

ACCOUNTING

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I am nominating our Accounting team for the “Incredibles Elastigirl Flexibility Award”. Everyone this past year has had to be so flexible to all the changes that we as a team have been faced with due to Covid-19, I feel that they have been stretched so many ways but are unbreakable. The majority of the department were sent home to work remotely, leaving only 6 staff in the office daily to carry out duties that could not be done remotely. Everyone was involved as teams in their specific area of expertise (Treasury, Accounts Payable, Payroll and Finance) to modify workflows to ensure that the work would be done in a way so the end user were least affected. The accountants are the invisible glue that holds processes together to make sure we account for everything that we could to gather data for potential grant submission due to covid-19. Therefore, the reasoning behind all the new departments for Covid-19 (We started with two, one for each company, thinking that would be enough... but little did we know this would last this long and ended up with a total of 7 departments). Assisted with Revenue Cycle and Decision Support on establishing tracking of Accounts Receivable for Covid Patients and Vaccine Patients as these payments differ from our history of paid claims so there was a need to manage and to make sure we were getting paid what we were supposed to. After all we should get paid for the work that we did with all of these patients in a time of need. We also assisted in the creation of a Covid Timekeeping Guide to assist with all the tracking of time related to new departments, new job codes for redeployed workers, 4 new pay codes, corrected 304 time records for Paid Leave of Absence (giving EE’s back their PTO, extended leave or unpaid leave due to waiting time it was taking to get Covid results earlier in the pandemic, correct over 200 time records for proper utilization of department 6775 (Covid-19 department) vs. another department and maintained health insurance coverage for furloughed employees over several pay periods which meant touching over 1,032 benefits records over the course of several payrolls while this was in effect. Met daily as individual teams “team huddles” within the department to keep everyone informed and updated on necessary changes or issues as they arose. This helped to keep everyone feel close as a team even though they were not physically seeing each other on a daily basis as before. What I would like other hospital employees to know about this team is how resilient and dedicated team that this group of individuals are to “Our Hospital”. They are proud to be able to support the cause of caring for the staff that care for our patients.

ACCOUNTING

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ADMINISTRATIVE ASSISTANTS FOR EXECUTIVE OPERATING TEAM

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A good team is build on a solid foundation. For the EOT during COVID-19, the Administrative Assistants served as that foundation. They worked 7 day/12 hour rotating schedules with call responsibility. They handled mask distribution for the organization, completed COVID timekeeping tracking, created numerous unique documents for COVID activities, and basically completed whatever task was ask of them during the pandemic in support of leadership. Additionally, Alison Browne was trained to document and reach out to the public on the results of COVID-19 testing; Alison DiFranks worked at the vaccine clinic, handling hotline questions and registering patients; and Vina Davis was trained and worked as a housekeeper. Teams revolve around and depend on the skills and abilities of all members of the team. The Administrative Assistants are the foundation of the trust and respect among the EOT and their service during COVID-19 exemplified their commitment to the team and Hospital.

EXECUTIVE OPERATING TEAM AND LEADERSHIP COUNCIL

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Superheroes are everywhere - on TV and in blockbuster movies and video games. I always thought superheroes were cool and tried to imagine what superpower I would want. A superpower gives you the ability to know more, understand more, and make a bigger difference in the world. I learned over the last 18 months that I am surrounded by many superheroes throughout the entire organization who used their superpowers to handle the biggest supervillain of all - COVID-19. But I must recognize the superpowers of the Executive Operating Team & Leadership Council. They have demonstrated lightening speed, incredible agility, super strength, extreme flexibility and ultra fortitude. These individuals have demonstrated that real superpowers exist in human beings and they have made a difference in the world of Evangelical and the greater community.

EMSO ADMINISTRATION

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We would like to recognize the Operations Directors, Managers, Office Supervisors, and Administrative Assistants for their flexibility and adaptability throughout the pandemic. This past year the entire organization steered through uncharted waters. EMSO Administration stood up to the challenge, continuously problem solving to ensure that outpatient access remained open to the community, consolidated and reopened clinical programs, shifted staff to support the hospital clinical programs and new lines of business. Their tireless efforts contributed to the success of Evangelical.

THE MILLER CENTER FOR RECREATION AND WELLNESS

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The Miller Center Team performance through the COVID-19 Pandemic response can be best described as resilient. Since March of 2020, the Team has supported various departments within the hospital while the Miller Center was closed or operating at reduced capacities. When it was time to return to business at the Center, the team seamlessly transitioned back to “normal” while continuing to support various departments at the Hospital that still needed support. Through the ups and downs of the Pandemic, at the Miller Center, policies have changed with programming, masking, facility access screening, allowable capacities, etc. The team, through all of the changes has remained resilient and has never once through the COVID-19 response lost sight on prioritizing the safety and user experience of our members, program partners, and guests who use the facilities of the Miller Center as a community resource.

PATIENT ACCESS

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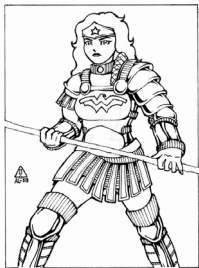
The Patient Access Team, like most teams, faced many changes and challenges due to COVID. The Scheduling Team had to quickly mobilize to work from home. Since this team works very closely together, being separated created challenges that they worked hard to overcome. The Central Registration Team had to tackle the sudden increase in productivity due to COVID testing while still managing the day-to-day operations. The ER Registration Team faced challenges with obtaining required information from patients who couldn't have a face-to-face registration due to precautions. This required additional research to ensure billing could occur. Each team contributed hundreds of hours of overtime on the backlog of work that occurred due to COVID. Overall, each department had to remain flexible with the constant changes that occurred due to COVID. The teams banded together to ensure we continued to provide the best care possible for our patients.

AMBULATORY INFUSION

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This team should get the Gladiator Award. They fought, and continue to fight a tough enemy, Covid-19, for at-risk individuals, using their IV skills and specialized monoclonal antibodies, all while keeping the regular Infusion Center open for the regular patients. So far, over 400 patients have received the neutralizing monoclonal antibody infusions that helped to keep these patients from progressing to serious illness, hospitalization or worse. Redeployed staff came together from Cardiac Rehab, Respiratory Therapy, Vascular Access, the Emergency Dept. and the Infusion Center to form the Covid Infusion Team. This group came together seamlessly to fight this common enemy, and amid the combat managed to form new friendships. I'm SO PROUD of all of them!



Gladiator Award

Presented to the staff members of the
Infusion Center and Covid Infusion Center

For the Extraordinary display of Strength and Courage
while engaging in mortal combat with the enemy, Covid-19.
Armed only with weapons of **monoclonal antibodies** and **IV supplies**,
and girded with **PAPR** and **PPE armor**, they neutralized the
enemy and protected many citizens of this great community
while representing and bringing honor to
Evangelical Community Hospital.

ANESTHESIOLOGY OF EVANGELICAL

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The anesthesiologists acted as the jack of all trades. They began performing their own cases, while the CRNA's were deployed to nursing units. They became back up for intubations and assisted staffing the secondary ICU during the surge of the COVID-19 pandemic. They worked in conjunction with Surgical Services to develop the protocols for COVID-19 testing for surgical procedures as the Hospital worked to begin to open back up.

BUCKNELL STUDENT HEALTH

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The Bucknell Student Health Team met the ever changing challenges of the pandemic with flexibility, adaptability, and resiliency. The team successfully implemented COVID testing and telehealth services, volunteered to assist outside of student health through opportunities at Evangelical Community Hospital and Geisinger Medical Center and maintained a synergy to take care of each other and the students. Well done, Team!

BUSINESS INTELLIGENCE ANALYTICS

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The Business Intelligence and Analytics department has a team of four employees that is passionate about data and helping others. We often work behind the scenes creating data workflows that combine various databases to provide insights for the organization.

At the beginning of the pandemic, the BIA department was downsized to a department of two people for three months. During this time, Bill Hale and Nicole Lohr created new data sources to help report trends on Covid 19 testing, admissions, accounts receivable monitoring, tracking of personal protection equipment and automating all government required reporting. These data sources allowed staff to get results in near real-time, predict the covid-19 surge, assist with staffing decision, monitor reimbursement, and saved countless staff hours through automation freeing staff to care for our patients.

In time, the remaining team members returned to work and we continued to provide clinical and financial data for administration, nursing and revenue management as the organization returned to normal operations. I'm very proud of our Data Heroes; Jeannette Mitteer, Jana Klinger, and Bill Hale. We had a lot of change over the year and each and everyone one of us stepped up to the plate when it was necessary.



CARE COORDINATION

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The COVID pandemic brought significant challenges to the Care Coordination Team of Evangelical, and each member handled these challenges with professionalism, grace and understanding. At the beginning, each member made certain the reduction in our department's hours was equally shared, while others accepted redeployment to other areas of the hospital. As the COVID numbers climbed and all members of the department were recalled, Care Coordination staff truly rose to the challenge of caring for our community. Through an ever-evolving situation, both within the hospital and among post acute care providers, each member of the department effectively navigated uncharted territory to see that every patient's discharge planning needs were met, as well as having been the communication link between patients and frustrated families restricted from visiting. The toll that working through a pandemic takes on an individual and his/her family was not lost on us. We learned a lot as a department, both professionally and personally. We continue to maintain that, having made it through the COVID pandemic, we can make it through anything. Well done and thank you, Care Coordination Team!

CENTER FOR BREAST HEALTH (CBH) AND OB/GYN OF EVANGELICAL

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COVID-19 put many things on hold this past year, but not everything. Women's health remained a priority at Evangelical. The team at CBH felt strongly, that early detection of cancer saves lives, even in the midst of a pandemic. The Center remained open throughout the pandemic for cancer patients and patients requiring diagnostic studies. As it seemed the pandemic would not end, the CBH team developed care pathways to expand services for screening mammograms while maintaining physical distancing. Similarly, OB/GYN of Evangelical remained open throughout the pandemic to care for our obstetrical patients and patients who required urgent, time sensitive care. Both departments remained flexible throughout the pandemic as volumes and services were reduced and then restarted. Providers and staff welcomed patients with kind words and warm smiles, albeit now with masks firmly in place. Many thanks to all!

SUN ORTHOPAEDICS OF EVANGELICAL - INPATIENT UNIT

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The Ortho staff was reeling from the abrupt cancellation of surgeries which provides the majority of the patients on their workload only to be given the news that the entire unit would be converted to an all Covid patient unit. Staff were scared and hesitant to care for these patients and although several thought that they could not do it, as a team, they all jumped into action by getting fitted for their N95 masks and PAPR's and began to learn about the care of the Covid patients and gradually were at ease doing so. The Ortho staff in conjunction with staff from all other units as well as the redeployed staff collaborated to provide care to the patients filling all the beds on the new 4th floor of Prime. Most of them saw more deaths then that had seen in their careers and at the same time showed to utmost care and compassion for these very ill patients who were also scared and had many questions about this Covid thing. TOGETHER, we made it through. We took one day at a time and we jumped over the hurdles, large and small, to reach the finish line. I commend each and every person for their tireless efforts and continued dedication to the patients of the community. Kudos to TEAMWORK!!!! Nice job

CLINICAL DOCUMENTATION IMPROVEMENT AND UTILIZATION

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I cannot say enough good things about the members of the Central Authorization team. The pandemic presented challenges no one had ever seen before in healthcare. Like many departments in the organization we had to make the difficult decision to furlough staff when we were forced to restrict our elective services. Although it was difficult for the team personally and professionally, they remained dedicated to our organization and the patients we are privileged to care for. They stepped up to help wherever it was needed and completed COVID-19 testing registrations and assisted with the COVID-19 hotline by calling patients with results. Even while understaffed themselves, they worked together to provide unplanned prior authorization coverage to offices that faced unexpected staffing changes. Once it was safe to resume elective surgical procedures, they worked tirelessly to ensure that authorizations were in place for patients to receive their much-needed care. Even though they were tasked with processing requests for a large volume of backlogged OR cases, they remained committed to the quality of their work. Whether they are obtaining prior authorizations or completing the authorization verification process they have kept the patient in mind and go above and beyond to ensure that our organization can continue to provide the high-quality care that our community deserves.

CENTRAL STERILE PROCESSING

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Team ran the department every day of the week to process N-95 masks as well as the P100 filters, in addition to their instrument processing. Covered DOH phone calls for covid patient reporting. Staffed the ED door and worked multiple shifts. This team strives for excellence in everything they do!



COMMUNITY HEALTH AND WELLNESS - COMMUNITY EDUCATION

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When I think of the Community Health and Wellness team the first thing that comes to mind is Flexibility and adaptability. In the early stages of the pandemic we were asked to assist with the Donning and Doffing of PPE. We were trained one day and the next we were on the floor training staff how to do this. At the same time other team members were assisting with screening stations at D&E and at Donehower entrances. Then the staff furloughs hit us hard. Gradually team members were brought back to continue to assist with visitor screening stations, child care at the Miller Center, assist at the COVID test site, Phlebotomy, environmental services, nursing on the floor, COVID hotline, COVID vaccine planning and vaccine clinics. We did all this all the while continuing to provide some of our community programming such as CPR, Blood screenings, educational programming for the schools etc. I am so proud to be a part of this team. We are a great team and always willing to assist in anyway we can. Kudos to CHW! We truly are Rock Stars!

COMMUNITY HEALTH AND WELLNESS - COMMUNITY HEALTH

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The priority and mission of the Community Health team is to enhance and maintain the health of the community. Throughout the Pandemic, this priority did not change. However, maintaining Community Health during this time meant that there was a need for these team members to serve in roles outside of the “normal” to meet the needs of the community during the pandemic. These team members served a total of seven different departments in 11 unique roles between March of 2020 and June of 2021. The team responded to anything sent their way with a “whatever it takes” attitude. Thus, the award category I would nominate this team for the “doing whatever it takes”. The teams superpower is being flexible to an extreme in answering every bell and every call to action to serve where they were needed most.

COMPLIANCE

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Compliance is a department of 1 - Carol Waughen. During COVID, Carol was responsible for tracking the CMS issued waivers of regulatory requirements and ensuring departments understood the waivers and flexibilities they afforded the Hospital. She worked closely with Revenue Cycle to keep them informed of need CPT codes, documentation and claims submission requirements for COVID. She also was responsible for policy development on COVID protocols, HIPAA compliant communication, transmission, and social media solution and application of best practices to protect critical information and safeguard patient privacy. Carol provided more than 250 hours on evenings, weekends, and early mornings assisting with Hospital screening functions and watching employees' children at the Miller Center.

VACCINE CLINIC OPERATIONS

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The COVID-19 Vaccine Team should be recognized for their commitment to the monumental endeavor of vaccinating not only healthcare individuals but individuals outside the healthcare community. COVID-19 vaccine administration began December 16, 2020 and continued with mass distribution through June 2021. Each time a new sub-group or demographic was added, the team adjusted their processes to accommodate the additional designated populations. Throughout the process, the team maintained high morale while making a direct impact on the fight against this pandemic. Over 20,000 vaccines were administered by Evangelical and we are still counting!!

CENTRALIZED CREDENTIALING

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The team continued to privilege and enroll providers during the pandemic, maintaining a 100% audit accuracy rate with our delegated insurance carriers all while working remotely for the first several months of the pandemic. Upon returning to the office, they were faced with the task on bringing on new providers to the Medical Staff to assist in high need areas and enrolling providers in other specialties, such as Emergency Medicine providers into the Hospitalist group. They took their responsibility of being able to allow providers the ability to move freely throughout the Hospital to care for our patients in different specialties very seriously, all the while ensuring the organization could bill for those services.

EMERGENCY DEPARTMENT



Our team showed resilience and unwavering support during unpredictable times. The team bonded together and embraced each challenge as it came. They embraced the frequent education and changes. They strived to keep each other and our patients safe by following the ever changing protocols. From the triage tech greeting every patient as they enter, the “D” door staff who assisted in our screening process, nursing and physician staff who were relentless in assessing and diagnosing and the unit assistant staff who kept us all together we are so proud of our team. As we said many times we are in this together and can only survive as a team. The team welcomed and appreciated everyone who helped to support the ED in our efforts to provide the best care to those in need during the pandemic.



EMERGENCY DEPARTMENT

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EMERGENCY ROOM PROVIDERS

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They were the gatekeepers of the Hospital during the height of the pandemic, suited up and ready to battle whatever was thrown at them through the front doors of the Hospital. While patient volumes declined, the acuity level skyrocketed. They had to continuously don and doff to see quarantined patients but also treat non-COVID patients in the main ER. Offered their assistance in other areas of the Hospital when the census began to climb amid dealing with covering for their own group.

ENDOCRINOLOGY AND RHEUMATOLOGY OF EVANGELICAL

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If I would nominate my team for the 'Teamwork Award'. Seven out of eleven employees from the Endocrinology and Rheumatology office worked at the Testing Site. Some worked there more than others. There were times where the office was only operated by 3 or 4 staff which enabled us to send staff to the test site. With that being said, the people who did not actually work at the test site were in the clinic transitioning to Telemedicine and making sure patients were still taken care of in our office. We were able to keep our patient volume up despite of working short staffed and implementing as much telemedicine as possible. The employees who would go to the test site would sometimes work their shift in the clinic and then finish their night at the site with countless weeks of overtime. My team's superpower is for sure endurance to be able to work for as long as they did the way they did.

ENDOSCOPY CENTER

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I am so proud of the ECHEC team and the resilience they have displayed as they navigate through all the changes and challenges that COVID-19 has brought their way. The ECHEC team has stepped up to help in many different departments, they worked additional hours and shifts, and provided care and support in ways they never could have imagined. This team comes to work each day to provide a service to our community. I'd like to take this moment to let them know how much they are appreciated and to thank them for stepping up and supporting Evangelical.

ENDOSCOPY CENTER STAFF

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RNs were redeployed to the Inpatient Units for a period of 2 months.

When within their unit the staff were redeployed to the ECH PACU and EASC to provide coverage in those care areas due to staffing shortages.

The endoscopy department continued to complete cases with an endoscopy technician and per diem staff while staff redeployed to other units.

All call coverage was covered by two staff members during the period of staff redeployment.

This team is dedicated to high quality care for our patients and went above and beyond to do so!

ENVIRONMENTAL SERVICES

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The heros behind the scenes.....Through the year of Covid19 the EVS staff really came together, worked as a team to make sure our patients and hospital staff had a clean safe healing environment to be at. The staff went through a number of trainings from PPE training to keep themselves safe to a very detail oriented discharge cleaning of patient rooms. The turnover of patient rooms was most demanding because of the amount of Covid patients in the hospital and ones waiting to be admitted in the ER. Many of the staff worked through their shift and stayed extra hours because of the need of beds and knowing how short staffed we were on all 3 shifts. They are the heros behind the scenes that stepped up, put there families 2nd to do all they could for this hospital and its community. I am very proud of everything they accomplished through the year of COVID-19.

EVANGELICAL REGIONAL MOBILE MEDICAL SERVICES (ERMMS)

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Headline reads: ERMMS wins the Superbowl!!!!

“ERMMS” does not have the letters to spell “Team” but, it should. Whether it was sunny, gloomy, hot, cold, raining, snowing or windy during 4 quarters played, we won. During the past fiscal year, the challenges that the ERMMS staff faced were daunting and the team met them head on and continue to do so. COVID and staffing were the significant obstacles. ERMMS employees worked together to innovate and creativity was a huge part to deal with it and succeed. Open shifts saw everyone pitching in and help to cover the units to continue our mission of serving our communities. EMS staffing shortages are nationwide and ERMMS is not immune. Everyone has been flexible and through other initiatives the care continues to be delivered with the same high quality that is the trademark of ERMMS. Congrats to the TEAM!



EVANGELICAL AMBULATORY SURGICAL CENTER (EASC)

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I would nominate the EASC team for their camaraderie throughout this pandemic. Like most other units, everything about the EASC changed. Upon returning from being closed, the team returned to a five day schedule, increased volume, and different specialties along with the “new normal” pandemic policies. However, the staff just continued to show up. During the shutdown, the EASC completed all elective surgeries for the hospital. If I had to give the team a superpower it would be unstoppable momentum. The team conquered anything that was thrown their way and for that I am proud of them.

PSYCHOLOGY OF EVANGELICAL

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Psychology of Evangelical was part of the initial team to transition to telemedicine appointments, this allowed us to still meet with patients and take care of the well being of the patients during some of the most difficult moments. Dr Ragusea was still available to meet with patients on the inpatient side here in the hospital, also he is part of the Evan Cares team so he would remain available in the case of anyone needing assistance.



EMSO FLOAT POOL

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If I had to nominate the EMSO Float Pool for an award it would be the Dedication award. Over the last year, this team has really stepped up to help fill in the vacancies across the EMSO. During the downsizing last year, being per diem, Float Pool was one of the first to be condensed. However, as soon as their help was needed whether it be at the Covid Testing Site or across the EMSO practices they were ready and willing to come back to work. They filled important roles and put themselves at risk for exposure to provide the best front line care possible. I am extremely proud of the dedication and perseverance they have shown during the pandemic and beyond.



FAMILY MEDICINE OF EVANGELICAL - LEWISBURG, BROOKPARK

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The FME Brookpark Team started the pandemic by partnering with IME WestBranch who were wonderful to work with! We all worked exceptionally well together as we continued to provide the best patient care possible. We had altered hours and workflows, but we made it work. Upon returning back to our office we really came together as a group and strived to continue to provide a safe and reassuring environment for our patients. We have really relied heavily on each other through all of this and have definitely come out stronger. Thank you all for what you have done and continue to do! You all have stood out and you are greatly appreciated!



FAMILY MEDICINE OF EVANGELICAL - LEWISBURG POB

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The FME Lewisburg Team has overcome many challenges together through the pandemic. We partnered with FME WestBranch, who were great to us, and continued to provide the best care possible for our patients. As we moved back “home” we strived to provide as much normalcy as possible for our patients and give them the best experience possible. We have really come far as a group and we continue to do what we need to not just for the patients but for our co-workers as well. Thank you for all that you have done and continue to do. It does not go un-noticed. You are all appreciated!



FAMILY MEDICINE OF EVANGELICAL - MIDDLEBURG

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A bad bug came
To haunt the world.
It tried to squash
The flow at Middleburg.

To Selinsgrove, To Selinsgrove,
Apprehension was high.
But look! we're all human!
Doctors, nurses, vampires!

Bad bug! Go away!
Your time is up.
You can't stop us now.
We've proven too much!

Through tears and laughs
Frustrations, less staff,
We work, we adapt.
Bad bug, we laugh last!

The Middleburg staff
Might be hidden in the sticks,.
Can't hide their kind;
Let me give you some tips.

They tell each other
About themselves.
Then on to the grind
Throw problems on the shelves.

Compassion, commitment
No matter the day
No matter the patient
Nothing gets in their way.

Thank you team!

FAMILY MEDICINE OF EVANGELICAL - MIFFLINBURG

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The FME, Mifflinburg team should be recognized for their flexibility and adaptability to the everchanging challenges met and accommodations offered for the continuation of caring for the patients of our communities through the last year and a half. The office adjusted to staff deployment and worked together in true team spirit!! The staff at FME Mifflinburg proved that they are resilient and work together in a true team, that functions as a well turning wheel. The team used Yahtzee at lunch to mitigate stress and keep their minds fresh!!

FAMILY MEDICINE OF EVANGELICAL - MILTON AND NORTHUMBERLAND

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The FME Milton and FME Northumberland teams should be recognized for their flexibility and adaptability to the everchanging challenges met and for the accommodations offered for the continuation of caring for the patients of our communities. The staff from these two offices came together and consolidated twice through this 2020-2021. They were able to adjust well and showed true team spirit through it all.

FAMILY MEDICINE OF EVANGELICAL - SELINGROVE

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The FME Selingsrove team should be recognized for their flexibility and adaptability to the ever-changing challenges met and the accommodations offered for the continuation of caring for the patients of our communities through the last year and a half. The FME Selingsrove team welcomed the patients and providers of the FME Middleburg office, adjusted to multiple provider and staff deployments and worked together in a true team spirit! The past year and a half has been challenging to say the least, but the Selingsrove team persevered and continually found ways to care for our patients and our community in a true Evangelical spirit.

FAMILY MEDICINE OF EVANGELICAL - LEWISBURG, WEST BRANCH

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The FME POB office combined with FME West Branch to form a well driven team. The teams pulled together with strong communication and accomplished outstanding patient care during COVID. The Team members were flexible with the days and hours they worked, doing various job assignments, such as helping at the COVID testing site and at the hospital, and really adjusting well to the everyday challenges that the pandemic presented.

Even after FME POB was able to return to their own office FME West Branch continued to provide great patient care and further succeed with the changes being made. The implementation of Telehealth in the FME West Branch practice was successful with all providers participating.



GASTROENTEROLOGY OF EVANGELICAL

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The team at Gastro of Evan had many challenges through COVID-19. Not only for staff and providers but our patients. When procedures were stopped, the back log was massive. Through it all our office remained open to take care of those that needed care. When we were able to schedule procedures again, my team went above and beyond working diligently to fill the block schedules, educating the patients on COVID testing, and working through the back log of procedures. This took a team to do this, along with managing the urgent cases as well as the recall patients. We were able to increase our procedure schedules to fit these patients in a timely manner. We grew not only as a practice but as a family. A team that puts our patients first. Our slogan was "IT'S FINE, I'M FINE, EVERYTHING'S FINE."

SURGICAL SPECIALISTS AND SUN ORTHOPAEDIC SURGICAL PRACTICES

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The physicians and staff of Surgical Specialists and SUN Orthopaedics banded together on the initial surge of Covid and shared a single location at the 210 JPM Road location to provide a safe environment for both the patients and staff. This location allowed for social distancing and staff consolidation as well as innovative approaches to surgical care. Emergency and urgent care was always provided to the community.

The second wave of Covid brought a slightly different approach as offices were not closed. Instead, they provided constant care to the community with surgical and non-surgical treatment options on a nonstop basis as opposed to emergent. When the surgical services at the hospital was shuttered, staff continued to provide support and comfort to patients until surgical services were restored. Once those services opened back up, the office staff.... from front office to back office to surgical schedulers combined forces with the hospital surgical teams and restored cases as quickly as possible.

A very big thank you goes to the EMSO surgical services staff for going above and beyond to provide care for our community.

HIM SPECIALIST TEAM

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A great employee is like a four-leaf clover; hard to find and lucky to have! The HIS Department is very fortunate to have found 7 four leaf clovers within the HIM Specialist team. The HIM Specialist team quickly furloughed staff to reduce salary expenses at the beginning of the pandemic. One position has ultimately eliminated due to COVID reductions. At the height of the COVID testing, the team worked countless hours of overtime, working seven days a week to meet the needs of our patients. Patients needed to receive a copy of their COVID results timely to return to work or school. December's COVID releases were over 4,800. This team still had to scan charts, maintain chart deficiencies and send out weekly chart letters on top of sending thousands of secure emails containing COVID results. There was also the normal release of information requests that had to be completed.

With the high volume of COVID releases, additional resources were needed. A big THANK YOU to the following employees: Tami Reigle, McKenna Gregory, Teresa Good, Jeannette Mitteer, Jana Klinger, Kathy Siruc, Kelly Crissinger, Alison Browne, Elissa Velduis, Molly Ulmer, Jennifer Mills, Bill Franquet, Lindsay Musser and Miranda Bailey.

The members of the HIM Specialist Team are dedicated to providing excellent customer service. Just this month, August 2021, all work returned to the pre-COVID normalcy.

Michelle Conrad

Patti Herman

Terri Fisher

Sarah Baney

Patty VanHoute

Shelly Shahid-Benfer

Cindy Foulds



HEALTH INFORMATION SERVICES CODING TEAMS

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Every puzzle piece is different and is essential to complete the picture. The same is for our coding teams. Isn't it wonderful that we are all different? Each of us has strengths and skills to share. And when we link our individual strengths together, we are invincible

As services were temporarily suspended, coders were quickly furloughed to reduce expenses for the hospital. 3 positions were eliminated as part of the COVID reductions. As services began to return and release of information began to increase, work from the HIM Specialist team was transitioned to the coders. Manual creation of encounters are required for hospital professional services. This is a very time-consuming task. The coding teams picked up this task from the HIM Specialist team. Jennifer Mills, a coder, was brought on-site to assist with scanning charts for a few months.

Success is every piece of the puzzle coming together to complete the picture. The members of the coding teams accepted the additional work to benefit the entire department as well as the patients. Extra hours were worked to complete the additional responsibilities while maintaining their existing workload. I am very proud of the way the HIS department worked together to assist each other. The HIM employees are dedicated to providing excellent customer service. Timely coding enables the organization to receive the reimbursement from the payers. Just this month, August 2021, all work returned to the pre-COVID normalcy



Julie Scholl
Molly Ulmer
Donna Campbell
Danielle Boyle
Cindy Bogetti
Amber Englehardt
Sarah Tate-McCann
Melissa Beck

Tina Phillips
Heather Wagner
Valerie Steininger
Deb Kerstetter
Kaitlyn Specht
Allison Yaneck
Amanda Snyder
Jennifer Mills
Janelle Johnson
Shanna Myers

HEART AND VASCULAR CENTER OF EVANGELICAL

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Team Comradery - Entire team covered various shifts and/or redeployed voluntarily with a can do attitude
Team members often checked in on one another regularly in and out of work
Team Respect, Trust and Appreciation has been our moto
During this time our providers, clinical and office staff built an even stronger collaboration

HOSPICE OF EVANGELICAL

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During COVID, Hospice continued to provide care to all in need. Our numbers dramatically increased. We went into COVID homes and facilities to ensure our patient's journey were not alone. In nursing homes/personal care homes we were able to be the link for families, keeping them updated on the patient's condition, facilitating video conferencing and helping to give families reassurance that everything that could be done for their loved one was being done. Staff worked to ensure we were doing everything we could to work together and keep staff safe. This was challenging knowing covid could be present in every home. One staff member stated, "In times of uncertainty our constant was our strength to carry on."

The hospice team superpower is dedication to ensuring that care and compassion are provided and felt by patients and families when hugs were not possible. All staff did what was needed with grace. The extra efforts of staff to manage the daily changes, communicating with patients and families and supporting each other was phenomenal!

Another staff member related, "As an Evangelical employee both in house and Hospice, and navigating through both being there for our Covid pts., and having been through Covid myself, it has shown me the compassion, love, thoughtfulness and giving of time, prayers and supplying me with whatever I needed, my coworkers and friends from Hospice of Evangelical were there for me. I am so blessed and thankful to have them in my life and to call them my friends."

HOSPITALIST GROUP

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They worked tirelessly to provide care to the patients that needed them most and were the glue that held the Hospital together. Not only COVID-19 patients, but patients with other acute illnesses as well, because time did not stop for the pandemic. Dealt with keeping families informed and holding patient hands when their loved ones could not. They supported their colleagues during difficult days and picked one another up when they themselves were exhausted and sick.

PEOPLE AND CULTURE

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Others First Award -- While managing their own team's turnover, redeployment, furloughs, and remote work, the People & Culture team made addressing the challenges of other Evangelical employees top priority -- more than 6000 applicants, 425 new hires, 280 internal transfers, 1000 unemployment claims, 750 pumpkins, 1450 holiday pies, 1200 employee vaccinations, 500 COVID-tested employees, and thousands of questions about remote work, furloughs, retirement, redeployment, benefits, and more.

IMAGING SERVICES

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American Society of Radiology Technology motto for Radiology Technology in 2021 is:
ESSENTIAL TOGETHER!

DIAGNOSTIC X-RAY

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A High Five to the Radiology Technologists.



PORTABLE IMAGING TECHNOLOGIST

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Would like to recognize all the portable imaging technologist who rocked those lead aprons this past year!!

RADIOLOGY REPRESENTATIVES

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Would like to recognize the Imaging Front Office team who made accommodations to ensure patient safety this past year within our waiting areas.

RADIOLOGY

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Radiology preparedness during this outbreak required department policies and procedures designed to have enough capacity for continued operation during a health care emergency and to support the care of patients with COVID-19, while maintaining radiology support for the entirety of the hospital and organization. This included training for all Imaging employees to follow infection control protocols and proper use of PPE, decontaminating imaging rooms, especially CT scanners, after caring for a patient with COVID, and implementation of standard operating procedures for Imaging and procedures for patients known to have or suspected of having COVID-19.

DIAGNOSTIC AND VASCULAR ULTRASOUND

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Thank you for ‘making calm waves’ in a vast sea of change. Appreciate all you do!

INTERNAL MEDICINE OF EVANGELICAL

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The IME joined FME Brookpark, the two teams blended together nicely in accomplishing outstanding patient care during the trying time of COVID. The team members were willing to be flexible with hours , job assignments and adapted to the every changing challenges that the pandemic presented. Once Brookpark returned to their own facility, the IME team continued to fulfill excellent patient care as the challenges continued to persist as we moved forward to regaining a more normal status.



INFECTION PREVENTION AND CONTROL

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The award nomination would be MVP! As only a one person department, the IC Manager had the arduous task of navigating ever-changing federal and state guidelines to implement recommendations for policies and procedures to keep our patients, visitors, and employees safe. This position had a never-ending amount of additional responsibilities and challenges!

INPATIENT REHABILITATION

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The staff of Inpatient Rehabilitation continued to provide great care to the patients who were in the IPRE unit. Although none of them were able to be redeployed due to minimal staffing of the unit, they continued to accept admissions from in house as well as outside facilities who were in need of Rehab services. They also were able to care for some patients who were in the longer term recovery phase of Covid who still required intensive therapy services and nursing care to increase their independence to return to the independent living setting. Hats off to this team for continuing to care for the patients in need of rehabilitation!!

VASCULAR ACCESS

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Small but mighty. Although the size of the team went down because of redeployments, the number of patients seen and acuity went up. Everyday they took on the challenge and got the job done. Each member picked up extra time helping in areas outside their department to support the patients. I want to thank them for their commitment and hard work.

LABORATORY CLINICAL TEAM

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The Laboratory Clinical team includes: Medical Laboratory Scientists, Laboratory Assistants, Administrative Assistants, and Administrative Leadership and Pathologists. The laboratory had hands on >45,000 specimens, with 18,538 performed in-house! A herculean effort which was accomplished only by a “we are all in this together” attitude. The Lab Assistants performed countless registrations, and served as couriers, and sorters in support of the team, the MLS pool performed multiple platform testing, and implemented new technology in direct support of COVID. The Admin Assistants ensured timely delivery of all COVID results processed by reference labs and in-house, and assisted in preparation of the collection kits used organization wide. The Laboratory Administrative team ensured we had the supplies we needed to sustain testing, organize workflows and implement process changes to meet the demands. Our Pathologists stepped up and assisted in processing samples when needed without requests from staff for help. Truly, a team effort!

LABORATORY PHLEBOTOMY TEAM

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The Phlebotomy team worked tirelessly throughout the pandemic, facing head-on the challenges which were presented with grace and a patient centered mindset. The Phlebotomy team collected patients in nursing homes where COVID was at its worse, served as couriers, assisted in preparing collection devices for the Alternate test site and continued to provide excellent care to our inpatient population. Thank you for all you do every day!

ANATOMIC PATHOLOGY TEAM

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This team includes Pathologists, Histologists, Cytologists, a Laboratory Assistant and an Administrative Assistant. While not directly involved in processing COVID testing, the team stepped up by continuously asking what they could do to assist. The Histology laboratory gave up a portion of their space to support COVID testing, while the Laboratory Assistant did courier runs to the Alternate test site and performed Phlebotomy whenever called upon, the Administrative Assistant assisted with calls and report delivery as needed.

LABORATORY INFORMATION SYSTEMS TEAM

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This team supported us tirelessly throughout the pandemic, from building test codes, interfacing results from laboratory equipment or reference laboratories, to making changes rapidly to support changes in process; this team behind the scenes-really shined!

LIFT TEAM

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The Lift Team should be recognized for their steadfastness and commitment to our patients through the pandemic. As the Covid numbers increased the team became proficient in the use of PPE for transport of Covid patients to and from testing, CT scan in particular, while maintaining the infection prevention precautions in place to protect the rest of the patients of which they came into contact with. They collaborated with the imaging and nursing teams to maintain the necessary precautions for all patients and assisted with the transfer and turning of patients on the floors as was necessary. Kudos to the entire team for stepping up and stepping in to do the best for our patients.

MANAGED CARE DEPARTMENT

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During the worst parts of the Covid-19 pandemic over the past year, the reduction in surgeries and other procedures put Evangelical in a precarious financial situation. As a result it became more important than ever to ensure that claims were submitted to insurances timely, and we were receiving the correct reimbursement in order to maintain cash flow and meet all expense obligations. Although not on the front lines providing clinical services during the pandemic, the managed care team provided a valuable service behind the scenes to help ensure the financial viability of the hospital, and should be recognized accordingly. Gail Falk and Lisa Walburn are Revenue Integrity Analysts and are responsible for correcting claims that are holding for a multitude of reasons on the various work queues. They were also responsible for setting up new charges related Covid-19 testing and vaccine administration, often times on very short notice. Jennifer Clark (Reimbursement Analyst) and Jeff Auker (Contract Analyst) work with the Payment Integrity Compass system to ensure that the payments we receive from commercial and government payers are correct. They also work extensively with the various insurance companies to resolve the many reimbursement issues identified. This is just a very brief snapshot of the many duties and tasks they perform on daily basis, which greatly intensified during the pandemic. As noted, this is a great opportunity to thank individuals such as Gail, Lisa, Jennifer & Jeff for working tirelessly in the background and putting in many extra hours in support of Evangelical during a very difficult year.

MANAGEMENT ENGINEERING

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Ben Sauers, Management Engineer, joined the organization shortly before the pandemic began, and was furloughed for several months before returning in June 2020. Since his return, Ben has been instrumental in productivity analysis, process mapping, and process improvement initiatives for several departments including Surgical Services, IT, Nutritional Services, Supply Chain, EMSO and Revenue Cycle. Ben was also heavily involved in the COVID-19 vaccination clinic, alternate testing location, hotline management and screening for the entrances.

IT DEPARTMENT

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I would like to recognize the entire Information Systems Department for all the work done to support our amazing Clinical Staff during the Pandemic. They proved to be an extremely flexible and creative team rising to the challenges of COVID; providing solutions and support that allowed the organization to expand services as well as create new ones during this stressful time. Ironically, when we talked to the IT staff about things they have done above and beyond their normal duties, we continually heard “I was just doing my job”, not even acknowledging the extra effort it took to accomplish all the work. Below is a list of team and individual accomplishments from the Application Hosting/Data Center, Clinical, Desktop, Financial, Management, Medical Equipment, Networking, Security, and Service Desk Teams:

- Expanded shifts into the evening and weekends to provide additional support
- Configured 100's of WFH users including instructing staff through remote software on “how to” setup computers in their home environment, access software with different workflows, and set up communication workflows.
- Devised technology for converting the ambulance bays into COVID clinical infusion area
- Pulled hardware from areas of the hospital not using it, reconfigured, and deployed extra hardware to places inside hospital where it was needed urgently.
- Reconfigured hundreds of staff PCs to work from home.
- Developed new process for the Mobile Medical Unit (MMU) to be used as a testing site utilizing iOS devices and Microsoft OneDrive.
- Deployed PC/printers and scanners for vaccination sites
- Expanded on site Help Desk Hours until 7 PM and Weekends to support additional staff unfamiliar withinpatient setting
- Deploy webcams and headsets to staff to accomodate remote meetings
- Enabled the rapid rollout of Teams based Tele-medicine to allow Providers to see patients virtually
- Enable/maintain time-of-day access to email and EvanNet for furloughed staff.
- Add and reconfigure access for clinical staff that were reassigned to other areas.
- Provisioned the COVID tent with technology including switchgear, computers, printers and phones
- Enabled temporary hard-wired networking for the MMU testing site
- Rapid build-out for the Alternate Testing Site (Ryder Building)
- Deployed ad-hoc security cameras
- Provisioned our inbound phone circuits to accommodate the extraordinary demands for vaccination appointments.
- Provisioned clinical spaces that were repurposed for COVID patients with patient monitoring equipment
- Built custom templates in EHR from Telemedicine visits and Covid screening documentation
- Developed EHR workflows for COVID vaccination clinics

IT DEPARTMENT

- Worked with EMSO and PA SIIS to transmit vaccine data to meet state reporting requirements.
- Provisioned telehealth codes in billing systems for telemedicine billing
- Performed health screenings at hospital entrances
- Performed registrations on COVID-19 testing patients from Alternate Testing Site
- Rounded as part of EvanCARES team to check on hospital staff
- Trained redeployed staff on systems
- Setup overflow rooms for social distancing of Hospitalist staff and clinical staff
- Provisioned additional Dragon workstations to accommodate social distancing and additional staff
- Performed client billing corrections for Lab and PFS
- Setup new room numbers and beds for Covid units
- Cleaned patient rooms as part of Environmental Services Team.
- Manned the Covid Hotline
- Configured temperature screening stations at entrances

The Team answered the call both as a group and personally, thanks for all the support from the IT Staff during Covid!



MARKETING AND COMMUNICATIONS

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The Keep Calm and Carry On Communications Award

Patients and community members looked to the Hospital for the most up-to-date information and we delivered.

SUPPLY CHAIN PURCHASING AND CONTRACTING

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“A strong and reliable Supply Chain is a critical and integral component to the continued delivery of safe and effective high-quality care to patients.” (American Hospital Association)

Whether in a pandemic or not, the Purchasing and Contracting team of Evan Supply Chain work collaboratively with other Supply Chain and clinical teams to ensure supplies are available as needed, are of expected high quality, and protect the affordability of care for our patients.

Unfortunately, the pandemic has presented disruption in that effort requiring the team to think outside the box, search far and wide for supplies, and battle a significant daily back order phenomenon caused by unanticipated factory shutdowns and raw materials shortages. Supplies range from PPE, to contrast media, to IV solutions, and vaccination supplies, only to name a few.

All throughout, the team has proven unwavering. The truth is in the numbers:

- (68) items added to a hot list and watched daily for changes in usage and availability
- (127) items increased on hand quantity in the storeroom
- (\$651,314) Increased value of Storeroom inventory since March 2020
- (4,000 est.) Order lines with delayed delivery (back orders from manufacturer or supplier)
- (\$1,086,553) Annualized savings on negotiations for products (FY21)
- (\$194,681) PRIME project savings
- (\$38,304) Other Capital savings

Also to mention is the hard work, patience, and flexibility of the OR/ASC Supply Chain Coordinators. From scaling back hours from shut downs, taking furlough, to the ramping back up, transitioning of surgical procedures, flexing inventory, and also struggling with back orders. They are in the backroom helping the success of the front room.

Overall the Supply Chain team works like a family. They lift each other up when needed, push each other to work harder, teach each other to work smarter, and have each other's backs when the going is rough. They function with a high regard for customer service excellence each and every day. And at the end of the day they know they are in it for the patient.

Please take a moment to recognize your Supply Chain professional for a continued job well done.

SUPPLY CHAIN LOGISTICS AND DISTRIBUTION

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The Supply Chain Logistics and Distribution team has in times of uncertainty, anxiety and apprehension continued to show up to work every day with unwavering work ethics. They demonstrated their dedication, compassion, creativity, and resourcefulness time after time.

Through out the years, I have had the opportunity to work with many people, however this team stands out as a team who has never wavered in their commitment to excellence.

I feel great pride and consider it a privilege to work alongside each one of you and would like to extend my heartfelt thanks and appreciation to you all.

Catherine A Kline
Logistics and Distribution Manager

HOUSE SUPERVISORS

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Best Jugglers “continuously toss into the air and catch (a number of objects) so as to keep at least one in the air while handling the others”



MOBILE HEALTH OF EVANGELICAL

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If I were to nominate the Mobile Medical Unit Team for an award it would be an award for showing courage. The MMU, a department of one individual demonstrated courage throughout the entire COVID-19 pandemic response. Andrew Zechman, Mobile Medical Unit Coordinator was deployed as the COVID-19 alternate testing site operational lead early on in the pandemic and managed the COVID-19 alternate test site. Despite navigation of truly uncharted waters, Andrews steady and focused leadership helped propel the Hospital through the extremely challenging times of the Pandemic by ensuring efficient and safe testing for all who visited the site. Through the rain, wind, freezing temperatures, heat, snow, hail, dark of night, weekends, and much more, Andrew and the 117 employees from various department across the hospital who served in various roles that were critical to the alternate testing site operation were courageous. These 117 individuals performed approximately 35,000 COVID-19 tests at the site during their time at the location behind the McCann School of Business in the early months of the Pandemic, and at the location on St. Mary's street during the later months. During the Pandemic, a department of one grew to become so much more under Andrew Zechmans leadership. The work of this team during the COVID-19 response was critical in keeping the community afloat during the darkest times of the Pandemic and was an act of courage that should forever be remembered as part of Evangelical Community Hospital History.

NEUROLOGY OF EVANGELICAL

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Neurology of Evangelical contributed to the Covid-19 pandemic response with comradery. Some staff members were furloughed. Physicians, while maintaining clinic hours, were deployed to assist the hospitalists. Staff volunteered to stay after hours to make results calls and enter data in multiple databases. Staff volunteered to work at the Covid testing site and the Covid hotline. We transitioned appointments to Tele-med and telephone visits and modified schedules to ensure adequate spacing once the clinic reopened. We provided Tele-health training to other offices. We screened endless patients for Covid. With combined effort and empathy, we cared for patients in what became the “new normal” and would nominate our dept. for an award in teamwork.



CERTIFIED REGISTERED NURSE ANESTHETISTS (CRNAs)

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Small in number, Large in knowledge base and skill set !

COVID Contributions:

- CROSS-TRAINED AND REDEPLOYED:
- COVID-ICU
- Non-COVID ICU
- PACU

24 HOUR AIRWAY SUPPORT

ED Support

- Arterial-line insertions
- Assisted in “Garage” in assessment
- Assisted with care as needed when available
- Door screening

OR AND ENDOSCOPY COVERAGE for both Non-COVID and COVID patients

- Stepped up, did hours above and beyond FTE, consistently to prevent cancelation of any services or cases that could be accomplished
- Instrumental in preparation/set-up of OB OR and COVID OR
- Adjusted schedules and lifestyles to meet the needs of the system and our community
- Patient advocates

NURSING ADMINISTRATION

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Plates are always full then along comes COVID. Daily changes, high census, high acuity, and then move to a new area and make sure everyone is trained. This group of people dealt in a calm manner with everything thrown at them from every direction. They helped staff deal with the day to day changes and helped integrate redeployed and travelers into their areas. Thank you so much for your commitment to Evangelical.

NURSING FLOAT AND PRN POOL

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Although not a “team” in the traditional sense of the word, these “players” found themselves needing to augment/support existing teams. They were frequently asked to report to unfamiliar places, to step outside their comfort zones, and fill roles in ways they have never had to before. Should be recognized for their FLEXIBILITY!

NUTRITIONAL SERVICES

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The Nutritional Services Team met the needs of patients and staff every day during the pandemic. There was true determination from every individual. Complimentary meals were prepared and meals were delivered to staff unable to leave their work stations. Food donations from individuals and businesses were distributed to employees and acknowledged.

REHABILITATION(OT, PT, SPEECH)

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Gumby Award: "Stretch for Excellence"

In recognition of the Rehabilitation Team for "stretching" to make a difference during a time of uncertainty while displaying passion and a positive "can do" attitude. Often stretched thin, staff have been willing to work wherever there was a need even if that was in a different role or different location, flex hours, and assist other departments (nursing, EVS, alternate testing site).

1500 hours provided by our team to other departmental roles (Nursing Aids, 1:1, EVS, alternate testing site), many of which were above their budgeted hours.

ODS/PACU/PAC

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How does one describe this staff during 2020? Above all - COURAGEOUS AND RESOURCEFUL

COURAGEOUS

For stepping into the unknown everyday

For returning to the bedside to provide care with minimal orientation

For providing care to patients with COVID

For returning everyday, dedicated, and caring for our community

RESOURCEFUL

For fully staffing the Non-COVID ICU

For cross-training and working at the EASC

For moving the ODS and PAC units to accommodate system needs without disrupting quality patient care.

For staffing the surgical units 10, 18 and 24 hours a days with 3-4 staff members when >85% of staff were redeployed.

7 staff members from the OR were redeployed to work the inpatient units.

Deployed staff from the OR to these units created OR nursing shortage for call shifts that created additional call shifts for the remaining staff. The OR staff covered Door screening stations, helped in the Emergency Department, and the screening tent while elective cases shut down.

Staffing issues continued with loss of staff during the pandemic. Then the post covid ramp up to complete back logged cases not completed during the covid shut down created increased volume. The team worked many hours of overtime with long days to get this completed. The OR team showed Courage, Dedication, Compassion, Skill, Professionalism, and Perseverance throughout the time and took care of their patients. An excellent skilled team of surgical staff!



PAIN MEDICINE OF EVANGELICAL

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If I was to nominate the Pain Medicine Team for an award, it would be the Perseverance Award. This team has been through a lot this past year. In addition to the hardships that Covid brought, they were also faced with many changes within the office staff structure - new team members, saying goodbye to old ones, and all the challenges that change bring. The one thing that hasn't changed is their dedication and willingness to go the extra mile for their patients. I am proud to be an honorary part of this team.



PALLIATIVE MEDICINE OF EVANGELICAL

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We all became very flexible and adaptable during the COVID-19 Pandemic, from closing the outpatient office to providers being redeployed. Dr Giorgini was one of the providers that was redeployed for an entire 12 weeks, Jonathan Bastian PA-C helped to fill in the gaps with her being away from the clinic, while also shifting to cover in the hospital. Melissa Myer CMA kept things organized and assisted with patients via phone calls to make sure the patients had everything they needed. We had open lines of communication with both providers at any given time. Melissa also assisted where ever was needed with in the Medical Specialty's offices. Thru out everything this past year and 1/2 we have maintained the saying "Flexibility is the key to Life".



PATHOLOGY GROUP

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The pathologists took on the responsibility of providing COVID-19 testing during this time to patients and the community alike. They worked to put together testing kits alongside their laboratory partners and allowed the organization to not only provide testing for the community at large, but also rapid testing for inpatients and surgical procedures.

PATIENT FINANCIAL SERVICES

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First, Bill steadied the ship and kept us afloat while the pandemic hit being down a director and a manager. We want to thank the team for handling the workload when the other members were furloughed and those who volunteered to be furloughed or retire early. The team adapted quickly to all the new workflows and remote working conditions. They volunteered many hours before or after their shifts to help as many other departments as needed. In the midst of the COVID madness the team successfully implemented a new claim scrubber, which is a feat in itself. Lastly, we want to recognize how we went from individual departments within PFS to one awesome team helping and encouraging each other daily.



PATIENT EXPERIENCE

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- Over the course of the pandemic the team has experienced one retirement, three babies born to two employees with back-to-back maternity leaves, a department and gift shop move to the new PRIME addition, the creation of a new meditation chapel, the temporary suspension of a vibrant volunteer program, some temporary furloughs, and the hiring of new employees directly related to the pandemic.
- In FY21, staff screened 187,808 patients and guests at the Main Entrance, Donehower-Eisenhower Pavilion and West Branch Medical Center screening locations.
- The team innovatively found workarounds to keep families in touch through technology like iPads and Facetime, electronic greeting cards, relaying messages or reading cards personally or through nursing staff.
- As the Hospital moved through the pandemic, screening became a priority. While staffing the stations at first was done with current Hospital staff with the assistance of Sheila Packer and the Community Health and Wellness team, a more sustainable solution was found through the hiring of 19 Health Screening Representatives who are on duty at West Branch Medical Center, Donehower-Eisenhower Pavilion, and the Main Entrance of the Hospital. Main entrance coverage begins at 5:30 am and runs through 8:30 pm.
- Chaplain Jackie tended to 77 deaths, 44 in December alone, provided end-of-life support for patients and their families, and support staff.
- This team was resilient, committed and able to “leap tall buildings in a single bound.”
- Mantra’s were: take a pause, one day at a time, one patient at a time, and we got this!



PHARMACY SERVICES

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The pharmacy was affected by COVID in so many ways. New treatments, drug and staff shortages and the sheer volume of work challenged our ability to keep afloat. The COVID vaccine created storage and distribution issues unlike anything that we had ever encountered.

From a staffing perspective, we were hobbled. Because the Hospital was facing financial shortfalls an early retirement program was developed. This took a pharmacist and a technician from our ranks. We had an employee out for an extended period of time due to an injury sustained outside the Hospital. Then a technician resigned, and another was out with COVID. Then another technician had an injury and was out for several weeks. We also had intermittent shortages when staff needed to quarantine due to the exposure of a family member. We were able to replace the 2 technicians but were barely able to train them because of the level of activity and our lack of staff. In the midst of this we added a medication reconciliation service on evening shift to help ease the workload of the admitting physicians.

There were many drug shortages associated with the pandemic. Any drug that had potential value in treating COVID was put on allocation at the wholesaler level then quickly disappeared from the supply chain. We worked with Geisinger and local pharmacies to obtain inhalers and hydroxychloroquine, which was briefly touted as a cure-all. We had to report inventory levels of many drugs to the Department of Health on a daily basis. When the antiviral drug, remdesivir, and the monoclonal antibodies entered the market they were very difficult to obtain and the demand for use in our patients was high. We were successful in that no patient ever missed a dose of any drug due to our inability to supply.

As COVID cases ramped up in the Hospital, the demands on the pharmacy increased exponentially. Our order volume increased by more than 30%, but the number of complex, urgent orders made it especially challenging. As new units opened to accommodate the volume of patients, we were challenged to find refrigerators, carts and Pyxis units for drug storage. The staff excelled at finding ways to meet the needs of the Hospital and patients. It is said that necessity is the mother of invention and they certainly exemplified that proverb.

The vaccine was a whole new story. As the availability of vaccine approached a lot of work had to be done to position the Hospital as a vaccine provider. There were countless zoom calls, applications to the State and research to prepare for the vaccine. A particular challenge was the storage requirements and stability of the Pfizer vaccine, the first one to be released. An ultra-cold freezer, capable of temperatures as low as -90o C, was required and we needed to find one. Of course, so did everyone else so it wasn't easy.

PHARMACY SERVICES

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A vaccine team was assembled to plan clinics. By the time the first vaccine arrived we were ready and we began diluting and drawing doses into syringes in the pharmacy clean room for each clinic. As the clinics grew larger we used “vaccine prep” staff to draw up the doses in batches. We were committed to use every dose of vaccine with no waste. At the end of each clinic an enormous amount of effort went in to finding people who we could vaccinate to use the last of any partial vials. We were very successful in this endeavor as we only discarded 7 doses of vaccine through the first 3 months of clinics. Most of that waste occurred when we were only authorized to administer to health care personnel, and we were having booster dose clinics. We just couldn’t find health care workers who needed a booster.

When we make things run smoothly, the pharmacy is the invisible ingredient of patient care. Our goal was to stay ahead of therapeutic developments and drug supply challenges and to make sure we were able to deliver services where they were needed in a timely manner. Everyone had to be pulling in the same direction to make this happen and I believe we were very successful in our efforts.



PHILANTHROPY AND DONOR RELATIONS

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Nominated for adaptability. During the pandemic, face-to-face meetings with donors and campaign volunteers, in-person events, and other engagement activities were not possible. The staff and volunteers transitioned to virtual meetings and phone contacts to raise more than \$2,000,000. Staff also adapted to redeployments in other departments. Team members not redeployed adapted to supporting the department by assuming additional responsibilities.

PLANT ENGINEERING

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To recognize Plant Engineering for all of the diverse roles and flexibility that this Department withstood through the Pandemic. Plant Engineering has risen to all challenges given, and stood strong to support the Organization in any and every way possible. Every member of the Plant Engineering team has excelled in any tasks given, to include deployment to other areas, working short staffed, working long hours, and implementing creative ideas to assure the safety of patients, staff, and visitors.

PROJECT MANAGEMENT

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A mighty Team of 3.

Project Management

A Team of 3
How can it be?

This team of 3,
Successfully...

Partnerships - PRIME - Communication
Hospital Standards - Improvements -
Pilot - Training -
Punchlist - Occupancy - Furniture
Design - Inspections - Transition
Planning - Problem Solving - Equipment
Planning - Solving - Planning

QUALITY, PATIENT SAFETY, AND RISK

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During the pandemic the department was hit with much adversity while still maintaining a similar work output. The department operated with at least a 33% reduction in personnel throughout, while operating with a 66% reduction for months during the peak of the pandemic!



REAL ESTATE MANAGEMENT

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Jen Doane, Real Estate Manager, proved to be a strong and very critical department through COVID with constant tenant and landlord negotiations needed to administer various leases. Jen manages over 59 leases across the organization, and is responsible for all real estate contract negotiations, including purchases. At the beginning of the pandemic, Jen volunteered as a screener at our entrances and stepped up to assist wherever needed.



CARDIOPULMONARY SERVICES

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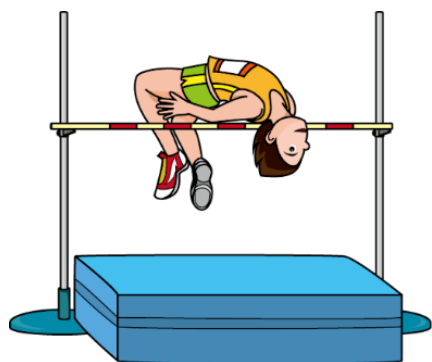
Gold Medal Effort Going Above and Beyond their Comfort Zone

Closed Pulmonary Rehab & Sleep Disorders Center in March, re-opened during the Summer 2020. Then closed again in November and December, re-opening in March 2021.

EKG staff Robyn Aurand & Chelsea Badger, EEG staff Nanette Steele & Boe Trautman, Respiratory Therapists: Ashley Beatty, Danielle Bird, Ed Fox, Emily Kahle, Deb Kelly, Tim Kreisher, Carthy Lepley, Lindsey Miller, Kayla Nevil, Chris Schock, Sue Snyder-Strawser, Allie Stauffer, & Matt Stopper. Along with Tina Jackson who keeps us all organized.

Nina Camp, Becky Bingaman, & Jeff Brazil helped Respiratory Therapy during the winter months, while Krystal Boop assisted EKG, Robin Slonaker went to Stepdown and Ruby Baker assisted in the ED. We added 5 travel respiratory therapists Caitlyn Ferguson, Kara Holmwood, Joe Morris, Summer Sheeder, & Jermaine Taylor during the winter months and one full-time permanent therapist Courtney Fike began in January. Respiratory Therapy used all the available equipment in the department during the time of the pandemic, along with renting equipment and receiving ventilators from the National Stockpile. There was a total of 694 ventilator days, 1997 CPAP/BiPAP days, 1355 Heated High Flow Nasal Cannula days, and the therapists ran 2601 Blood Gases.

EKG performed 22,444 tests while EEG performed 977.



ENVIRONMENTAL SAFETY AND SECURITY

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The stress of the pandemic has manifested in many ways for people. Our security staff has had to contend with increasing volatility of patients and visitors during the pandemic due to people being more stressed out. Even with this, they have excelled in keeping the campus safe, have assisted in running the alternate test site, and deescalating situations in the hospital dealing with normal operations, mask mandates and visitor restrictions. They do this every day to protect the hospital and keep our staff, patients and visitors safe.



SELINGSGROVE IMAGING CENTER

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Thank you to all the Selinsgrove Imaging Center employees for being flexible, doing whatever is necessary to ensure exceptional patient services!!

TELECOMMUNICATIONS

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During this health crisis, Telecom staff while not in line of direct patient care, managed the needs of the general public through a rapidly changing work landscape. The staff is full of problem solvers who are dedicated to Evan and its employees. Handling close to 25000 calls in a two week period at the height of the pandemic, each Telecom Specialist show up and remain consistent in providing excellent customer service to our patients, providers, and staff.

URGENT CARE OF EVANGELICAL

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The Urgent Care team should be recognized for their adaptability through the last year and a half. The team rose to the many challenges and the accommodations needed for the patients of our communities. Staff and providers adjusted schedules to ensure coverage of the clinic and worked together in a true team spirit!



VOLUNTEER SERVICES

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44 Volunteers returned to support the Hospital Staff, Patients and Guests during the Pandemic.

Volunteers-We Can't "Mask" our gratitude for them!

Volunteers are selflessly giving their time and talents to support our Hospital!



VOLUNTEER SERVICES

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WOUND AND HYPERBARIC MEDICINE OF EVANGELICAL

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The team at the Wound Center continued to provide the highest quality care to the patients we serve. It was a challenge with the social distancing, patient education without a caregiver present and the general Covid precautions but they rose to the occasion. A very big thank you to the staff and providers for the exceptional services provided in very challenging times.

CLINICAL OPERATIONS



Superhero Award



Presented to Clinical Operations Leadership

For demonstrating strength, compassion, and self-sacrifice in leadership.



SURGICAL SERVICE

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Dedicated Leaders and Change Agents who think outside the box:

Flexible and dedicated:

- Multiple redeployments within the line:

- Resulted in multiple often daily OR block changes

- Resulted in multiple often daily staff scheduling changes

- THIS IS A DANCE OF PRECISION TO ENSURE ALL BASES ARE COVERD-

- Long hours often into the evenings and weekends to complete

The creation of a short term stay unit within ODS

Relocation of ODS and PAC

Staff support and advocates:

- Staff stressed related to feeling inadequate, unprepared

- Daily rounding to multiple areas and shifts to ensure staff were able to share concerns and were ok

- Within SSL redeployments provided as much orientation as possible to allow some comfort level to be achieved

Knowledge Seekers and Change Implementation

- Multiple new policies developed and implemented to provide surgical care to COVID patients within the OR areas and also keep staff safe.

- Reprocessing of PPE according to the best available information available.

- Implementation of UV light treatments

- Implementation of collection sites and process for N-95 reprocessing

Special recognition to our former Surgical Service Director: John Lewis- John was instrumental in leading the reprocessing of N-95 and P-100 masks which were of critical need and in short supply. He sought out studies and information from multiple sources to ensure our staff were able to be as safe as possible with there PPE.

EMSO PHYSICIANS AND ADVANCED PRACTITIONERS

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We would like to recognize all the EMSO Physicians and Advanced Practitioners for their flexibility, adaptability, and heroic efforts throughout the pandemic. Not only was patient care delivered at the highest quality, but their intellectual support with aiding in policy creation, creating new patient care pathways, accepting of new care delivery models (ie telehealth), education to the community about COVID-19 and importance for vaccination was unwavering.

UR/CDI/DENIALS MANAGEMENT

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This team demonstrated extraordinary FLEXIBILITY during the COVID pandemic. It began with going home to work with less than 24 hours notice and limited support since we had no experience with working from home. Every team member used personal computer and phone equipment to make working from home possible. Additionally, there were 2 staff furloughed in the early part of the pandemic to adjust for the shift in hospital census. These team members were on furlough until the end of June when they returned to staff the COVID hotline. This team took on responsibility for setting up the COVID hotline and staffing it for weeks until it was passed to the testing center. Throughout the pandemic this team assisted with screening at multiple entrances as well. When the fall surge occurred there were 4 UR/CDI RN redeployed to work at the bedside. They were redeployed for the full 3 months. Most of the RNs redeployed had never worked at the bedside at Evan. This was monumental but they were troopers about this work and provided excellent patient care. The remaining team kept up with the UR/CDI work and had to pick up additional weekends and assignments to compensate for the redeployed team members. The UR team never took advantage of exemptions offered by payers. The CMI was relatively steady in spite no surgeries. Some other examples of flexibility from this group include assisting with COVID test registrations and assisting with employee health evening and weekend coverage. Every request or opportunity that was presented to this team was accepted and the challenge met! This one very exceptional team and I am extremely proud of the roles they fulfilled during the COVID pandemic. THANK YOU TEAM!!

CRITICAL CARE TEAM

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The Critical Care Team has shown an incredible amount of perseverance, compassion and strength throughout the pandemic. They have faced many challenging shifts caring for patients while they fight to survive and recover from this illness. The Critical Care staff including RNs, LPNs, Nursing Assistants, Unit Assistants and Monitor Technicians have demonstrated what it means to be determined to give our patients the very best compassionate care while often times stepping in for families who were not able to be with their loved ones during the height of the pandemic when visitation was restricted. The staff provided continuous comfort and compassion to these patients who were fighting for their lives. Through the many challenging days when they cared for patients who did not make it, the staff continued to show up and care for the patients and families who needed them to be their compassionate Heroes!

The best way to recognize my team is to admire the strength and compassion they demonstrated day after day as they cared for our community!

REVENUE BILLING AND CODING COMPLIANCE

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My team is a very small team within the organization so the need to audit and monitor records was not on a front burner during the COVID epidemic. My employees were placed on furlough until the need arose to help in other areas. They were asked to help in other areas in HIM where the requests for COVID testing was tremendous and overwhelming for their staff and we also served as screeners within the hospital. They both went to these positions and contributed by giving extra hours and were thankful for the opportunity to be assisting. We also helped the Telehealth program launch to assist the providers keep in contact with their patients while following requirements to get paid for these services. Despite being a small department we remained strong and assisted where needed.

THE FAMILY PLACE

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The Family Place Team demonstrated teamwork and the willingness to help in anyway possible during the many challenging days of the Pandemic. From staff being redeployed to Covid units, to caring for Covid patients at the Family Place, the team was committed to providing exceptional care to their patients and well as supporting other teams in the hospital. Staff members assisted with covering the needs of the Family Place patients so their co-workers were able to assist other units in caring for the large number of Covid patients. The super power of The Family Place is Exceptional Teamwork!

ACUTE CARE

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The award that I would nominate my acute care team for is teamwork. All of the acute care staff played a huge part in caring for all patients during the Covid crisis. All the staff would move to other units to give other staff members a break from caring for Covid patients, they trained multiple redeployed staff members and worked closely with them to take care of the increased patient census, many staff members stepped up and worked additional hours to help cover the staffing needs, and they also worked in other roles to make sure all areas were covered.

The super power that they have is flexibility. So many different things were thrown at them that they had to deal with along with things constantly changing but they handled those things like professionals and carried on without letting the changes effect the care the patients were provided.

With patient census through the roof, we were still able to care for all of the patients.

I would want other employees of Evangelical to know about the acute care team is that they are a great group of hard workers who even though acute care was open the staff were placed in all areas of the hospital to care for the patients and to assist wherever help was needed. I was so proud of the staff that stepped up multiple times to work extra time so there would be enough nurses to cover and care for all the patients.

I am so proud to work with this great group of employees as well as all the employees of Evangelical. All of us could have not done all the things we did without the help of every member of the Evangelical team.

COVID-19 ALTERNATE TESTING SITE

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From March 2020 Until June 2021 Evangelical's COVID-19 Alternate Testing Site team administered nasopharyngeal diagnostic testing for nearly 40,000 patients. At the height of the pandemic from November 2020 until March 2021, the site tested on average between 300-400 patients/day.

Staff members also worked the COVID-19 Hotline handling results and informational calls that during the height reached nearly 500/day.

All told nearly 120 Evangelical staff members worked at least one shift at the Alternate Testing Site - 28 Medical Assistants, 22 Medical Office Assistants/ Office Supervisors, 16 LPNs, 6 RNs, 4 CRNPs, 9 Physician Assistants, 4 MD/DO, 7 EMT/Paramedics, 1 Radiology Tech, 1 Endoscopy Tech, 2 Revenue Cycle members, 3 Surgical Techs, 1 Athletic Trainer, 4 Plant Engineering members, 1 Marketing/Communications, 1 IT, 2 CHW Health Coaches and 5 security members. Additional support/oversight was provided by our Administration team and varying Hospital and EMSO departments.

COVID-19 HEALTH SCREENING

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- In FY21, staff screened 187,808 patients and guests at the Main Entrance, Donehower-Eisenhower Pavilion and West Branch Medical Center screening locations.
- In April, May and June 2021, staff screened 54,219 patients and guests.

They are “more than just screeners”- assist patients/guest with:

- paying bills
- finding cars, appointment location
- provide comfort, service recovery
- deliver patient belongings to room
- make them a cup of coffee/tea, provide snacks

CARDIOVASCULAR SERVICES

CATH LAB, CARDIAC REHAB, ECHO, IMAGING NURSES

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Ruby Slipper Award!

Dorthoy and Toto (Kendra and EOT) helped the hospital survive the rath of the Wicked Witch of the West (COVID-19)! The yellow brick road was not always smooth, but we all traveled on it together on our journey to Oz (decreasing COVID-19). The tin man (Cath Lab) had a kind heart. The Cath Lab quickly came together and staffed the Rooke Pavilion to screen employees and staffed the Donehower/Eisenhaer Entrance to screen patients and visitors often working hours that were outside of their “normal”. The Procedure Care Unit was turned into the clean ICU which displaced the staff, cath patients, and procedures to One Day Surgery. Cath Lab staff assured this transition was not recognized by the patients by moving supplies and staff to the temporary area. One Day Surgery was very hospitable during this time by lending us the space, laptops, and front desk. The Cath Lab filled in the nurse assistant role in the clean ICU providing care that was outside their comfort zone and help to the displaced ICU/PACU staff in locating supplies. The Cath Lab staff did so while keeping the department running and safe from the flying monkeys! The scarecrow (Cardiac Rehab) used his brain to the fullest extent. The department came up with a plan to close and re-open the Cardiac Rehab program not once, but twice to support Dorothy and Toto in their fight against the Wicked Witch. Cardiac Rehab staff were needed at the screening stations, redeployed to other departments, helped in the clean ICU, kept stress testing staff and patients safe from the flying monkeys, and worked outside of their comfort zones on shifts that are not heard of in the outpatient world. The lion (Echo) had great courage. The Echo staff were on the front-line providing scans for those patients who were so sick with Covid-19 and those patients who were not, as well as filling in as nurse assistants in the clean ICU and providing help at the screening stations all of which are out of the comfort zone of our echo sonographers. Glenda the Good Witch (Imaging Nurses) worked on doing good deeds. The Imaging Nurses job share, where two nurses work part time to provide coverage Monday through Friday in the Imaging department. Good Witch, Karen Smith, redeployed to the clean ICU to work on a full time basis providing patient care, Good Witch, Luanne Hawley worked full time in the Imaging department to keep all modalities and patients IV needs met during this uncertain time, and Good Witch Nicole worked in the Cath Lab whenever she was needed which was often.

I, hereby, present ALL STAFF, from ALL DEPARTMENTS including Cardiac Cath Lab, Cardiac Rehab, Echo, and Imaging Nurses the RUBY SLIPPER AWARD! This award recognizes all the time and effort that was and continues to be put into our fight against this pandemic. Every person displayed heart, intelligence, courage, and kindness. Congratulations to ALL!

A sincere THANK YOU goes out to each one of you for helping Dorothy and Toto make it safely to Oz and hopefully one day, back home (NO COVID-19) to Auntie Em. I am thankful for each and every one of you and the roles you played to provide high quality care to our patients in the throughout the pandemic and beyond!
THERE TRULY IS NO PLACE LIKE HOME – EVANGELICAL COMMUNITY HOSPITAL!

CARDIOVASCULAR SERVICES

CATH LAB, CARDIAC REHAB, ECHO, IMAGING NURSES

Cath Lab

Kenneth Hilkert
Nicole Fetterman
Amanda McElwee
Brandi Zimmerman
Josie Cruz
Ariam Mengisteab

Christine Fisher
Kelley Laughlin
Kyleigh Reber
Janna Bastian
Allison Shively
Steph Ranck

Anita Stauder
Zach Jodon
Tasha Douty
Nles Helton
Paul Berry
Carissa Hauck

Cardiac Rehab

Vicki Krebs
Lori Shuey
Alan Larson
Whitney Ritinski

Kathy Bingman
Jenni Reese
Jessica Pierce
Adrianna Houtz

Lorraine Wertman
Ada Longenecker
Havilah Kendall
Candi Pick

Echo

Jill Walker
Anna Eck
Shianne Mattern
Brittani Hook

Imaging Nurses

Luanne Hawley
Karen Smith
Nicole Fetterman