



Patient Financial Services News

What's Happening?

Groundhog Day
February 2nd
6 more weeks of
Winter (He saw his shadow)



Lincoln's Birthday
February 12th



Happy Valentine's Day

Valentine's Day
February 14th



Presidents Day
February 18th

Washington's Birthday
February 22nd



Welcome Back

Bernadette Keane

Catch A Shining Star 



Lindsey Cole

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

Keane Update

Keane Upgrade

Keane release g1.3.0.3 will go into production the weekend of February 8-10, 2008.

Changes have been made to the account re-instate function that will be welcome by all Keane users. With this upgrade, when a purged A/R or B/D account is re-instated the restored information will include account comments, charges, payments and adjustments. You will also be able to order a Rebill or Demand bill on the re-instated account.

The re-instated account will be available immediately in Patient Account Mgmt. The account will appear in ARMS Account Follow Up System after dayend process when/if charges, payments or adjustments are posted to the account. The account will purge again following standard Keane rules.

This enhancement will only pertain to accounts purged after the installation date of the upgrade.

Medibase must still be used for accounts purged prior to the g1.3.0.3 release.

JHHS Patient Financial Services Incentive Plan

Johns Hopkins Patient Financial Services Incentive Plan The goal of the PFS 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. The objectives include:

- To create a financial reward system for exceptional performance.
- To identify and monitor key financial indicators by team and division.
- To endorse empowerment of staff to aggressively pursue collections.
- To improve the overall quality of work within each functional area in the division.
- Eligibility:
- Regular full-time and part-time employees, non-exempt, exempt including management.
- Employees successfully completing their probationary period.
- Employees "at expectations" for most recent performance review or during quarter.
- Employees must not receive written discipline during the quarter.
- Employees must be employees within PFS during the time of payout.
- Employees who are out four consecutive weeks during the quarter will have bonus prorated.

HR Corner

Employee Education & Training Programs

The 2008 Learning Opportunities Catalogue (LOC) is published twice a year and highlights training offerings from January through June, and July through December. The catalogue identifies classes for managers, supervisors, leads, and staff. This catalogue includes information about training and development opportunities. Classes in the catalogue often include: leader development training, conflict resolution, effective meetings, performance management, service excellence, time management, interpersonal communications, dealing with difficult customers, behavioral event interviewing, resolving conflict within your staff, Strength Deployment Inventory (SDI), international cultures, how to receive and give feedback to improve performance, and teamwork. Download the current LOC by going to: <http://www.hopkinsmedicine.org/jhhr/Organization/Toolkit/2008loctrainingcatalog1.pdf> or call the office at 410-955-6748.

Birthdays

Christine Crawford	2/05
Terenthia Jones	2/07
Carol Duvall	2/10
Nicole Hawkins	2/11
Tracy Varney	2/11
Lori Boyd	2/13
Ametrise Leazer	2/16
Michael Jenkins	2/17
Tamara Kaptain	2/18
Ellen Pecora	2/23
Janice Stenhouse	2/25
Lashone Stamper	2/25
Mary Wallace	2/27
Joyce Redd	2/28
Brenda Jakubowski	2/28

Quotes of the month

We should not look back unless it is to derive useful lessons from past errors, and for the purpose of profiting by dearly bought experience.

George Washington



Every man is proud of what he does well, and no man is proud of what he does not do well. With the former, his heart is in his work, and he will do twice as much of it with less fatigue. The latter performs a little imperfectly, looks at it in disgust, turns from it, and imagines himself exceedingly tired. The little he has done, comes to nothing, for want of finishing.

Abraham Lincoln



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. The deadline is the 20th of the month proceeding the publication month. Submissions may be edited due to space limitations.

Staff News



Jenna Goodman, daughter of Amy Bednar and granddaughter of Melody Blackmon has made the dean's list for the fall semester of her sophomore college year at the College of Notre Dame. Amy and Melody are both very proud of her accomplishments.

Congratulations to Audrey Walker who was promoted to supervisor for the Medicare Dept. Audrey has displayed her leadership in her prior position and has proven to be a great asset through..

Congratulations to Julius Brown who was promoted to supervisor for the JHBMC/HCGH (Customer Service) Dept. Julius brings nine years experience along with him.

Congratulations to Maureen Repp, Patient Service Coordinator at JHB Care Center who gave birth to Matthew Edward on February 1st. He weighed 8lbs. 9oz.



I would like to thank everyone who thought of me and kept me in their prayers during my time of sorrow. It is such a great blessing to work with you all and words cannot express how your support helped me in this difficult time. My family and myself would like to thank each and everyone of you for your act of kindness during out time of bereavement.

With sincere thanks,
Janet King

I want to thank all of you who sent cards, flowers or fruit baskets, who visited and who prayed for me and my family during the last week. It's a comfort and a blessing to know that you care for us.

With sincere thanks,
Janet Bacon Stimmel

I wish to thank everyone for their well wishes in the Celebration of Life for my mom . It was truely appreciated

Denise Gladden

Valentine Word Search

M	N	A	K	C	F	S	T	R	A	E	H	B	W	F
P	B	C	Q	A	Q	R	U	Q	D	T	K	S	E	D
L	I	H	Z	N	V	Q	K	U	V	Q	L	V	S	S
N	C	O	K	D	V	A	A	H	W	Z	V	L	E	F
P	D	C	V	I	A	C	S	U	G	C	G	D	C	F
F	L	O	W	E	R	S	T	T	J	V	A	U	V	O
Q	B	L	U	S	L	U	N	Y	A	S	A	C	O	P
J	I	A	P	Y	A	L	A	C	C	E	P	C	J	M
H	E	T	U	M	S	D	J	R	A	R	R	J	R	L
Y	P	E	H	J	H	X	A	H	R	R	O	T	Z	H
B	Y	Z	G	G	C	F	F	E	C	P	D	G	Q	S
A	N	G	I	F	T	S	Z	C	E	R	P	S	A	S
O	X	L	Y	S	J	N	Y	W	T	L	T	X	R	J
E	V	O	L	D	S	X	V	N	H	M	Y	W	R	G
P	Y	Z	T	E	R	K	P	V	D	S	L	T	O	D

LOVE
HEARTS
CARDS
CHOCOLATE
GIFTS
TREATS
CRAFTS
FLOWERS
CANDIES

