

## PAM Pride

### Employees that go above and beyond



#### Ethan Bell

Materials Management  
Tech, PAM Health Specialty  
Hospital of Sarasota

Ethan is a prime example of a positive PAM attitude. He began as a dietary aide, who performed his job with

a contagious joyful sense. He recently transitioned that into a Materials Management position, where he continues to bring positivity. With his constructive and encouraging demeanor, Ethan continues to thrive and grow with PAM.



#### Erica Platil-PTA

PAM Health Specialty  
Hospital of Denver

Erica is committed to excellence. She delivers daily compassion and motivates everyone around her with her positivity and

caring spirit. Often, co-workers and patients are greeted and uplifted by Erica's upbeat energy and unwavering empathy.

Motivated by the physical therapy care she received following an athletic injury, Erica began to form her career path.

Erica implements the same care she received during that experience to her current patients at PAM.

"The people who cared for me, and made me whole, were my inspiration," she said.



#### Gabriel Bautista

Dietary Manager,  
PAM Health Warm  
Springs Rehabilitation  
Hospital Thousand Oaks

Gabe is a dietary manager who routinely receives compliments from patients.

One comment they consistently make is simple, yet quite rewarding.

"The food here is good."

When admitting patients to our rehab hospital, we are often told, "We chose this facility because we saw your reviews that mentioned the excellent food."

Several years ago, Gabe worked with the dietitian to create a "Thousand Oaks Cafe Menu." The patients started receiving a choice on what they would like to eat for each meal and offered a daily Chef's special as well. He and his team work hard to make even pureed food and special dietary restricted food appetizing and healthy for our patients.

In times of uncertainty, patients can always rely on the consistent quality of our hospital's food.

A healthy dose  
of company news  
September 2021

# PAMRX

## CEO Corner

"Through it all, you stood tall.  
Your selfless service will never be forgotten."



It has been nearly two years since our personal and professional lives forever changed. The COVID-19 pandemic has brought on unprecedented challenges, and the first word that comes to my mind when thinking about our employees' effort is "selfless."

At the height of the pandemic, you put your lives on the line on a daily basis. With no vaccines available, you stood tall to treat COVID-impacted patients while remaining committed to our traditional scope of services.

My biggest takeaway from this time has been the irreplaceable value of having a great team. Every employee has sacrificed something throughout this past year and a half, and those sacrifices for the greater good has led to strong bonds at all levels of this company.

PAM Health has always made the safety of our patients and staff our highest priority. That's why it was crucial to act fast in securing sufficient PPE and proactively seeking new technology, such as the IVP system that eliminates the airborne transmission of SARS-CoV-2 to control the indoor spread of COVID-19.

We are not out of this yet, but my confidence has never been higher. We will continue giving our patients the high-quality care they are accustomed to receiving at PAM Health. We are all aligned with the same mission, and together we will get through this. I could not be prouder of your efforts and dedication to PAM Health and the patients we serve.

Thank you,  
*Anthony Misitano, President and CEO*

## Meet your Leadership: Karick Stober personifies PAM Health Family Mentality



ENOLA - Executive Vice President and Chief Financial Officer Karick Stober has been with PAM Health since 2010, serving as the CFO for the last nine years. In his decade-plus tenure at PAM, he's had the same mentality about his job as he does his personal life.

"This is very much a family-oriented company," Stober said, "We aren't publicly-traded, so there isn't a lot of outside pressure. It's really a great place to grow."

*Continued on the next page*

Continued from the previous page

Throughout his time at PAM, Stober has seen the company expand through numerous mergers, new hospitals and acquisitions. It's that growth that Stober believes has created a sound retention rate among the PAM staff.

"That growth has provided tremendous opportunities for me and others," he said. "Many people that were here with me 10 years ago are still here. We pride ourselves in the fact that we don't have much turnover at the corporate office and overall, people are able to grow in their positions at the company."

When he leaves the office, Stober's family mentality continues as he makes it a point to spend as much time with his three daughters as possible.

"Every Saturday, we have 'Daddy-Daughter Day.' We'll do things as simple as running errands together, or we'll go to Hersheypark, or we'll get in the car and just travel all over together."

As he has seen his own family grow, Stober is excited to continue growing professionally with PAM.

"The future is really bright for PAM. My youngest daughter is 18-month-old. When she gets older, I want to still be right here."

## "We Care" Initiative

Our "We Care" program is in place to ensure we work together to provide compassionate care and exceptional experiences for our patients and families.



**Our Promise: "We care for you like family."**

**We Care Behaviors:** We follow all policies, regulatory requirements and avoid shortcuts, keeping safety first.

1. We are approachable by demonstrating the 10/5 rule and acknowledging all patients and guests
2. We treat everyone with respect and demonstrate empathy, seeing the situation through their eyes
3. We adhere to professional dress standards and demonstrate "on stage" behaviors
4. We work as a team, manage each other up and promote collaboration across departments

Consistently demonstrating these behaviors will help ensure we provide safe, quality care to all. Regardless of your role, you play a key part in ensuring we care for our patients like family. Thank you for your commitment to making a difference.

## Forward Thinking, Forward Moving

### Avenues Driving Program Up and Running

PAM Health Avenues Driving Program opened in our Overland Park Hospital August 1, 2021. The ability to drive is often the ultimate sign of independence, making it especially important that patients can return to this valuable activity. At the same time, health care providers may find it difficult to effectively evaluate a patient's ability behind the wheel following a change in medical status. Our new Avenues Driving Rehabilitation Program provides the answers patients and family members need to keep their loved ones safe.

### Enhanced Service Desk

A PAM Service Desk improvement is coming your way! We are focused on continuing to improve our support capabilities by implementing new features and services based on our ServiceNow platform. We will be providing a "One-Stop Shop" for all Security Access Requests. Working with HR and other department leaders, we will incorporate Role Based Security Access Requests into the process. Also, keep an eye out for our new Virtual Agent chat capability we will be implementing into the ServiceNow Self-service portal.

### Bridgeway Hospice Adds to Partnership

Bridgeway Hospice is an expansion of our PAM Health at Home (formerly Be Healthy at Home). We began taking our first hospice patient on July 31, 2021. The addition of this service will allow us to further help those in our communities improve the quality of life in their loved one's last months, focusing on comfort care, control of pain and symptom management, as opposed to continuing curative treatments.

### PAM Health Infusion Center in Victoria North Opens

At PAM Health Specialty Hospital of Victoria North, our Infusion Center offers the comfort and convenience you want for short- and long-term therapies, including IV hydration, IV antibiotic therapy and headache treatment protocols. Staffed by experienced infusion nurses, the center is open seven days a week with appointments available between 7 a.m. and 3 p.m.

### New to the "PAMily"

#### **William Borrego**

VP Revenue Cycle Operations  
wborrego@PAMHealth.com  
469-919-9807

#### **DaLela Marshall**

Sr. Director of IS Operations and Service Management  
dmarshall@PAMHealth.com  
469-525-3365

#### **Kerry Wesley**

Sr. Director of Revenue Cycle Solutions  
kwesley@PAMHealth.com  
469-241-2510

#### **Patricia Hubbard**

Clinical IT Specialist  
phubbard@PAMHealth.com

#### **Robert Choate**

Sr. Project Manager  
rchoate@PAMHealth.com

#### **Connie Buckwalter, MBA**

Corporate Director of Communication Strategy & Public Relations  
cbuckwalter@PAMHealth.com  
717-963-8707