

THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

MARCH 2023



LGH EXPANDS DINING OPTIONS *for Patients, Visitors & Staff*

Hospitals have always worked hard to provide tasty food. In recent years, there's been an added emphasis on healthy ingredients, in recognition of the role food plays in healing and sustaining patients, visitors, and employees.

"When we embarked on the project of opening a new kitchen and dining hall, our vision was to raise the level of food quality and nutrition and exceed expectations for all the individuals we serve," said **Nick del Valle**, director of Dining Services at Penn Medicine Lancaster General Hospital (LGH).

Exciting New Choices for Patients

In the spirit of that vision, LGH recently rolled out its first major menu update in more than a decade for hospital inpatients on the Duke Street units. Meal orders are taken by a host or hostess on an iPad using software that integrates each patient's dietary guidelines.

Alongside classic favorites like Lancaster chicken pot pie, the menu includes new recipes, with all meals made from local ingredients, antibiotic-free meats, fresh produce, aromatic herbs and spices, ancient grains, and heart-healthy fats. Feedback from patients has been positive, with special shoutouts for the crab cakes, Mediterranean salmon, and turkey burgers.

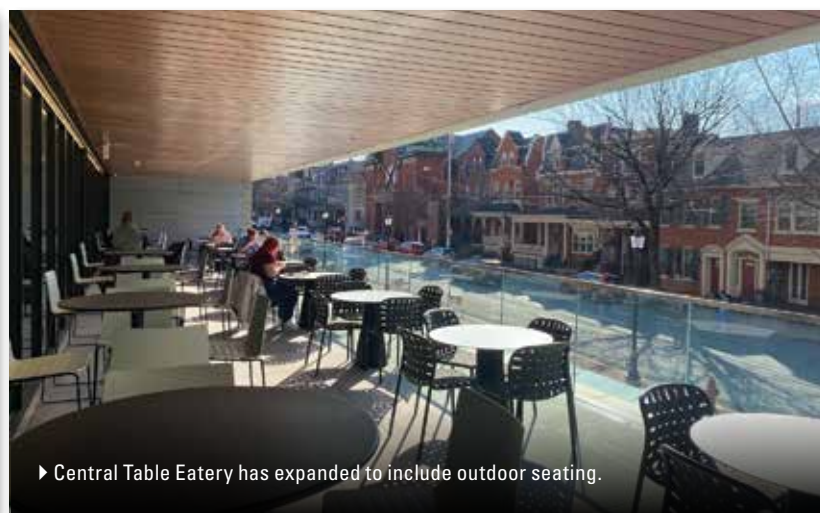
More to Enjoy at Central Table Eatery

LGH opened its first phase of the cafeteria in May 2022, elevating hospital dining for visitors and staff with its focus on healthy, locally-sourced ingredients; hand-crafted foods; and selection of world cuisine that mirrors our diverse community.

"The Central Table Eatery is an undeniably unique experience that is truly unexpected for a hospital setting," del Valle said.

In late January, Central Table Eatery completed phase 2 of renovations with expanded seating and new food stations including Good Grains Deli, a New York-inspired sandwich station featuring house-brined and smoked pastrami; and Earth Bowl, offering vegetable and grain-based options. The much-anticipated Foodworks station showcases meals prepared by local chefs and restaurants.

"Our final Eatery concept, a plated, mid-Atlantic style restaurant, will open in early spring," del Valle added.



▶ Central Table Eatery has expanded to include outdoor seating.



CEO MESSAGE

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

As employees of Penn Medicine Lancaster General Health, we have the unique experience of knowing that our work has a purposeful impact on our patients and the communities we serve.

Since our founding nearly 130 years ago, the care that we provide to our community has extended far beyond our hospitals, doctors' offices and specialty centers. We work with numerous local partners to encourage healthy lifestyles and ensure that our neighbors have access to safe housing, nutritious food, behavioral health resources, addiction treatment, children's health services and more.

Here are some of the many ways we are enhancing the overall health and well-being of our community:

- With a \$50 million investment over 10 years, LG Health's **Lead-Free Families** program has completed 175 lead remediation projects since Aug. 2021,

with another 89 homes currently in progress.

- Our **Breast and Cervical Cancer Early Detection Program** has offered free cancer screenings and diagnostic services to 7,062 women who otherwise could not afford them.
- The **Child Protect** immunization program has administered 172,674 free vaccines to date, with 76,552 patient encounters, including many in the Amish and Plain communities.
- **Fresh Express** supplies healthy fresh produce to low-income families in the Columbia community, distributing 59,288 pounds of food to 2,416 individuals in fiscal year 2022 alone.
- LG Health provides support for **Dental Access Lancaster County**, which has connected low-income, uninsured individuals with \$1,717,400 in donated dental care.

- **The Children's Alliance** reduces the impact of childhood trauma by providing child-focused forensic interviews, medical examinations and related services to 8,941 children since the center opened its doors in 2006.
- Our **Tobacco Dependence Treatment Program** has connected 2,733 people with screening and referrals into nicotine treatment programs throughout LG Health.
- LG Health serves as the lead organization for **Safe Kids Lancaster County**, which has conducted free safety checks of 1,832 child car seats.

These are just a few examples of our ongoing efforts to advance the health and well-being of the communities we serve. We thank you for the passion, commitment and best that you bring to these endeavors every day.

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Norlanco Delivers Urgent Care —and an Urgent Delivery



It was a typical Saturday at Penn Medicine Lancaster General Health Urgent Care Norlanco.

The staff was busy with a steady flow of patients when a man approached the desk and announced his wife was about to have a baby in the backseat of their van, parked in the lot out front.

On the way to deliver their third child, the couple realized they would not make it to their destination on time and turned to the Urgent Care for help.

Urgent Care physician **Christopher M. Washington, MD** was on duty and rushed to the woman to assess her condition. She was in active labor and the baby was crowning. Washington jumped into action and safely delivered her baby, a 7 lb, 9 oz boy. Assisting him were certified medical assistant **Monifah (Mo) Cooper**, pharmacy technician **Mark Berkhiser**, and nurse **Kaitlyn (Kate) Keyser, RN**.

“Mark, Mo and Kate were a huge help getting supplies from the building — blankets, oxygen, clamps, scissors, towels, gloves and more — and bringing them out to me. Kate helped take care of the

baby while we were getting Mom out of the car and into the ambulance,” said Washington.

While the baby required supplemental blow-by oxygen (a contactless method), both mom and baby appeared to be doing well as they were handed off by the Norlanco team to EMS workers for further care and transport to LG Health’s Women & Babies Hospital.

Washington also commended physician assistant **Nick Lazorka**, X-ray technician **Christina Elliott**, and certified medical assistant **Karolina (Karli) Glatfelter** for taking care of the other Urgent Care patients inside.

Amanda C. Harrison, MHA, director of operations for Urgent Care at LG Health, said, “I was certainly surprised by the incident, but not at all surprised at how our Urgent Care team worked together. When something like this happens, it really highlights the teamwork that goes on.”

Harrison added that the event sparked an idea — “Urgent Care leadership and the director of nursing now have grab-and-go delivery supply kits for each facility in case this happens again,” she said.

CARES GRANT RECIPIENT Is Making a Difference for New Parents

Norma Vazquez, CLC, CBS, a lactation consultant for Penn Medicine Lancaster General Health’s Healthy Beginnings Plus and Nurse Family Partnership, is passionate about helping new parents. Last fall, she was awarded a Penn Medicine CAREs Grant for purchasing breastfeeding supplies for women in need.



“Through my work at LG Health, I realized there are many reasons why parents stop breastfeeding. These include a lack of basic supplies like nursing bras, milk storage bags, or breast pads,” she said. Vazquez was moved to take action and committed to making these items more accessible to local families.

With her CAREs Grant, Vazquez recently ordered nursing bras that she stores at the YWCA on Lime Street in downtown Lancaster. She distributes these and other breastfeeding supplies during the weekly postpartum support group she runs at the YWCA on Wednesdays, open to parents and their babies.

“I wanted to create a space where new parents could come and get peer support and lactation support, and have access to resources like breastfeeding supplies,” Vazquez said, adding that the group also welcomes parents of toddlers.

Vazquez’s enthusiasm for helping families spread to other community partners who provided funding for additional supplies like breast pumps and milk storage bags.

Penn Medicine CAREs Grants are available to all Penn Medicine employees who apply on behalf of a non-profit for which they volunteer. Applications are always open and are awarded quarterly to a variety of programs spearheaded or supported by Penn Medicine faculty, staff, students, and trainees.

To learn more about the Penn Medicine CAREs Grant Program, visit [PennMedicine.org/Community](https://pennmedicine.org/Community).

Expanding Resources for Breastfeeding Mothers

The LG Health Benefits team and the Well-Being Committee have partnered with Mamava, a lactation space design company, to offer two new private rooms (“pods”) at Lancaster General Hospital for employees who are breastfeeding. Located in the James Street Lobby (2nd level behind the Children’s Play Area) and in the waiting area between 6 East and 6 West, the pods use keyless entry with an app, and can be deadbolted from the inside for privacy and peace of mind. The Mamava pod is a comfortable, sanitary place to nurse or pump breast milk (individuals must bring their own pump) and part of LG Health’s commitment to employee wellness.



Other employee lactation rooms are available throughout LG Health locations, which are stocked with breastfeeding materials and a medical-grade breastfeeding pump.

▶ Left to right: Christopher Washington, MD; Karli Glatfelter, certified medical assistant; and Kate Keyser, RN.



WOMEN & BABIES ANNOUNCES FIRST BABY BORN IN *New Year*

Daniel and Rebekah Cunningham, of Leola, are the proud parents of the first baby born in 2023 at Penn Medicine Lancaster General Health’s Women & Babies Hospital. Their newborn daughter Evandra Phoenix arrived at 6:09 a.m. weighing 6 lbs, 3 oz and measuring 19 inches long.



▶ THE LG EXPERIENCE

EDITORIAL STAFF

Olivia Kimmel
Corporate Communications Specialist

John Lines
Director of Public Relations and Corporate Communications

Pamela Gunzenhauser
Graphic Designer

ADMINISTRATION

Patrick Norton
Vice President, Public Affairs

Holly Auer
Associate Vice President, Communications

Rachel Ewing
Senior Editorial Director

Meredith Mann
Publications Director

CONTACT THE LG EXPERIENCE AT:

Department of Public Relations and Corporate Communications
Lancaster General Health
555 North Duke Street
Lancaster, PA 17602

phone: 717.544.5771
email: lghealthcommunications@pennmedicine.upenn.edu

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