

Valley Preferred



Clinician Wellness Toolkit

Our clinicians are the very essence of Valley Preferred. We want to help all of our members and participants stay as healthy as possible amidst the demanding environment of medical practice. As Valley Preferred, along with Lehigh Valley Health Network, continues to work on bigger, better solutions to the problems faced by our practitioners, we offer a Clinician Wellness Toolkit. Inside, you'll find resources, tools, and suggestions that can help you stay healthy and focused as you perform the very important job of caring for our patients and community.

Thank you for all you do!

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HEALTH COACHING & COUNSELING SERVICES

Health Coaching BeneFIT®

How can it help?

A certified health coach can help you identify what you want to work on, and strategies to help you be successful in reaching your goals. We take a non-prescriptive approach, meaning that you set the goals and we help you achieve them.

What is available?

- Unlimited, confidential telephonic coaching sessions
- Flexible hours convenient for you

What participants are saying about health coaching.

- "I have learned to manage my stress on a daily basis."
- "Coaching helped me stay on my priority list."
- "I have improved my sleeping habits over the past year."
- I lowered my blood pressure and am no longer on medication."
- "I lost over 20 pounds!"

1-800-955-6620, option 2

Counseling Preferred EAP®

How can it help?

Your emotional well-being matters! If you're feeling overwhelmed by a personal or work-related concern or simply seeking greater emotional support and guidance, Preferred EAP's highly trained counselors are here to help.

What is available?

- Day and evening counseling appointments (usually available within three days, same day if urgent)
- Professional Development and Wellness Workshops
- Call or email preferredeap@lvh.com

Participants have sought assistance in handling the following issues, among others:

- Marital discord
- Grief and loss
- Job change
- Depression and anxiety
- Interpersonal conflict
- Family problems
- Stress
- Drug and alcohol abuse

**1-800-327-8878
610-433-8550**

P4P Peer Support Program

Colleagues can relate to situations, stressors, and concerns encountered in the workplace by their peers. For this reason, LVHN developed a P4P Peer Support Program. The program assists clinicians who are experiencing stresses, especially those brought on by their professional roles.

Rory Marraccini, MD, Vice Chair of Psychiatry at Lehigh Valley Health Network (LVHN), and Carolyn Lamparella, Ed.S, LPC, Program Director of Preferred EAP and a member of the LVHN Wellness Committee, are co-directors of the program. They offer an excellent overview by way of this Q&A.

Why was the P4P program created?

Adverse outcomes, whether anticipated or unanticipated, can be the result of errors or a natural consequence of providing medical care. Clinicians report increased stress, sleep problems and loss of confidence after an adverse event, particularly if it is preventable. The P4P Peer Support Program was developed to help physicians, medical students, pharmacists, and advanced practice clinicians (APCs) cope with the impact of adverse events and work-related stress. The program offers providers the opportunity to have one-on-one confidential conversations with a fellow clinician (P4P Mentor) who understands the demands of the health care profession.

What types of events or issues are typically discussed?

P4P Mentors provide support for any issue causing the provider distress. This might involve the death of a patient, feelings of being overwhelmed at work or at home, and stress related to a current or pending litigation.

What is the goal of the program and what are the intended outcomes?

The goal of the P4P Peer Support Program is to create a rapid-response infrastructure to help providers after an adverse or stressful event. Its objective is to provide a “safe zone” where providers can confidentially discuss the situation to mitigate the impact of the event. Anticipated outcomes include emotional healing, enhanced well-being, and an improved culture of safety.

Who provides the support and how are they matched with those seeking help?

P4P Mentors are volunteers, either physicians, APCs, or other experienced clinical professionals. All Mentors participate in a four-hour training session to prepare for their role. Once initial training is complete, Mentors will meet quarterly to discuss the effectiveness of the program and improve their support skills. Strict confidentiality for the participants is maintained at all times. A provider seeking support may choose a P4P Mentor on their own from a [list of Mentors](#), or you can also call for assistance (Carolyn Lamparella, 610-433-8550 or Rory Marraccini, MD, 610-402-5766).

How does the program work? Is there follow-up?

The process begins with a conversation between the provider seeking support and the P4P Mentor. That may be all a provider needs. However, the Mentor will be available for additional conversations if desired. If the provider is experiencing significant ongoing concerns, the Mentor may facilitate a referral to another resource. All Mentors have access to a list of resources both within the health network and the community. Mentors will then follow up with the provider to ensure they receive the help they are seeking.

Are conversations confidential?

Confidentiality is a requirement for any conversation entrusted to a P4P Mentor. Mentors will not discuss conversations with department leadership, human resources, or their peers. No details about the individual or conversation are recorded. Only de-identified information will be discussed during quarterly P4P meetings for the purpose of program improvement and Mentors' skill development.

What is the process when a legal issue is involved?

Because certain incidents are best handled with legal resources in addition to a P4P Mentor (i.e., when situations involving litigation are anticipated or known), the Mentor will advise that the provider contact legal services for assistance in addition to any other support. Under certain special circumstances, the Mentor may have a regulatory obligation to report what is shared with law enforcement or other governmental agency (in cases where the clinician is at risk for harming himself/herself or others, child abuse, sexual harassment, or a need to comply with state/federal requirements). LVHN risk management and legal counsel are supportive of the P4P Peer Support Program. Questions about confidentiality should be discussed with the P4P Mentor.

How does a provider take part in the program?

Providers can reach out to a [P4P Peer Support Mentor](#) on their own or initiate a conversation by calling Preferred EAP at 610-433-8550, or use the form available here: preferreddeap.org/contact-us. A P4P Mentor may also reach out after an adverse event has occurred.

For information, contact:

- Rory Marraccini, MD, [610-402-5766](tel:610-402-5766), Rory.I.Marraccini@lvhn.org
- Carolyn Lamparella, [610-433-8550](tel:610-433-8550), Carolyn.Lamparella@lvhn.org
- Connect with a [P4P Peer Support Mentor](#)
- Call Preferred EAP at [610-433-8550](tel:610-433-8550)
- Complete this form: preferreddeap.org/contact-us

P4P Peer Support Mentors

Mentors can also be reached via TigerText

Bren, Deborah *Family Medicine*
deborah.bren@lvhn.org

Brown, Jeffrey *Family Medicine*
jeffrey.brown@lvhn.org

Bryski, Alan L *Psychiatry*
alan_l.bryski@lvhn.org

Debuque, Jeffery *Internal Medicine*
jeffery.debuque@lvhn.org

Dehoff, John *Internal Medicine*
howard.dehoff@lvhn.org

Ericson, Paul A *Emergency Medicine*
paul.ericson@lvhn.org

Habig, Joseph *Family Medicine*
joseph.habig@lvhn.org

Kane, Bryan *Emergency Medicine*
bryan.kane@lvhn.org

Kirka, Ann *Pharmacy*
ann.kirka@lvhn.org

Krieg, Susan *Emergency Medicine*
susan_l.krieg@lvhn.org

Kromis, Leroy *Medication Safety Officer*
leroy.kromis@lvhn.org

Kurth, Lisa *Surgery Resident*
lisa.kurth@lvhn.org

Lebby, Eric *Orthopedic Surgery*
eric.lebby@lvhn.org

Marraccini, Rory L *Psychiatry*
rory_l.marraccini@lvhn.org

Martin, Katherine *Psychiatry*
katherine_b.martin@lvhn.org

Mazzaccaro, Richard *Pediatrics*
richard.mazzaccaro@lvhn.org

McCambridge, Matthew *Pulmonology, Critical Care, Chief Quality & Patient Safety Officer*
matthew.mccambridge@lvhn.org

Norris, Edward *Psychiatry*
edward.norris@lvhn.org

Pasquale, Michael D *Trauma Surgery*
michael.pasquale@lvhn.org

Patrino, Joseph E *OB/Gynecology, CWO*
joseph_e.patrino@lvhn.org

Perilli, Gretchen A *Endocrinology*
gretchen_a.perilli@lvhn.org

Ramasamy, Dhanalakshmi *Child Psychiatry*
dhanalakshmi.ramasamy@lvhn.org

Relles, Daniel M *General, Pediatric Surgery*
daniel.relles@lvhn.org

Resto, Migdalia "Daly" *Pediatrics/Neonatology*
migdalia.resto@lvhn.org

Schwed-Lustgarten, Daniel *Pulmonology/ Critical Care*
daniel.schwed@lvhn.org

Toselli, Pat *Surgery, Chief Medical Officer*
pat.toselli@lvhn.org

Vengrove, Marc *Internal Medicine*
marc.vengrove@lvhn.org

Wheatley, Kristin Held *Pharmacology, Pediatric Oncology, Infectious Diseases*
kristin_m.held@lvhn.org

Williams, Robert L *Radiology*
robert_l.williams@lvhn.org

Williams, Stephanie *Anesthesiology*
stephanie_d.williams@lvhn.org

How the Well-Being Index helps providers

Anonymous, simple to complete, valuable feedback - plus, a \$100 incentive!

The Well-Being Index (WBI), developed by the Mayo Clinic and managed by web solutions provider Med+Ed, evaluates wellness in just nine questions. Lehigh Valley Health Network (LVHN) and Valley Preferred are encouraging providers to take the WBI survey to collect critical data in the form of de-identified, aggregate reports on provider well-being. This will allow us to look specifically at cohorts of our Medical Staff and Allied Health Professionals, understand the needs of our provider community, and develop programs and interventions to promote wellness and, with intent, mitigate burnout.

Our goal is to have every physician and APC at LVHN, and every member and participant of Valley Preferred, sign up and use the WBI on a regular basis. Valley Preferred members and participants who complete at least two WBI surveys within a pre-determined six-month period, may be eligible to receive a \$100 incentive!

5 Reasons to Participate in the Well-Being Index

- The survey is completely anonymous; no one at LVHN or Valley Preferred sees your individual results.
- The survey is brief, you get immediate feedback, and you can compare results to your peers (based on national averages).
- The WBI tracks well-being over time. By completing the survey on a quarterly basis (or as often as once per month), you can correlate scoring with events in your life.
- You get connected to resources targeted to your geographic location and specific needs.
- Your participation will help LVHN and Valley Preferred develop new ways to promote wellness.

Your suggestions, concerns, thoughts, and questions are welcome! Please contact Beth Downing at [610-969-0477](tel:610-969-0477) or Beth.Downing@lvhn.org

Complete your WBI reassessment:

<https://www.mywellbeingindex.org/login>

Complete the survey for the first time:

<https://www.mywellbeingindex.org/signup>

Invitation Code: LVHN PHYSICIANS (or)

Invitation Code: LVHN APCs

Invitation Code: LVHN Resident/Fellow

Mindfulness Offered through Preferred EAP

The Employee Assistance Program (EAP) specializes in emotional well-being

Modern life can come with high levels of stress. It can sometimes impede the ability to be calm and enjoy yourself. For many, mindfulness, the innate human capacity to pay attention to the present moment with an attitude of openness and receptivity, has become an effective therapy. Training in the practice of mindfulness helps you recognize how stress affects your life and teaches you ways to manage it. Mindfulness practice can be transformative, offering essential skills so you can be happier, healthier, and more relaxed.

Mindfulness practice creates a supportive environment in which you learn:

- How to cultivate the awareness of physical sensations in the body
- Meditation practices that improve focus and attention
- How to recognize signs of stress and intervene earlier
- How to change your relationship with stress, chronic pain, or illness
- Strategies to improve confidence and self-esteem

How These Program Started

In 2001, the Center for Mindfulness was created at Lehigh Valley Health Network (LVHN) as a collaborative effort of family medicine and psychiatry. Its foundation Mindfulness-Based Stress Reduction (MBSR) course was modeled after the work of Jon Kabat-Zinn, PhD, and the University of Massachusetts Medical School's Center for Mindfulness. More than 1,750 participants received MBSR training through LVHN over the last 20 years. Now, the program is a component of Preferred EAP, the emotional wellness arm of LVHN.

Our lineup of mindfulness programs* includes:

Mindfulness on the Spot: An easy way to get started

Preferred EAP offers a 45-minute program for beginners that covers what mindfulness is and how it can be practiced. Led by teachers from the Center for Mindfulness.

Growing Resilience with Mindfulness: Perfect for busy people

This program offers six 90-minute sessions, where participants practice mindfulness in a group for encouragement and socialization. Led by teachers from the Center for Mindfulness.

Mindfulness-Based Stress Reduction: Taking a deep dive

This 8-week comprehensive program includes a ½-day retreat experience. An immersive experience led by teachers from the Center for Mindfulness.

*Classes may be offered either online or in-person, depending on current status of COVID-19 guidance.

For additional information, view a schedule of classes, and to reserve your spot, visit our [mindfulness resources page](#).

Valley Preferred



LVHN Fitness

LVHN Fitness offers a full complement of equipment and group classes to meet your fitness needs at four convenient locations. Services and amenities are free for LVHN colleagues and discounted for practitioners considered contractors.* Join today!

Cedar Crest

1243 S. Cedar Crest Blvd., Lower Level
Allentown
Phone: 610-402-3699

One City Center

707 Hamilton St., Third Floor
Allentown
Phone: 484-862-3001

Muhlenberg

1770 Bathgate Road, Third Floor
Bethlehem
Phone: 484-884-2851

Hazleton

50 Moisey Drive
Hazleton
Phone: 570-501-6600

Available to all fitness members:

- Full array of cardiovascular, strength, and functional equipment
- Variety of group fitness classes
- Personal training services
- Massage services**
- Population-based specialty programs
- Locker room amenities, including towel service
- Eligible for free injury screenings provided by Rehabilitation Services

At our newest One City Center location:

- 40+ cardiovascular machines, including spin bikes, crank cycles, treadmills, ellipticals, rowers, stair-climbers, and upright bikes – many outfitted with personal televisions
- Weight-training equipment, including a full line of Hammer Strength equipment, dumbbells up to 120 pounds, Olympic bars, and plate weights
- Two group fitness rooms, including 20 dedicated spin bikes
- A multisport simulator to partake in “virtual” events**
- A handicapped-accessible locker room with private showers, lockers, and towels
- A café area with healthy food options, free WiFi and Pro Shop**
- A sports performance studio and 40-yard turf track for athletes of all ages**
- Integrated sports medicine services including on-site physical and occupational therapy, concussion management, sports medicine, sports performance training, and sports nutrition

*If non-employed physicians are considered contractors, they receive a 50% discount to their membership, and everything listed is still included in their membership at that rate.

**Massage services available at Hazleton with chiropractic care only. Multi-sport simulator not available at Hazleton location. Only Pro Shop in 6th bullet is not available at Hazleton location.

Learn more at <https://www.lvhn.org/medical-services/lvhn-fitness>

Valley Preferred



Discounted healthy lifestyle products now available for Valley Preferred physicians and APCs

Enhance your fitness routine and daily life with health-centric technology! Populytics is working with iRedeem Health, a leader in health and wellness distribution, to provide access to leading brands of fitness and well-being products – at a discount. Products range from activity trackers (Fitbit®, Garmin®, and others) to items that complement recreation, healthy eating, and more.

Take a look at the products across these categories:

- Activity Trackers
- COVID-19 Products
- Healthy Living
- Healthy Eating
- Fitness & Recreation
- Mom and Baby
- Office Health



Activity Trackers



Healthy Eating



Health Living



COVID-19 Products



Fitness & Recreation



Mom and Baby



Office Health

Order from the website:

<https://order.ired deemhealth.com/site/populytics/>

BeneQUIT Tobacco Cessation

Certified Health and Wellness Coaches
Tobacco Treatment Specialists

- Are you thinking about quitting tobacco use?
- Are you ready to quit?
- Are you interested in learning more about quitting?
- Are you working to maintain an already tobacco-free lifestyle?

If you answered YES to any of the above, you are in the right place!

Your BeneQUIT Tobacco Treatment Specialist is ready to meet you where you are in your quit journey and help to prepare and guide you along your way.

To Get Started:

CALL: 1.800.955.6620 Option 2

EMAIL: healthcoach@benefitcorporatewellness.com

Partner one-on-one with a Tobacco Treatment Specialist to support your goal to be tobacco-free.

Tools and Resources

- Guidance from a Tobacco Treatment Specialist
- Support through up to five telephonic coaching sessions
- Access to a certified health and wellness coach for the remainder of the program year
- Information and preparatory materials in an e-book
- Education through a pre-recorded educational webinar
- Plans for care and support that are customized for you
- Nicotine replacement therapy (NRT)
- Relapse prevention strategies



Physician / APC Support Resources

There are wellness support resources available to you, either locally or through LVHN. Keep this sheet handy as a quick reference guide.

Preferred EAP

Emotional well-being, counseling support
www.preferreddeap.org
610-433-8550



Physicians' Health Program (PA Medical Society)

Addiction and mental health support
<https://www.foundationpamedsoc.org/physicians-health-program/php-services>

Mindfulness Programs

Learn to relax and manage stress
<https://preferreddeap.org/resources/mindfulness-programs.aspx>

Primary Care Physicians

Use LVHN's website to find a primary care doctor
https://www.lvhn.org/find_a_doctor

Well-Being Index

An excellent resource for self-assessment and education

To signup:
<https://www.mywellbeingindex.org/signup>

Physicians use code: LVHN PHYSICIANS

APCs use code: LVHN APCS

LVHN Resident/Fellow use code:

LVHN Resident/Fellow

To reassess:
<https://www.mywellbeingindex.org/login>

National Alliance on Mental Health - Lehigh Valley

A local nonprofit organization dedicated to improving the lives of those affected by serious mental illness

<http://www.nami-lv.org/>
(610) 882-2102

Pastoral Care

Spiritual support
610-402-8465