

Compliance Corner | Is Your Clinical License Current?

Based on your position at PAM Health, you may be required to maintain a license or certification to comply with state and federal laws. Some examples of clinical employees whose positions require professional licensure include nurses and nursing assistants, respiratory and physical therapists, and therapy assistants. Each employee is expected to maintain such license or certification in good, active standing. Employees are responsible for renewing, verifying, and validating their information with the respective licensure or certification board. Failure to do so may subject the employee to discipline up to and including termination. In the event that any disciplinary action is taken against a license or certification by a state agency, such as the State Licensure Board, the employee must immediately report the action or potential action to their supervisor.

For our clinical staff at our hospitals, it is usually the State Board that oversees the licensure requirement, including applications and renewals. Each State Licensure Board determines whether a clinician meets all the requirements for licensure set forth in individual state statutes and rules.

Each State Board has specific requirements in place for renewal. It is very important that our employees know when their licenses or certifications are up for renewal. While each state may vary slightly, they all provide notification to the licensed or certified employee prior to license or certification expiration. Practicing without a current or valid license can result in serious consequences, not only for the individual clinician, but also for the hospital where the clinician is performing services. Individuals can be subject to disciplinary action by the State Board including reprimand, probation, limited or restricted practice, license revocation, and fines.

PAM checks license or certification status upon hire and on a regular basis. However, the ultimate responsibility falls on the individual employee. Please check with your State board, if you are unfamiliar with the requirements of your license/certification.

Finally, please keep certifications such as Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), and Crisis Prevention (CPI) training up-to-date.

CORE VALUE HIGHLIGHT

Integrity

Personal Travel Benefits Available for ALL Team Members

Before you plan your next getaway, you should look at the various travel discounts available to you as a PAM Health employee. You can save on parking, airfare, hotels, and car rentals. It's a perk just waiting to be used!

Because so many team members travel for company business, Sara Ortiz, PAM Health Corporate Travel Manager, develops close relationships with airlines, hotels, and other travel-related vendors to negotiate incentivized rates for PAM Health employees' business and leisure.

As Sara explains, "My role is to manage the travel activities of the organization and serve as the company's administrator of the self-booking travel tool and associated Travel Management company. I reduce overall travel costs, assist in policy development and enforcement, and strive to improve employee travel accommodations and experiences."

Current travel discounts include:

The Parking Spot – Gain discounted access to The Parking Spot's safe, friendly, and convenient airport parking lots around the country. Reserve, manage, and easily pay for your parking through the company's mobile app. To get started, download the app, sign up, and enter code PAM 1789 when prompted. Join by February 29, 2024, and receive two free days of parking points!

Hilton Hotels – Enjoy discounted and negotiated rates and special offers (even more for Hilton Honors members) at participating hotels in the vast Hilton portfolio. Visit [Hilton.com/en/preferred-rates/PAMHealth](https://hilton.com/en/preferred-rates/PAMHealth).

United Airlines – Earn up to 10% off your personal travel through December 31, 2024 when you fly with United or United-marketed flights. Link your United MileagePlus account with your Concur Travel profile and book through the United app or united.com to earn the discount. Visit united.com/breakfrombusinessdiscount to learn more. Note: You will need to register for your United Mileage number using your PAM Health email address.

National Car Rental – Enjoy perks and discounts when you rent a car for personal travel as a member of National's Emerald Club. Enroll through the app or online at nationalcar.com/en/emerald-club/enroll.html and enter corporate account number XZ57609 when prompted.

CORE VALUE HIGHLIGHT

Teamwork

PAM Rx

A healthy dose
of company news
Winter 2024



PAM Travel Newsletter



Lessons from Franco

Before I met Franco Harris 12 years ago, I obviously knew who he was. I am a Penn State alumnus and a Pittsburgh native after all! With Franco as their running back, the Steelers won four Super Bowls, which cemented them as the football dynasty they still are today. However, it wasn't until after I got to know Franco that I really started to admire him. The reasons why I hold him in such high regard have more to do with what he did off the field than what he accomplished on it.

From the moment I sat with Franco at a luncheon after a Penn State board meeting, I realized he was incredibly humble and genuine. After that, we would run into each other at Penn State games. Our wives also got along great, and we all became friends. We even teamed up on some projects, including as co-owners of the Pittsburgh Passion women's football team. Franco started the team to help women who loved playing football have an opportunity to fulfill the same dream he had.

Franco did not see himself as anyone special or different, but other people certainly did. Because of that, he felt he had a responsibility to treat people well and to help others when he could. His belief coincides with my own view that when you've been blessed and

can help people, you should. Most people probably do not realize the impact Franco had on the lives of so many through his work with non-profit organizations, including Pittsburgh Promise, an organization he started that promotes and supports the higher educational aspirations of urban youth.



CORE VALUE HIGHLIGHT

Impact

Losing Franco in late 2022 was heartbreaking. He was a true friend—a man of high morals and character. A quiet leader, he did not help others because he wanted attention or fame. He did it because it was the right thing to do. Franco demonstrated and reinforced my personal beliefs on the importance of humility and caring for others. He was also one of the most giving men I ever met—not just with donations, but also with his time. If you ever went somewhere with Franco, you knew you needed to leave in plenty of time because he would always stop and talk or take a photo with anyone who asked.

RIP Franco. You were an inspiration on the field to many, but off the field to many more!

Thank you,

Anthony Misitano,
CHAIRMAN AND CEO

Pictured above is a mural of Franco recently unveiled at the Franco Harris Pittsburgh Center at Penn State. The mosaic is comprised of 2,000 photos of Franco taken by family, friends, and fans. If you look closely, you might even see someone you know!

As Seen Around PAM Health



(Top photo) Voyages Behavioral Health of Sugar Land celebrates their one-year anniversary. (Second photo) PAM Health Rehabilitation Hospital of Jupiter's culinary team served a delicious Thanksgiving dinner in November. (Bottom two photos) PAM Health Specialty Hospital of Reno (formerly of Sparks) staff members are all smiles after successfully moving patients, staff, equipment, and supplies to their new location.

Understanding Your Benefits

Enrollment in PAM Health's benefits plan offers coverage for needs that go beyond the standard medical, dental, and vision care. Besides the three tiers of health plans, your benefits selection also gives you access to convenient and affordable perks that you might not have been aware of!

Teladoc: Connect with doctors virtually 24/7, 365 days/year, at no cost to you or your family, using the Teladoc app, visiting teladoc.com, or dialing 1-800-TELADOC. Telehealth services through Teladoc are great for treating non-emergency conditions, as well as dermatology care.

Mental Well-Being: Mental Well-Being from Spring Health provides a range of mental health services, from preventative care to in-network clinical therapy providers, medication management, and 24/7 crisis support. Visit springhealth.com to create an account and access your benefits.

Rx 'n Go: Although your benefits include prescription coverage, Rx 'n Go offers a 90-day supply of many medications delivered right to your home at no cost. Check rxngo.com or call 888-697-9646 to see if your medication is available.

Dependent Care Flexible Spending Account: If you have a child or elderly loved one who receives care from an eligible provider, the cost of their care can be paid for through contributions to a dependent care FSA. These contributions are taken out of your paycheck pre-tax in an amount you choose to cover daycare, before- and after-school care, babysitters, and elder daycare.

CORE VALUE HIGHLIGHT

Care with Compassion

Employee Assistance Program (EAP): The EAP through Prudential offers up to three free in-person counseling sessions for you and your household members to work through issues such as work stress, debt concerns, family or relationship struggles, mental health, and more. Phone and online support are also available. Call 800-311-4327 or visit guidanceresources.com (company ID: GEN311).

Auto, Home, and Pet Insurance: Get access to exclusive rates and discounts with auto, home, and pet insurance from MetLife. Pet medical care can be covered up to 90%, and there's a multi-policy discount.

Wellness Coach: Highmark Blue Shield's Blues on Call™ service offers free, 24/7 access to a medically trained wellness coach. Call 1-888-BLUE-428.

Blue365: Visit Blue365Deals.com for discounts on a range of services and products, including gym memberships, baby supplies from Avent, pet products, office supplies, hearing and vision care, and travel expenses.

Identify Theft & Group Legal Plan: These benefits, offered through MetLife, give you access to identity protection and legal services for identity theft and other common areas, even name changes. The premiums for these benefits can be conveniently covered through payroll deductions.

Benefits Service Center: The Benefits Service Center Help Desk connects you with a representative who can answer specific questions about PAM Health benefits. Contact them at PAMBenSupport@benenrollcenter.com or 833-726-0707.

Meet the Department: Materials Management

To provide the best possible care, PAM Health hospitals must have constant access to the right supplies and equipment at the right time. The challenge lies in balancing quantities to have enough of an item to meet patients' needs, but also avoid wasting space and resources. Who is responsible for managing that constantly fluctuating inventory from hospital to hospital? The Materials Management Department, of course!

Led by Mario Perez, Vice President of Procurement, who reports to Dave Johnson, Executive Vice President of Facilities Management, the Materials Management team consists of both corporate and hospital-level staff who ensure hospital supply rooms are well-stocked.

The Materials Management team has evolved as PAM Health has grown. Mario has been with PAM Health since its first acquisition, the Warm Springs group of hospitals in Texas, where he worked as a corporate director. Today, the corporate team includes Corporate Materials Manager Melissa Wilt, Area Directors Leslie Scott and Adam Araiza, and Procurement Analyst Eli Kerns.



From left to right above: Mario Perez, VP of Procurement; Leslie Scott, Area Director; Melissa Wilt, Corporate Materials Manager; Adam Araiza, Area Director; Eli Kerns, Procurement Analyst

Every hospital has its own Materials staff who monitor inventory stock in the central supply and nursing unit supply rooms multiple times per week, if not daily, using ENVI and place orders as needed throughout the week. "It's a constant ebb and flow," says Leslie, adding that hospitals operate on a "just-in-time" inventory model, meaning they strive to have just the right amount they need at any given time. The Materials staff also manages the hospitals' rental equipment inventory. Area Directors Leslie and Adam, along with Melissa, support, and train hospital Materials staff, even traveling to hospitals to help if needed.



Dave Johnson

The corporate Materials team is also instrumental in getting new hospitals up and running. Along with ordering capital and supplies, the team visits hospitals before they open to set up equipment and supply rooms.

A critical part of daily operations, the Materials team plays an important role in supporting all hospital departments across the country to ensure patients and PAM Health employees have what they need, when they need it.

CORE VALUE HIGHLIGHT

Teamwork

Cobblestone will replace Medtract

PAM Health hospitals across the country work with vendors who provide critical goods and services, like Medline for supplies. Before the Materials Management team or any other department begins work with a vendor, a contract must be in place detailing what the vendor is providing, for how long, and at what cost. A system for managing these contracts is crucial for company operations. Starting this year, PAM Health will be rolling out a new contract management software called Cobblestone that will vastly streamline the contract approval process and give employees easier access to the contracts for the vendors with which they work. Cobblestone will replace Medtract and offer upgrades including automation through the legal and business approval process and

CORE VALUE HIGHLIGHT

Innovation

Cobblestone will vastly streamline the contract approval process and give employees easier access to the contracts for the vendors with which they work.

an easily searchable database to find an executed contract. Another feature that Cobblestone offers is artificial intelligence-powered recognition of commonly used legal phrases that will help PAM Health's legal department expedite contract reviews. Watch for news about Cobblestone in the coming months!