

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

DECEMBER 2022

LG Health Recognizes 2022 PMX Week Advocacy Award Winners

In October, a system-wide celebration, PMX Week, recognizes our successes and the critical role each of us plays in delivering an extraordinary experience for our patients, their families and each other.

Throughout the week-long celebration, LG Health employees were invited to participate in different themed events, including “Wear Red for Ambassador Day,” watching (and participating!) in the health system’s talent show, “Penn’s Got Talent,” and PMX Bingo.

At the conclusion of PMX Week, LG Health hosted its second annual Advocacy Awards. The Advocacy Awards recognize employees who embody one or more of the Penn Medicine Experience (PMX) Standards – Compassionate,

Present, Empowered, Collaborative, Accountable and Cultural Humility.

“These awards celebrate the behaviors we do every day to connect with our patients and to each other,” said **John J. Herman**, Chief Executive Officer, Penn Medicine Lancaster General Health, during the ceremony. “Each of you positively impacts the lives of our patients, their families, and your colleagues.”

Among the 36 nominations submitted by LG Health team members, seven winners were identified in 2022. Each was nominated, some multiple times, for their unwavering commitment to making Lancaster the healthiest it can be through acts that define the Penn Medicine Experience.

LG Health’s 2022 PMX Advocacy Award Winners

Kristen Hartmann, Advance Care Program manager
Adam Lake, MD, Comprehensive Care physician
Jon Lepley, MD, physician, Behavioral Health-Addiction Medicine
Jesse Main, PsyD, manager, Neuropsychology
Deb Ohrel, practice manager, LGHP Diabetes & Endocrinology
Ismael Rivera, patient navigator, Ambulatory Collaborative Care Team
Camden Towne, DO, resident, Family and Community Medicine Residency Program

Award Winner Profiles



Kristen Hartmann, Advance Care Program manager, received multiple nominations recognizing her leadership in promoting LG Health’s Advance Care Planning (ACP) and Serious Illness Care Program. While ACP conversations can be challenging, Kristen focuses on creating an environment that is compassionate and focused, ensuring the patient understands their condition and is a partner with their provider in identifying the quality-of-life goals and medical care goals.

(continued on back)



► Winners pictured with John J. Herman from left to right: Camden Towne, DO; Ismael Rivera; Jesse Main, PsyD; Deb Ohrel; Adam Lake, MD and Kristen Hartmann. (Not pictured: Jon Lepley, MD.)



CEO MESSAGE

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

Our relationship with Penn Medicine helps to set Lancaster General Health apart from other health systems and what they are able to provide to their patients. This is one of our greatest strengths.

LG Health’s other greatest strength is the care network we have developed during our 129-year legacy of serving the community. Our key strengths include the depth of our medical staff and clinical teams, and the comprehensive nature of our services, as well as the geographic footprint our health system covers.

LG Health is that single stop that combines exceptional quality and ease of service. We’ve all had times when we’ve had to go out of our way to find something we want or need. When we’re looking for a special gift or a critical service, our day becomes so much easier when we can find it close to home.

Our comprehensive network of care offers these advantages to our community. Whether it’s a physician practice, emergency services or advanced care, our patients are able to find the services they need right here in Lancaster, in a coordinated way, at a location that is most convenient for them.

This is why LG Health continues to invest in strengthening our continuum of care, including the new Emergency Department at Lancaster General Hospital, which opened its first phase last September. The new LG Health Lincoln in Ephrata, and LG Health Strasburg, set to open soon, both feature expanded family medicine offices, co-located with laboratory testing, physical therapy and other outpatient services. And the Queen Street Flats, currently under construction, will deliver convenient health-care services in Downtown Lancaster.

These are just a few of the comprehensive services LG Health is able to offer to our patients, due to the comprehensive care network developed over our long-standing history in the community and our relationship with Penn Medicine. Enhancing access to these services – and opening new “front doors” to our health system in the process – will remain a key area of strategic focus for us.

LG Health’s comprehensive continuum of care, combined with our ability to deliver advanced medical and surgical services locally, differentiates us from what any other health systems can offer to our community. Over the next several years, we will continue investing in our continuum of care to ensure that we provide health-care services at the time and place that work best for our patients.

► IN THIS ISSUE

LG Health Recognizes 2022 PMX Week Advocacy Award Winners

Penn Medicine Lancaster General Health Celebrates Hispanic Heritage Month



Deb Ohrel, practice manager, LGHP Diabetes & Endocrinology, was recognized for advocating for her practice's patients and her team. To help address burnout within the practice setting and improve the response time to patients in MyLGHealth, Deb is working with key stakeholders to pioneer a new staffing model that supports timely communications in a virtual care setting.



Ismael (Izzy) Rivera, Jr., patient navigator, Ambulatory Collaborative Care Team, was nominated for his relentless advocacy of patients in their time of need. In one instance, Izzy worked with several local organizations and churches to arrange a specialty transport for a patient with unique care needs. Thanks to Izzy's persistence, the patient was able to attend a surgical follow-up appointment.



Adam Lake, MD, Comprehensive Care physician, also received multiple nominations for his work within LG Health's Comprehensive Care practice and as an LGBTQ+ ally. When Dr. Lake is not providing direct patient care, he advocates within the community to address healthcare disparities among Lancaster's LGBTQ+ population.



Jesse Main, PsyD, manager, Neuropsychology, was nominated for being present and compassionate to his colleagues and patients. Under his leadership, his department exceeded its projected patient satisfaction goals, as evidenced by Press Ganey analytics. The Neuropsychology team was recognized as the recipient of the 2022 Specialty Medicine LGHP Innovation Award for improving the patient experience.



Jon Lepley, MD, physician, Behavioral Health- Addiction Medicine, was nominated for his work to address opioid addiction within the community. In addition to working individually with patients, Dr. Lepley supports more than 20 LGHP practices with providers who prescribe medication for opioid addiction.



Camden Towne, DO, resident, Family and Community Medicine Residency Program, was nominated for his work to provide care to homeless populations in the community. With the COVID-19 pandemic creating unique and challenging circumstances, Dr. Towne created the Sidewalk Doc program to "bring the doctor to the patient, instead bringing the patient to the doctor."

► THE LG EXPERIENCE

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PENN MEDICINE LANCASTER GENERAL HEALTH

Celebrates Hispanic Heritage Month

In celebration of Hispanic Heritage Month, the City of Lancaster hosted a public celebration on Oct. 15, with Penn Medicine Lancaster General Health as the presenting sponsor. The event, which was free and open to the public, featured live music, local food and beverage vendors and family-friendly activities.

Representatives from the Penn Medicine Lancaster General Health's Diversity, Equity and Inclusion Advisory Council, and the health system's Lead-Free Families program were both present at the day long event.



► Joylenn Yost, Lead-Free Families, Interpreters Dreydis Barban Martinez and Alvia Urdaneta, Evelin La Paz, manager, Language Services and Inclusion.

