

# Patient Financial Services News

## What's Happening?

March 17th

1<sup>st</sup> Day of Spring  
March 20th

## New PFS Staff

Erica Williams – Revenue Control  
 Marcus Allen – Central Scanning  
 Lisa Freistat – Commercial Ins.  
 Cleopatra Mobley – Self Pay  
 Tracy Haddox – Self Pay

## Quote of the month

The test of a successful person is not an ability to eliminate all problems before they arise, but to meet & work out difficulties when they do arise. We must be willing to make an intelligent compromise with perfection lest we wait forever before taking action. It's still good advice to cross bridges as we come to them.

David Joseph Schwartz

## Catch A Shining Star

Christopher Samuels  
 La-Shone Stamper  
 Marlesa Goldberg  
 Yvette Astwood  
 Warren Barnes  
 Alcelia Taylor  
 Susan Knight  
 Betty Oliver  
 Joyce Redd

The nomination form is located at:

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

## HR Corner: Employee Satisfaction

**Unlike Mick Jagger who “can’t get no satisfaction”, even if he tries and tries and tries and tries, employees can get some satisfaction.** Fortunately we work for an employer who cares enough about our satisfaction that they measure it every 2 years. They not only measure it with the Employee Satisfaction Survey, they act upon the results of each survey. For example; over this 4 year period (2001 to 2005), employee satisfaction with our benefit package increased by 39%. This increase was achieved because major improvements were made to our benefits package. The benefits area reflected the greatest improvement of any of the 18 survey dimensions.

You might ask “Why does my satisfaction with my job matter to my employer?” It matters because according to our President, Ronald R. Peterson “When employees are satisfied they deliver superior service and this results in more satisfied customers.”

The task of improving employee satisfaction is an on-going process. The areas of focus for our group are determined by the results of the most recent survey. As Charlie Myers indicated in his article last month, we are focused on two aspects: communication and concern for our employees.

Communication encompasses not only verbal and written, but also non-verbal forms. Verbal communications include both face-to-face and telephone exchanges. You are judged by others based upon just listening to your voice. Customers form opinions not only from your words but also from how you say them. According to Marjorie Brody and Pamela J. Holland your voice accounts for approximately 38% of the impression you make during a face-to face conversation. Over the phone it jumps to 85% since there are no visual clues. To have a more pleasing voice:

- You should sound enthusiastic when appropriate
- Speak slowly so people can easily understand you
- Eliminate fillers – “uh”, “um”, “and you know”
- Speak loudly
- Have a smile on your face, even when talking on the telephone.

Non-verbal communications include:

- Body language
- Facial expressions
- Gestures

Try to project an open and friendly demeanor.

Written communication should be short and to the point. E-mails are not an appropriate method to discuss delicate matters. Face-to-face discussions are more effective.

We will be organizing Focus Groups to address improvements in our communications. What approach works for one subject may not work for another. How we improve our communication skills will be up to all of us. Since change is constant in our environment improved communications are a necessity.

We look forward to everyone’s participation to obtain the best results possible. Improved communications can benefit everyone in all that we do.

Nelson L. Haller

## 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 Payers, 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 eff. 1/9/06)

## Birthdays



Helen Myers	3/1
Natalie Jackson	3/1
Krystal Beard	3/2
Lorraine Gorham	3/3
Betty Oliver	3/4
Karen McGhee	3/9
Michael Brijbasi	3/10
Karen Connor-Quamina	3/10
Kristen Burke	3/12
Helen Battle	3/18
Susan Davis	3/19
Debbie Ross	3/20
Lisa Freistat	3/20
Gregory Koutek	3/23
Lisa Silwonuk	3/26
Teresa Jones	3/28
Bernice Davis	3/28
Sharon Waugh	3/29
Audrey Davis	3/31

## 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](mailto:pstokes@jhmi.edu). The deadline is the 20<sup>th</sup> of the month proceeding the publication month. Submissions may be edited due to space limitations.

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## Tuition Assistance Program

**Effective with the spring 2006 semester**, the JHHSC/JHH Tuition Assistance Program has been amended to include the following:

1. The Master's of Health Science (MHS) Program will be covered up to a maximum of 24 credits per academic year (September 1-August 31), and will require one year and four months of service payback upon completion of the degree.
2. A [list of degrees that will be covered](http://www.hopkinsmedicine.org/jhhr/BenefitsWellnet/Tuitioncoursesaproved.xls) has been implemented; go to <http://www.hopkinsmedicine.org/jhhr/BenefitsWellnet/Tuitioncoursesaproved.xls> to view the list. To be eligible, employees must pursue a course of study that leads to a degree and/or meets the criteria of business or operational necessity related to their current position or another position within JHHSC/JHH. Only those degrees listed will be covered under the Tuition Assistance Program, as of the Spring 2006 semester.

Employees, who are already receiving advancement or reimbursement for degrees not listed, will continue to be eligible for advancement or reimbursement until completion of their degree.

## Keane: Global Update

Please keep the following in mind when using the Global Update feature for a claim where there are several pages (screens) of "other" accounts for your patient.

Issue:

- When an account or accounts are selected (highlighted) on the first page (screen), and then F5 is used to move to the next page (screen), the same line item numbers appear on the second screen.
- Example: On screen 1, select accounts with line item numbers 2, 4 & 6. Hit the F5 function key to move to the next screen. On screen 2, you will see the same line item numbers highlighted (2, 4 & 6) even though you did not select them.
- If you de-select the accounts on screen 2, the accounts on screen 1 will also be de-selected.

### **Solution:**

When you are using the Global Update function, you must select accounts on one screen at a time then update. You must go back into the account, re-enter the data, and select the desired accounts on screen 2. This must be done for all additional screens. Keane is aware of the problem and will correct in a future upgrade.

## Scanning and Indexing Correspondence

The following information must be listed appropriately on each document, preferably in the upper right hand corner. Please be sure to write legibly, documents missing index values, will be returned to the department supervisor.

Patient Name

Patcom/BV or V Account Number

Medical Record number

Date of Service/Admission Date

1. Remove all staples, paper clips may be used, but no highlighting or white-out may be used. Batch work by facility. Paper clips are available in Central Scanning if they are needed.
2. Complete Correspondence Batch Header, copy attached:

Circle Hospital ID

Submitter Name

Date Referred (Date submitted to Central File Unit)

Documents are scanned and indexed within 48 hrs from received date

Drop off batched correspondence in the gray basket marked "work to be scanned & indexed" in Alpha Commons Suite 105

## Staff News

Jenna Goodman, daughter of Amy Bednar and Granddaughter of Melody Blackmon has been accepted to The College of Notre Dame of Maryland beginning Fall 2006. Her family is very proud of her! Congratulations, Jenna!

Chris Crawford would like to thank the PFS staff for their thoughts and prayer's during her surgery.