



# Patient Financial Services News

## What's Happening?

**National Patient Account Management Week**  
October 16-20, 2006



**National Boss Day**  
October 16<sup>th</sup>

**Daylight Savings Times Ends**  
October 29<sup>th</sup>



**Halloween**  
October 31<sup>st</sup>

## New PFS Staff

Michelle Bare – Commercial Dept  
Sabrina Henderson – Cash Control

## Quote of the month



Success is to be measured not so much by the position that one has reached in life as by the obstacles which have been overcome while trying to succeed.

Booker T. Washington

## Catch A Shining Star

Narvis Addison-Carter Bey  
Sabrina Henderson  
Patricia Kowalczyk  
Marlene Borowski  
Felicia Lawrence  
Karen Lombardi  
Ametrise Leazer  
Marilyn Carroll  
Beverly Brewer  
Erica Williams  
Nicole Owens  
Renee Brown  
Larry Lasker  
Jeanne Steps  
Twan Towah  
Teresa Jones  
Kim Carter

FIFTH TIME NOMINEE  
Crystal Diggs-Wooten  
TWO TIME NOMINEE  
James Cook

The nomination form is located at:

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

United Way  
of Central Maryland



On October 2nd, JHM kicked off its campaign for the United Way. This year, I ask that each of you participate in giving to this organization that is responsible for distributing our contributions to many of the community organizations that service our friends, families and neighbors in need. Our PFS Chairperson this year is Albert Galinn and he will be working to get the word out on the many community programs that United Way helps along with setting up sessions for each of you to hear about their focus on people in need. Many of you have contributed in the past and I thank you. This year we are looking for much better participation and will be providing team prizes for those teams able to get 100% participation. *We can do it!* We want to be the #1 department in finance and in JHHS in terms of our commitment to helping those in need. Thank you for your support Linda. This year the United Way has four major focuses of their campaign:

### Basic Needs Initiative

**The Vision:** People in the region have safe and stable housing.

#### The Challenges

\* The fair market rent for a two-bedroom apartment in central Maryland is \$847 per month. Full-time workers making minimum wage (\$6.15 per hour) earn about \$984 per month.

\* People living in poverty regularly pay between 10 and 25 percent of their total income for home energy.

\* Often, working people's income is low enough to be considered poor, but not low enough to qualify for housing assistance.

### Family Safety

**The Vision:** People in central Maryland are safe from violence and abuse in their relationships.

#### The Challenges

\* In central Maryland alone, there were 37 domestic violence-related homicides last year.

\* Across the country, every day, more than three children die as a result of child abuse.

\* Most incidents of violence within relationships go unreported.

### School Readiness

**The Vision:** Central Maryland children will be fully ready to learn by the time they start kindergarten.

#### The Challenges

\* Since 2002, federal funding for child care has remained static, while the cost of child care is on the rise. As a result, child care assistance programs have been cut and fewer families are getting the help they need.

\* Seventy-five percent of Maryland's children under 12 have mothers in the workforce.

\* Child care ranks as one of the top three expenditures for families in central Maryland. Families are often forced to choose informal child care, which is less expensive, but also less successful at preparing children for school.

### Youth Achieving Potential

**The Vision:** Youth develop to their full potential, enabling them to become economically self-sufficient and prepared for adulthood.

#### The Challenges

\* Only three in 10 Maryland eighth graders are proficient in math and reading.

\* Twenty-one percent of Maryland high schoolers missed 20 or more days of school last year.

\* Teens who are unsupervised during the day are 37 percent more likely to become teen parents.

\* In Maryland, 13 percent of people between 18 and 24 have no degree beyond high school, are not attending school and have no job.

If you are taking the CPAT exam in November and have not picked up your study guide, stop by Bernie Keane's office to get your copy.

### Staff News

Bonnie Hadel, Patient Service Coordinator in the HMO Department will be retiring on November 1, 2006. Bonnie has worked for JHHS for 20 years.

**Happy Retirement Bonnie!**

Come join us on October 27th from 6:00-10:00pm at the Del Capri for her retirement party. See Debbie Brady, Vijay Brijbasi or Joyce Yankovich.



### Birthdays

Bernie Sut	10/1
Larry Lasker	10/2
Myrna Attaway	10/3
Harriet Powell	10/5
Marty Swank	10/5
Brandy Carter	10/11
Mary Montague	10/12
Cecelia Toms	10/17
Brenda O'Guin	10/20
Melissa Peyton	10/20
Paulette Hendricks	10/21
Deanna Bucy	10/23
Sharon Tumminello	10/23
Barbara Rossi	10/24
Tia Horsey	10/26
Karen Lohrmann	10/26
Shirley Watson	10/27
Jennifer Bruni	10/28
Jackie Orwig	10/29
Alcelia "C" Taylor	10/30
Margo Garner	10/31
Mary McGuire	10/31

### PFS Website Information

The web address is: <http://finance.jhmi.edu/FinancePFS/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 preceding the publication month. Submissions may be edited due to space limitations.

### Employee Recognition Ceremony Photos



Carol Duvall – Baker King Award winner (top left), Vi Hughes – 30 years with JHHS (top right), Eva Hecner – 30 years with JHHS (middle left), Bonnie Hadel – 20 years with JHHS (middle right). PFS employees celebrating milestones/Baker King award, L-R Eva Hecner, Carol Duvall, Vi Hughes, Wilma Dobbins, Joyce Redd and Bonnie Hadel. Missing from photo Norma Green and Alice Bailey

### PFS Telephone Update

New telephones will be installed throughout PFS in October. More information will follow from your manager on the installation and training dates.

### Recreation Committee News

Please join us for our yearly bus trip to NYC. You will have the opportunity to see various sites, shop, and dine in the Big Apple during the holiday season. Hunt Valley Motor Coach has reserved a single bus with occupancy of 57 seats. Seats are available on a first come, first served basis.

In order to reserve your seat, please see Denice Lentz, located on the 2<sup>nd</sup> floor or she can be reached at ext. 0-7393. Ticket price is \$35.00 per person. We will depart from A/C @ 7:00 am, return to A/C 10:00 pm December 2<sup>nd</sup>. The bus will leave Times Square at 7:00 pm. The Alpha Commons lot will be open for parking. Donuts will be served and Christmas movies will be played.



The Recreation Committee will be selling pink ribbons in October for Breast Cancer Awareness Month.

### PFS Incentive Plan

The goal of the incentive plan is to recognize and reward staff for exceeding performance expectations and to create an environment of teamwork whereby all members of the Patient Financial Services division strive to achieve common goals.

#### Eligibility:

- Regular full-time and part-time JHHS employees
- Non exempt, exempt including management (excludes directors)
- Employees who have successfully completed their probationary period
- Employee must be at "Expectations" for the most recent performance appraisal or during the quarter
- Employee must not have received written discipline during the quarter
- Employees must be employed with PFS at the time of the payout
- Employees who are out 4 continuous weeks during the quarter will have their payout bonus amount prorated

**Goals:** Cash, Revenue Deduction Days and Aging. If we are not successful in collecting the required cash amount by facility/program, no payout will be made. Remember payouts are by facility, so if JHH collects the required cash and BMC does not, then you will still receive an incentive check.

Bonuses vary by paygrade, so your bonus amount will be individually calculated based on the midpoint of your grade and the targets achieved in your area.

The cash need for September for each facility/program ending the 1<sup>st</sup> Quarter, FY07 was:

<b>JHH:</b> \$99,001	<b>BMC:</b> \$25,441	<b>HCGH:</b> \$11,229
<b>BCC:</b> \$9,468	<b>Special Programs:</b> \$5,988	