

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

SEPTEMBER 2022



SECURITY AS A PRIORITY

WITHIN THE NEW LGH EMERGENCY DEPARTMENT & BEYOND

This month, Penn Medicine Lancaster General Hospital (LGH) is debuting the first phase of its newly expanded, 40,000-square-foot Emergency Department (ED). The new ED will help address the increasingly high demand for emergency services throughout the region, ultimately increasing the department to 95 beds capable of treating up to 140,000 patients annually.

While construction of the LGH ED continued, Penn Medicine Lancaster General Health conducted a comprehensive review of security features, including technology, training procedures, policies, and security staffing. Based on the results of the review, the health system added new security features and enhancements to promote a safe and secure environment to work and receive care.

“We know that coming to a hospital or medical appointment can already be stressful for patients and visitors,” said **Keith Sadler**, director, Security. “Add in the anxiety created by the pandemic and recent acts of violence seen in the news and we knew it was important to make security improvements a priority with the new renovation – especially in our Emergency Department, which is open 24/7.”

Enhanced security measures at the ED’s entry points will include screening all patients and visitors using a walk-through metal detector and a parcel or bag scanner. “Metal detection is widely used within health-care facilities and we embrace this added level of security for our health system,” continued Sadler.

Sadler added that providing medical care will always remain paramount and acknowledged that not everyone can walk through a metal detector. “In these instances, a security officer will use a handheld detector to screen incoming patients or visitors,” he said, adding that the health system has recruited additional employees to support these security efforts.

In addition to expanding security at its Lancaster City hospital and Emergency Department, LG Health is also improving safety and security efforts across the health system through a Workplace Violence committee.

The committee, comprised of leaders from across the organization, is focused on additional efforts and policy reform that can be implemented system-wide. Included in their efforts are the establishment of a “zero tolerance policy” regarding acts of violence from



patients, visitors or employees; additional education opportunities for safety and emergency events and de-escalation training; and a system-wide emergency notification system called LiveProcess.

LiveProcess alerts employees to a safety issue or security threat through their preferred means of communication, such as text, email or phone call. Beginning in fall 2022, the health system will expand the usage of LiveProcess to cover all LG

Health facilities and their immediate surrounding area.

“Our collective hope is that these added security features will not only keep us safe but also calm the concerns and worries that we all have while navigating a society with so many acts of violence,” said **James Stuccio**, Interim Chief Operating Officer. “We aim to keep our community not only the healthiest possible, but also the safest while they are with us.”



CEO MESSAGE

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

We recently ended fiscal year 2022, which will likely be remembered as among the most difficult in our history. And yet, as all great organizations do, Penn Medicine Lancaster General Health ended the year with some tremendous successes.

Those successes include honoring the truly outstanding individual and team recipients of our CEO and Live Your Legacy awards. We also further strengthened our community commitment, removing lead from the first of what is expected to be at least 2,800 homes in Lancaster County through our Lead-Free Families program, as well as advancing other programs that address health inequities and social factors that affect our patients’ ability to achieve optimal health.

We brought a world of new clinical possibilities to Lancaster by delivering advanced services such as CAR T-cell immunotherapy locally. We also continued to expand patient access to our deep physician practice capabilities.

We implemented a number of initiatives designed to enhance your work environment, including significant additions to our well-being offerings, salary and wage increases, and the opening of the new Central Table Eatery at Lancaster General Hospital.

When we look back at a year like FY22, it’s understandable given these difficult times that we find opportunities for improvement. These include our performance on quality measures, such as certain types of infections in hospitalized patients and our patient experience scores. While we remain strong financially, due to significant economic pressures, we fell short of achieving our financial targets for the fiscal year.

As we begin fiscal year 2023, the results of our recent Employee Engagement Survey will inform our efforts to create a work environment that enriches your professional fulfillment and prioritizes your personal health and well-being. We will re-energize our focus on enhancing

the quality, safety and convenience of the care we deliver, creating a culture of high reliability that is consumerism-centric. And as we continue our tradition of innovation and growth, we will also need to optimize expenditures and investments.

We will complete several important projects, including the Proton Therapy Center at the Ann B. Barshinger Cancer Institute, the new construction phase of the Emergency Department expansion at LGH and the opening of new primary-care locations.

We thank you for your efforts, which have helped LG Health remain strong and healthy throughout these challenging times. In the year ahead, we will all need to continue to Live Your Legacy, so that as we look back next year, we will again be able to celebrate our successes as we advance the health and well-being of the communities we serve.

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REWARDS EMPLOYEES for Focusing on Their Well-Being

MyHealthyLiving, Penn Medicine Lancaster General Health's wellness rewards program, aims to support the health and well-being of every employee — at work and beyond. The program offers points and cash rewards to employees for participating in a variety of wellness activities. Points and activities are then tracked digitally through the Limeade platform with new programs being added regularly to support employees wherever they are in their self-care journey.

"When I first started the MyHealthyLiving Program, the financial incentive is what drew me in," said **Jamilyn McNally**, insurance authorization specialist, LG Health. "Then I started seeing the benefits, not only in my paycheck, but in my overall physical and mental health."

A participant since the program's inception, McNally especially enjoys the walking challenges, mindfulness exercises and wellness discussions offered through Limeade. "Having the Limeade app keeps fitness at your fingertips," she said. "I can connect with my body and take care of my own physical and mental health needs in a way that is simple yet beneficial."

LG Health employees can find a multitude of wellness resources through the MyHealthyLiving Program whether it be one-on-one health coaching, on-site fitness classes, free health screenings or the meQuilibrium app, which offers personalized stress reduction tools.

"We know overall well-being has a multitude of dimensions that impact all areas of life," said **Brian Boyd**, manager, Corporate Wellness. "Through our wellness programming, we aim to support the overall employee by offering individualized resources while still creating positive changes that effect the whole employee population."

In the coming months, the wellness team will be launching new programming, including Wellbeing Champs, which will designate a wellness champion in each department. The wellness champion will connect fellow employees with the health and well-being resources best suited to them.

"LG Health recognizes that our physical and mental well-being goes beyond better job performance" said McNally. "I feel like as people, we are really cared about and our health is valued here."

Penn Medicine Lancaster General Health Works to Increase Access To ADDICTION MEDICINE TREATMENT

During the COVID-19 pandemic, the United States saw an increase in overdose deaths, and in Lancaster County, the number of overdose deaths increased by more than 40%.

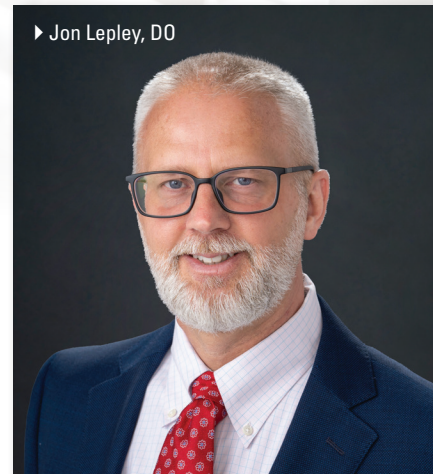
"In 2021 alone, our county saw an average of three overdose deaths per week," said **Jon Lepley, DO**, medical director, Addiction Medicine with Penn Medicine Lancaster General Health Physicians. "In almost every case, it's because they have an addiction not being medically treated."

Research shows that using medication to treat opioid addiction under the supervision of a provider reduces withdrawal symptoms and the risk of opioid overdose. Buprenorphine is an FDA-approved medication to treat opioid use disorder, and it can be prescribed by providers in the primary-care setting.

"As we began to see the number of deaths slowly increase during the pandemic, we knew that we needed to take action to increase the access to the medications that treat opioid addiction," added Dr. Lepley.

In collaboration with **Shirley Beale, CRNP**, Addiction Medicine, and **Zachary Miers, LPC, CAADC**, manager, Behavioral Health-Addiction Medicine, Dr. Lepley developed resources for primary-care providers to enhance knowledge of opioid use disorder care and medication within primary-care practices.

While LGHP's Addiction Medicine currently works with eight LGHP primary-care locations, the team is



committed to increasing the number of providers who prescribe buprenorphine, ultimately expanding access through more locations to patients in need of opioid use disorder treatments.

"Our team continues to provide care management and collaborates on treatment for the patient as they transition to managed care within the primary-care setting," said Miers. "This treatment model enables patients to receive barrier-free care similar to how individuals with any other disease or disorder would at a primary care location."

September is Recovery Month, a national observance to increase awareness and understanding of mental and substance use disorders and celebrate the people who recover. If you or someone you know has substance use or opioid use disorder, visit LancasterJoiningForces.org to learn more about available resources. To connect with LG Health's Addiction Medicine program, contact 717-544-1427.

Penn Medicine Lancaster General Health Recognized as a HEALTHY PEOPLE 2030 CHAMPION

The Office of Disease Prevention and Health Promotion (ODPHP) within the federal Department of Health and Human Services (HHS) recently recognized Penn Medicine Lancaster General Health as a Healthy People 2030 Champion.

For more than 129 years, LG Health's mission has been rooted in advancing the health and well-being of the communities we serve and doing our part to ensure Lancaster is the healthiest it can be. Today, LG Health is a regional leader recognized as a valued partner in helping to build healthy, safe communities by supporting and strengthening individuals and organizations to create a culture of health.

"Being recognized as a Healthy People 2030 Champion is an honor shared by all at Penn Medicine Lancaster General

Health," stated **Alice Yoder**, executive director of Community Health. "We look forward to continuing to support the Healthy People 2030 goals and a country where all people can achieve their full potential for health and well-being across the lifespan."

Healthy People 2030 is the fifth iteration of the Healthy People initiative, which sets 10-year national objectives to improve health and well-being nationwide. Healthy People 2030 Champions are public and private organizations that are working to help achieve Healthy People objectives.



Healthy People 2030 Champion is a service mark of the U.S. Department of Health and Human Services. Used with permission. Participation by Penn Medicine Lancaster General Health does not imply endorsement by HHS/ODPHP.



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