

Patient Financial Services News

What's Happening?

Groundhog Day 2/02/06

02/14/06

02/20/06

Line Staff Schedule:

JHH Campus, Phipps 140:
02/15: 9:30-10:30 & 10:45-11:45

BMC Campus, A & A Aud.
02/17: 8:30-9:30 & 9:45-10:45

New PFS Staff

Tracey Burchell - Revenue Control
Beverly Yurche - HMO Dept.
Johanna Cundiff - Comm. Dept.
Rhonda Stealey - Comm. Dept.

Quote of the month

Creative ideas reside in people's minds but are trapped by fear or rejection. Create a judgment free environment and you'll unleash a torrent of creativity.

Alex Osborne

Catch A Shining Star

Elizabeth Davis
Amanda Blöse

The nomination form is located at:

<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

HCGH Meditech Magic Updates

Letters: The refund letter name has had a name change: **Mnemonic:** REFUNDRQ **Name:** HCGH Refund Request

Password Reset: Contact Bernie Keane, do not call the

HCGH help desk

HR Corner: Employee Satisfaction

By now most of you should have seen the results of the most recent Employee Satisfaction Survey. We've made our marks and the scores are tallied. Now comes the fun part. Each of the directors will be taking turns writing an article for the newsletter concerning the survey.

Sometimes, interpreting the scores in various sections of the survey can be difficult and can even lead to surprising results. For example, one of my teams produced a very low score for one particular statement: "Senior management often visits my area", alarmed by this response, I met with them to find out just who it is they considered to be senior management.

Did they mean Mr. Peterson? Were they missing the presence of Mr. Grabill? Or Linda Kline? Well, no. They quickly pointed out that it was yours truly who had received such a low score. I was really getting embarrassed until they told me that this wasn't a bad thing. They informed me that they were actually glad that it wasn't necessary for me to visit often. They interpreted this as a sign that they were doing well and my presence wasn't necessary, thank you very much! Lesson learned: Be careful what you ask for.

On a more serious note, the directors have discussed the results across the department and within our teams. Each team has identified strengths and weaknesses and determined what items they are going to pay particular attention to. If your manager hasn't told you what the plans are for your area, you should ask. In addition, the directors have identified issues we believe can be improved department wide. Two of these are communications and concern for employees.

With regard to communications, you might be requested in the near future to be part of a focus group to help identify how we as a department can improve communications. If you are chosen for one of these groups, you should consider it an honor. It means someone believes you have important information to share that could benefit all of us. You can show that you understand this by not missing any of the meetings and freely speaking your mind. If you're not chosen and you would like to serve on a group, let your manager know. (By the way, that's communication – it is a two way street!)

In order to form a plan to work on Concern for Employees, you will soon be asked to fill out another questionnaire. This one is designed to let your directors, managers and supervisors know what you believe are our strengths and weaknesses. (Can you imagine? We admit we're not perfect!) This questionnaire will be anonymous and it will be distributed and analyzed by the Corporate Education section of Human Resources. Once the analysis is completed, we will work with them to create training and/or refresher courses in management skills. At a later date, we'll also be asking you how we're doing at getting better. Once again, this works two ways. On management's part, this implies that we are willing to make changes. On your side, the implication is that you need to give us room to change. For both sides, this will require an open mind and a spirit of cooperation. Bottom line, though, the message is clear. We are concerned and willing to address the issues.

As stated earlier, this is the first in a series of articles on ESS. Before closing, though, I'll leave you with one thought. Every director, manager and supervisor in PFS realizes that without the cooperation and support of our employees we can never achieve success. We depend upon each person being successful in whatever they are doing. See how powerful you are? Be proud of the work you do.

Charlie Myers

Pop Quiz

1. T/F: The cleanup policy for e-mails is 180 days.
2. T/F: The cleanup policy for appts, tasks and notes is 745 days.
3. T/F: The cleanup policy affects messages in your cabinet, sent folder or any other folder.
4. T/F: Archiving will prevent documents from being effected by the cleanup expiration policy.
5. When communicating with Payors, by e-mail, you can use the patient's social security number.

Answers: 1. T 2. F(730) 3. T
4. T 5. F (See Policy # SYS032)

Birthdays



Christine Crawford	2/5
Terenthia Jones	2/7
Monica Taylor	2/9
Carol Duvall	2/10
Nicole Hawkins	2/11
Tracy Varney	2/11
Lori Boyd	2/13
Eric Couson	2/15
Ametrise Leazer	2/16
Michael Jenkins	2/17
Tamara Kaptain	2/18
Aden Williams	2/20
Ellen Pecora	2/23
Janice Cedeno	2/25
Lashon Stamper	2/25
Mary Wallace	2/27
Joyce Redd	2/28

PFS Website Information

The web address is:
<http://finance.jhmi.edu/finance.pfsMain.html>, you can find the following information.

- ~ Mission
- ~ Training and Development
- ~ Policies and Procedures
- ~ Department Phone Listing
- ~ Newsletters
- ~ Link to other JHHS sites

Got News?

If you would like to contribute news or information send it to Pat Degenkold @ pstokes@jhmi.edu. The deadline is the 20th of the month proceeding the publication month. Submissions may be edited due to space limitations.



PFS Policies

The following policies are new or have been updated. See the PFS website for a current version.

- SYS032** HIPAA Security E-PHI (*NEW*)
- BIL006A** Rebilling Meditech Client Server (*Updated*)
- BIL006B** Rebilling Meditech Magic (*NEW*)

Meditech Client Server

When adding an insurance to an account you must make sure that the policy Effective and Expiration dates fall within the date(s) of service.

These date fields are found on the "Subscriber/Policy Information" screen of the "Insurance Data" selection under the "E", Edit Patient Data icon.

If the insurance effective dates are not within the DOS, do not add it to the account. If there is an expired insurance on an account, in-activate that insurance. The only instance where you would keep an expired insurance on an account is when an insurance policy expires within the DOS of an inpatient stay.

Staff News

Wilma Dobbins and Sandy Stevens would like to thank the PFS staff for their generosity, cards and prayers while recovering from the car accident.

Angel Lewis is the proud new grandmother of Kaori Shekinah Kennedy, born 11/26/05 at 2:52 am. She weighed 7lbs 4.9 ounces

The following poem was written by Noah Young, Central Scanning Department, it was published in the book, *The Colors of Life*.

A Journey of Tribulations and Blessings

As a kid, I had doubts that history could repeat itself
But like my father, someone else had damaged my health.
Like him, I was a victim of a gun unable to walk away
Or run, that shot left my father dead and eighteen years later,
I was shot in the head.

These incidents made me realize that history could repeat itself.
It is depressing to hear how often it happens to someone else.
As I share my life, I hope to have at least two kids; however,
What ages should I tell them that their father was shot in the
head.

My niece asked me what is that scar on my head and
I looked at her
Knowing that on June the Eleventh, the doctors said that I
would be dead.

With so much paid and so much stress, I love you! God.
Because it was not luck, I was blessed.