

Compliance Corner

Applicable Acronyms

Below is a list of several common acronyms applicable to our PAM Health business. For a complete list, contact Compliance.

AKS

The **Anti-Kickback Statute** is a federal statute prohibiting kickbacks. A kickback is knowingly and willfully offering, paying, soliciting or receiving any remuneration to induce a person to refer an individual to a person for the furnishing of any item or service covered under a federal healthcare program, or to purchase or recommend any good, facility, service or item covered under a federal healthcare program.

CIA

Corporate Integrity Agreement is a document outlining the obligations that a company involved in healthcare in the United States makes with a federal government agency or a state government as part of a civil settlement.

CMS

Centers for Medicare & Medicaid Services is a federal sub-agency within the U.S. Department of Health and Human Services that administers the Medicare program and works in partnership with state governments to administer Medicaid, the Children's Health Insurance Program (CHIP), and health insurance portability standards.

DHHS

Department of Health and Human Services is the agency charged with implementation and oversight of the

Medicare program, through its sub-agency, CMS. OCR, (see next column), the National Institutes of Health, and Food and Drug Administration are a few of the other federal government sub-agencies which fall into DHHS.

DOJ

The **Department of Justice**, also known as the Justice Department, is a federal executive department of the US government tasked with the enforcement of federal law and administration of justice in the United States.

FCA

The **False Claims Act** is a federal law that imposes liability for knowingly submitting to the federal government a false or fraudulent claim for payment.

IRF

is an **inpatient rehabilitation facility**, which is devoted to the rehabilitation of patients with various neurological, musculo-skeletal, orthopedic, and other medical conditions following stabilization of their acute medical issues.

LTACH

is a **long-term acute care** facility serving patients with complex needs requiring longer hospital stays and highly specialized care.

OCR

is the **Office of Civil Rights**. OCR is a sub-agency of the Department of Health and Human Services which enforces the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security and Breach Notification Rules.

OIG

Office of the Inspector General is responsible for oversight of the US Department of Health and Human Service and its function is to prevent and detect fraud, waste, abuse, misconduct, and mismanagement in the government, and to promote economy, efficiency, and effectiveness in DHHS operations and programs.

TJC

The **Joint Commission** accredits healthcare organizations and programs. This accreditation is recognized by the federal government as a condition of licensure for the receipt of Medicare and Medicaid reimbursements.



If you have any other questions or would like additional information, contact Annmarie Gover, Esq., CCEP, Corporate Compliance Officer, at agover@pamhealth.com or 717-317-9303. COMPLIANCE HOTLINE: 833-246-1088

Outpatient Rehabilitation Programs Continue Expansion *(Continued from page 4)*

chronic and non-healing wounds. Another advantage is our coordinated approach where both outpatient rehab and outpatient wound care and hyperbaric medicine work together on patient care, so we can provide patients with the best chance of optimal outcomes and improved quality of life."

In addition to the 18 hospitals already offering outpatient rehabilitation, PAM Health recently began offering outpatient care at the following locations:

- PAM Health Rehabilitation Hospital of El Paso
- PAM Health Rehabilitation Hospital of Westminster
- PAM Health Rehabilitation Hospital of Greater Indiana
- PAM Health Rehabilitation Hospital of Surprise

In 2023, Kennedy expects that number to grow with the opening of brand new rehabilitation hospitals in Sussex, Del.; Golden, Colo.; Tavares, Fla.; Jupiter, Fla.; Venice, Fla.; and the existing PAM Health Specialty Hospital of Jacksonville.

Workers' Compensation Programs Provide First-Class Care for Optimal Recovery

At PAM Health, our Workers' Compensation (WC) program is designed to provide a customized approach to ensure each patient has access to a dedicated team of inter-disciplinary specialists, state-of-the-art technology, and specialized clinical programs to provide the optimal chance for recovery.

Thanks to impressive outcomes, quality care, and stellar communication, PAM Health's WC programs have been building a positive reputation among employers and insurers. Chris Nasto, a WC Account Executive at PAM Health Specialty Hospital of Rocky Mount, said that the success is built on a multitude of factors.



"I personally look at the WC program as having three stakeholders," he explained.

"First and foremost, is the injured worker—our patient. We will provide first-class clinical care and ensure their stay with us is as comfortable as possible. Second is the case manager. We have a dedicated case manager at our hospitals who handles all WC cases and serves as one point of contact for the client's case manager.

We also provide frequent and detailed communication regarding the patient. Third is the insurance adjuster. We work with the adjuster on authorizations and the pricing to ensure they understand and approve all costs for the patient's care."

PAM Health's approach truly revolves around the patient.

All parties collaborate on the common goal of helping the injured worker return to optimal function. By creating a partnership with the adjuster and case manager, the WC program is able to build trust, and ultimately, future referrals.

Chris Maglaras, National Director of the WC Program, believes a huge factor in the success of the program is due to the way the team supports patients and their families throughout their stay. "After suffering a traumatic injury, the patient—and also their family—can easily become overwhelmed with the physical and mental strains of the recovery process. Our team is there to ensure they have whatever support they need to heal."

To highlight the benefits of the program, our team of WC account executives across the country attend WC industry conferences, offer continuing education units (CEUs), and connect with potential customers to educate them on program capabilities and the services available in their communities. They also regularly host facility events to provide tours of the hospitals and introduce their teams to our partners in the community.

As of December 2022, PAM Health's WC Program has provided more than 800 injured workers with the care and support they needed for a successful recovery. That number is expected to grow with the addition of new programs and patient services across the country in 2023.

CEO Corner

"Even if you are on the right track, you'll get run over if you just sit there." – Will Rodgers

You may have noticed how much PAM Health has grown recently and wondered if we have any plans to slow down?

The short answer is no. The long answer involves the "why." PAM Health will continue to expand, but only with purpose and intention. From the outset, our goal has always been to provide exceptional patient care to the

people in the communities we serve. By doing so, we have built an outstanding reputation. Experience is an amazing teacher, and we are fortunate to have many talented, experienced, and knowledgeable team members who have contributed to this success.

It is because of our reputation and experienced teams that we have been able to grow as we have, including by opening more outpatient therapy clinics in existing PAM Health hospitals. We have opened these clinics in hospitals with demonstrated excellence on the inpatient side. Now, the natural progression is to offer outpatient services. In fact, patients have been so impressed with their inpatient therapy; they have asked us to offer outpatient services so they can continue their therapy with us.

Another contributing factor for the growth of our outpatient clinics is the strength of our workers' compensation program. We are seeing increased demand for outpatient services focused on helping employees injured at work recover from accidents and overuse injuries. By working closely with insurance companies and employers, our workers' compensation team has been elevating PAM Health's reputation as top-notch provider of this important service.



In addition, we will be opening several inpatient rehabilitation hospitals in new markets next year and beyond. A tremendous amount of thought and strategy has factored into deciding where the new sites will be. In some cases, PAM Health has been invited to the area. In others, we evaluated marketing studies and saw a need. This will allow us to expand our high-quality

care to more people than ever.

A completely new endeavor for us will be the opening of office-based labs in some of our hospitals. These locations will offer low-risk, non-emergency outpatient procedures such as endoscopies and angiograms. Because they are also located within the hospital, higher-level resources are available, if needed.

As you can see, the future continues to look bright for PAM Health. With the projects previously mentioned as well as the opening of more Voyages hospitals, we will continue to expand the PAM Health brand. I'd like to give a shout out to our amazing leadership and clinical teams. Without them, none of this would be possible. They wholeheartedly embrace this challenge because they believe in our mission and in our vision. They know the value of the PAM Health name and the people behind it. Like me, they are excited about the future. I hope you are too because each one of you contributes to what makes this organization great. Thanks for all you do, and here's to 2023 and beyond!

Thank you,

Anthony Misitano,
CHAIRMAN AND CEO

A healthy dose
of company news
Winter 2023



PAM Travel Newsletter

COMING SOON!

- FLORIDA:**
- PAM Health Rehabilitation Hospital of Orange City
 - PAM Health Rehabilitation Hospital of Tavares
 - PAM Health Rehabilitation Hospital of Jupiter
 - PAM Health Rehabilitation Hospital of Venice

- COLORADO:**
- PAM Health Rehabilitation Hospital of Golden
 - PAM Health Rehabilitation Hospital of Greeley

- OHIO:**
- PAM Health Rehabilitation Hospital of Miamisburg

- NEVADA:**
- PAM Health Rehabilitation Hospital of Henderson

- TEXAS:**
- Voyages Behavioral Health of Thousand Oaks

MEET YOUR LEADERSHIP:
Sherry Smithmyer

In the seven years that Sherry Smithmyer has been at PAM Health, she has undergone tremendous growth and development—just like the organization. Now Senior Vice President of Human Resources, Smithmyer's first position was as Corporate Human Resources Director. Two years later, in 2017, she became Vice President of Human Resources and worked closely with the Regional HR Directors to create a long-term departmental strategy. In May of 2022, Smithmyer was promoted to Senior Vice President. In her current role, she provides leadership and guidance to HR operations by overseeing employee relations, compliance, policies, and best practices. She also collaborates with all leaders across the country to identify and implement HR initiatives that align with PAM Health's mission and goals.

Smithmyer loves her work; but she enjoys the people she meets even more. "I've never worked somewhere with so many people committed to a mission. They show

up every day and give so much with the ultimate goal to serve our patients and employees, regardless of what department they are in," she said. She also appreciates the opportunities

"I've never worked somewhere with so many people committed to a mission. They show up every day and give so much . . ."

she has had along her journey, stating, "This is a company in growth-mode with many opportunities to develop both personally and professionally."

Her motto of **"Stay humble. Be kind. Work hard."** is evident in all she does. Smithmyer earned her bachelor's degree from Penn State in Human

Development and Family Studies. Recently, she returned to the virtual classroom to earn her master's degree in Human Resource Management from the University of Scranton and graduated in December of 2022. Outside the office, Smithmyer enjoys spending time with her three adult children, her two fur babies, and being outdoors with her fiancé. To decompress, she takes a boxing or yoga class.



MEET YOUR LEADERSHIP:
Nick Fazzolari



To say that Nick Fazzolari joined PAM Health at an interesting time is an understatement. Fazzolari began in September 2020, during the pandemic, as Corporate Director of Human Resources.

"Joining the company during the first year of the pandemic required me to acclimate to my role quickly,"

he said. "It also allowed me the opportunity to be involved in the creation of special programs to address labor needs and employee wellness."

His responsibilities continued to increase, and in April of 2022, he was promoted to Vice President of Human Resources, where he now oversees Human Resources, Payroll, Compensation, Travel & Expense, and HRIS. Prior to joining

PAM Health, Fazzolari spent nine years in the railroad industry working in human resources management and labor relations at the divisional and regional level – wide-ranging experience that helped prepare him for his newest chapter.

Fazzolari is a fan of working at PAM Health for multiple reasons. "I enjoy the fast-paced, challenging, and rewarding nature of healthcare. I also enjoy being part of a company that gives leaders the freedom to be innovative and impactful, backed by the executive support to execute on innovative ideas without too much 'red tape,' which allows us to be agile and proactive," he said. In addition, he appreciates the organizational culture with its pursuit of excellence in a healthy and positive manner.

"I also enjoy being part of a company that gives leaders the freedom to be innovative and impactful..."

"PAM Health is a fast-growing company that provides employees with growth opportunities and the support of training programs that enable us to promote as much as possible from within," he adds.

A graduate of both Trinity High School and Elizabethtown College (where he earned his MBA), Fazzolari grew up in the Enola area. On the weekends and after work, you can find him dining out with friends and family, golfing and enjoying the outdoors.

Happy Holidays from PAM Health



NO HORSEING AROUND – At PAM Health Rehabilitation Hospital of Kyle, a patient desperately wanted to see her horse for her birthday. She had been admitted to our hospital after suffering a stroke while visiting her son in Maine. She was transported by air ambulance to our hospital to be closer to home for her ongoing recovery. Our staff worked hard to brighten her day with a visit from her equine friend just in time for her birthday!



Hospitals across the country embraced the spirit of the holidays by decorating their lobbies and other spaces to bring cheer to patients, visitors, and team members. (Top left) PAM Health Specialty Hospital of Texarkana held its second annual silent auction of these gorgeous wreaths, each handmade by staff members. Staff raised \$1,300 from the sale of the wreaths and donated the proceeds to a coworker in need keeping in the true spirit of the season. (top right) PAM Health Specialty Hospital of Pittsburgh, located in Pennsylvania, showcases their tree and so does (bottom left) PAM Health Specialty Hospital of Sparks in Nevada.

PAM Health Employee Celebrates 45 Years with Luling



Few people know PAM Health Specialty and Rehabilitation Hospital of Luling better than Joyce Gibson. Since she started working there in September of 1977 (when it was part of Warm Springs), she has worked with or in almost every department. Although the hospital has changed in multiple ways (including name and location) over the years, Gibson's passion for healthcare has

remained strong. In fact, she hopes to continue working at PAM Health until she retires.

"I love the people that I work with—we are PAMily," she said. "The staff is very supportive, and we care for one another at work and outside of work."

In fact, Gibson's caring spirit is what initially drew her to healthcare. "I like helping people," she said. "I see the struggles others have had to endure, and it makes me want to do better."

Gibson's first job was working night shift as an attendant for the Victoria College Jaycee Campus, which allowed her to attend college classes during the day. The campus housed students with special medical needs who were also attending classes. During her time there, she even worked with an iron lung!

Through the years, Gibson spent time working as an office manager, education coordinator, pharmacy tech, secretary, administrative assistant, outpatient coordinator for rehabilitation services, and health information tech (her current title).

"I have always been interested in the medical field," she explained. "I like that it is ever-changing. I see what a difference we all make in a patient's stay from dietary detailing their nutritional needs, maintenance repairing a TV, HIM (Health Information Management) helping to retrieve medical records, etc."

To Gibson, one of the keys to being successful is wanting to lift up and assist others.

"You have to be dedicated to helping individuals if you want to succeed," she said. "People are sometimes not at their best when they come to us, so you have to be polite, understanding, and compassionate."

Outpatient Rehabilitation Programs Continue Expansion

For years, PAM Health hospitals have been helping inpatients recover from serious illness, accident, injury, or multiple medical conditions. Often, after a patient leaves the hospital and returns home, outpatient therapy is an important part of the ongoing rehabilitation plan. With proven capabilities in inpatient therapy, offering outpatient services seemed like a natural next step to align with our organizational goal of making an impact on the healthcare of the communities we serve. Over the past several years, PAM Health has been opening outpatient therapy clinics within several of our hospitals.

Evan Kennedy, PT, DPT, MHA, Corporate Director of Outpatient Services, said that key benefits of PAM Health outpatient therapy include:

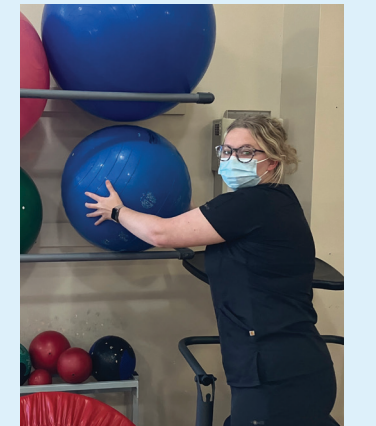
- 1-on-1 care
- One-hour therapy sessions
- Full continuum of care
- Direct admit ability to acute care rehabilitation or acute specialty care
- Dedicated navigator team providing frequent updates to patient care team

"We also develop programs based on market needs, partner with local physicians to build programs related to their specialty, and partner with workers' compensation team to provide full scope of treatments needed for returning to work," Kennedy continued.

Prospective patients include PAM Health patients with a previous inpatient stay as well as individuals recovering from an injury, illness or accident that may not have required hospitalization. Workers' compensation programs are also recognizing the advantages of selecting a PAM Health location for both inpatient and outpatient therapy (see related story on page 6).

Another critical component of outpatient care is PAM Health's Advanced Wound Care and Hyperbaric Outpatient clinics.

A non-healing wound can significantly interfere with a patient's ability to complete therapy because of pain and the increased risk of further medical complications. As Crystal Stautzenberger, Corporate Outpatient Program Director, explained, "Our expertly trained wound care physicians and provider teams use the latest treatment modalities to successfully heal and close



(Continued on page 6)