

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

MAY 2022

PENN MEDICINE LANCASTER GENERAL HEALTH RECOGNIZED AS

LGBTQ+ Healthcare Equality Leader by the Human Rights Campaign

In March, Penn Medicine Lancaster General Health received honors from the Human Rights Campaign (HRC) Foundation, the educational arm of the nation's largest lesbian, gay, bisexual, transgender and queer (LGBTQ+) civil rights organization, for its dedication and commitment to the LGBTQ+ community.

The designation for LG Health was awarded in the 15th edition of the Human Rights Campaign's Healthcare Equality Index (HEI). Evaluating more than 900 health care facilities nationwide, the index is a national benchmarking tool that evaluates health care facilities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ patients, visitors, and employees.

"LG Health is dedicated to ensuring that all patients have access to respectful, compassionate, and equitable health care at all times," said **Jean David DUMORNAY MD. MBA. CPE. FAAFP**, Executive Director, Diversity, Equity & Inclusion, Penn Medicine Lancaster General Health. "This

designation recognizes our efforts to be an LGBTQ+-friendly organization and encourages us to pursue this goal even further."

LG Health joined 495 other facilities that earned 100 points and the top designation. Other Penn Medicine hospitals recognized as a LGBTQ+ Healthcare Equality Leaders include Chester County Hospital, the Hospital of the University of Pennsylvania, Penn Presbyterian Medical Center, and Pennsylvania Hospital. Princeton Health received a score of 90 and was listed as a "Top Performer."

The Penn Medicine Program for LGBTQ+ Health was launched in 2013 to improve the health of LGBTQ+ individuals. Since then, the program has promoted an LGBTQ+-inclusive climate, provided professional development for LGBTQ+ employees, increased LGBTQ+ participation in Penn research initiatives, and improved patient- and family-centered care for LGBTQ+ patients.



Each health-care facility received a score based on four central pillars:

- Foundational policies and training in LGBTQ+ patient-centered care
- LGBTQ+ patient services and support
- Employee benefits and policies
- Patient and community engagement

Participants with a score of 100 points earned the foundation's "LGBTQ+ Healthcare Equality Leader" designation.



CEO MESSAGE

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

At Penn Medicine Lancaster General Health, our mission is to advance the health and well-being of the communities we serve. Delivering safe, high-quality care on a consistent and reliable basis is essential to achieving that mission.

In 2016, LG Health started on a journey of high reliability by focusing on continuous improvement. We put our patients, families and all of you at the center of our efforts to reflect our focus on keeping you safe and eliminating harm to our patients, visitors and staff.

As we focused on creating a learning, continuously improving system, we started huddling. We engaged individuals and teams across the organization to identify and implement potential solutions to the problems you might encounter in your daily work.

Over the next several years, through our huddles, you generated thousands of ideas that were directly responsible for improvements throughout the health system. As the COVID-19 pandemic started, we introduced additional tools and tactics to advance our efforts to achieve high reliability, such as implementing Just Culture and enhancing psychological safety.

Now we join our colleagues across Penn Medicine in continuing our high reliability journey. At LG Health, we will focus on building our culture of personal accountability, teamwork and collaboration. We will invest in our leaders by introducing new skills, activities and behaviors, as well as a new huddle agenda. This will not only align us across all of Penn Medicine but also truly incorporate high-reliability

principles into our culture here in Lancaster.

LG Health senior leaders recently began training sessions focused on the components of high reliability. We will also revitalize our huddle system. In addition to continuing to serve as communication hubs, our huddles will again focus on idea-generating and continuous improvement, all of which are essential to achieving high reliability.

Our journey to advance quality and safety and achieve high reliability represents the foundation for how we work, interact with each other and care for patients across the health system. Our success in this journey depends on each one of us, and we thank you for your continued commitment and partnership.

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BRINGS HOPE TO THOSE IMPACTED BY ADDICTION

The disease of addiction is a major health crisis across the country, and close to home. According to the Centers for Disease Control and Prevention (CDC), one in 14 Americans report experiencing a substance use disorder, and over 70% of drug overdose deaths in 2019 involved an opioid. Our FY2021 Community Health Improvement Plan found that Lancaster County experienced a rapid increase of overdose deaths since 2015, and saw a 40% increase in overdose deaths during the COVID-19 pandemic.

To address the growing problem of opioid use disorder within the community, the Lancaster County Joining Forces Coalition was founded in 2017.

However, when families live with addiction, children can be the first impacted and the last to get help. The need for support is significant, with an estimated one in four children across the United States impacted by a loved one's addiction.

Therefore, Joining Forces for Children, a collaborative project that is a part of Lancaster County Joining Forces and also led by LG Health, started in 2020 and offers support for children of all ages who are affected by a family member's substance use disorder.

"While adults might think that their substance use happens out of the child's

view, children still pick up on changes in behavior, moods or attitudes," said Chris Glover, program coordinator, Joining Forces for Children. "They sense the tension and stress, and many times, they blame themselves for it. One child told me they felt like they were disappearing in their own home."

Children and teens who are referred to the Joining Forces for Children program are gently encouraged to talk about what's on their minds, using books, toys, art projects, yoga, journals, white boards or games to help express their feelings.

To measure a child's progress, Joining Forces for Children leverages techniques such as long-term vision boards, goal setting, as well as "hope theory," a research-based approach that has found hope is one of the best predictors of overall well-being and success.

Since its founding, Joining Forces for Children has served and seen positive results from nearly 100 children with a family member who is in active addiction, in long-term recovery or has died due to addiction. The program is funded by the U.S. Department of Justice Office for Victims of Crime, with confidential services provided in both English and Spanish, at no cost to families.



NEW LAB DEBUTS at Women & Babies Hospital

To find some of the most advanced lab technology on the East Coast, look no further than the new lab at Penn Medicine Lancaster General Health's Women & Babies Hospital (WBH). The newly renovated lab, which opened January 19, improved test turn-around time and doubled the capacity of the lab.

The updated space features the industry-leading Beckman Coulter DXA Automation Line, which helps to simplify lab operations, reduce configuration processing time and decrease the potential for errors. The lab serves WBH, the Suburban Pavilion, the Ann B. Barshinger Center Institute and other ambulatory sites in the LG Health system.

The renovation more than doubled the size of the original lab, expanding from 1,200 square feet to 2,600 square feet.

"This new lab not only improves efficiency and overall operations for our employees, but its benefits will also be felt by our patients," said **Brian Stambaugh**, director, Laboratory Operations. "This cutting-edge equipment, coupled with an automation line, provides quicker results to our providers and ultimately quicker diagnostics for patient care. This renovation is about ensuring our patients know we are committed to providing

the highest-quality, advanced care in our region with this second automated laboratory in the LG system."

Planning for the expansion started in mid-February 2019, with construction officially resuming in April 2021.

While COVID-19 caused some delays, WBH also received a new emergency generator that had to be installed before lab operations could begin.

"We needed the emergency generator to be finished before continuing with the lab construction because a lot of the new technology needs back-up, emergency power to operate," said **Dana Klinepeter**, director, Capital Planning.

The new lab reached its occupancy milestone in January 2022 and came in under budget.

"The renovation impacted every team at WBH including the laboratory team, facilities and nursing – they all deserve thanks for making accommodations for this project. This new lab is an example of how we are continuously improving our processes and it ensures we remain a highly reliable organization," continued Klinepeter.



Final Beam Placed on Penn Medicine Lancaster General Health's NEW STRASBURG OUTPATIENT CENTER



Penn Medicine Lancaster General Health leadership recently signed the final beam prior to its placement at the new LG Health Strasburg outpatient center.

The future outpatient center, located just north of Strasburg Borough, will house LG Health Physicians Family Medicine Strasburg, as well as laboratory testing and physical therapy services. Construction continues on the facility, which is tentatively scheduled to open in late summer 2022.

► Pictured are (from left): Celeste Heckman, MD, Family Medicine Strasburg, and Regional Medical Director, LG Health Physicians; Christopher Putney, MD, Managing Physician, Family Medicine Strasburg; T. Raymond Foley III, MD, President, LG Health Physicians; John J. Herman, CEO, Penn Medicine Lancaster General Health; Nancy Brenton, MD, Family Medicine Strasburg; and Michael Beeman, Practice Manager, Family Medicine Strasburg.

► THE LG EXPERIENCE

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