

# THE LG EXPERIENCE

LANCASTER GENERAL HEALTH

MAY 2023



▶ As part of the Honor Walk, a folded flag is given to the veteran's family or next of kin.



▶ LGH staff line the hallways during each Honor Walk.

## LG Health Implements ★★★★★ VETERANS HONOR WALK

On May 30, the nation recognizes Memorial Day in remembrance of those who have died in service to our country. As a token of thanks and appreciation to the Penn Medicine Lancaster General Hospital (LGH) patients who have served in the U.S. military, LG Health has implemented the Veterans Honor Walk.

The Veterans Honor Walk is a ceremonial procession where a deceased veteran is covered with a flag and gracefully wheeled through the halls while staff, visitors and family members line the wings of the hospital to show their gratitude for the veteran's service. The flag is then provided to the veteran's family or next of kin.

LG Health began the Veterans Honor Walk in November 2022 at the request of Chief Executive Officer, **John Herman**. Since then, over 20 walks have been performed.

"Veterans in our community have made a commitment and sacrifice that can never be repaid," said Herman. "The Veterans Honor Walk provides an opportunity for our health system to pause and pay our respects to them."

The team at LG Health responsible for establishing the Veterans Honor Walk went to great lengths to ensure all proper military customs and courtesies are followed. **Dr. Mark Simmons**, clinical liaison to the Penn Medicine Veterans Care Program, provided oversight to the initiative and had all procedures reviewed by former members of "The Old Guard" for accuracy.

"Implementing an Honor Walk at Lancaster General Hospital humbly acknowledges the service and sacrifice of our veterans and their families," said Dr. Simmons. "Never forgetting this service is our nation's enduring responsibility."

**Lily Marco**, decedent care navigator, has had the opportunity to participate in a Veterans Honor Walk and calls it a "moving experience."

"Many times I see tears in the eyes of the family members and sometimes of the staff," she said. "We all owe a huge debt to our veterans and it feels so good to let them know how thankful we are for their willingness to serve for us."



## CEO MESSAGE

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

Penn Medicine Lancaster General Health has no greater responsibility than ensuring the safety of our patients, staff and community. Regardless of your role and where you work within LG Health, we all play a very important part in our ongoing efforts to build a culture of safety and a high reliability organization.

Along with shortening the time between identifying a problem and implementing a solution, our enhanced huddles are improving communication throughout the organization. This new approach—and you—are making a difference. Here are a few examples we have heard in our huddles of how actions by staff members across LG Health have kept our patients safe.

*Two Emergency Department technicians encountered a patient without an identification band and acted promptly to ensure that they were caring for the right patient.*

*An occupational therapist noticed that a hospital patient's bed alarm was not functioning properly and alerted the team, preventing a potential fall.*

*A clinical technician prevented a potentially dangerous safety issue by reporting and stopping the administration of a medication that was incorrectly prescribed to a patient recovering from cardiac surgery.*

*A customer service specialist denied office access to a person without an employee badge or other identification, exercising extra caution to keep patients and staff safe.*

*An ultrasound technician spoke up when she witnessed a potential safety issue in the operating room, ensuring that the appropriate surgical procedure was performed.*

Our efforts to deliver safe, high-quality care to our patients and community really do depend on each one of us. All of these

examples have one thing in common: A staff member noticed that something wasn't right and had the courage to speak up. And there are many more examples that occur each day.

Your efforts every day are why LG Health is routinely recognized for quality. We are very proud of these recognitions and continually grateful for your dedication to patient safety. However, despite our best efforts, there are unfortunately times when we fall short of meeting the high patient safety standards we have set for ourselves. We take these events as an opportunity to learn and strive every day to do better.

Our patients and their families entrust us with their safety. They expect and deserve the best care, and you, our LG Health team, deserve the safest possible work environment. Thank you for all that you do and continue to do to keep our patients, community and each other safe every day.

### ▶ IN THIS ISSUE

LG Health Implements Veterans Honor Walk

Newest Phase of LGH Emergency Department Now Open

LGH Ceremony Recognizes Organ Donation Month

# Newest Phase of LGH Emergency Department NOW OPEN

The newest phase of the LGH Emergency Department expansion project includes a behavioral health unit, dedicated pediatric beds and a satellite pharmacy location.

The newest phase of the Penn Medicine Lancaster General Hospital (LGH) Emergency Department (ED) is now open as of April 27. The newest addition includes the opening of a 10-bed PATH (Psychiatric Assessment Treatment and Healing) unit, 13 dedicated pediatric beds and a satellite pharmacy location.

The dedicated pediatric beds are located in a space that is specially designed to provide an enhanced experience for pediatric patients and their families. This includes a designated registration desk and waiting area, as well as child life specialist support – which is helping children cope with the challenges of hospitalization and illness. If needed, patients have access to Lancaster County’s only pediatric inpatient unit, the Seraph-McSparren Pediatric Inpatient Center on the fourth floor of LGH.

A new pediatric and Fast Care team station, as well as the remaining Fast Care beds, also opened with this phase of the ED expansion. The Fast Care space includes eight “flex”

beds that can be used for pediatric, adult and/or behavioral health patients, depending on the ED census.

In addition, the new satellite pharmacy location will support medications needed in the ED. A clinical pharmacist supports codes, reversals, traumas and other ED patient needs.

Additional features that opened with this phase of the ED include another team station; seven exam rooms; a new security office near the EMS entrance; and a temporary decontamination space.

“The continued expansion of LGH’s emergency department is providing Lancaster County with the best emergency care possible and delivers on our commitment to continuous improvement,” said **Larry Strassner**, Chief Nursing Officer. “Patients can know that when they walk into our ED they will be given care specific to their needs by a highly-skilled health system that has been providing ER care to Lancaster community for over 130 years.”



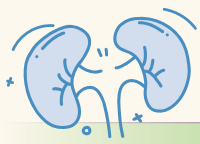
▶ The newest addition to the LGH emergency department includes a dedicated pediatric waiting room



▶ Dedicated pediatric beds deliver a personalized experience for pediatric patients



▶ Also new with this addition is a new Behavioral Health team station.



## LGH Ceremony Recognizes ORGAN DONATION MONTH

Celebrated in April each year, Donate Life Month is a dedicated time to encourage Americans to register as organ, eye, and tissue donors and to celebrate those that have saved lives through the gift of donation.

Penn Medicine Lancaster General Health recognized the beginning of Donate Life Month with a flag raising ceremony at Lancaster General Hospital (LGH) on March 31. LGH nurses, chaplains, medical staff executives and organ donors and recipients gathered at the LGH flag pole that Friday morning to honor organ donors and to help educate the public on the importance of organ donation.

**Brandy Jenkins**, MSN, RN-BC, nurse manager on the Trauma-Neuro Intensive Care Unit, opened the ceremony by sharing information to encourage registering as an organ donor.

“Nationally, there are more than 100,000 people waiting for an organ transplant. Seventeen people die each day waiting for an organ donation and every 10 minutes another person is added to the wait list,” said Jenkins. “I see the benefits of organ donation in my job every day. I encourage everyone to register because you have no idea how many lives you could potentially save.”

A Lancaster community member also shared his story of being an organ recipient and that his new lungs help him now live every day to the fullest.

LGH staff members and the family **Lillian Fuentes**, a LGH housekeeper of 20 years who passed away after a brain



▶ Veronica Ruiz, who spoke at the flag raising ceremony, and the Ruiz family take a photo with the Donate Life flag before raising it to fly in front of LGH for the month of April

aneurysm last June, honored her and her gift of life at the ceremony. She was an organ donor who helped 50-75 people live another day with her donated eye, kidneys, heart valves, lungs, pancreas, bone marrow and skin.

Lilly’s niece, **Veronica Ruiz**, a medical student at the Philadelphia College of Osteopathic Medicine (PCOM), gave a speech to honor her aunt Lilly saying, “We need more people like Lilly in this world. We need more good. Please keep her memory alive. If you are willing, please consider being an organ donor. You could

help save so many lives and positively impact this world as Lilly did.”

**Dave Brubaker**, LGH chaplain, led a moment of silence and remembrance for Lilly as her family raised the donor flag, which flew throughout the month of April in her honor.

National Donate Life Month (NDLM) was established by Donate Life America and its partnering organizations in 2003. Since 1974, the Gift of Life Donor Program has coordinated more than 58,000 organ transplants and more than two million tissue transplants.



▶ Brandy Jenkins, MSN, RN-BC, nurse manager, opened the flag raising ceremony and spoke on the importance of being an organ donor

### ▶ THE LG EXPERIENCE

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