

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

JULY/AUGUST 2022

CEO & LIVE YOUR LEGACY AWARD WINNERS DEMONSTRATE

THE POWER OF TEAMWORK

At Penn Medicine Lancaster General Health, impacting and improving the lives of those we serve is more than just a job, it's our calling. We believe in continuous discovery, constantly pursuing our best, and personally investing in our community and one another. Each year, the health system celebrates the exceptional work of those who continually go above and beyond in pursuit of our mission through the Live Your Legacy Awards and the CEO Award.

Centered on the philosophy that when we Live Our Legacy, we live our passion, best and commitment, the Live Your Legacy Awards recognize one individual and one team whose actions, accomplishments and attitude exceed expectations for our patients, colleagues and community.

The CEO Award, LG Health's highest honor, recognizes a team or teams for achievements that support the organization's Mission, Vision and operational goals. Focusing on the health system's strategic dimensions of performance — Quality, People, Experience, Access and Finance — the CEO Award measures specific sustainable results that positively impact patients, employees, and the community.

"Both of these awards celebrate our colleagues for their exceptional work and the legacy they are building at LG Health," said **John J. Herman**, CEO, during the award ceremony held in June. "As we meet our 2022 award winners, you will notice a common theme emphasizes the power of teamwork."

LIVE YOUR LEGACY – INDIVIDUAL AWARD

When **Jennifer Wagner**, director of Nursing, Lancaster General Health Physicians (LGHP), Primary Care, learned she was the recipient of the Individual Live Your Legacy Award, her initial reaction was to credit her team.

"Jen is always looking for ways to build up her team. I constantly hear her giving credit to her team for her successes," said **Lisa Roberts**, RN, LGHP Family Medicine Lititz, who nominated Wagner for the individual Live Your Legacy Award.

Roberts, who went on to describe Wagner as a true servant leader, said "[Wagner] provides her team with individualized support and attention, relentlessly pursues process improvements that enhance the patient experience while creating a safer

work environment, and encourages the development of all her team members."

LIVE YOUR LEGACY – TEAM AWARD

Prior to the COVID-19 pandemic, the Microbiology Laboratory team at LG Health processed about 69,000 specimens annually.

In 2020, that number—now including COVID-19 testing—climbed to 110,000 specimens; and in 2021, the number of specimens reached more than 248,000.

Despite the increasing demand for their skills, the team continually demonstrated their commitment to their colleagues and community, displaying resilience and determination despite staffing shortages and changing protocols during the COVID-19 pandemic.

Continued on back



▶ Jennifer Wagner, John J. Herman and Lisa Roberts pose for a photo at the CEO and Live Your Legacy Awards



▶ The Community Vaccination Center team poses with their CEO Award, along with John J. Herman.



CEO MESSAGE

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

Whether you're headed to the beach, the mountains or the national parks, nothing says "summer" quite like a road trip. Think about your last road trip and the steps you took to make it a success. You had to decide on a destination, map out the best way to get there, and plan ahead for any roadblocks you might encounter along the way.

Penn Medicine Lancaster General Health followed a similar approach to creating our strategic plan, which guides our overall efforts as a health system. Our strategic plan sets our goals and defines the tactics to achieve them, as well as how we will measure our success.

TO CREATE OUR STRATEGIC PLAN, WE STARTED WITH THESE QUESTIONS:

What is our long-term objective?

We asked this question first, because the answer becomes the "True North" of our strategic plan. The basis is the most impactful realization of our mission, which is to advance the health and well-

being of the communities we serve. Our objective is meant to be ambitious, and it will take a long time to achieve. LG Health has set a long-term objective to create the healthiest community possible.

How will we deliver value to our patients, consumers and other stakeholders?

Historically, LG Health has delivered value by directly providing medical care for individuals and the population in a variety of settings, including our hospitals, physician practices, Urgent Cares and telemedicine visits. We expect this to evolve as we increasingly focus on creating value by keeping people healthier overall and reducing the total costs of care.

What strategic priorities will we focus on in order to achieve our long-term objective?

Our plan outlines detailed strategies within five areas of focus: Advanced Services & Continuum, Consumerism, HRO (high-reliability organization) Culture & Workforce, Community

Commitment and Innovation. For example, we will enhance our ability to deliver care locally by emphasizing advanced services in cancer, cardiology, neuroscience and research.

What do we need to get there?

Finally, we identified the unique assets that will enable us to successfully achieve our objective. LG Health's capabilities and resources include everything from a dedicated and engaged staff to innovative technology, partnerships with community organizations and a culture that embraces diverse viewpoints.

Of course, flexibility is a must-have on any road trip. You never know when you might encounter a detour or another challenge in your path. We expect our strategic plan to evolve over time as patients' expectations change, and we are well-prepared to pursue an alternate route if necessary, even as the destination remains the same.

I look forward to continuing our journey together.

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LGH Awarded 'A' in Leapfrog Hospital Safety Grade

LGH Expansion Projects Hits Milestone with "Topping Out" Ceremony

LGH EXPANSION PROJECTS HITS MILESTONE WITH

"TOPPING OUT" Ceremony

On May 23, Penn Medicine Lancaster General Health hosted a "topping out" ceremony marking the placement of the final steel beam in the Trauma & Emergency Department expansion project at Lancaster General Hospital (LGH).

During the event, attendees and online participants watched as the 6-foot beam was hoisted into its final location.

"In the days and weeks ahead of today's ceremony, members of the Penn Medicine Lancaster General Health community — employees, patients, visitors and many

others — were invited to sign the beam," said **Carolyn Scanlan**, chairperson of the Penn Medicine Lancaster General Health Board of Trustees. "Meaning a small piece of each of those individuals, each one of us, will be carried into the future of our facility."

The expansion along Duke Street at LGH will help address increasingly high demand for emergency services throughout the region.

"This project will increase our capacity by about 60 percent," said **John J. Herman**, CEO, Penn Medicine Lancaster General

Health. "This expansion is just one of the ways that we are working to bring a world of possibilities to Lancaster so that we can contribute to the healthiest community that we can all live in."

► The final steel beam in the Emergency Department project is lifted into place along with the American flag and a celebratory Christmas tree.



► Lancaster City Mayor Danene Sorace joins members of the Penn Medicine Lancaster General Health Board of Trustees and health system executives as the expansion project's final steel beam is lifted into place.



LGH AWARDED 'A'

IN LEAPFROG HOSPITAL SAFETY GRADE

Penn Medicine Lancaster General Hospital was awarded an 'A' in the spring 2022 Leapfrog Hospital Safety Grade, a national distinction recognizing LGH's achievements protecting patients from harm and providing safer health care. Lancaster General Hospital was one of six Penn Medicine health system hospitals to receive an 'A' grade for spring 2022.

The Leapfrog Group, a national watchdog organization of employers and other purchasers focused on health care safety, assigns an 'A', 'B', 'C', 'D' or 'F' grade to all general hospitals across the country based on their performance in preventing medical errors, injuries, accidents, infections and other harms to patients in their care. The Safety Grades reflect performance on more than 22 evidence-based measures of patient safety. Only

33% of hospitals nationwide received an 'A' grade.

"To once again be recognized as an 'A' hospital demonstrates that patient safety and highly reliable health care is a continuous priority at Lancaster General Hospital and throughout the Penn Medicine Lancaster General Health system," said **John J. Herman**, CEO at Penn Medicine Lancaster General Health. "We are proud to receive this national recognition affirming our commitment to provide the high-quality, safe care our patients and our community expect and deserve."

To see LGH's full grade details, and more information about the Hospital Safety Grade, including details on rankings, please visit HospitalSafetyGrade.org.

NATIONALLY RECOGNIZED



LEAPFROG
HOSPITAL
SAFETY GRADE

CEO & LIVE YOUR LEGACY AWARD WINNERS DEMONSTRATE

THE POWER OF TEAMWORK

"What continually gave our team perspective was remembering that each specimen represented a person who needed help — for example, a community member who reached out regarding expedited testing to attend a family funeral in Africa," said **Ann Horning**, manager, Diagnostic, Laboratory. "The teamwork that went into coordinating and processing that specimen in time for the community member to make the flight was incredible," she continued.

CEO AWARD

Nearly a year after the first COVID-19 cases reached Lancaster, Penn Medicine Lancaster General Health and fellow community organizations and leaders faced a significant challenge — to quickly and safely vaccinate our community against COVID-19.

On March 10, 2021, the Vaccinate Lancaster Coalition, led by LG Health, opened the Community Vaccination Center at Park City Center in Lancaster.

"After more than a year of isolation and loneliness, our team believed the vaccine could bring us back in touch with each other," said **Judi Brendle**, interim director, Recruitment & Talent Acquisition, who served as the Community Vaccination Center's project manager.

The team, which included staff from across our health system, including physicians, nurses, and non-clinical staff members, administered 238,206 COVID-19 vaccines in three months.

"Every team member demonstrated passion and commitment to the greater good," Brendle continued. "For us, the vaccine was the 'shot of hope' we needed to keep moving forward."

► THE LG EXPERIENCE

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The LG Experience is published monthly for LG Health employees. Access The LG Experience online at PennMedicine.org/LGExperience.