

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

APRIL 2023

Physician's Legacy Lives On THROUGH URGENT CARE "GO BAGS"

The late Dr. Bill Gibbons had a vision to help support critically ill patients at Urgent Cares. Now, his colleagues are bringing his vision to life.

Penn Medicine Lancaster General Health Urgent Care physician **Bill Gibbons, MD** a husband and father of five, died February 2020, on his 56th birthday. Now his legacy is living on through portable kits used to treat critically ill patients at all Lancaster General Health Physicians (LGHP) Urgent Cares.

Gibbons had joined Urgent Care Parkesburg in 2018. His colleague, **Tom Raff, MD**, Urgent Care Regional Medical Director, remembers him as a larger-than-life character with a great love for the practice of medicine.

"He was always excited about work," Raff said. "He loved taking care of patients and was happy to teach new clinicians some of the many skills he had acquired over the years."

Gibbons also had an interest in wilderness medicine, which involves caring for patients in situations that lack the resources of modern medicine. A Fellow of the Academy of Wilderness Medicine, he was also a 42-year member of the Civil Air Patrol and an Eagle Scout.

LG Health's Urgent Cares sometimes see very sick patients who collapse outside the building, Raff said. In these cases, the team must provide supportive care in the parking lot until an ambulance arrives.

The combination of this clinical need and his interest in wilderness medicine led Gibbons to create a "go bag," or a portable kit that contains the supplies needed to stabilize and resuscitate a patient in the parking lot. Before his passing, Gibbons had assembled a go bag for the Parkesburg Urgent Care and had planned to do the same for other Urgent Care locations.

Tyler Galbreath, PA-C, joined the Urgent Care Duke Street team in March 2022, after several years working in the Lancaster General Hospital Emergency Department. With his background in emergency medicine, he saw an opportunity to continue the project that Gibbons had started and complete it in his memory.

Galbreath worked with Raff, as well as Urgent Care practice managers **April Hankinson** and **Lisa Williams**, to create more go bags that contain essential supplies to treat a critical care patient. The bags include an AED; bag valve masks in adult, pediatric and infant sizes; a stethoscope, pulse oximeter, blood pressure cuff, and tourniquet; and personal protective equipment for the provider.

While these supplies were already available in Urgent Cares, they were not standardized or easy to transport into a parking lot, Galbreath explained. In many cases, they were stored on rolling carts, which could be difficult to maneuver during a stressful situation, especially by a single provider.

The completed go bags are now available at all Urgent Care locations, and the idea may be expanded to LGHP family practices.

"When patients who are very sick come to us for care, even seconds can make a significant difference," Galbreath said. "I was honored to help complete this important project in Dr. Gibbons' memory."



▶ Bill Gibbons, MD



CEO MESSAGE

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

Employee feedback is driving new initiatives at LG Health.

Without question, the last three years have been remarkably difficult for all of us who work in health care. Our people are our greatest strength, and despite the challenges that remain ahead, we maintain our commitment to recruiting and retaining the very best employees, and to creating the best possible work environment for everyone on our Penn Medicine Lancaster General Health team.

Your feedback, including the results of our regular employee engagement surveys, guides our ongoing efforts to improve operational excellence. We will continue to focus on the things you've told us are most important to you, including compensation, staffing, recognition, and well-being.

Each one of you plays an incredibly important role at LG Health, and we will continue to work hard each day to provide a work environment that prioritizes your personal health and well-being. We recognize that we still

A few key areas of our investment in you include:

- Continuing to offer the most competitive compensation and benefits possible, which is one of the most tangible ways we recognize your outstanding efforts throughout the year
- Continuing to encourage your career development by providing resources to support your professional growth
- Significant enhancements to our well-being programs, including the recent increase to eight free EAP counseling sessions per year
- Recognizing your contributions with special employee events and programs, such as "Take a Break" meal vouchers and the return of our holiday meal celebrations

have a lot to do. Please look for another opportunity to share your feedback in a follow-up employee engagement survey later this spring.

You are a tremendously talented and compassionate team of health-care professionals, and your efforts have enabled our 130-year-old organization to remain strong and healthy throughout these challenging times.

Our Board of Trustees and leadership team thank you for the passion, commitment, and best that you continually bring to your work, and for your determination to always keep our patients at the center of all that we do. Today and every single day, we deeply appreciate your unwavering dedication to our mission of advancing the health and well-being of the communities we serve.

▶ IN THIS ISSUE

Physician's Legacy Lives On Through Urgent Care "Go Bags"

LG Health Honors Student with the Medical Director's Commendation Coin

Joining Forces for Children Premieres Documentary on Addiction Recovery



LG HEALTH HONORS STUDENT with the Medical Director's Commendation Coin

A local college student performed lifesaving care when a fellow student collapsed and went into cardiac arrest.

On Feb. 8, Penn Medicine Lancaster General Health presented the Medical Director's Commendation Coin to a student at Thaddeus Stevens College, Steven Le, in recognition of his heroism in performing life-saving care when a fellow student suddenly collapsed and went into cardiac arrest during class.

Medical Director's Commendation Coins are awarded to individuals who display acts of heroism that help save lives in our community. The award started as a way to honor the Emergency Medical Services (EMS) community, but has expanded to include law enforcement, fire and rescue services, 911 dispatchers, and civilians.

Le was sitting in class when he heard a loud noise and saw that his peer, Evan Harper, had collapsed. Le ran to the back of the room and cleared tables and chairs to begin performing CPR on Harper until the school nurse and EMS arrived

to continue care with an automated external defibrillation (AED) machine.

"Expect the unexpected," said Le. "Not every day you would think something like that would happen."

EMS then transported Harper to Lancaster General Hospital (LGH) where he was placed on extracorporeal membrane oxygenation (ECMO) and received an internal defibrillator. He was discharged from LGH after 11 days. Harper remains healthy and looks forward to graduating from Thaddeus Stevens College of Technology in May 2023.

After learning of Harper's recovery, Le said he "felt amazing."

Harper's father commended Le and all who were part of his son's care. "You guys made every holiday, every birthday, every Christmas, everything for the last year worth it," he said.



► (From left to right): Brendan Mulcahy, DO; Steven Le; Evan Harper and Justin Roberts, DO at the Commendation Coin Awards on Feb. 8



JOINING FORCES FOR CHILDREN Premieres Documentary on Addiction Recovery

Addiction is a disease that often weaves itself into the fabric of a family, leaving a mark across generations. When Lancaster County resident Scott Theurer met his wife, Shannon, he was already deep in the throes of addiction. Their 17-year-old daughter, Devlyn, grew up watching her father and older sister, Braeden, each battle addiction and pursue a path to recovery.

The family's story plays out in the 20-minute documentary, "No Matter What: A Family Story of Addiction Recovery," produced by Joining Forces for Children.



Joining Forces for Children is an extension of Lancaster County Joining Forces, Penn Medicine Lancaster General Health's collaborative program to reduce opioid deaths.

The documentary tells the story of the Theurer family, and the path that both Scott and his stepdaughter Braeden followed as they fought their addiction on the road to recovery. Interviews throughout the documentary focus on events throughout Scott and Braeden's life and the effect their illness had on the family.

Chris Glover, manager of community impact initiatives at LG Health, says sharing stories like this one helps to reduce the stigma of addiction and recovery.

"We wish that through the sharing of this family's story, we will help others see what recovery looks like — and foster hope in others to ignite their own healing process," she said.

Today, Theurer, who has been sober for over a decade, is an advocate and mentor for individuals in recovery. He started Recovery Day Lancaster to celebrate those in recovery and encourage those

who are still suffering from addiction to seek help.

"I'm still growing and I'm still alive as a man in recovery," Theurer said.

The documentary is available to the public. Individuals, community groups, and organizations may contact Glover at Christine.Glover@pennmedicine.upenn.edu to learn more on how to view the documentary.

Visit LancasterJoiningForces.org/Families for more information on Joining Forces for Children.

► The Theurer family gathers together for a picture while filming "No Matter What: A Family Story of Addiction Recovery," produced by Joining Forces for Children.



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