

Compliance Corner | Compliance and Ethics Week

During the first full week of November, many organizations like PAM Health annually celebrate Compliance and Ethics Week. The goal of this week is to raise awareness of compliance and ethics among employees. In fact, this year's theme is Awareness, Recognition, and Reinforcement.

Awareness- All employees should be familiar with and adhere to PAM Health's values, Code of Conduct, and policies.

CORE VALUE HIGHLIGHT

Integrity

Recognition- Supervisors, managers, directors, and leadership are encouraged to continue to acknowledge and recognize the activities and efforts of their direct reports that reflect "doing the right thing."

Reinforcement- Through training and, when necessary, corrective action, the Compliance Office will continue to reinforce PAM's values and focus on detecting and preventing illegal and unethical conduct.

If you suspect a violation of any policy, regulation, or law, inform your management. You can also contact the

Compliance Officer directly or call the confidential Compliance Hotline. You do not have to identify yourself when you call the confidential reporting lines, but please leave enough information to initiate an inquiry. Specific names, dates, times, locations, and issue-specific facts allow for a better investigation. We examine and take seriously all reports.

PAM Health prohibits retaliation against any employee who brings forth a compliance issue in good faith.

Thanks for your ongoing support of PAM Health's Compliance and Ethics Program. Our continued success is based on the ethical and legal decisions and actions each of you takes every day.

- **Website:** 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

Meet the Department *(continued from page 1)*

specialist enters it into WellSky and/or ENVI (the software systems used for tracking invoices) and codes it accordingly. The head of the hospital department receiving the product or services, as well as the hospital CEO, must approve each invoice before the vendor can receive payment.

While that may sound relatively straightforward, there's much more to AP's work. As PAM Health grows, so do the number of expenses. AP makes sure every invoice and every line item is accounted for, which involves frequent communication with hospital staff and vendors.

"There are a lot of checks and balances to make sure what needs

to happen, happens. Much more goes on behind the scenes than anyone realizes!" Vonnie says.

Once invoices are approved and are ready to be paid, Vonnie cuts the checks. She does these check "runs," as she calls them, twice weekly, with 400-600 checks per run. She then looks over every check once more

before sending them out. That's a lot of checks to review twice per week!

Aside from paying vendors, AP also gives the final approval for corporate travel reimbursements through the program Concur.

Although AP started out small, the department continues to grow. Besides Vonnie, the team includes one manager, two supervisors, and nine AP specialists.

Vonnie stresses the importance of teamwork and encourages her 13-person team to ask questions and

talk to each other if something seems off, be it high-dollar values, unfamiliar vendors, or unclear fees.

"The team works really well together," Vonnie says. "We all have our strengths and that willingness to help each other is what makes us a success."

When Vonnie is not in the office, she loves "anything that gets me into the sun. I'm a farm girl," she says. She enjoys gardening, kayaking, hiking,



Front row, left to right: Jen Manfred, Jill Bovoso, Shari Humbert, Holly Kitner, Vonnie White; Back row, left to right: Molly Persun, Jenn Karpaitis, Becky Keefauver, Sheila Frank, Linda Horn, Tricia Strong

Not pictured: Stacey Greer, Nancy Holt

and riding her 4-wheeler, especially in Pennsylvania's Grand Canyon region in the northern part of the state.

Vonnie has worked with Mr. Misitano in various capacities for nearly 30 years and appreciates the professional growth she's experienced in her 16 years with PAM Health. "It's been an amazing journey watching PAM Health's development over such a short period of time," Vonnie says.

Be Impactful

Recently, we have rolled out our updated core values.

They were first introduced in an email from me to the company. Since then, you may have noticed the posters in your hospitals and the banner on PAM Central. They have also been included in the Honor to Lead classes the leadership teams are currently taking.

Of those core values, the one that connects them all is IMPACT. For the past two years, I have emphasized the importance of being impactful. Everything each of us does has an impact, which can be positive or negative.

Our goal should always be to have a positive impact—on each other, on patients, on family members, on the communities we serve, on vendors—everyone you interact with throughout the course of your day.

Because we have the ability to be touch so many lives and endeavors, before every action you take, take a step back. Stop and ask yourself if your words or actions will have a positive impact. You achieve being a positive contributor by living out all the core values—respect, integrity, care with compassion, teamwork, innovation, and lifelong learning.



"Our goal should always be to have a positive impact."

Whether you work at the same hospital with the same people day after day or travel between different locations—every single one of the interactions we have with each other and others makes an impression. That includes how you talk to others about PAM Health and what you say about us as a company, both inside and outside the workplace. Be respectful and act with integrity in all that you do. That's good life advice—not just work.

Whatever your role, wherever you work, however long you have

been a part of PAM Health, give some serious thought to how you can make a positive impact each and every day. And, as always, thank you for all you do to contribute to the success of PAM Health.

Thank you,

*Anthony Misitano,
CHAIRMAN AND CEO*

P.S. As you look through newsletter, you'll notice small boxes inside each article. *These boxes highlight one of our core values that the story represents. It's a way of showcasing how our core values guide all that we do.*

Meet the Department: Accounts Payable

When Vonnie White began managing PAM Health's invoices about 15 years ago, the company consisted of only four hospitals and was still largely based in Texas.

Knowing the growth trajectory that PAM Health was on, Vonnie proposed to Founder, Chairman, and CEO Anthony Misitano that a standalone Accounts Payable department be created to manage vendor payments and moving those operations to the Enola Corporate Office. Mr. Misitano agreed.

As the Director of the newly created AP department, Vonnie hired Holly Kitner, Manager of Accounts Payable. Together, the duo built the department.

"We are responsible for building the expense portion of the company's financials," Vonnie says. The AP team receives invoices from various sources and ensures accurate and timely payment. Each of the AP specialists is responsible for a block of hospitals. When an invoice comes in, the assigned

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PAM Rx

A healthy dose
of company news
Fall 2023



PAM Travel Newsletter

Looker Reports Provide Valuable Insight to Enhance Operations and Performance

Wouldn't it be nice to be able to predict the future?

While the PAM Health-Google Looker Business Intelligence platform may not do exactly that, it is able to provide data-rich, current, accurate reports to help key personnel make strategic decisions, develop plans of action, and conduct deeper analysis into business operations, financial performance, and more.

As PAM Health has grown, its needs have evolved and so has the amount of digital data that is available. WellSky and UKG are our primary systems of record where most of the data resides, but with limited reporting capabilities. Senior Executive Vice President and Chief Business and Transformation Officer Kristen Smith saw a critical need for a more robust and synergistic reporting solution.

CORE VALUE HIGHLIGHT

Impact

"It is imperative that our hospitals and corporate teams have information at their fingertips to drive business and clinical decisions," Smith stated. "Through these dashboards, we can customize and create key metrics that pull from multiple data sources and ultimately eliminate manual data entry and reporting throughout the company."

Chief Information Officer Michael Anderson's team, which includes Director of Applications and Business Intelligence Sajeev Thomas, Healthcare Planning Analytics Manager Robert Lorenz, Applications Systems Analyst Tim Chilcote, and Healthcare Data Analyst Devin Sparrow, helped make the vision a reality.

"We are fortunate to have such a strong team," Anderson said. "Thanks to their knowledge and capabilities, they built the solutions necessary to take us to the next level of data analytics and reporting."

When designing the new solution, PAM Health's Business Intelligence team talked to individual teams and their leaders about what actionable data they wanted to see. They integrated data from multiple systems, established a centralized repository, and developed reports that provide insight into operations and relevant trends. The Looker aspect of the solution lies in its ability to easily share and visualize the data for the end user.

The speed of reporting is also impressive. "Users can generate reports that provide an aggregated summary view of extensive amounts of data in a matter of seconds that would take a person a half-day or more to physically compile and analyze," Thomas said.

Users can also:

- Create customized reports, or "looks," they can share,
- Set alerts when certain conditions are met (example: if a hospital's acute discharges exceed a certain percentage of discharges),
- Easily create their own dashboard of reports relative to their job function, and
- Access all this information on the desktop or mobile app.

"What is available today is only scratching the surface of the long-term capabilities Google-Looker will provide in the future," Smith shared. "We will continue to enhance reporting capabilities with the goal of eliminating our spreadsheet reporting processes through data automation. In addition, preliminary discussions have started in the realm of artificial intelligence and application in healthcare, which is extremely exciting as we continue to enhance use of technology at PAM Health."

PAM Health leaders began using the new reporting system in March. As PAM Health continues to grow and evolve, the Looker visualization system will do the same, providing the type of business insights needed to make intelligent, well-informed strategic decisions relating to all aspects of business.

Honor to Lead (HTL) Program Launches to Great Success

Following up on the success of the CEO and DSI Boot Camps, PAM Health has launched the Honor to Lead (HTL) program. Offered to close to 1,000 leaders throughout the organization, HTL is a 12-session, comprehensive opportunity to learn more about PAM Health, connect with other leaders, and gain insight into how to be a more effective and impactful leader.

CORE VALUE HIGHLIGHT

Lifelong Learning

HTL officially began this summer, but has been in development for some time, as Kevin Kahl, Vice President of Employee Experience, explained.

"When people heard about the CEO and DSI Boot Camps, they wanted to know how they could participate, so we developed this program to address the growing interest and appetite for learning," he said. "It also aligns with our core value of lifelong learning."

The effort was spearheaded by Anthony Misitano, Founder, Chairman, and CEO, who collaborated with Kahl; Kristen Smith, Senior Executive Vice President, Chief Business and Transformation Officer; Mark Becker, Director of Organizational Effectiveness; and Christine Shope, Corporate Training Manager, to create the curriculum and structure. HTL will include courses taught by PAM Health experts on the PAM Health pillars: transformational leadership, situational leadership, reality-based leadership, strength-based leadership, team engagement, interviewing, people analytics, and performance management.

Participants will also gain insight into their own leadership styles, strengths, and opportunities through assessments designed to identify their personal strengths, motivations, and areas of opportunity. HTL will enable them to synthesize this knowledge into actionable goals to support their growth as leaders.

"We want to help leaders know themselves, their business, and their people. One of the biggest benefits of HTL will be to create

alignment across the enterprise in how we lead," Kahl said. "We hope it will also lead to personal growth, enhance the patient experience, and elevate employee satisfaction." Leaders can register for the live online sessions that fit their schedule, which means they will be interacting with people they may not otherwise have had the opportunity to meet and learn from. "HTL is not just about learning, but also about having participants share best practices, knowledge, and abilities to have us come together as 1st paraa company," Kahl shared.

Designed to be completed in six months, HTL will become a part of the onboarding process for new leaders in the future.

Misitano, who is a featured HTL presenter, shared his vote of confidence in the initiative: "I am positive that HTL will equip leaders with invaluable insights and experiences that will empower them to make a lasting impact both within our organization and in their broader leadership journey."

Voyages Geri-Psych Program Addresses Critical Need

Among the many services Voyages Behavioral Health offers, one of the most important, and often least understood, is geriatric mental health. As the population ages, the need for specialized care and support is increasing. Behavioral health challenges in older adults often go undiagnosed or untreated, leading to a significant treatment gap. Various reasons contribute to this, including stigma, lack of awareness, and limited access to specialized care. Recognizing this gap and advocating for increased resources and support services for older adults is crucial. This population has unique and complex behavioral health needs, including depression, anxiety, substance use disorder, and cognitive disorders such as dementia. These conditions

can significantly impact a person's overall well-being and quality of life.

CORE VALUE HIGHLIGHT

Care with Compassion

All Voyages' providers have specialized training and expertise in geriatrics and behavioral health. This includes understanding the physiological and psychological changes that occur with aging and how they can impact mental health. In addition, family members and caregivers play a crucial role and can benefit from education and assistance to manage the behavioral health challenges that may arise with their loved one and/or resident.

One key to Voyages' success is ongoing collaboration between healthcare providers, community organizations, and agencies serving older adults. A coordinated multidisciplinary approach can ensure comprehensive care and support.

Myth: Older adults with dementia cannot benefit from behavioral health interventions.

Truth: While dementia can present unique challenges, behavioral health interventions can still be beneficial for older adults with dementia. These interventions focus on managing behavioral symptoms, improving quality of life, and providing support to both the individual with dementia and their caregivers.

Myth: It is normal for older adults to feel lonely and isolated.

Truth: While feelings of social isolation and loneliness may be more common among older adults, they are not normal or healthy. Persistent loneliness and isolation can have negative effects on physical and mental health. Addressing these issues is essential for promoting overall well-being in geriatric populations.

Startling truth: Older adults have higher rates of suicide than any other age group. The suicide rate among older adults, especially men, is alarmingly high. Many people are unaware of this fact and may not recognize the signs of severe depression or suicidal ideation in older individuals. It is important to prioritize mental health screenings and support systems for older adults to prevent suicide.

As Seen Around PAM Health



Left: PAM Health Rehabilitation Hospital of Fargo held a school supply donation drive benefitting its local United Way chapter. Right: Staff at PAM Health Rehabilitation Hospital of Clear Lake celebrated "Barbie Day" in honor of the new Barbie movie.

