

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

APRIL 2022

LGH NURSE MAKES LIFE-SAVING RUN AT REHOBOTH MARATHON

When **Katrina Stefanik, RN, BSN**, a cardiac and vascular nurse at Penn Medicine Lancaster General Hospital (LGH) set out to run the Rehoboth, Delaware half-marathon, she had no idea she would be putting her life-saving skills and knowledge into practice.

Stefanik, who celebrated her third anniversary at LGH in March 2022, ran the Rehoboth half marathon on Dec. 4, 2021. This was the second half-marathon that she completed, but this race was special since she was running it on her 28th birthday. She is an avid runner and knows the benefits of cardio, specifically for heart health.

About four miles into the 13-mile race, Stefanik rounded a corner to see people hovering around a fellow runner lying unconscious on the pavement. She immediately burst into action as the surrounding runners and crowd seemed frazzled, not knowing how to help.

Stefanik and another nurse began chest compressions on the runner. As Stefanik prepared to begin mouth-to-mouth, EMS arrived with a defibrillator and safety equipment to continue CPR.

“I was holding his head in my hands and thought, ‘He looks so young.’ He reminded me of my dad,” said Stefanik.

As the EMS team continued care and the man slowly awakened, she asked: “Can you hear me? Can you see me?” He answered “yes.”

After they determined the runner was in stable condition, the EMS workers guided the man off the race track to continue his care while Stefanik carried on – finishing the last nine miles of her half marathon.

“When working in cardiovascular care and the operating room, there are so many variables that can change on a dime. You have to be prepared for whatever that patient may need,” said Stefanik. “Our jobs prepare us for the unexpected.”

In the weeks following the race, Stefanik connected with the man she helped save on race day — a police officer from New Jersey. “My job is to keep others safe,” he said. “I never thought I would be the one in need of help.”

The two plan to see each other the next time they are both back at Rehoboth Beach.

As Stefanik reflected on that day in Delaware, she whole-heartedly knows a career in health care is her calling, and a legacy she credits her parents for inspiring. Her mother, Deborah Stefanik, also works at LGH and has been a respiratory therapist for 35 years.



▶ Katrina Stefanik shown here running the Rehoboth half marathon and in scrubs at Lancaster General Hospital.



CEO MESSAGE

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

Penn Medicine Lancaster General Health is deeply committed to creating the best possible work environment for all of our dedicated employees. We know that the decision to stay or leave a job is often directly related to how connected you feel to the organization, your leaders and your team.

Your voice is incredibly important in our ongoing efforts to strengthen those connections. We appreciate the valuable feedback you provided in the 2021 LG Health Safety Culture & Employee Engagement PULSE Survey, as well as the Penn Medicine Project Vital Advantage survey.

Based on your suggestions, we at Lancaster General Health, as well as across Penn Medicine, have prioritized several areas for enhancing your work environment. I would like to share an update on our progress.

- We have made meaningful progress in addressing vacancies and staffing challenges, which are

major contributors to burnout. This includes implementing a number of recruitment strategies to expedite hiring and onboarding, as well as developing programs that target high-school students in order to build a long-term talent pipeline.

- We expanded resources to support you in your professional development journey, including regular career workshops for employees and managers, and increased emphasis on internal development programs. We will soon offer enhanced access to career counseling, as well as a mentoring program.

- To ensure that we remain competitive and retain and attract the very best talent, we have made several recent compensation adjustments, which resulted in increases for 70 percent of our employees. We are committed to continually reviewing our overall Total Rewards strategy to ensure that we offer the benefits that are most important to you.

- We continued our efforts to support leaders and improve the overall work environment, including hundreds of new LinkedIn Learning courses available in KnowledgeLink, as well as a Manager Fundamentals program. A welcome process for all new managers is coming soon.

- To enhance workforce wellness and culture, we began Well-Being Rounds, where leaders visit and offer support to teams throughout the health system. We continued to expand our supportive services, such as MyHealthyLiving’s Limeade and the Employee Assistance Program.

While these actions are significant, it’s important to note that they represent only our first steps. Thank you for continuing to share your insight with us as we work together to make LG Health the very best place to work for everyone across the health system.

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Wave of Well-Being

WASHES OVER LG HEALTH DEPARTMENTS

The weight of the COVID-19 pandemic has had a profound impact on each of us. While it has been a challenging two years for health-care workers, employees from across Penn Medicine Lancaster General Health have found ways to support and comfort each other and safeguard our collective well-being.

The LG Health Wellness committee includes like-minded providers and employees who collaborate on unique ways to support overall employee well-being. As the community experienced a surge in COVID-19 cases at the end of 2021, the committee again began looking for creative ideas to encourage staff. Inspired by an idea from **Denise Cope, MD**, a primary-care physician at Lancaster General Health Physicians (LGHP) Family Medicine Abbeyville, the “Wave of Well-Being” allows employees to share handwritten notes of encouragement to show that no one was going through this challenging time alone.

In January 2022, “The Wave of Well-Being” began with LGHP outpatient locations sending handwritten notes of support and encouragement to their inpatient colleagues. The scope of the project eventually broadened with the goal of reaching all departments throughout the organization – creating a “Wave of Well-Being” across the health system.

“The project was created with a ‘pay it forward’ concept in mind, so employees could feel the benefits of giving and receiving encouragement from other employees,” said **Stephanie Lockard**, practice manager, Infectious Diseases. “We knew each team in the

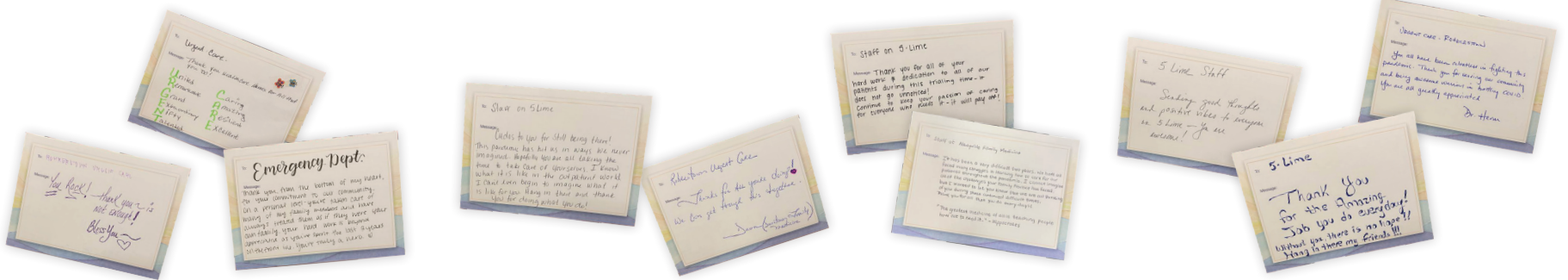
organization was feeling the strain from COVID-19 in their own way, and we wanted to create a platform for them to connect and recognize each other’s hard work.”

While COVID-19 numbers have slowed, the “Wave of Well-Being” continues strong, reaching five teams per week. As of March 2022, the project has touched 60 individual teams and over 2,700 employees. In the coming months, the team hopes each department and individual employee has received a note of encouragement from a fellow LG Health employee.

Employees from across the health system have volunteered their time to help continue the “Wave of Well-Being” including **Kristy Askey**, physician engagement manager, Medical Staff Office; **Cindy Haldeman**, supervisor, executive assistants, Lancaster General Health Physicians; and many more who work to ensure cards are delivered to various LG Health locations.

“I think we’ve all learned how important self-care and well-being are,” added Lockard. “Even as COVID-19 numbers slow, the efforts of the committee will continue to support our employees.”

Employees with a well-being idea to share or those who would like to be involved in the “Wave of Well-Being,” are encouraged to reach out to **Jennifer Collins, MD** or Stephanie Lockard.



“LGH COMMITS TO SIT” To Encourage Conversation with Patients

During winter 2020, Penn Medicine Lancaster General Health launched a pilot program at Lancaster General Hospital (LGH) called “Commit to Sit.” The premise is pretty simple—sitting down while talking to patients leads to a richer conversation, while also building trust.

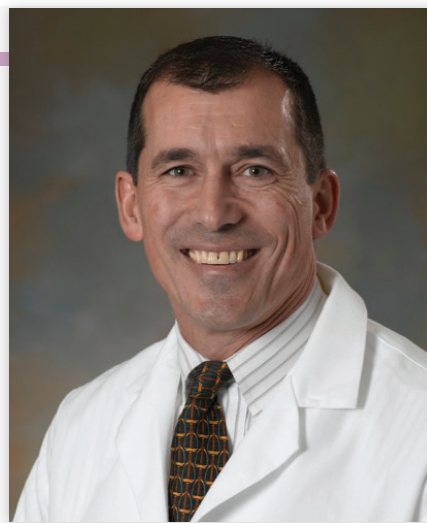
Before the launch of Commit to Sit, sitting with patients was common and easily accessible at LG Health physician practices and outpatient centers, but there were obstacles for physicians and other members of the care team in the hospital—such as size and layout of the room and a lack of places to sit.

Commit to Sit began as a pilot program on the 8 Lime and 8 North units of LGH, and rolling stools were placed at the bedside for the care team to use when talking with patients. The program has now extended to two additional units within LGH, 8 Frederick and 7 Lime, with the hopes of adding 7 Frederick in the near future.

“Patient surveys are showing positive results of the program,” said **Christopher Addis, MD, FACP, MBA**, Penn Medicine Lancaster General Health Physicians Hospitalists; chair, Department of Medicine; and champion of the Commit to Sit program. “This includes an improvement in our physician communication scores, which most recently are at 83.91% positive, up from 80.95%. And a multitude of anecdotal feedback from clinicians, staff and patients has been overwhelmingly positive.”

LGH nurses involved in the pilot program shared that while the content of their conversations with patients has not changed, patients seem more relaxed, attentive and willing to ask questions when they are sitting at eye level.

The positive feedback from patients and staff alike demonstrates a direct correlation to the health system’s annual strategic goal related to patient



► Christopher Addis, MD, FACP, MBA, Penn Medicine Lancaster General Health Physicians Hospitalists and Chair, Department of Medicine

experience, which aspires to “deliver an extraordinary experience for every person and family in our care.”

“Moving forward, my hope is that Commit to Sit will be in place throughout the hospital and a seated conversation will be part of the standard inpatient experience,” said Addis. “While the idea of a seated conversation may still be relatively new for many of us, I hope this will lead to stronger connections with our patients, which may also help to fight clinician burnout.”

► THE LG EXPERIENCE

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