

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

OCTOBER 2022

Employees Celebrate AT APPRECIATION EVENT

On Sept. 3, Penn Medicine Lancaster General Health employees and their guests attended this year's Employee Appreciation Event at Clipper Stadium in Lancaster City. The event, which was held outside on the home field of Lancaster's minor league baseball team, the Lancaster Barnstormers, provided an opportunity for employees to gather in-person and celebrate their commitment, passion, and best that each bring to work every day.

"The last 28 months have been some of the most challenging times in healthcare," **John J. Herman**, Chief Executive Officer, Penn Medicine Lancaster General Health, said at the start of the event. "I'm grateful that we are able to come together today to celebrate you and your commitment to our community and each other."

Penn Medicine Lancaster General Health's last employee event was in 2019, so event organizers wanted to make sure this year's event felt extra special.

"We themed this year's event around acknowledge, reset and renew," said **Alexandra Jorgensen**, Chief Human Resources and Organizational Effectiveness Officer. "We wanted to acknowledge the challenges of the last couple years, but also focus on moving forward with wellness activities and stations."



CEO MESSAGE

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

Penn Medicine Lancaster General Health is committed to creating the best possible work environment for each of our dedicated employees. Your feedback in our regular employee surveys is an essential piece of achieving that goal. We would like to share the results of our 2022 Employee Engagement Pulse Survey with you now.

First, thank you for your active participation in the survey. More than 70 percent of you — or 7,030 employees representing 445 work settings across LG Health — took the time to complete the survey. Your participation gave us great clarity on how you feel about our initiatives to improve your work environment, which is very helpful to us as we consider our next steps.

Like all organizations, we have opportunities for improvement. It will likely come as no surprise that according to the survey results, addressing burnout remains our greatest area of opportunity. In recognition of the direct correlation

between staffing levels and burnout, decreasing vacancy rates will remain a top priority and health system goal.

Here are some of our next steps, which will continue to evolve based on your feedback:

- We will continue to utilize external recruitment support so that each recruiter has an appropriate volume of requisitions and the support they need to ensure that we are filling requisitions as quickly and efficiently as possible.
- We will continue to enhance our well-being offerings, to include establishing a more formal well-being team and expanding our leadership well-being rounds.
- We will continue to closely watch the market for compensation needs within key roles and make adjustments as needed, to include a quarterly evaluation of the most critical roles.

- We will provide leaders with more tools and resources to continue to recognize employees and acknowledge their teams.

In addition to these opportunities, the survey highlighted several key strengths, including:

- Feeling supported by your team leader
- A sense of teamwork
- An openness to the changes we are making to improve your work environment

These strengths are critically important to creating the best possible work environment. We and your team leaders are committed to trying new things, but we will not be perfect. Some things will work, and some will not. That's why your feedback is so important — so we know what is working! We ask that you continue to give us the chance as we strive together as a team to make progress.

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BREAKING GROUND ON QUEEN STREET FLATS

Penn Medicine Lancaster General Health and Chester County developer Hankin Group held an August groundbreaking ceremony for the latest LG Health project in Lancaster City: Queen Street Flats.

The mixed-use urban development with distinctive multi-story residential buildings, parking structure, medical offices and commercial/retail space will enhance housing opportunities, enrich health-care services, and ultimately deliver an experience focused on promoting the health and well-being of the community.

“Penn Medicine Lancaster General Health is committed to making Lancaster the healthiest community possible,” CEO **John J. Herman** said during the ceremony. “In addition to enhancing access to health-care services, Queen Street Flats will positively contribute to Lancaster’s capacity to provide quality residential options, conveniently located among the county’s urban core.”

The Queen Street Flats project will include a modern, three-story medical office building occupied by LG Health. In addition, two mixed-use buildings will offer residential apartments, as well as retail and restaurant space.

The medical office building will serve as a central point for city and suburban residents to access primary- and specialty-care services. The new building will house LG Health’s Urgent Care Duke Street, Family Medicine Red Rose and Family Medicine Manor Ridge practices, all of which will relocate from existing locations nearby.

“Queen Street Flats began with a vision from LG Health to transform this site into a holistic project that will encourage healthy lifestyles and energize the surrounding neighborhoods,” Hankin Group President & CEO **Bob Hankin** said. “We have jointly planned the redevelopment of this site into a mixed-use community that will incorporate pedestrian-friendly environments, beautiful streetscapes and creative architectural design.”

For LG Health, the project is the latest in a series of significant investments in Lancaster City. “We’re committed to bringing a world of possibilities to Lancaster,” added Herman. “Because Lancaster means the world to us.”



▶ Queen Street Flats will feature modern, residential buildings as well as a new Urgent Care location



▶ Members of the LG Health Urgent Care team participated in the ground breaking event.

LG Health Participates in CULTURAL DIVERSITY CONFERENCE

On Aug. 3, **Evelin La Paz**, manager, Language Services, represented Penn Medicine Lancaster General Health as a speaker at the 2022 Cultural Diversity Conference. The conference was held at Lebanon Valley College and featured several presentations. La Paz’s presentation, “Language Barriers and Immigration,” focused on how to bridge the language gap to access effective communication.



▶ (From left to right): Nicole Komir, nurse manager; La Paz; and Ada Emuwa, MD, MPH attended the 2022 Cultural Diversity Conference on Aug. 3. Evelin was a designated speaker at the event and focused on “Language Barriers and Immigration” and how to bridge the language gap to access effective communication.



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