

## Compliance Corner

### Top 10 Reasons Why Compliance Training is Required

Just recently, all PAM Health employees were required to complete annual compliance training. To help you understand why your completion of training is so important, the compliance team offers the following top 10 reasons:

**1. Compliance training makes you a better employee.** By taking the training, you learn important concepts that help you perform your job duties in compliance with the law, regulations, and our policies. Specifically, you learn how to perform daily activities in accordance with all federal, state and local laws and regulations, reduce risks, and help foster a culture of high ethical standards.

**2. Employees are required to comply** with all laws, regulations, PAM Health policies and procedures, and our Code of Conduct. Compliance training allows employees to become knowledgeable about what those items are.

**3. Making training a requirement promotes TEAM**—Together Everyone Accomplishes More.

**4. Compliance training is a vital component of an effective compliance program.** Having an effective compliance program is necessary for our continued success. Therefore, all employees need to participate in training. The federal and state healthcare programs in which we participate strongly encourage it.

An effective compliance program has seven elements:

- Written policies and procedures and standard of conduct (Code of Business Conduct)
- Designated Compliance Officer and Compliance Committee
- Mandatory education and training
- Disclosure program
- Internal monitoring and auditing
- Enforcement and discipline
- Response and prevention

**5. Employees need to understand what compliance is,** how to identify compliance concerns, and how to report compliance concerns.

**6. Employees need to know that they are expected to raise and disclose compliance-related issues,** so they can be appropriately addressed. Training explains that expectation and also provides information as to how employees are to raise compliance-related concerns.

Compliance-related issues are defined as violations or alleged violations of any federal or state law regulating fraud, abuse or neglect; violation of the Compliance Program; or any immoral practice or violation of any system policy that could have a significant impact on business ethics, or result in fraud, abuse or neglect.

**7. Compliance training is necessary to promote a “culture of compliance”** within PAM. A “culture of compliance” is one that promotes the following:

- Employees know the important rules, know where to get help, and are comfortable asking for help.
- There is no tolerance for conscious disregard of rules or gross misconduct.
- Employees have personal ethical responsibility for proper behavior.
- People feel comfortable raising and disclosing problems.

**8. Through training, employees learn that they will not be subject to disciplinary action** or otherwise penalized for reporting a compliance issue in good faith. (See COM-11- Prohibition of Retaliation under the Compliance Program tab on the compliance intranet site for details.)

**9. Compliance with PAM Health’s policies and procedures is now an element of employee performance.** There is a provision in all employee review forms that asks the supervisor whether the employee has been compliant with PAM Health’s policies and procedures and the Compliance Program. Completion of training is one way to be compliant.

**10. The federal government has specifically required all PAM Health employees to take mandatory compliance training** as part of the Corporate Integrity Agreement PAM Health signed in August 2018, with the Office of Inspector General (OIG), the enforcement arm of the federal government agency, which administers the Medicare and Medicaid programs. Training curriculum and participation logs are kept and are subject to review by the OIG.

#### Bonus Reason:

**PAM Health’s continued success depends on each and every employee. Thank you for your continuing commitment to “doing the right things, the right way” and for your assistance in ensuring PAM Health meets this very important task of compliance training.**

Remember to use the following methods to submit a compliance concern. You may choose to remain anonymous.

**Website:** [www.lighthouse-services.com/PAMHealth](http://www.lighthouse-services.com/PAMHealth)

**Toll-Free Compliance Hotline:**  
English speaking USA and Canada: 833-246-1088  
Spanish speaking USA and Canada: 800-216-1288

**E-mail:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com)

**Fax:** (215) 689-3885

# PAM Rx

A healthy dose  
of company news

August 2022



## CEO Corner

### PAM Health employs creative approaches to recruit and retain talented team members

Finding the right person for the job – any job – can be tough even during the best of times.

For many of our hospitals, the national labor shortage has combined with other factors to make recruitment efforts even more challenging. However, I want you to know how seriously the leadership team takes this issue and how hard we are prioritizing getting the right people into the right jobs.

When it comes to recruiting, if there is a good idea, we try it. Obviously, some work better than others do. On top of competitive salaries, we have offered sign-on bonuses, recruitment and retention bonuses, flexible scheduling, hybrid work-from-home options for some positions, and liberal and generous shift differentials.

One of our most successful ideas to date is the PAM Health Travel Nurse Program. You can read more about it on page 3 or visit [www.PAMTravelNurse.com](http://www.PAMTravelNurse.com). With this program, we are able to staff our hospitals with our own PAM Health employees, which is huge because it builds a greater sense of team and family. Secondly, it also allows us to reduce the amount we spend on agency nursing.

Equally as important to hiring great people is retaining and recognizing the amazing team

members we have. Personally, I am grateful for and proud of the hard work you do every day. Working in a hospital setting during the pandemic is not for the faint of heart. You truly are heroes.

Throughout the pandemic, we prioritized patient and staff safety. Even as some businesses struggled to get the personal protective equipment (PPE) they needed, we did not. Thanks to our strong materials management team, our staff members never had to worry about having access to PPE. We were also the first hospital system to proactively install Integrated Viral Protection’s (IVP) indoor biodefense system. At the same time – knowing the long hours many of you were working – we tried to make life a little easier by offering free meals to all hospital employees.

We also are happy to provide a comprehensive benefits program including health, dental, and vision insurance; 401k savings program; and free access to the Teladoc program (for those enrolled in our medical insurance). You can learn more about this convenient benefit on page 2.

It is because of each one of you that PAM Health enjoys an outstanding reputation as a healthcare provider and as an employer. Keep up the good work!

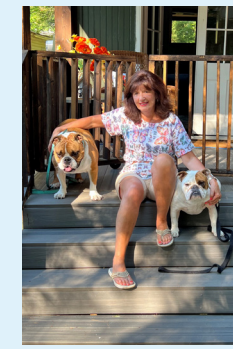
*Anthony Misitano, Chairman and CEO*

## Making a Difference - Meet Lisa Maclean

When she was only 12 years old, Lisa MacLean got her start in healthcare – volunteering at the skilled nursing home where her mother worked as the Director of Nursing. Ever since that moment, she knew she wanted a career where she could help people.

“When I was helping at the nursing home with my mom, it just felt good. It felt like I was making a real difference,” she shares.

As PAM Health’s Chief Strategy Officer and Sr. Executive Vice President, MacLean is a mover and shaker in the healthcare



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## MacLean continued

industry. She works with legislators in Washington, D.C., on issues relating to specialty hospitals, including reimbursements and patient criteria.

She identifies growth opportunities, leads PAM Health's branding and marketing efforts, and is a key member of the senior executive leadership team, providing insight and recommendations on vital issues.

"We don't do the same thing two days in a row and it's always challenging," she says with enthusiasm.

MacLean first met PAM Health Chairman and CEO Tony Misitano when they were both working for a healthcare company in the Pittsburgh area. The duo instantly recognized their shared work ethic and drive for excellence.

"He is really up front," MacLean says of Misitano. "You know where he stands on everything and I appreciate that. He

promotes creative thinking and innovation. Because of his leadership style, it does not take us long to move on anything. We are very dynamic."

With more than 35 years of healthcare experience, MacLean has worked for numerous regional and national healthcare systems. However, she is especially happy to be a part of PAM Health's tremendous growth over the past seven years.

"Our key strength is the fact that we focus on all of our employees," she notes. "The patient experience is vital, but so is the employee experience."

When she is not working, MacLean also knows how to have fun. One of her favorite ways to relax is to spend time with her family and bulldogs at her cottage in Mount Gretna, a small town known for its natural landscape and outdoor activities.

## Understanding Your Benefits: Teladoc – Easy, Convenient & Free!

Wouldn't it be nice if you could just call your doctor when you had a sinus infection or ear infection and talk to them over the phone without worrying about a copay? Did you know that you could with the Teladoc benefit? Teladoc can save you and your family time and money! PAM Health employees, their spouses, and their dependents who are enrolled in our medical insurance have easy access to this convenient and free (to them) benefit. Through Teladoc, employees can talk to a doctor anytime they want – 24 hours a day, 7 days a week, 365 days a year - by telephone or video (within the United States).

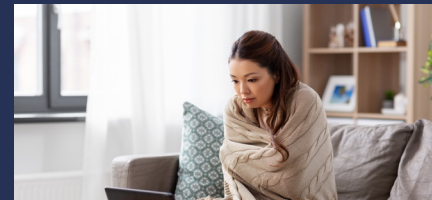
"Often, people do not get the little things checked out due to the perceived hassle of making an appointment, potentially missing work, travelling, waiting, and possibly being exposed to other illnesses. When they are seen, they may be told simply to drink more fluids and take over-the-counter medicines, but they then have the resulting copay/ deductible to pay," explains Raylea Stelmach, PAM Health Director of Benefits. "If they can speak to someone and have a doctor hear/see the issue for free and at their convenience; they can justify not going or needing to go to their primary care provider while still getting the care they need."

Currently, only 12% of eligible PAM Health employees use this valuable resource. However, Stelmach hopes that number will grow as more people understand this tremendous benefit. Teladoc can provide treatment for non-emergency, acute medical conditions that might otherwise require a visit with a primary care provider or at an urgent care center.

Participants can request a visit for the following common medical conditions:

- Sinus problems
- Urinary tract infection
- Upper respiratory infection
- Nasal congestion
- Ear infection
- Pinkeye
- Bronchitis
- Allergies
- Flu
- Cough

With the Teladoc program, eligible employees pay nothing for acute care and dermatology visits. Enrollees can also participate in free wellness care opportunities for nutrition, tobacco cessation, and more. Enrollment in the program is simple, requiring the



completion of a medical history form and downloading the Teladoc app. After a visit with a Teladoc provider, patients can ask them to share the information with any member of their care team.

"We have the best employees who are hardworking and dedicated to caring for others at all hours of the day," Stelmach says. "This program is a free and convenient way for them to reach out when it best suits their schedule and have someone take care of them!"

If you are currently enrolled in PAM Health medical benefits, you can access Teladoc by visiting their website, [www.teladoc.com](http://www.teladoc.com) or calling 1-800-Teladoc to set up your account. This is just one of the many ways PAM Health is building a benefits program to meet employees' needs.

**Teladoc is an all-round great resource!**

## PAM Health Introduces Travel Nurse Program

Traveling nurses have been a part of the healthcare workforce for some time. Recognizing this trend, PAM Health decided to launch our own Travel Nurse Program and has experienced amazing results. The initiative began on a small scale in November of 2021, but has grown as PAM Health has welcomed new hospitals throughout the country. At 100 traveling nurses and growing, the program offers a unique opportunity for nurses to see the country while helping where the need is the greatest. The result is a win-win for PAM Health and the patients they serve.

The PAM Health Travel Nurse program offers full-time benefits, including paid time off, insurance, 401k, and more.

"The hospitals are grateful for the opportunity have our own PAM Health travelers in-house," says Carmen Pivoda, Vice President of Strategic Clinical Operations and Programs. "Full-time employees can provide positive patient outcomes because the travelers know our 'We Care' Model."

Some of the destinations traveling nurses have been assigned include Florida, Colorado, Texas, and Arizona.

"We send a survey to the travelers after their first week to see how it is going," Pivoda explains. "Additionally, we will send a survey to both the hospital and the traveler at the end of their assignment. We are currently in the process of receiving results. Most travelers have been satisfied with their deployment, orientation, and first assignment."

"Becoming a PAM traveler is a dream come true."



While most of the travelers are new team members for PAM Health, several existing employees have taken advantage of this unique opportunity.

Shelita Coleman has been a part of the PAM Health family for more than three years. She became a PAM Health traveling nurse in November of 2021 with her first assignment at PAM Health Specialty Hospital of Luling.

"Working for PAM has always been a job that I enjoy," Coleman says. "Becoming a PAM traveler is a dream come true. I am able to continue working for a company I love, while getting to travel and experience new places. Learning about the different hospitals and being a part of a great team is helpful in becoming a better nurse! Everyone has been kind and willing to help. I appreciate everything and look forward to more experiences."

To learn more, visit [www.PAMTravelNurse.com](http://www.PAMTravelNurse.com).

## New PAM Health and Voyages Apparel Online Store Opens

Employees often ask if they can buy custom-made PAM Health and Voyages t-shirts, sweatshirts, jackets, hats, and more. Well, now you can! Starting in July, the new online apparel store opened. You can access it from the Intranet. Once on the site, you can choose from the nearly 50 different items available.

All items will feature the PAM Health or Voyages logo. After placing your order using the secure checkout, you will receive it in 10-15 days as all items are made to order. A \$10 flat rate shipping fee applies to all orders under \$75. Some hospitals will also be purchasing orders to fill their Kudos card closets to give employees additional items to select from when they earn Kudos cards. Be sure to check out the store and show off your PAM and Voyages Pride!



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