

THE POST

ISSUE 1, 2020

A quarterly newsletter for the staff and friends of Post Acute Medical



A message from our Chairman and CEO

Last year, Post Acute Medical experienced a spike in its normal rate of annual growth with the acquisition of 12 hospitals. In an effort to ensure that each of those hospitals is properly assimilated into the PAM network, we took a deep breath as we began 2020.

While some companies quickly move new acquisitions to their standard operating procedures, we moved slowly and meticulously to ensure we understood what they do and how they do it. If there was an opportunity for us to learn from them and develop new best practices for the company, as they are historically strong performers, then we wanted to do so.

In addition to being a year of integration, 2020 will be a year of positioning for additional growth in 2021 and refining our operations. As mentioned previously, we will approach every aspect of doing business with the same objective — moving our organization from great to elite.

Many of the stories featured in this issue of *The Post* are evidence that our people, programs, and services are already headed in that direction. From Karick Stober, our Chief Financial Officer, whose efforts have helped grow our company, and Dr. Glenn Herrmann, who is changing lives with a specialized wound care program, to everyone in between, your contributions are moving our performance to the next level together.



Thank you for your commitment to our patients and our company.

A handwritten signature in blue ink that reads 'Anthony F. Misitano'. The signature is fluid and cursive, written in a professional style.

Anthony Misitano
Chairman & CEO

Dover hospital named exclusive rehab provider for professional sports team



Representatives of PAM Rehabilitation Hospital of Dover joined Charles Penns, owner of the Delaware Thunder, to promote the team's season. From left are Giancarlo Levrio, Director of Rehabilitation; Ted Werner, CEO; Penns; Dr. Kirill Alekseyev, Medical Director; and George Del Farno, Director of Strategic Initiatives.

As the exclusive rehab provider for the Delaware Thunder — the only professional hockey team in the state — PAM Rehabilitation Hospital of Dover becomes the first Post Acute Medical (PAM) hospital to serve in this role for a professional sports team.

The relationship is a win-win for both PAM and the team, which took to the ice for its first season in October 2019, according to Dr. Kirill Alekseyev, the hospital's Medical Director and team physician.

"Hockey is one of the most dangerous sports for concussions. For the team, it is important they can count on us to keep them healthy," says Alekseyev. "From the hospital's standpoint, it is a good opportunity to promote our services."

As the team physician, Alekseyev's job is to prevent injuries from happening. But, when the inevitable happens, he evaluates the severity of the injury, guides treatment for them, and determines when it is safe for them to return to play.

"We make sure they wear mouth and ear guards and the equipment is safe," he says. "While a lot of the guys don't like wearing them, the mouth guards are mandatory for the team. Often it will be a puck to the face or a fight that causes an injury to their lips."

All of this happens in coordination with Giancarlo Levrio, the hospital's Director of Rehabilitation and the team's head athletic trainer. Monday through Friday, Giancarlo attends practices, triages injuries, provides pre- and post-practice treatment and first-aid care. If anyone is injured or unable to participate in practice, they

see him for rehab. On game days, he provides pre-game treatments, including taping, stretching and equipment checks and adjustments.

"If anyone is injured, Dr. Alekseyev is on the ice, and I am there to assist him," Levrio says. "Anything from bloody noses, to sprains, strains, contusions and head injuries, we manage it there. And, we determine if they are safe enough to get back on the ice."

The rehab the pair delivers is very different from clinic and hospital-based rehab, according to Levrio.

"Everything is fast paced and very functional," he says. "When we see a patient in the clinic, we can only simulate to a point, but it isn't the true activity. When I am with the Thunder, I can see what they are doing in real-time and need to be very creative. It is more challenging because they are high caliber athletes, and we do not have the amenities we do in the clinic."

PAM also purchased software to assist Alekseyev and Levrio in their ability to rehab the players.

"We are using HeadCheck, a return-to-play software that can be personalized for each athlete," says Alekseyev. "It helps you guide players through concussion protocols and gets them back to play. Every exam we perform is documented in the player's file and emailed to coaches and athletes."

While this is the first season for the Thunder, the expectation is that as interest in the team grows, so does awareness of the hospital.

"Not every hospital is associated with a professional team," Alekseyev says. "The fact that we were chosen over other hospitals, says a lot about us and our staff."



PAM hospital has national reputation for wound care success

Thanks to a medical director who isn't afraid to do things differently, the Joint Commission certified wound care program at PAM Specialty Hospital of Denver has a national reputation for success.

Dr. Glenn Herrmann is a board-certified plastic, reconstructive, and cosmetic surgeon who has quietly earned a reputation for delivering some of the best results in the country for a very specific type of wound care. Herrmann designed and developed the Advanced Tissue Closure (ATC™) wound care program®, which has proven especially helpful to patients with paraplegia or quadriplegia, who develop large pressure wounds that fail to respond to other therapies.

“We use precision surgical procedures and innovative techniques for ATC™ at the bedside,” Herrmann explains. “No operating room or general anesthesia is needed.”

The physical medicine and rehabilitation teams also work with patients on transfer skills, pressure management, equipment readjustment, appropriate ambulation, and activities of daily living skills and techniques.

“Most patients will complete the program in eight weeks and can expect an overall success rate of approximately 90%,” Herrmann says. “Following the procedure, the program consists of bed rest on a special air-fluidized immersive surface and a stretching



Dr. Glenn Herrmann

program followed by a sitting program to retrain the patient's affected tissue to accept pressure from sitting.”

The program is successful because — in addition to a care team that includes plastic surgeons, a certified wound nurse team manager, hospitalists, infectious disease specialists, a dietitian and nutritionist, physical and occupational therapists, and case managers — everyone in the hospital is trained in what the patients need, according to Dr. Adam Burick, Chief Medical Officer for Post Acute Medical.

“If the dietary team is passing trays, they know to ask, ‘Were you turned in the last 15 minutes?’” he says. “The fact that the program is so team driven is what makes it so successful.”

Patients who have exhausted other options in their search for healing, routinely travel across the country to benefit from the positive outcomes the ATC™ wound care program® delivers. Craig Hospital, a world-renowned rehabilitation hospital, is one of several specialty hospitals that regularly refers patients to Herrmann and his team for wound healing.

“It is easy to understand why Dr. Herrmann and his team have a reputation for excellence that continues to attract the attention of the medical community,” Burick says. “They have put the necessary time and energy into developing protocols, training the team, and developed innovative and proven processes that do things that no other program is able to do.”



Leading the Way: Chief Financial Officer Karick Stober



Karick Stober

Karick Stober takes a few minutes out of every day to walk around the office, say hello, and basically connect with his direct reports and the people who report to them. It is something he picked up from Anthony Misitano, Post Acute Medical's Chairman and CEO, after joining the company almost 10 years ago.

"Tony always mentioned it," Stober remembers. "He would

say it is important to walk around and get to know people. It also provides an opportunity to find out if there are any issues that need resolved."

Having that front-of-mind presence has been beneficial for Stober, who started with the company as a senior financial analyst and now serves as executive vice president and CFO, a title that doesn't necessarily reveal

the whole story. In addition to overseeing mergers and acquisitions, treasury, finance and accounting, he also leads development and reimbursement.

"I really enjoy the development and mergers and acquisitions," he admits. "I like working with banks. I see it as wheeling and dealing. I like the satisfaction of getting what I believe is a good deal."

Those good deals have not gone unnoticed, according to Misitano.

"Karick is one of the hardest workers in the company. His contributions to the company are immeasurable," he says. "He is an all-around, top-level executive who has really made something out of himself. He is a key member of this company."

When he started with the company, Stober admits he wasn't sure where the opportunity would lead.

"I don't think I necessarily saw myself in the position I'm in, but I always saw all the opportunity," he says. "It was a matter of showing I was up for the challenge whatever task I was given."

Hospital acquisitions seen as strategic opportunities

Post Acute Medical (PAM) acquired 12 hospitals during 2019. Of the dozen new hospitals, nine were long-term acute care hospitals (LTACH) acquired from LifeCare Holdings and three were rehab hospitals from Kindred Healthcare. In addition to providing entry into five new states — Colorado, Florida, Missouri, North Carolina, Ohio — all of the acquisitions complement PAM's existing network of hospitals.

"The LifeCare hospitals' strong market positions and reputation for quality care were a persuasive factor in the decision-making process," says Anne Leon, Senior Vice President of Network Development. "With these nine hospitals, we strengthened several existing markets and gained entry into new ones, including two certificate of need states, as well."

The LifeCare acquisition came on the heels of the Kindred acquisitions: St. Luke's Rehabilitation Hospital in Chesterfield, Missouri; Kindred Rehabilitation Hospital Northeast, which is now PAM Rehabilitation Hospital of Humble, Humble, Texas; and Kindred Rehab Hospital Clear Lake, which is now PAM Rehabilitation Hospital of Clear Lake North, Webster, Texas.

"The acquisition of St. Luke's was a strategic move in that it is a new state, a CON state, and we have a joint venture partner. That will be helpful as we develop new community-based programs," says Leon. "The Clear Lake hospital strengthens our position in Webster, Texas, while Humble allows us to begin developing the Houston market."

— 2019 ACQUISITIONS —

- **Denver, Colorado**
PAM Specialty Hospital of Denver
- **Sarasota, Florida**
PAM Specialty Hospital of Sarasota
- **Shreveport, Louisiana**
PAM Specialty Hospital of Shreveport North
PAM Specialty Hospital of Shreveport South
- **Chesterfield, Missouri**
St. Luke's Rehabilitation Hospital
- **Las Vegas, Nevada**
PAM Specialty Hospital of Las Vegas
- **Sparks, Nevada**
PAM Specialty Hospital of Sparks
- **Rocky Mount, North Carolina**
PAM Specialty Hospital of Rocky Mount
- **Miamisburg, Ohio**
PAM Specialty Hospital of Dayton
- **San Antonio, Texas**
PAM Specialty Hospital of San Antonio at Medical Center
- **Humble, Texas**
PAM Rehabilitation Hospital of Humble
- **Webster, Texas**
PAM Rehabilitation Hospital of Clear Lake North

Billboard features associate general counsel



A recent American Heart Association billboard posted in Harrisburg and nearby Shiremanstown, Pa., included the photo of Post Acute Medical's Brittany Misitano.

The company's Associate General Counsel — Transactions and Operations, was one of several Capital Region Heart Walk executive volunteers featured on the billboard for meeting a matching fund donation challenge. Misitano, who

served as co-chair of the Capital Region Heart Walk fundraising committee, plans to continue her work with the nonprofit.

"Heart disease is the number one killer in the country. I don't think a lot of people know or understand that," she says. "The more you can do to raise awareness, the more people you are helping."

Hospital lab wins excellence award

PAM Specialty Hospital of Texarkana has won the COLA Laboratory Excellence Award. COLA accredited labs that earn the award have had zero citations on their survey, no unsuccessful proficiency testing and no substantiated complaints. Celebrating the team accomplishment are, from left, Dr. Dewitt Fortenberry, Laboratory Director and the hospital's Medical Director, Sherri Rogers, Cardiopulmonary Manager, and Greg Lessard, CEO.



The Post is published quarterly for the staff and friends of Post Acute Medical.

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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) and continues to be a significant law with which Post Acute Medical (PAM) must comply. The Office of Civil Rights at the U.S. Department of Health and Human Services is charged with enforcing HIPAA and has a track record of imposing civil monetary penalties (CMP) against entities for HIPAA violations. 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 HIPAA violations and because training is required, all employees must take HIPAA training when PAM launches it during the first quarter of this year. At that time, we will address more details regarding HIPAA and the need to protect health information.

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 that 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 or security breach, you must report it to:

Your supervisor, Health Information Management or CEO AND the PAM Corporate Office.

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

Note: Protected Health Information (PHI) includes any information, whether oral, recorded on paper or sent electronically about a person's physical or mental health and includes personal information connecting the patient to the records.

If you have questions or would like additional information, please contact Annmarie Gover, Esq., CCEP, Corporate Compliance Officer, at agover@postacutecorporate.com or 717.317.9303. COMPLIANCE HOTLINE: 833.246.1088