

Compliance Corner | Compliance Hotline: Understanding the reporting process

PAM Health works hard to ensure the quality of its compliance program.

We maintain an open-door policy to accept reports of violations or suspected violations of any federal or state laws and regulations. We also encourage employees to come to us with their questions. We ask you to review the compliance program and the policies that we have implemented, so we can work together to maintain the program's effectiveness.

If you are aware of a compliance program violation, please bring it to your manager's attention. However, if you are uncomfortable speaking with your manager or did not receive a resolution, contact Compliance directly.

PAM Health is contracted with Lighthouse, a third-party vendor, to answer our Compliance Hotline 24 hours a day, seven days a week, 365 days a year. The hotline provides a confidential way to report violations or potential violations of laws, regulations, and other Compliance-related issues without fear of retaliation.

Callers to the hotline can choose to remain anonymous, but they must provide enough information to investigate the concern properly. Providing specific names, dates, times, locations, and issue-specific facts will be very helpful. All reports are investigated and taken seriously.

In every case, we keep all information confidential to the extent possible throughout the investigation. However, there may be certain instances where it is necessary to reveal an employee's identity.

Employees have several options when submitting a Compliance concern:

- **Website:** www.lighthouse-services.com/PAMHealth
- **Toll-Free Compliance Hotline:**
 - o English speaking USA and Canada: 833-246-1088
 - o Spanish speaking USA and Canada: 800-216-1288
- **E-mail:** reports@lighthouse-services.com
- **Fax:** (215) 689-3885

If we receive a report not meant for Compliance, we will refer it to the

appropriate department to handle. However, the Compliance Hotline is not a substitute for routine communication between employees, management, and Human Resources.

When you call the hotline, you will receive follow-up communication that:

- Acknowledges your inquiry was received;
- Allows you to add information to a previously submitted report;
- Indicates if your inquiry needs to be handled by a different area;
- Tells you the outcome of the investigation; and
- Tells you when the investigation is complete.

As a PAM Health employee, you are expected to be familiar with the Compliance Code of Conduct, policies, and procedures. It is your responsibility to report suspected compliance violations that pose a serious risk to the organization. If you encounter a situation or are considering a course of action that does not feel right, discuss the situation with management, Human Resources, or Compliance.

CEO Corner Success Is a Team Effort



I firmly believe that the best ideas can come from any person at any level of any organization.

Take Starbucks, for example. If you have been to one (which you probably have), you know they write your first name on the cup and say your name when your order is ready.

Did you know this practice all started with a barista at one Starbucks location? This barista thought it would be more personal to write and say customers' names instead of referring to them by what drink they ordered. When the corporate team heard about this, they loved it! A few months later, all the Starbucks cafes were doing the same thing, and it became a permanent part of how they do business.

I love that story because it demonstrates the positive impact that a front-line employee can have on the entire business. At PAM Health, we encourage communicating "up." Leadership cannot be in all places at all times, so we need you to share ideas and concerns when they arise. You make a difference by sharing successes, failures, opportunities, and ideas.

I have also found that one of the easiest ways to learn more and develop new ideas is simply by listening. That is how we came up with the break room renovation contest (see story on page 3). I had heard how much employees valued having a place to sit down, relax, and unwind on their breaks. Not all hospitals had a place to do so. As a result,

we gave each hospital a budget and encouraged them to create a mini-oasis, a place employees can call their own and enjoy their well-deserved breaks. While every hospital that participated did a great job sprucing up their spaces, there were a couple in particular that stood out. Check out the photos of the winners—I think you will agree that we have some pretty creative people on our teams!

I also believe that happy employees equate to happy patients. When I see what some hospitals are doing for their staff and their patients, I'm quite impressed. I have seen various initiatives to build

staff morale including chili cook-offs, picnics, special treats on special days, contests, raffles, employee of the month recognitions, and many more! I encourage you to follow each other's hospitals on social media so you can see some of the fun things hospitals are up to. You may even want to "borrow" the idea for your own team.

The bottom line is: we appreciate each one of you and encourage you to share your thoughts and ideas for how we can make PAM Health even better. While we may not be able to act on every suggestion, you never know until you try! Your idea might be the one that becomes the next one we implement across the entire company!

Thank you,

*Anthony Misitano,
CHAIRMAN AND CEO*

PAM Rx

A healthy dose
of company news
Summer 2023



PAM Travel Newsletter

PAM HEALTH Hospital and Nurses Week

Hospital teams across the country had fun putting their personal touches on Hospital Week and Nurses Week celebrations. We love the smiles and creativity!



Department Spotlight: Payroll Team Makes Pay Day Happen

Every other Friday, it happens like clockwork. You check your bank account and there it is—your paycheck direct deposit for your hours worked at PAM Health. Your personal paycheck reflects any vacation or sick time you may have taken, necessary deductions for taxes and social security, and the optional ones for benefits. The process looks seamless and easy!

If only people knew! Payroll might seem that way, but it is thanks to the hard work of Vice President of Payroll, Brandy Schrade, and her team, all of whom work from the PAM Health Enola Corporate Office.



Brandy Schrade
VICE PRESIDENT OF PAYROLL

Five years ago, Brandy joined PAM Health as Payroll Supervisor and then became Director of Payroll. She now serves as Vice President of Payroll. Brandy's current focus is on providing

leadership and guidance to payroll operations and overseeing payroll, time and attendance, and payroll compliance. She also has her CPP (Certified Payroll Professional) certificate.

The company has grown tremendously in five short years and so has Brandy's team—going from five members in 2018 to 11 in 2023.

"I've had the opportunity to grow with the department

from processing payroll for our hospitals to focusing on the strategic leadership and growth of the department," she said. "I love the fast pace and challenging nature of payroll and making sure our employees are paid timely and correctly for all of

the hard work they do serving our hospitals and our patients."

Throughout the week, Brandy and her team work closely with individual hospital human resources departments on a daily basis to ensure that every aspect of the process runs smoothly. The team also needs to stay informed about changes in payroll technology and regulations that affect hospital operations.

"Our team is dedicated and hard-working and will do whatever it takes to make sure our employees are paid," she said.

When she's not in the office, Brandy likes to find ways to relax like camping, going on cruises, reading, watching sports, and spending time with family and friends. She also takes boxing classes to decompress and stay in shape.

Thank you, Brandy and the entire Payroll team, for all you do to help keep things running smoothly! Your tireless behind-the-scenes work is appreciated!

PAM Health and USF College of Nursing Offer New Scholarship Program



Nick Fazzolari (left), Vice President of Human Resources, and Emily Gard (right), Executive Vice President and Chief Clinical Officer, share the exciting new scholarship opportunity with USF students.

Accelerated second-degree students at the University of South Florida College of Nursing Sarasota-Manatee campus have the opportunity to have tuition and fees paid thanks to a new partnership with PAM Health that was announced in April of this year.

the country—committed to supporting these students.

The scholarship includes tuition and fees for the entire program. Students who apply must make a commitment to spend two years of employment at PAM Health after graduation. The goal is to bridge the academic-practice gap by blending on-the-job training for student nurses with a

The accelerated second-degree pathway offers a nursing degree through a four-semester/16-month program and is designed for students who already have a bachelor's degree. The accelerated second-degree can be the ideal entry into nursing practice, which is one reason why PAM Health—with locations in Sarasota and Venice, and across

structured transition program to the role of the professional nurse.

"Nurses make a tremendous difference in the lives of others and their own," said Anthony Misitano, Founder, Chairman, and CEO of PAM Health. "This accelerated program will provide a unique opportunity to expedite entering the nursing profession. Once that door opens, the sky is the limit. At PAM Health, our nurses find their jobs to be a calling. The work is active and exciting. We offer growth and advancement opportunities and highly competitive wages. This partnership with USF will enable motivated students to pursue their dream of becoming a nurse, and we will welcome them to the PAM Health family."

"This accelerated program will provide a unique opportunity to expedite entering the nursing profession."

According to Nick Fazzolari, Vice President of Human Resources, at PAM Health, the program attracted student interest immediately upon announcement with three students applying in early spring 2023.

Breakroom Challenge CONTEST WINNERS

This year for Employee Appreciation Day, we kicked off our company-wide Breakroom Challenge. Each hospital had one month and \$500 to renovate their breakroom, and boy, did everyone step up to the challenge! Breakrooms and outdoor courtyard spaces were completely transformed into comfortable, relaxing, and welcoming spots for staff to enjoy much-deserved breaks. It was a challenge for the executive team to select the top breakrooms, but a few truly stood out. The winners of our Breakroom Challenge are:

First Place: PAM Health Specialty Hospital of San Antonio Medical Center (Right)

Second Place: PAM Health Specialty Hospital of Pittsburgh (Middle)

Third Place: PAM Health Warm Springs Rehabilitation Hospital of Westover Hills

Fourth Place: St. Luke's Rehabilitation Hospital

Fifth Place: PAM Health Specialty Hospital of Denver



AFTER



BEFORE



BEFORE



AFTER

Voyages Behavioral Health Opens Second Location in Texas

The open house and ribbon-cutting ceremony for Voyages Behavioral Health of Conroe in early April was a success with more than 125 attendees. Those invited included professionals from nearby health system hospitals, mental health professionals, law enforcement, and the Conroe Chamber of Commerce in addition to community leaders and members of the greater Houston PAMily. The hospital officially welcomed its first patients in late May. Feedback has been positive, and the community is eager to collaborate to address the mental health needs of seniors and adults with medical conditions. In addition, the team at Voyages of Conroe is excited to continue building their presence and growing their quality programs.



Members of the local community joined with Voyages Behavioral Health of Conroe for a ribbon cutting and open house.