

# Bartlett Buzz

February 11, 2015

## Compliance Corner

By Sara Parker

Attorneys frequently attempt to contact employees without going through the appropriate channels.

Sometimes the reason for this is they want to try to get information without properly executed court orders, subpoenas, or releases of information. Sometimes, it is simply that they do not know our process.

If you receive a court order or subpoena related to your job duties please contact Sara Parker or Bethany Rogers immediately. If an attorney contacts you by phone or in person and is requesting that you answer questions related to a patient or other work-related questions, please respectfully decline to answer their questions and refer them to Sara Parker.

Once it is determined that the appropriate documentation is in place, you will be notified by Sara Parker that you are authorized to release the information.

If you ever have any questions or concerns related to legal or ethical issues please contact Sara Parker, Compliance / Risk Manager, at 907-796-8718.

**Compliance Hotline: 796-8618**

## Bartlett at Project Homeless Connect 2015

Photos Submitted by Jeannette Lacey Dunn



## HR Notes

### New Employees

**Myra Tyndall**, Clinical Nurse PRN  
CCU

**Sheryl Quiere**, Lab Aide I

**Laura Vaughn**, Pharmacist

**Sheryl Lantz**, CNA I CCU,

PAS Representative

### Save the Dates!

The Annual Service Awards banquet has been set for April 4, 2015. We will be celebrating the employees who reached 5, 10, 15, 20, 25, and 30 year milestones during 2014 at the Westmark Baranof Hotel.

Hospital Week will be May 10<sup>th</sup> to May 16<sup>th</sup>. Look for more information in coming issues of the *Bartlett Buzz!*



### **Employee Assistance Program**

Personal issues, planning for life events or simply managing daily life can affect your work, health, and family.

ComPsych GuidanceResources provides support, resources and information for personal and work-life issues. GuidanceResources is company-sponsored, confidential and provided at no charge to you and your dependents. GuidanceResources can help you and your family deal with everyday challenges including with the following services: Confidential Counseling, Work-Life Solutions, Financial Information and Resources, and Legal Support and Resources.

CALL ANYTIME

Call: **800.295.9059**

TDD: **800.697.0353**

Online: [guidanceresources.com](http://guidanceresources.com)

Company Web ID: cityjeap2

### **Retirement on the Horizon**

Are you getting close to retirement? Are you planning to retire this Spring or Summer? Please be sure to discuss your plans with your Department Director and come by Human Resources for retirement planning assistance.

### **ICMA-RC Deferred**

#### **Compensation Meetings**

Representatives from ICMA-RC will be in Juneau the week of February 16-20. They will be available to meet one-on-one with you to discuss your 457 Deferred Comp account.

In addition to Peter Hoerber, the Regional Director, and Jeff Spindle,



our Account Rep, we will have Jim Reinke, a Certified Financial Planner available to meet with employees.

There are three levels of financial planning available to you, mainly based on the size of your account and how close you are to retirement. These levels are:

1. **Snapshot Financial Plan**--Entry level needs assessment for employees that would like a broad overview of their financial situation.
2. **Goal-Specific Financial Plan**--More detailed planning service appropriate for employees that have a particular area of need.
3. **Comprehensive Financial Plan**--Covers all aspects of financial planning and is appropriate for employees who are very close to retirement.

Each meeting will run about 1 hour and you're welcome to invite your spouse or significant other to attend with you. Here are the dates and locations:

- **Monday, February 6**  
**7:00 am - 5:00 pm**  
Robert F. Valliant Building,  
Room 204 A/B
- **Wednesday, February 18**  
**7:00 am - 5:00 pm**  
Robert F. Valliant Building,  
Room 204 A/B
- **Friday, February 20**  
**7:00 am - 12:00 pm**  
Robert F. Valliant Building,  
Room 204 A/B

To enroll in an ICMA-RC account or to sign-up for a specific date and time, please email me at [ehouse@bartletthospital.org](mailto:ehouse@bartletthospital.org) or call me at x8458.

- Please indicate if you would like a one-on-one meeting with an Account Rep (Peter or Jeff) **OR** if you would like a financial

planning meeting with Jim, the Financial Planner.

- For a financial planning meeting, please indicate which level you are interested in:
  1. **Snapshot**
  2. **Goal-Specific**
  3. **Comprehensive**
- We do not have evening/night times listed above, but the ICMA-RC representatives will be available. Please let me know if you'd prefer to schedule an evening/night meeting.

For more information about ICMA-RC or to login to your account, please go to [www.icmarc.org/cbjbartlett](http://www.icmarc.org/cbjbartlett).

### **Premera Reminder**

**Help Decrease our Health Plan Cost – Register for Electronic Explanation of Benefits (eEOBs)**



Premera is offering a credit at renewal for

our group health plan if we're able to increase the percent of those who have elected to receive eEOB's to 20%.

As of August 2013, we were at 10% enrollment for eEOB's and our goal was to increase to 20% before May 2014.

As of January 2015, we are at 19% enrollment for eEOB's. Go to [www.premera.com](http://www.premera.com) to register or login as a Member and enroll for electronic EOBs.

### **Emergency Room Utilization Update**

Thank you for being more proactive with your preventative screenings and for referring to the 24-hour Premera NurseLine at 1-800-841-8343. Our Emergency Room Utilization has decreased by 16.4%.

Please continue to schedule your preventative screenings and refer to the 24-hour NurseLine to help reduce avoidable ER usage.





## Shop at AmazonSmile

AmazonSmile is a simple and automatic way for you to support Bartlett Regional Hospital Foundation every time you shop, at no cost to you. When you shop at AmazonSmile, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate 0.5% of the purchase price\* to Bartlett Regional Hospital Foundation. On your first visit go to [smile.amazon.com](http://smile.amazon.com) and search for Bartlett Regional Hospital Foundation or tax ID 92-0147705, to select us as your charitable organization to receive donations from eligible purchases before you begin shopping. AmazonSmile will remember your selection, and then every eligible purchase you make on AmazonSmile will result in a donation to our community hospital!!

Everything else about the Amazon online shopping experience stays the same, including the shopping cart, wish lists and shipping options. The prices are also the same. You use the same account on Amazon.com and AmazonSmile. Your shopping cart, Wish List, wedding or baby registry, and other account settings are also the same. The only difference is: when you start your visit at [smile.amazon.com](http://smile.amazon.com), Amazon donates 0.5% of the purchase price to Bartlett Regional Hospital Foundation. You will see eligible products marked "Eligible for AmazonSmile donation" on their product detail pages.

There is no cap on the amount Amazon will donate and almost every physical product sold by the company is eligible, which means tens of millions of items. This means that even high-end art – a relatively new category for Amazon – is eligible. The only real catch is you have to remember to start your shopping at [smile.amazon.com](http://smile.amazon.com) (or update your Amazon bookmark). Otherwise, it's just like shopping on Amazon—only you get to support our community hospital without doing anything extra.

\*The donation is calculated on the purchase price, which is the amount paid for the item minus any rebates and excluding shipping & handling, gift-wrapping fees, taxes, or service charges. All payment methods available on Amazon.com, including Shop with Points, are available for use on AmazonSmile. Note that if you choose to Shop with Points, they will calculate donation amounts based on the price of the item (not the amount of points redeemed). Recurring Subscribe-and-Save purchases and subscription renewals are not currently eligible and neither are digital items (but that may change in the future, according to Amazon).

- See more at: <http://smile.amazon.com/ch/92-0147705>

### **Anthem Blue Cross**

#### **Cyber-Attack**

Anthem and Premera are separate organizations but they are both part of the Blue Cross Blue Shield Association.

Anthem Inc. recently suffered a cyber-attack which has been widely reported in the media. Some Premera members may have been affected by this breach: specifically, those who received care in Anthem's service areas (excludes Alaska and Washington).

At times, Anthem uses Premera members' data to process claims which take place in the service area they cover. The level of information supplied by Premera for members in Anthem service areas is very limited.

As the scope of the incident becomes more clear, affected members will be notified. Members can access information such as frequent questions and answers at [www.AnthemFacts.com](http://www.AnthemFacts.com) or if they have questions related to this incident they may call 1-877-263-7995.

Premera will continue to post updated information about the Anthem data breach to [www.premeranews.com](http://www.premeranews.com). This information is publicly available and answers questions members may have including providing information about the states in which Anthem operates and what data may have been breached.

As a top priority, Premera Blue Cross Blue Shield of Alaska will continue to examine their systems and security measures to safeguard members against these risks.



## Joint Commission Readiness

By Bethany Rogers

Our triennial Joint Commission survey is just around the corner. We expect the surveyors to arrive sometime in June or July, although they could be on our doorstep any day between now and July 17.

Every year, we do a self-assessment to determine our level of compliance with Joint Commission standards, and then take action to correct those areas where we identify issues. This year's self-assessment process will be no different, as we always want to ensure that we are in continuous compliance and are always ready for a survey.

However, since 2015 is a survey year, we will be doing some *additional* readiness activities that center more around the *actual survey experience*.

### In the coming months, watch for:

1. Flyers that go over what to do if a surveyor wants to talk to YOU.
2. Survey Survival Guides that will help you work within your department to feel fully prepared for a surveyor visit.
3. "Mock survey" activity, where a BRH staffer acting like a surveyor will wander around looking for things a surveyor might look for, and asking you questions a surveyor might ask.

**Stephen Free**, one of the Process Improvement Coordinators in the Quality Department, is in training to be Bartlett's lead Joint Commission survey coordinator. You will see him making his way around the facility inspecting, assessing, and asking questions. *Please welcome him into your area and take time to answer his questions as much as you are*

*able*, as the practice will help you and your department have a successful survey this summer.

If you have any questions about our preparation processes, please feel free to contact me (ext. 8695) or Stephen (ext. 8621).

Thank you in advance for your help in preparing Bartlett for a successful Joint Commission survey.

## Chuck's Corner

By Chuck Bill, CEO

Hi everyone. Happy Valentine's Day! Be sure to celebrate with your loved ones.

I want to share some of the bigger picture things we are working on.

The Board of Directors approved helping Family Practice Physicians in their efforts to recruit another physician to their practice. This will help offset the retirement of Dr. Olsen and Dr. Lessmeier leaving town.

We also continue to recruit a pediatrician and two psychiatrists. With Dr. Gartenberg leaving, we were recruiting for three psychiatrists, but I am excited to announce that we have been successful in filling one spot. Yesterday we received the signed agreement from **Dr. Lucas Henry**, who will start September 1. He will provide both child and adult services and focus on children, once Dr. Stauffer retires.

This is a busy time for me on the political boat, working with the Alaska State Hospital and Nursing Home Association (ASHNHA) to protect and expand Medicaid funding. I also spent some time in Washington D.C. with an Alaskan group working with our delegation to get the Rural Medicare Demonstration Project extended for another five years. This program is worth about \$3 million dollars a year in increased reimbursement to Bartlett and is due to sunset on June 30. We are getting a lot of support and I am optimistic that we will be successful.

I continue to be delighted to hear from community members about the fabulous experiences they have had at Bartlett.

Thank you for the wonderful work you do.  
Chuck





### Join Health Yourself For Cooking Classes At Chez Alaska

Join Health Yourself for another fun spring of cooking classes at Chez Alaska! This year we will make recipes that prove you don't have to sacrifice taste for good health!

Thursdays, 5:30-7:00 pm

**Dates:**  
February 19: Moroccan stuffed squash  
February 26: The tale of two pestos (and 'pastas')  
March 5: Black bean burgers  
March 12: Asian stuffed cabbage  
April 2: Turkey meatloaf with cran-orange sauce  
April 9: Italian chicken meatballs  
April 16: Quinoa patties  
April 23: Moussaka  
April 30: Grilled beef skewers  
May 7: A new take on grilled salmon

**Cost:**  
\$60.00 for three classes of your choice  
OR  
\$22.50 per class

Space is limited, so sign up now!  
You must be signed up and paid by February 17th to have a secure spot in the class. Each class earns you 5 Healthy Reward Points.



Health Yourself 155 S. Seward St. Juneau, AK 99801 (907) 586-0200 [jess.bezant@junaeau.org](mailto:jess.bezant@junaeau.org)

