

Compliance Corner

HIPAA Reminders – Encryption

One of the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) is that the transmission of electronic Protected Health Information (ePHI) must be secure to avoid theft and unauthorized access.

EMAIL: To avoid unauthorized access to and theft of ePHI, ALL emails containing ePHI must be encrypted when sent outside of the secure PAM Health email system. SecureMail is PAM Health's solution to sending encrypted emails. Instructions on how to send SecureMail is on the PAM Health intranet. Access **IT Info** at the top of the banner on the home page and then click on the fourth bullet entitled **SecureMail for Emails**.

Things to remember:

1. You MUST send encrypted emails EACH and EVERY time you send emails containing ePHI outside of the PAM Health network.

2. Even if an outside third party sent you an email containing ePHI without encryption, you need to respond with encryption if ePHI is in that email chain.

3. When in doubt, send emails outside the PAM Health network via SecureMail.

4. Do NOT include any ePHI in the subject line of the email.

TIGER TEXT, also known as TigerConnect: To avoid unauthorized access to and theft of ePHI, ALL texts containing ePHI on cell phones must be transmitted using Tiger Connect. Information on TigerConnect is on the PAM Health intranet; access **TigerConnect** at the top of the banner on the cover page.

Things to remember:

1. Senders and receivers of texts containing ePHI must use TigerText;

both must have downloaded the TigerConnect application.

2. Senders and receivers include PAM Health employees and any doctor or healthcare provider with whom you are communicating regarding a patient's care.

For any questions regarding SecureMail or Tiger Text (Tiger Connect), please reach out to your supervisor.

Remember, AS SOON AS you suspect a privacy and/or security breach, you must report it to your supervisor, Health Information Management, or your CEO AND the PAM Health Corporate Office.

Annmarie Gover, PAM Health's Compliance Officer, may be reached at agover@pamhealth.com or 717-317-9303. Compliance Hotline: 833-246-1088.

CEO Corner

Chairman's Club Designation – Honoring the Exceptional

As the leader of this amazing organization, I absolutely believe all of our PAM Health hospitals are elite. However, some are simply phenomenal. Their excellence inspired the formation of the PAM Health Chairman's Club designation in 2018, with the first awards presented at the annual meeting in 2019. Hospitals that are selected for this award stand out above the rest.

Achieving this coveted distinction requires exceptional performance in all aspects of hospital operations – return to community, discharge, admissions, quality measures, safety, patient fall levels, patient satisfaction, and financial performance. During bi-weekly operations calls, members of the executive leadership team hold in-depth discussions with each hospital's CEO and DSI about what is going well and what could be improved upon. These conversations provide insight into the factors that ultimately contribute to how a hospital performs from an operational perspective. Corporate leadership provides feedback and suggests best practices and ideas to assist hospitals in improving specific areas. Operations calls also provide an opportunity for hospitals to be applauded for successes and for those successes to then be shared with other hospitals.

Reaching the Chairman's Club level requires strong, engaged leadership with the ability to inspire teamwork and commitment across the board. Every staff member helps move the accomplishments of the hospital forward in a meaningful way. When you do the right thing the right way, outstanding results are destined to happen.

Personally speaking, the Chairman's Club is one of my favorite programs. We are always

looking at meaningful ways to motivate and encourage our hospital teams across the country. Chairman's Club membership provides a powerful and visible way to do so.

During the March hospital leadership meeting, hospitals received their 2022 Chairman's Club banner in front of corporate leaders and their peers from across PAM Health. Displaying the banner in their hospital is a tremendous source of pride. I know visitors and patients go by it and ask what "Chairman's Club" means. When they realize what it represents, it instills a greater sense of confidence and faith that they are in good hands.

In looking at the 2022 Chairman's Club members, I am impressed with the diversity of hospitals on the list. Members include one of our very first LTACHs from 2006, rehabilitation hospitals we built from the ground up, and hospitals we acquired as recently as 2019, as well as everything in between. This goes to show that any hospital—whether it is a start-up, an acquisition that is brand new to PAM Health, or a legacy hospital that has been part of the PAM Health family for years—can achieve Chairman's Club status with the right team and dedication.

To existing Chairman's Club hospitals, I say: "Keep up the great work" and "Congratulations;" to those who aspire to make the list in the future: "Keep pressing and you will get there!"

Thank you,

Anthony Misitano,
CHAIRMAN AND CEO



PAM HEALTH Employee Appreciation Day



We appreciate our employees every day, but on Employee Appreciation Day, our hospitals across the country shared some photos of members of the PAMily from throughout the year. We appreciate you!



A healthy dose
of company news
Spring 2023



PAM Travel Newsletter

PAM Health Chairman's Club 2022 members:

- PAM Health Specialty and Rehabilitation Hospital of Luling
- PAM Health Specialty Hospital of Texarkana
- PAM Health Specialty Hospital of Denver
- PAM Health Specialty Hospital of Corpus Christi North
- PAM Health Specialty Hospital of Corpus Christi Bayfront
- PAM Health Specialty Hospital of Sparks
- PAM Health Specialty Hospital of Sarasota
- PAM Health Rehabilitation Hospital of Clear Lake
- PAM Health Rehabilitation Hospital of Centennial Hills
- PAM Health Rehabilitation Hospital of Dover
- PAM Health Rehabilitation Hospital of Fargo
- PAM Health Rehabilitation Hospital of Tulsa
- PAM Health Rehabilitation Hospital of Humble

(See photo of members on page 2)

PAM Health Hospitals Distinguish Themselves in Disease-Specific Care DSC Boot Camp Helps in Survey Prep

After a person experiences a major illness or accident like a stroke, traumatic brain injury, respiratory failure, or wound, he or she deserves a rehabilitation or long-term acute care hospital where caregivers are experts in their fields. With The Joint Commission's Disease Specific Care (DSC) Certification, patients can have that additional level of confidence. Through the DSC program, hospitals can apply for a disease-specific certification. PAM Health has multiple hospitals that have earned DSC certifications—including several with more than one—and other hospitals currently undergoing the application process. To earn the certification, the hospital must meet all of the DSC certification requirements plus specific requirements and expectations. Starting in 2015, PAM Health developed a program for aspiring hospitals to follow on their DSC certification journey.



- Using approved Joint Commission Clinical Practice Guidelines;
- Developing education and protocols that meet the guidelines;
- Establishing competencies for all staff that meet the needs of the guidelines;
- And preparing for the Joint Commission DSC certification survey.

When determining which DSC certification to pursue, Brown notes that leadership evaluates the program that best meets the needs of the community the hospital serves. "Once a hospital obtains its first DSC certification, they are eager to complete others that will help their community," Brown says.

In addition to Brown, Director of Program Development Joseph Ramos, PT, MBA, and the Regional Directors of Quality work closely with the hospital as it pursues a DSC certification. They have frequent calls and visits to complete a "mock DSC survey." Upon completion of the mock survey, the hospital receives a report with findings and works on a plan of correction prior to the official survey. From start to finish, it takes a hospital about six months to earn a DSC certification.

"Patients should seek hospitals with the DSC designation because they carry The Joint Commission's Gold Seal of Approval, which is a nationally recognized distinction voluntarily earned by a select set of healthcare providers," said Ramos. "This is a testament of the hospital's commitment to holding itself accountable to a high bar for quality and safety for those they serve; hence, patients would receive a higher standard of care, with better outcomes and overall experience."

In addition to improving the patient experience, DSC certifications help hospitals reduce unwanted variation

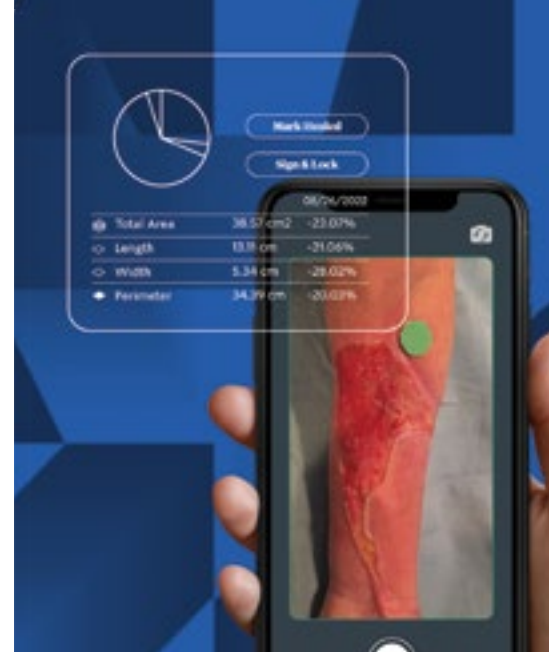
in care, improve efficiencies and outcomes, and align communication and collaboration among all disciplines.

During the onsite survey, reviewers validate that the hospital is incorporating evidence-based guidelines for clinical care on a daily basis. The review also involves the use of tracer methodology, which means that reviewers follow a patient's care experience through the continuum, identify performance issues, and validate compliance through interviews and observations. Reviewers ensure that the hospital is using clinical outcomes and performance measures to improve care. Patient and caregiver education also plays a pivotal role.

Once certified, the hospital may reapply every two years. They must also regularly submit data to The Joint Commission. PAM Health hospitals have earned DSC certifications in the following programs:

- Amputee rehabilitation
- Brain injury rehabilitation
- Heart failure
- Parkinson's disease rehabilitation
- Pulmonary rehabilitation
- Respiratory failure
- Spinal cord injury rehabilitation
- Stroke rehabilitation
- Wound care

While PAM Health has multiple hospitals with at least one DSC certification, PAM Health Warm Springs Rehabilitation Hospital of San Antonio has four: stroke rehabilitation, traumatic brain injury rehabilitation, heart failure, and spinal cord injury rehabilitation. Most recently, PAM Health Specialty Hospital of Rocky Mount earned its first DSC certification for wound care. In fact, the surveyor was extremely complimentary of the program and the involvement of the staff up to and including the CEO.



More than 8.5 million Americans are living with a chronic wound such as a diabetic ulcer, venous ulcer, surgical wound, or burn. Several PAM Health hospitals are incorporating the use of a new technology, Mobile Wound Care, developed by Tissue Analytics. Tissue Analytics is a leading-edge company whose philosophy is to leverage artificial intelligence to automate documentation so clinicians can spend more time on patient care and to extract

Tissue Analytics Program Enhances Wound Care

value from images to provide an accurate assessment of wound healing. Using the HIPAA-compliant, phone-based app, clinicians can photograph patient wounds and upload to their electronic medical record.

Crystal Stautzenberger, PAM Health Corporate Director of Outpatient Programs, has also spent years specializing in wound care. "The Tissue Analytics technology allows us to advance wound care by providing more accurate measurements, which helps us to focus on providing the treatments patients need for more complete wound healing," Stautzenberger said. "Wound care is a multi-dimensional, complex process. Anything we can do to elevate any aspect of treatment is a positive step toward healing chronic, non-healing wounds."

Key advantages:

- Tissue Analytics can instantly record the percentage and area of tissues present in the wound bed.
- Tissue Analytics is the only product on the market with fully automatic wound

measurements with an error rate of less than 5 percent.

- No tracing of the wound is required.
- The program integrates with our electronic medical record and is secure and HIPAA-compliant.
- A cloud-based dashboard automatically charts wound data and generates healing reports for nurses and physicians to review.
- Doctors can use the digital data when designing patient treatment plans.

According to the Tissue Analytics website, studies have shown that when hospital staff use a standard ruler to measure wounds, the error rate can be as high as 44 percent. With the new platform, the wound measurement and data tracking error rate is less than 5 percent.

Our goal is to continue to develop and implement ways to improve the patient experience and outcomes. We are pleased to be able to offer this new technology.

MEET YOUR LEADERSHIP: Dave Johnson

When Dave Johnson joined PAM Health in April 2015 as Director of Safety and Security, it was a big shift after spending over three decades in law enforcement. Despite the differences between the law enforcement and healthcare industries, Dave's prior experience leading public safety for a Pennsylvania municipality has lent itself well to overseeing PAM Health hospital buildings and security operations across the country.

Dave's prior career in law enforcement gave him wide-ranging experience. He has worked as a patrol officer, a detective, a crash reconstructionist, a patrol supervisor, a criminal investigations officer, a SWAT/hostage negotiator, a division commander, and a chief of police. After serving as Director of Public Safety where he oversaw all police, fire, EMS, and emergency management departments for one of the largest municipalities in Pennsylvania, Dave officially retired from law enforcement in March 2015. He already had his new gig with PAM Health lined up and started on the Monday after his last day with the police department!

Over the past eight years at PAM Health, Dave has held the titles of Vice President of Safety & Security and Supply Chain and Senior Vice President of Supply Chain and Company Security, and today is PAM Health's Executive Vice President of Facilities Management.

His role entails leading all construction and renovations, hospital maintenance, and safety and security operations, as well as supply chain management. This wide scope of responsibilities and departments is what makes Dave's job interesting and keeps it fast-paced. He shares: "On any given day, I get to interact with just about every discipline within the company. My days fly by, and before I know it, it's Friday at 6 p.m."

Another aspect of PAM Health that Dave enjoys is "working with and learning from the many incredibly talented, smart, and dedicated executives and staff," adding that the culture of growth and employee appreciation keeps him and his team motivated.

When not working, Dave enjoys golfing, football, basketball, and spending time with his wife, three daughters, and four grandchildren. We're lucky to have Dave on our team at PAM Health!



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Congratulating Chairman's Club 2022 Members

PAM Health hospitals display their Chairman's Club banners at the annual Leadership Meeting in Austin, Texas in March.

