



# Patient Financial Services News

## What's Happening?

**PICNIC** 10/04/07

**Patient Accounting Week**  
10/15 – 10/19



**National Boss Day**  
October 16th



October 31<sup>st</sup>

## New PFS Staff

Kelly Stitely – Fin. Support Dept.

## Quote of the month

My grandfather once told me that there were two kinds of people; those who do the work and those who take the credit. He told me to try to be in the first group; there was much less competition.

Indira Gandhi

## Catch A Shining Star

Janet Bacon-Stimmel  
Marlesa Goldberg  
Felicia Lawrence  
Lorraine Gorham  
Christina Willig  
Natalie Feggins  
Victoria Parker  
Stefanie Davis  
Marcus Allen  
Julius Brown  
Dipika Patel  
Dorian Wise

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

## CUSTOMER SERVICE WEEK

October 1 – 5 is Customer Service week and I want to utilize this space to thank my team for a job well done! On average, they answer over 11,000 phone calls per month and the vast majority of the callers are not happy campers. These are “cold calls” from patients who just received a bill and they want to know why. They are adamant that their insurance company should have paid. Obviously, there are numerous reasons why the patient received the statement, but often times it is a result of an error in registration or the patient is really responsible for the balance.

Our productivity is measured in many categories but the main focus is the abandonment rate; callers that hang up after they listen to the pre-recorded message and before we have an opportunity to answer. Four years ago the abandoned rate was 5%. Our goal is 2% for each facility. The year to date rate for June 2007 was below 2% for each hospital – JHH 1.3%; BMC 1.4%; HCGH 1.3%. For August it was 0.7%, 0.9% and 0.9%, respectively. This was attainable by purchasing a new phone system and the dedication of my supervisors and staff.

Today we record all of our phone calls. This has proven to be wonderful. Not only has it been a training tool where the staff can listen to their own calls to improve on telephone etiquette, but we can copy the calls and forward them to the various registration areas to let them know what we are hearing from their patients.

If you would like to know more about our productivity measures, please stop by; we would love to share them with you.

Michael Tamberino  
Manager, Customer Service



JHHS Customer Service



## First Impressions



### First Impressions

Seven seconds! That's how long it takes for a person to form a first impression. It's all about communication - the words we use and the way in which we deliver the message, including our tone of voice, body language and physical appearance. The following three tips will help you create a great first impression.

- **Tip #1:** It's what you say. The words we use make a difference in creating first impressions. Choose courteous, welcoming words like "please" and "thank-you."
- **Tip #2:** It's the way you say it. It's not just what you say, it's the way you say it. Use a friendly tone of voice and a relaxed pace when communicating with others.
- **Tip #3:** It's what they see. Actions often speak louder than words. Our body language, personal appearance, and the physical environment impact the messages we send and the impressions we make.

## Birthdays

Bernie Sut	10/01
Myrna Attaway	10/03
Harriet Powell	10/05
Martin Swank	10/05
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
Tia Horsey	10/26
Karen Lohrmann	10/26
Shirley Watson	10/27
Jennifer Bruni	10/28
Jackie Orwig	10/29
Alecelia "C" Taylor	10/30
Margo Garner	10/31
Mary McGuire	10/31

### Staff News

The September 2007 was printed with a typo. The last sentence of the HR Corner section should read, "Those that have achieved 10, 20, 30 and 40 year anniversaries are given a paid day off to attend the ceremony on September 17th at 1PM."

I do apologize for any confusion this may have caused.

Sincerely,  
JoAnn M. Pelham  
Training Manager, Patient  
Financial Services  
410-550-1344

### 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 Degenkolb @ [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.

### HR Corner

### Skills Enhancement Program (in-house)

Many employees want to change or grow their positions and need to refresh skills, learn medical terminology, or know word processing or other computer skills in order to qualify. Others need or want to earn a GED/high school diploma or learn American Sign Language. Employees interested in taking college entrance exams often need to brush up on skills to prepare. Others may find certain aspects of their job challenging due to math, reading or grammar/writing challenges.

The Skills Enhancement Program offers support for all of the above through small classes taught by caring instructors dedicated to helping employees meet their personal education and career goals. Classes are held at the main East Baltimore campus of The Johns Hopkins Hospital. Most classes meet in Phipps or Halsted. Classes meet daytime and evenings to accommodate most employee schedules. Classes usually meet two hours twice a week. Employees must take classes on their own time. Spring classes generally begin in March. Fall classes start in the August/September time frame. Most courses require skills assessment for accurate class placement. Students previously assessed for a class need not be retested. For testing or placement, call [Barbara Edwards](mailto:Barbara.Edwards@jhmi.edu) 410-614-0273.

### CRIME PREVENTION TIPS/ Corporate Security

#### OFFICE SECURITY

*A thief looks like and can be ANYBODY.*

*WHO COULD THE THIEF BE?*

*It could be someone off the street, a legitimate visitor or even an employee.*

*A THIEF CAN BE ANYONE!*

*A THIEF IS AN OPPORTUNIST!*

*A THIEF WANTS TO BE QUICK!*

Everyone can help reduce the chances of theft occurring in the workplace by employing these basic practices on a daily basis...

- Always lock your office door, drawers and cabinets when you need to leave your workspace.
- Never leave a laptop in an unlocked office, meeting area, or other unsecured area.
- Never leave keys, money, checks or valuables of any kind out in plain view, in unsecured areas or in jacket or coat pockets.
- Never leave packages near doorways, lobbies, in conference rooms, break rooms, cafeterias, rest rooms, on desks, etc.
- Pay attention to people who do not belong in the areas where you work.
  - Engage such people by saying "Excuse me? You appear to be lost. May I help you?"
  - Pay attention to what they are wearing and other personal characteristics in case a description needs to be relayed to Security.
- Report suspicious people or activity to [SECURITY](#) immediately.
  - Give your name, department, phone extension, the location of the suspicious person and a description.
- Be discreet - never advertise plans for being away to visitors you don't know or people calling your place of work.

Report broken or flickering lights, dimly lit corridors, doors and windows that are broken or don't close or lock properly. *Don't assume someone else will do it.*  
Security: 0-0333