

## Compliance Corner

### HIPAA Best Practices

The Health Insurance Portability and Accountability Act (HIPAA) passed in 1996 to regulate the use and disclosure of protected health information (PHI), continues to be a significant law with which PAM Health must comply. The Office of Civil Rights (OCR) at the U.S. Department of Health and Human Services (HHS) is charged with enforcing HIPAA and has a track record of imposing civil monetary penalties (CMP) against entities for violations of HIPAA. As documented by actual cases, a CMP amount can reach \$16 million, depending on the severity of the violation.

Based on the risks associated with violations of HIPAA and because training is required, all employees will be required to take HIPAA training when it is launched during Quarter One of 2022. At that time, more details regarding HIPAA and the need to protect health information will be addressed. In the meantime, here are some best practice reminders:

- Do not share passwords and never allow unauthorized persons access to your computer.
- Lock or shut down your computer if you are going to be away from your computer or workspace for a period of time.
- Keep notes, memory sticks, and files in a secure place and be careful not to leave them in open areas outside your workplace, such as a cafeteria or airport.
- Do not place any PHI on a mobile device without appropriate approval.
- Hold discussions involving PHI in private areas and for job-related reasons only. Be aware of places where others might overhear conversations, such as reception areas, hallways or elevators.
- Follow procedures for the proper disposal of sensitive information, such as shredding documents or using locked recycling drop boxes.
- Make certain when mailing documents that no sensitive information is shown on postcards or through envelope windows and that envelopes are securely closed.
- When sending emails outside the network, do NOT include PHI or other sensitive information unless the email has been encrypted and any attachments password protected.
- Do NOT access a patient's record UNLESS needed for work or with written permission from the patient
- Do NOT share PHI with others who should not have access, including co-workers or personal acquaintances.
- Treat patient PHI as if it were your own information.
- Do NOT leave medical records or any other PHI unattended.

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

PAM Health's IT contact information is found on the "Who to Call" document that is found on everyone's Kodiak desktop.

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



## PAM Health Team Members Brighten Up the Holidays in Merry Ways

Over the holidays PAM Health hospitals got into celebrating – each in their own unique and fun way. Dressing up, decorating, helping others – they brought cheer to each other, their patients, and family members.



## CEO Corner

“Over the last 15 years, we’ve gone from great to elite.”

It is not every day you celebrate a crystal anniversary.

behavioral health to address the whole patient as the needs of those we care for continue to evolve. If you exchange “post-acute” with “behavioral health” in the mission, our purpose does not change.

When I founded Post Acute Medical in December 2006, growth was a goal, but going from three to 67 hospitals over the years absolutely surpassed my expectations. Our entire team has achieved these impressive outcomes together, truly reflecting our mindset.

As we look ahead 15 years, our path of success and commitment is clear. With a leadership team that continues to lead the way with a keen focus on always advancing, a strategically planned succession is in view for me, although I plan to remain involved with PAM Health as long as possible. Our experienced leadership team is made up of seasoned executives whom I know will fulfill our vision and my legacy so that PAM Health continues to lead our industry with the commitment of our entire team.

In addition to our name change to PAM Health and our “We Care” initiative, much has changed over the years. We became more sophisticated, nurtured our talent and continued to hire gifted professionals to stay ahead of the industry with best-in-class care and services. We never expanded the company for the sake of expansion alone – we matured our approach and took on the market with strategic processes designed for smarter, market-leading growth.

On this anniversary and every day of the year, I celebrate what we have built together. I am privileged to be part of this amazing team of talented and caring professionals who are dedicated to delivering stellar outcomes in returning people to wellness.

Yet, our mission remains our constant NorthStar - to provide high quality patient care and outstanding customer service, and to be the most trusted source for post-acute services in every community we serve. Today, we are considering expanding into

Thank you and happy anniversary,  
*Anthony Misitano, President and CEO*

A healthy dose of company news / January 2022

## PAM Health Hospitals Earn Top Places to Work Honors

PAM Health employees know they work at a great place, but receiving public recognition speaks volumes. This fall, PAM Health Specialty Hospital of Hammond was selected as one of the honorees in the 2021 City Business “Best Places to Work” competition. Previously it had also been recognized with the same honor for two consecutive years by the Times-Picayune / New Orleans Advocate. Also earning recognition was PAM Health Specialty Hospital of Sparks, which was recognized as a top 40 employer in the region by the Northern Nevada Human Resources Association. The ratings for both were based upon feedback collected from employee surveys - an indicator of overall employee engagement. Congratulations to both hospitals and their fantastic employee teams!



## Meet Your Leadership:

**Kristen Smith, MHA, PT**

ENOLA - Kristen Smith is our vibrant triathlete who is available 24/7; hails from Columbus, OH; travels to different hospitals or new markets weekly; and works from the home office in PA twice a month.

She is the Chief Transformation Officer who identifies markets in which to develop new hospitals and form joint ventures. During her five years as an employee, she has also absorbed responsibilities over clinical, case management, quality, information technology, clinical documentation operations, ambulatory services, home health, and Voyages Behavioral Health division.

“PAM Health is a very down-to-earth company, and I love the variety of my job,” she reflects. “The culture is very unique in that it promotes open communication across all levels, collaboration, is quick with information, and quick with changes. Most importantly, it is always focusing on the essence of PAM, where People Always Matter – our employees and the patients we serve.”

President and CEO Anthony Misitano met her 10 years ago when she was on the clinical side with oversight of rehab operations. He then hired her as a consultant, prior to her joining the company. Today, she deals with different aspects of our service lines to improve quality, clinical programs, documentation, and information systems and helps us grow and diversify as a company.

Given her clinical background, as she continues to grow professionally, there’s always a part of her that misses direct patient care. However, the amount of patients impacted by PAM’s clinical teams and the decisions she’s involved in to improve patient care and the employee experience is much more gratifying.

“We have superior clinical teams doing the hands-on nursing and therapy that shows in our quality data. I love connecting all those dots where clinical interventions and programs drive our high-quality outcomes.”

When she’s not on the road for work, she’s committed to traveling with her family, hopping from soccer field to field, or flying for leisure to other destinations where she can run, bike, hike, ski, or swim with her husband and sons.

## New Work Injury Recovery Program Helps Businesses Create Stronger Workforces

In 2018 and 2019, 2.8 million workers were hurt on the job each year in the United States. According to the US Bureau of Labor Statistics, the most common injuries are muscle sprains, strains, tears, soreness, and pain. Causes include repetitive motion and overexertion (31%) and falls, slips, and trips (27.5%). While many of these situations result in no lost time from work, others require inpatient or outpatient care.

At PAM Health Specialty and Rehabilitation Hospitals, our knowledgeable medical teams often treat patients recovering from injuries sustained while at work. Our workers’ compensation inpatient rehabilitation programs focus on promoting healing and enabling the patient to return to home and work.

Drawing upon our years of experience, PAM Health is introducing a new outpatient program – to be offered at PAM Health outpatient rehabilitation clinics – focused on developing stronger, healthier, and safer workplaces to prevent future on-the-job injuries – and hopefully hospitalizations. We designed our Work Injury Recovery program to help injured employees return to the workplace stronger than before. Our innovative treatment plans set our program apart.

“Our Work Injury Recovery program is designed for people who have sustained a workplace injury who want to quickly and effectively recover and get back on the job as soon as possible. We are focused on assisting people who want an accelerated program and a recovery treatment that will help return them to their prior level of function and limit financial loss associated with their inability to work,” reports Crystal Stautzenberger, Corporate Outpatient Program Director for PAM Health.

Rehabilitation may include exercise, massage, ultrasound, electrical stimulation, heat or ice therapy, and other

techniques. Therapists can also use specialized equipment designed to mimic common job responsibilities and duties for employees most at-risk for injury. Equipment includes push/pull stations, upper and lower body strength stations, loading stations, and endurance stations.

“One of the things that makes our program unique is our focus is on the strengthening and conditioning of people to get them where they can tolerate two hours of work-like conditions and working their way back so they can tolerate eight hours. Our goal is to get them the point where they can go back to work stronger than what they were when they came into the program,” said Jon Cohee, MHA, OT, Senior Vice President and Chief Operating Officer, Ambulatory Services for PAM Health.

By duplicating actual working conditions, our physical and occupational therapists can target the injury and teach the employee how to build strength and endurance. They also emphasize educating and reinforcing proper body mechanics, work pacing, and safety to reduce the chance of re-injury.

Cohee explains: “For example, if they have to climb up and down a ladder, or they have to carry objects from A to B — as their condition allows — we will specifically target their work program to mimic their job responsibilities. It’s personalized and targeted to get them back to their unique job.”

The PAM Health Work Injury Recovery program is a 4-8 week program with treatment sessions 3-5 times per week. The duration of each session is specific to each patient’s capabilities, goals, and needs to safely return to work.

PAM Health leaders in local communities have been connecting with businesses to educate them about this exciting new option to create a safer, stronger, more productive work environment.



PAM Health Hammond facilities receiving supplies.

## Taking Care of Others and One Another

When Hurricane Ida made landfall near Port Fourchon, Louisiana, early afternoon on Sunday, August 29, 2021, PAM Health Specialty Hospital of Hammond and PAM Health Rehabilitation and Specialty Hospital of Covington were prepared for the worst. Fortunately, between the hospitals’ emergency management plans, creative problem solving, and dedicated, hard-working staff members, the patients remained safe and well cared for. “We implemented our emergency management staffing plan,” Nicholas Mendez, Chief Executive Officer at PAM Health Specialty Hospital of Hammond explained. “We let employees stay at the hospital for safety and procured all the supplies, food, and water they would need.” Truly, all of the team members rose to the occasion. “It was amazing to see the staff at both hospitals and our sister hospitals come together to help one another,” Mendez said.

When word of the situation reached the other PAM Health hospitals, they reacted just like family and quickly asked what they could do to help. Several hospitals sent gift cards and supplies to help Covington and Hammond employees impacted by Ida. Those locations include Victoria, Beaumont, Corpus Christi, Luling, Round Rock, and Shreveport.



PAM Health Hammond facilities receiving supplies.

## Two PAM Rehab Hospitals Make Newsweek Top Centers List

Newsweek magazine has included both PAM Health Warm Springs Rehabilitation Hospital of San Antonio and PAM Health Rehabilitation Hospital of Overland Park in its prestigious list of America’s Best Physical Rehab Centers for 2021. For San Antonio, it is their second straight year on the list. In addition to ranking 12th in Texas, this location achieved the highest score of all San Antonio rehabilitation centers in the “Best Physical Rehabilitation Centers 2021” survey. Overland Park ranked fourth among all Kansas centers. It was its first year to make the list. The awards are presented by

Newsweek and Statista Inc., the world-leading statistics portal and industry ranking provider. According to the Newsweek website, “America’s Best Physical Rehabilitation Centers 2021 highlights the nation’s top inpatient rehabilitation facilities (IRFs) based on quality of care, quality of service, quality of follow-up care and accommodation, and amenities. Facilities in the 25 states with the highest number of inpatient rehabilitation facilities, according to the Centers for Medicare & Medicaid Services (CMS), were included in this study.”



## PAM Pride Employees who go above and beyond

Sheryl Lee has been with the PAM Health Specialty Hospital of Texarkana for almost seven years. She first worked as a nurse for five years. During that time, she exemplified the “WE CARE” spirit of PAM Health with her exceptional work ethic, sense of humor, and knowledgeable, caring approach with patients and families. In January 2020, she became a clinical navigator, where she does an amazing job of working with our home hospital of Christus St. Michael in Texarkana and the Sound Physician Group. Her strong relationships with physicians and hospital staff helped her to grow

admissions tremendously. In fact, CSM is now the number one referring and admitting hospital for PAM Health in Texarkana. Sheryl’s smile and positive attitude are always with her – even amidst trying circumstances. Recently, she has encountered health issues that would rock anyone. Instead, Sheryl has shown increased optimism and her trademark positive outlook, which continues to encourage all of us.