

Patient Financial Services News

What's Happening?

April Fools Day
April 1st

Daylight Savings Time
April 2nd

Passover
April 12th

April 16th

New PFS Staff

Natalie Gamble-Feggins
S/P Dept
Priscilla Daniels
HMO Dept.

Quote of the month

Don't ever say that you don't have enough time. You have exactly the same number of hours in a day that were given to Helen Keller, Louis Pasteur, Michelangelo, Mother Teresa, Leonardo da Vinci, Thomas Jefferson, and Albert Einstein.

H. Jackson Brown

Catch A Shining Star

Narvis Addison Carter-Bey
Karen Rose-Lohrmann
Crystal Diggs-Wooten
La' Shone Stamper
Glenda Matthews
Charlene Maurer
Stefanie Davis
LaShawn Hall
Susan Knight
Jeanne Steps
Kim Carter
Paul West

The nomination form is located at:
<http://www.hopkinsmedicine.org/service/recognition/nominationform.html>

Employee Satisfaction

Even though Mick "can't get no satisfaction", even if he tries and tries..., as reported by Nelson in last month's article, we in PFS can get some satisfaction over the results of the last three surveys. The Employee Satisfaction surveys began in 2001 and were taken again in 2003 and 2005. Below are the results of those surveys by the eighteen dimensions:

Dimension	Johns Hopkins Health System Patient Financial Services			
	2001	2003	2005	2005 vs. 2003 Change
Overall Job Satisfaction	59%	63%	68%	7.9%
Satisfaction with the Work	69%	68%	70%	2.9%
Coworker Performance / Cooperation	66%	69%	70%	1.4%
Pay Satisfaction	25%	28%	28%	0.0%
Benefits Satisfaction	46%	48%	58%	20.8%
Promotions / Career Development	48%	51%	55%	7.8%
Supervisory Consideration	60%	69%	68%	-1.4%
Supervisory Promotion of Teamwork	54%	58%	60%	3.4%
Supervisory Instruction/Guidance	59%	69%	66%	-4.3%
Communication	52%	63%	64%	1.6%
Human Resources Policies	44%	55%	60%	9.1%
Concern for Employees	45%	55%	55%	0.0%
Productivity/Efficiency	40%	47%	49%	4.3%
Training and Development	61%	57%	66%	15.8%
Physical Working Conditions	34%	40%	40%	0.0%
Concern for Patient Care	56%	62%	65%	4.8%
Strategy/Mission	49%	60%	66%	10.0%
Job Stress	57%	69%	72%	4.3%

As you can see, we have made great strides in employee satisfaction since the first survey but that does not mean we can stop and think we are finished. **Employee satisfaction is an every day event.** The grid above shows the continued efforts of everyone's hard work in participating in employee satisfaction initiatives. Based on the 2005 results, each area set off to work on targeted dimensions, based on their own individual group survey results. In total, there are thirty nine employee satisfaction work plans documented. Below is a sampling, by area, of initiatives that are currently underway.

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Pop Quiz

1. Occurrence Codes are associated with a date to define a specific event relating to the bill.
2. FL 22 contains a status code relating to the patient's admission type.
3. If the number "1" appears in FL 64 it means the insured is self-employed.

Answers: 1.T, 2.F, 3.F

Birthdays



Bea Kuchta	4/3
Lisa Mann	4/3
Linda Guy	4/7
Audrey Bell	4/8
Joyce Yankovich	4/10
Towanda Evans	4/15
Amy Bednar	4/16
Eva Hecner	4/18
Mary Ann Kalin	4/23
Charles Neal	4/24
Maleka Kaka	4/26

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.

Staff News

Margo Garner would like to acknowledge and thank the staff that went to HCGH on 2/28/06 when the connection was down to get the Lockbox keyed for month-end. LaShawn Hall, Crystal Diggs-Wooten, Karen Lohrman, Glenda Matthews and Kim Carter. This was "Service Excellence".

Lisa Terry of PFS Collections would like to announce that her sister, Marcia Cephus is currently Mrs. Baltimore County Maryland, USA and is running in the Mrs. Maryland USA Pageant on April 29, 2006. She currently has a website for everyone to view that features all of her accomplishments www.mrsbaltimorecountymaryland.com.

Employee Satisfaction - continued

Marty's Team

Satisfaction with Work – More discussion on accomplishments, increased involvement with the customers, Skills assessment

Supervisory Promotion of Team work – Increase team meetings and Improve communication on environment

Supervisory Consideration – Change the work distribution among staff, more supervisor involvement in day-to-day activities

Albert's Team

Training and Development – Reestablish monthly training sessions for Medicare employees. Utilize training classes offered by High mark Medicare in Timonium, training coursework listed under Medicare Learning network website as well as questions and feedback from staff to create internal training classes and refreshers. Create an acknowledgement sheet to store in employee files that will serve as documentation of training activities completed by each employee.

Productivity/Efficiency - Review processes to achieve goals/objectives, i.e. staff has indicated too many reports are distributed to be completed. Management will review reports on a monthly basis to determine if reports are necessary, or if improvement can be made.

Supervisory Instruction/Guidance - Need to develop and supply to each staff member an outline of job duties. There should also be steps to perform the duties. This should be in the form of a training instruction.

Co-worker Performance/Cooperation - Review job description and expected productivity with entire staff. Share monthly individual productivity with entire staff. Individual Payer issues will be discussed with entire staff so everyone is aware.

Charlie's Team

Satisfaction with the Work – Ensure that all employees are aware of opportunities Encourage staff to attend in-house educational opportunities and outside educational seminar/training sessions towards continued enhancement of skills. Encourage enhancement of job related skills. Ensure the employee's talents are used to their optimum. Implement new technology so staff can monitor their own results. Identify portions of the job where staff can be challenged.

Training and Development - Develop cross training manual within Revenue Control/Cash application.

Concern for Employees - When situations occur appropriate and consistent standard policies are to be followed. Encourage staff to discuss issues in a positive and professional manner with management.

Communication - Foster improved teamwork across departmental boundaries. Asking for help.

Nelson's Team

Supervisory Consideration - Solicit feedback from staff on specific areas where supervisor has not demonstrated a friendly, helpful persona. Solicitation will be done in sectional meetings with staff, excluding supervisor, with the opportunity to meet with manager individually to insure confidentiality. Meet with area supervisors individually to establish what actions would be helpful in improving employee perception: such as attending workshops designed to improve sensitivity or improve communications with staff.

Concern for Employees - Initiate annual individual fifteen minute session with staff members & director/manager. Identify one staff member to solicit concerns from co-workers & present to supervisors/managers.

Physical Working Conditions - Recarpeting & repainting of Cashiers office in Nelson 161 & Billing Coordinators Office in Harvey 114.

Communication - Solicit input from staff as to how they want to be communicated with. Review workload and work results supply feedback to employee. Establish minimally, a bi-monthly meeting with staff to go over findings. Educate staff on how to communicate.

As you can see we are taking employee satisfaction very seriously and Hopkins realizes its' employees are its most valuable asset.

Albert Galinn