Mental Health Education for Lancaster Youth

Penn Medicine Lancaster General Health, in partnership with Community Services Group (CSG), has been awarded a federal grant from the Department of Health and Human Services (HHS) Substance Abuse and Mental Health Services Administration (SAMHSA) to support LG Health’s new, comprehensive mental health training collaboration, the Mental Health First Aid Community Collaborative.

Over the next five years, the project will provide trainings that are proven and evidence-based for adult, youth, and teen mental health first aid (AMHFA, YMHFA, tMHFA). More than 4,000 10th grade students, school staff, law

enforcement, community members and family members/caregivers in area school districts will benefit from the trainings. Participating districts include Hempfield School District, the School District of Lancaster, Pequea Valley School District, and Elizabethtown School District.

“Penn Medicine Lancaster General Health is committed to addressing mental well-being and reducing stigma in our community. Just like physical illnesses, mental health problems have a huge impact on our lives. Recognizing mental health and substance use challenges can be difficult, which is why it’s so important for everyone to understand the warning signs, risk factors and how to get help,”



said **Mary LeVasseur Dorman**, health promotions specialist, Penn Medicine Lancaster General Health.

By the end of the project, 90 percent of 10th graders in the participating school districts will receive mental health training as well as an anticipated 150 local law enforcement officers (50 percent) in the four targeted school districts. The project will also provide at least four trainings per year for family members/caregivers and community members.



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