

Compliance Corner

Compliance and Ethics Week

During the first week of November, organizations including PAM Health celebrate Compliance and Ethics Week. The purpose of this special week is to raise awareness of compliance and ethics among corporate employees.

What is PAM Health's Compliance Program?

PAM Health's Compliance Program is a formal program that promotes our vision of maintaining the highest level of ethical standards. It supports our commitment to following policies and standards of conduct to ensure that we are compliant with applicable federal, state, and local laws and regulations.

How do you recognize compliance issues in the workplace?

Multiple laws and regulations govern our business. Medicare, Joint Commission, Department of Health, Workers Compensation, HIPAA, and professional licensure are just a few of the regulations we need to comply with on a daily basis. If you are unsure as to whether something is a compliance issue, ask. Talk to your supervisor or manager or call the Compliance Department for clarification. To help guide you, here are some "warning signs" that may indicate if something needs to be reported to Compliance:

- "No one will ever know."
- "It doesn't matter how it gets done, as long as it gets done."
- "It sounds too good to be true."
- "Everyone does it."
- "We can hide it."
- "What's in it for me?"
- "We didn't have this conversation."

How do you report any compliance concerns or ask questions?

If you are aware of a suspected violation of any policy, regulation, or law, bring it to the attention of your manager or supervisor. You can also contact the Compliance Officer directly or call the confidential Compliance Hotline. You do not have to identify yourself when you call any of the confidential reporting lines, but you must leave enough information to start an investigation. Specific names, dates, times, locations, and issue-specific facts will allow for a better investigation. All reports will be investigated and taken seriously.

Will I be retaliated against if I report a compliance concern?

No. PAM Health prohibits retaliation against any employee who brings forth a compliance issue in good faith. Compliance Policy (COM 11) documents Prohibition of Retaliation under the Compliance Program.

Are there any compliance resources available on our PAM Health intranet?

Yes. There is a section of the PAM Health intranet dedicated to Compliance. The Code of Conduct and various compliance policies are posted on the site for employee use. These resources address many of the concerns that may face employees. In addition, all avenues through which employees may contact Compliance are listed on the Compliance site.

Thank you for your ongoing support of our Compliance and Ethics Program. The continued success of PAM Health is based on the ethical and legal decisions and actions of each of our employees on a daily basis.

Ways to Submit a Compliance Concern:



WEBSITE:
lighthouse-services.com/PAMHealth

TOLL-FREE COMPLIANCE HOTLINE:
English speaking USA and Canada:
833-246-1088

Spanish speaking USA and Canada:
800-216-1288

E-MAIL:
reports@lighthouse-services.com

FAX:
215-689-3885

CEO Corner

Anthony Misitano shares how culture and hustle impact employee, company growth

Part of our process for ongoing growth and success at PAM Health is to evaluate and seek new opportunities continually. One opportunity that really stood out and aligned with our mission to provide high-quality patient care was in behavioral medicine. According to Mental Health America, 19.86% Americans are living with a mental illness, and 4.91% of Americans have a severe mental illness. Clearly, there is a tremendous need for this service across the country. With a desire to serve this growing need in mind, we created Voyages Behavioral Health in 2019.

In many respects, I see similarities between behavioral medicine, inpatient and outpatient physical rehabilitation, and long-term acute care hospitals. A core principle of each is to provide outstanding therapy and support – understanding patient needs and developing a plan to help them reach their goals. Another commonality is the importance of growing and nurturing strong relationships with physicians and other healthcare providers.

Our first step was to form a talented, experienced behavioral health team who could lead this initiative. Chief Transformation Officer Kristen Smith selected Andrew Hardin to become Voyages Senior Vice President and Chief Operating Officer and Paige Smith as Voyages Vice President for Growth and Development. Hardin previously served in executive leadership roles with several national healthcare systems. Likewise, with more than 20 years of experience in behavioral health leadership, Smith is accomplished in various aspects of the industry.

After months of planning, this fall we celebrated the opening of our first behavioral medicine hospital, Voyages Behavioral Health of Sugar Land. Located in the Houston region of Texas, the hospital will initially offer inpatient services with plans to expand to outpatient in the future. Prospective patients may include individuals with behavioral health issues, mental health and medically complex challenges, and co-occurring diagnosis (mental health and substance abuse). Voyages of Sugar Land also provides specialized care for older adults

through our senior-CARE program with an on-staff geriatrician.

In addition, while not a stand-alone Voyages hospital, Voyages executives have been overseeing the NeuroBehavioral Unit (NBU) at PAM Health Specialty Hospital of Stoughton, which joined the PAM Health family last winter. The team has made several improvements to the level of care for NBU patients, and they continue to provide vital guidance and oversight.

Additional Voyages locations planned for the future include two more in Texas (Voyages Behavioral Health of Thousand Oaks opening in January of 2023 and Voyages Behavioral Health of Dallas) and one in Florida (Voyages Behavioral Health of Pensacola). I would like to extend a tremendous thanks to everyone involved in this vital initiative. You should be proud of your hard work!

Speaking of hard work, I also want to commend the teams who have been diligently working to open four new rehabilitation hospitals by

the end of the year – PAM Health Rehabilitation Hospital of Georgetown in Delaware, PAM Health Rehabilitation Hospital of Golden in Colorado, PAM Health Rehabilitation Hospital of Katy in Texas, and PAM Health Rehabilitation Hospital of Jupiter in Florida. In addition, two rehabilitation hospitals will be opening in January of 2023 – PAM Health Rehabilitation Hospital of Tavares in Florida and PAM Health Rehabilitation Hospital of Miamisburg in Ohio.

In closing, I wanted to share this thought with you from Former CEO of IBM, Thomas Watson, Sr., "To be successful, you have to have your heart in your business, and your business in your heart." I love our work at PAM Health and am thankful to have a team of people who feel the same as I do.

Thank you,

Anthony Misitano,
CHAIRMAN AND CEO



PAM Rx

A healthy dose
of company news
Fall 2022



PAM Health Travel Newsletter

Scan here to learn more about how to optimize your work-related travel with the first edition of the PAM Health Travel Newsletter.

A healthy dose of company news / Fall 2022



MEET YOUR LEADERSHIP:
Brittany Misitano

Ever since she could remember, Brittany Misitano knew she wanted to be a part of the PAM Health. She saw how hard her father, Anthony Misitano, PAM Health Founder, Chairman, and Chief Executive Officer, worked; but also, she could see how rewarding it was to make a difference in people's lives.

"His hard work was something I wanted to be a part of," Brittany recalled. "He never pressured me to join PAM Health. He told me to go do what I wanted to do."

After graduating from Trinity High School, she continued her education at Pennsylvania State University main campus where she majored in broadcast journalism with a minor in health policy administration – with her eye on the goal of becoming a lawyer. She graduated from Widener Commonwealth Law School and completed prestigious internships at the White House and with a commonwealth court judge. She also continued to work at PAM Health over breaks, something she started doing in high school to learn various aspects of the business.

When she passed the bar exam, she started at PAM Health as Associate General Counsel under the tutelage of Robert Tribeck, Executive Vice President and Chief Legal Officer. Although she continues to serve as Associate General Counsel, Misitano

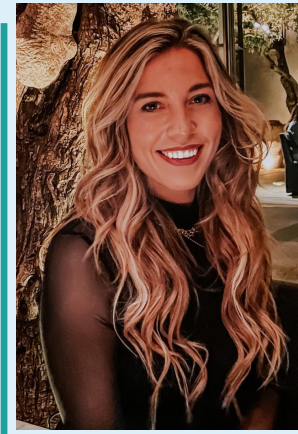
has also added the role of Division President, working with hospital CEOs around the country.

When she visits different hospitals, Misitano likes to round and meet the teams. "I like to go and spend time with the staff and put names to faces. I want them to know I'm available and they can come to me with questions and concerns," she said. "Hands-on experience is helpful because you spend time with people, get to know them, and understand how they do things."

"I wanted to be a part of PAM Health so I could help to carry on something in my dad's name and continue his amazing legacy."

Her schedule is a busy one, but Misitano does not mind. After all, she learned from the best – her father. "It's amazing seeing something built from the ground up from when there were just three hospitals," she said. "I wanted to be a part of PAM Health so I could help to carry on something in my dad's name and continue his amazing legacy."

Outside the office, Misitano's enthusiasm for Penn State football continues, and she goes to as many games as she can. An athlete all of her life, she finds working out to be a tremendous stress relief and tries to do something every day. She also enjoys spending time with her friends, family, and four dogs.



Town Hall Meeting



Team members at PAM Health's Central Billing Office in Plano, Texas gathered for a Town Hall meeting this summer to learn about the organization's plans for now and the future. This dedicated group of employees works diligently, often behind-the-scenes, to help keep hospital billing and operations running smoothly across the country.

Advanced Rehabilitation Therapy (ART) Open House at RHOP



PAM Health Rehabilitation Hospital of Overland Park welcomed the community to an open house in September. The event showcased the therapeutic devices that are a part of the ART study, a groundbreaking new research study which launched in October. The study is a collaboration between PAM Health RHOP, The University of Kansas, Blue Cross/Blue Shield Kansas City, IISART (International Industry Society in Advanced Rehabilitation Technology), CorVel Corporation (national providers of workers' compensation claims management and risk management solutions) and global rehabilitative technology leaders Ekso Bionics, Fourier, THERA-Trainer, and Fourier Intelligence. The goal of the two-year ART study is to evaluate the effectiveness of these emerging technologies in patient care.

MEET YOUR LEADERSHIP:
Collin MacLean



Forging strong relationships comes naturally to Collin MacLean. As a Regional Vice President of Strategic Initiatives, he works closely with his team of Directors of Strategic Initiatives and Clinical Navigators and establishes connections with hospital leaders and executives in the regional markets. MacLean is all about designing, fixing, and building – in everything he does. Growing up, he enjoyed building interesting Lego sets (and still does when he can find

"I'm actually marketing a service that improves people's lives."

In many ways, MacLean grew up in the PAMily, learning much about the healthcare business from his mother, Lisa MacLean, Senior Executive Vice President and Chief Strategy Officer for PAM Health. He started with the organization in 2010 and has learned much from the positions he has held, including Accounts Payable Clerk, Help Desk Coordinator, Assistant Applications Manager, Director of Marketing, and Regional Director of Strategic Initiatives prior to his promotion this summer.

Although he has held other sales jobs, MacLean says that marketing PAM Health is much more fulfilling because "I'm actually marketing a service that improves people's lives." To him, sharing what makes PAM Health the best choice to potential referral sources and patients is less about selling and more about educating. "PAM Health hospitals have higher levels of therapy, great success stories, and impressive outcomes with quantifiable data," he says.

MacLean grew up in the Camp Hill area, graduating from Trinity High School and Drexel University with a degree in Health Services and a minor in Marketing. When he's not working, you can find MacLean spending time with family, friends, and his two bulldogs, Vivian and Cooper.

the time), which was one of the first hints of his desire to set his eye on a goal and work hard to get there. These days, he enjoys baking his signature chocolate chip cookies, embarking on home improvement projects, and traveling.

"I like being busy and on the go," he shares. In his role as Regional VP, he is often on the road visiting PAM Health hospitals training and educating his team on how to identify and act upon business-building opportunities.

Voyages Opens First Location!



Voyages Behavioral Health of Sugar Land welcomed 400-plus guests to its ribbon-cutting ceremony and open house in September. The Voyages team was thrilled to welcome visitors to the brand new hospital. Attendees included Voyages staff members, local physicians, local government representatives, business leaders, and PAM Health executives. The event included remarks, tours, and the opportunity to meet others interested in promoting and providing behavioral health medicine. Voyages Behavioral Health of Sugar Land appreciates the warm, enthusiastic welcome and looks forward to serving the needs of the community by providing this vital service.