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Leadership: Inspiring Others to Move Forward

Their Focus is on Meeting the Needs of their Teams and Liberty



2017 Annual Leadership Meeting: Front row from left to right: *Rachelle Roberts, Cathy Oblea, Trish Piontek, Alexis Small, Adam Deming, Anh Lucci, Sue Nayda, Tod Mammuth, Camille Tanner, Jayne Shale.* Second row from left to right: *Hugh Sage, Steve Bryant, Chris Nixon, Jennifer LaJeunesse, Shirley Greenlee, Jerry Jennings, Carin Kottraba, Judith Ann Shields, Barbara Stachowiak, Ramsey Khouri, Tom McParland.* Third row from left to right: *Aaron Harmon, Matthew (Matt) Benoit, Alan Stillman, Todd Graybill, Rick Robinson, Charlie Sproule, Gretchen Gibbs, Susan Rogers, Rich Maurice, Lyneka Judkins.* Fourth row from left to right: *Casey Nelson, Mike Hanna, Ken Carabello, Kevin Rice, Kirk Golden, Shan Jumper, Ian Castronuovo, Chris Baglio*

Developing a Deeper Understanding of Good Leadership & Good Management

During this annual leadership meeting we had a chance to discuss how to respond to our customer's highest priority needs; which required us to re-think how we are doing things now and what changes we need to make. We reflected on all our stakeholders and how we can both show concern and, at the same time, guide their direction to best practices.

Reflecting on the Mission & Core Values

We agreed that our customer's goals must be our goals and our staff are our most important resource.

Understanding & Applying Concepts of Performance Management & Perspective Taking

We spent time in small groups discussing how to get our stakeholders perspective as we take this journey to high performance.

Medical Center

Everyone should protect PHI

Liberty's IT committee is responsible for IT activities. The tactical focus most recently is HIPAA Security and Privacy.



IT Committee: Camille Tanner, VP of Human Resources; Eli Back, Security Officer; Judith Ann Shields, Privacy Officer; Paul Anderson, Data Analyst; Rena Smith, Office Manager; Tod Mammuth, General Counsel; Tom McParland, Chief Financial Officer; Sue Nayda, Sr. VP/Chief Operating Officer



HIPAA: What is PHI?

The U.S. Department of Health and Human Services

Office of Civil Rights (OCR):

HIPAA regulations list eighteen different personal identifiers which, when linked together, are classed as Protected Health Information (PHI). These eighteen personal identifiers are:

- Names
- All geographical data smaller than a state
- Dates (other than year) directly related to an individual
- Telephone numbers
- Fax numbers
- Email addresses
- Social Security numbers
- Medical record numbers
- Health insurance plan beneficiary numbers
- Account numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers including license plates
- Device identifiers and serial numbers
- Web URLs
- Internet protocol (IP) addresses
- Biometric identifiers (i.e. retinal scan, fingerprints, etc.)
- Full face photos and comparable images
- Any unique identifying number, characteristic, or code

PHI is, “any information which concerns health status, the provision of healthcare, or payment for healthcare that can be linked to an individual.”

In October 2017, the Department of Health & Human Services (HHS) Office of Civil Rights (OCR) reported that a healthcare system agreed to settle potential HIPAA PHI violations for \$865,500.00 since employed staff were found to be repeatedly looking at electronic PHI for patients that were not under their direct care. Casual review for personal interest of a patient’s (client, beneficiary, participant) PHI is unacceptable and against the law. HIPAA privacy regulations are real and the OCR vigorously enforces these protections. Never review any PHI for personal curiosity, you must have a need to know to carry out your job responsibilities.

Reference:
<http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>

Key Performance: Competency Evaluation Reviews

Written by: Judith A. Shields, RN, MSN, SSGB, SSLB, SSBB, MCBB

“No human being will work hard at anything unless they believe that they are working for competence.
— William Glasser, M.D., Choice Theory, 1998”

Method for Predicting Performance

To ensure compliance with Joint Commission HCSS Certification standards, and to reduce risk for Liberty Healthcare Corporation, Liberty QualityCare® has established a triage work group process for every candidate that is submitted to the competency evaluation review queue and this process ends when an advanced clinical nurse specialist reviews the file for competency and identifies the approval status. This review includes the identification of any risk issues that have the potential to harm Liberty Healthcare, clients, and/ or our customers.

Benefits include:

- Discrepancy of information found in the curriculum vitae and the work history are evaluated pre-hire.
- Every name, state, and county that is identified in the submitted documents is reviewed for criminal reporting, OIG records, and state specific records for early identification of any criminal or clinical problem.
- Collaboration with the hiring manager, for even minor negatives, reduces the risk of problems post hire.
- The denial process pro-actively avoids clinical issues, since all clinical requirements are evaluated in depth. If any aspect of clinical requirements is not found during the audits, the Vice President of Operations and Senior Vice President/Chief Operating Officer are notified to give written approval to move forward with the hire based on written conditions that must be met.

Making Informed Hiring Decisions

If there is any question concerning the competency, skill, or knowledge of a candidate, the hiring manager is notified immediately to review the issue at hand and to give written approval to move forward with the hiring process. This early collaboration is vital to efficiently hiring the best candidates.

Reduce Terminations for Cause

This detailed triage process and competency evaluation review process are instrumental in avoiding hiring candidates that later could be terminated for cause. Liberty's numbers for both clinical and professional termination for cause are at a top level.

In Depth Assessment Process

Advance nurses conduct the competency evaluation review process. Part I of the competency evaluation review audit evaluates all state and program specific requirements and calculates the efficiency in days to complete the process.

Part II of the competency evaluation audit involves the status of approval: full approval, conditional approval, or denied.

Part III of the competency evaluation review audit confirms that all Joint Commission HCSS Standards have been met both pre-hire and annually.

The final portion of the competency evaluation review audit is a checklist to ensure that there was no aspect of the audit that was not completed correctly.

Credential Audit

Credential & competency associates conduct an audit immediately prior to the competency evaluation review to ensure that primary source verification, referencing, and work history standards were met.

Competency Evaluation Data

Data is collected and analyzed on every file to measure efficiency and effectiveness.

Reference:
Liberty QualityCare® Competency Evaluation Review Standard Operating Procedure 2017

Healthcare Business Corner

2017 Q2 R.A.I.S.E. Award Recipient: Erica Luciano

Award presented by: NC IA Management

We are pleased to announce that Erica Luciano is the 2017 Q2 Award recipient of the Liberty Healthcare R.A.I.S.E. Customer Service Award! Her nominator let us know, “Erica’s excellent customer service was witnessed twice in one week with two different beneficiaries. Both times she was very patient and understanding with each beneficiary. She went out of her way over the phone to listen and help them better understand the North Carolina Independent Assessments Program. Even when she had completed answering all their concerns she still stayed on the phone with the beneficiaries and listened to them talk about their lives. Some beneficiaries do not have close friends and family to talk to. She tried to ease their frustration and let them know that everything would be okay. She also informed them that if she could help in any way to please let her know. I sit beside Erica every day and I hear how she deals with beneficiaries on a daily basis. Erica goes above and beyond to help the beneficiaries and stays on the phone with them until they are ready to get off. Erica is deserving of this award.”

2017 Q3 R.A.I.S.E. Award Recipient: Jermaine Winborne

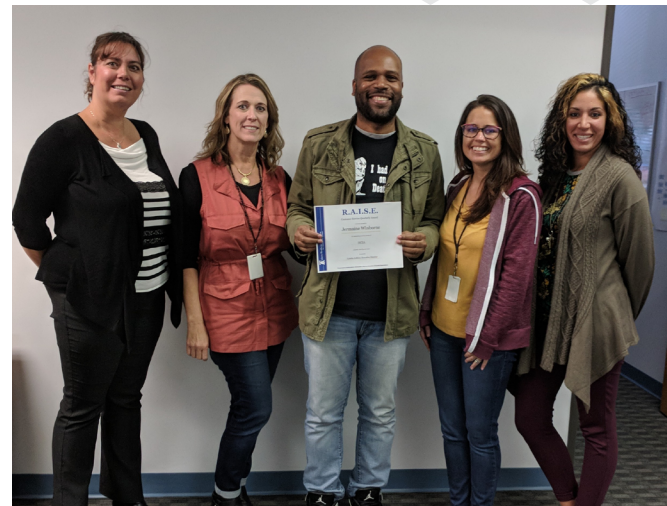
Award presented by: NC IA Management

We are pleased to announce that Jermaine Winborne is the 2017 Q3 Award recipient of the Liberty Healthcare R.A.I.S.E. Customer Service Award! His nominator let us know that, “Jermaine has exuded the greatest example of customer service. He is always polite and friendly with every call he takes as a Call Center Representative. He shows great empathy to our callers and goes above and beyond to try and help them, despite them being disgruntled most of the time. He is such a positive energy for the team and always helps his teammates to see the positive in every situation. It is rare that you do not see a smile on Jermaine’s face. This has been Jermaine’s personality from day one. Everyone internally knows how great Jermaine is at delivering excellent customer service, and we got feedback from our key stakeholder that they feel the same way. During the Provider Focus Group Meeting, where we invite stakeholder’s to come in and provide feedback, they all unanimously praised Jermaine for his excellent customer service skills. He is truly an asset to the Call Center and Liberty.



Erica Luciano presented with her 2017 Q2 R.A.I.S.E. Customer Service Award.

Pictured from left to right: Jill Elliott (Director of Operations), Laurie Patton (Operations Department Manager), Erica Luciano (QA Reviewer & Award Recipient) Kim Hill (Administrative Assistant & Nominator), Lyneka Judkins (Executive Director)



Jermaine Winborne presented with his 2017 Q3 R.A.I.S.E. Customer Service Award.

Pictured from left to right: Jill Elliott (Director of Operations), Laurie Patton (Operations Department Manager), Jermaine Winborne (Call Center Representative & Award Recipient) Jamie Henderson (Call Center Supervisor), Lyneka Judkins (Executive Director & Nominator)

Healthcare Business Corner- Continued



Pictured above left to right: Cinda Watkins (Regional Program Manager), Steve Wadkins (APS Investigator) Laura Deitz, APS (Director/DH), Kirk Golden (APS Statewide Program Director)

Pennsylvania Department of Aging Outstanding Achievement Award

Steven Sean Wadkins, caseworker for the West Region Pennsylvania Adult Protective Services (PA APS) Program, was recognized by the Pennsylvania Department of Aging with the Outstanding Achievement Award during the department's lunch and awards ceremony. Steve was recognized for his excellent ability to investigate cases of adult maltreatment and providing services necessary to mitigate risks to adults. Kirk Golden, M.P.H., the Adult Protective Services State-wide Program Director also expressed his appreciation and applauded Steve's efforts and well-deserved recognition. On behalf of the Liberty staff, congratulations Steve! You have made us proud! Kirk thanks the PA APS staff for their efforts and commitment to the adults served in the PA APS program!

North Carolina Independent Assessments: A Day of Giving Back

On November 10, 2017, the North Carolina Independent Assessments staff participated in various charitable events for half a day as a team building event.

The volunteer work was at the following charitable organizations:

- Able to Serve
- Wrenn House
- Raleigh Rescue Mission
- Universal Healthcare
- The Salvation Army Toy Shop
- InterFaith Food Shuttle



Healthcare FUN Corner

Halloween is Everywhere

Pennsylvania Corporate Office Winners of the Halloween Decorating Contest



From left to right: Mike Busby (Accounting Department), Laura Butler (1st Place Winner) (Human Resources), Cathy Oblea (Legal Department)

Illinois Treatment & Detention Facility Boss' Day Scary Celebration



The Illinois Treatment & Detention Center had a scary good Boss' Day with "I Need It Now Ned" & "Almost Done Donna". In the background are IL TDF staff ghouls, ghosts, and skeletons yelling "Surprise" to Dr. Shan Jumper for Boss' Day!

From left to right: I Need It Now Ned, Almost Done Donna, IL TDF staff in background





Centralized Quality Services Work Group

If you have any questions or additional comments about the centralized Quality Services Work Group, please contact your direct supervisor so they can forward your comments or concerns directly to us.

- Adam Deming, Executive Director, IN SOMM
- Camille Tanner, VP, HR Admin Support and Benefits Management
- Debi Snyder, Payroll Manager
- Hugh Sage, Executive Director, OK Robert M. Greer Center
- Ian Castronuovo, VP, Recruitment
- Ken Carabello, VP, Operations
- Judith Ann Shields, VP, Performance Corporate Compliance/Privacy Officer
- Kevin Rice, Executive Director, CA ROC Program
- Shirley Greenlee, Controller
- Sue Nayda, Senior VP/Chief Operating Officer
- Trish Piontek, Director, Marketing

Medical Peer Review Work Group

The Medical Peer Review Work Group has two openings for a board-certified physician in internal medicine and/or family practice and forensic psychiatry which we hope will be filled as soon as possible. Please notify your supervisor if you have a recommendation.

The following are members of our Medical Peer Review Work Group:

- Chairperson: Dr. James Michael Pontius, OK Greer, Family Medicine, BC, QA
- Co-Chairperson: Judith Ann Shields, RN, MSN, Diplomate, VP, Performance, Corporate Compliance/HIPAA Privacy Officer
- Gretchen Gibbs, RN, MSN, FNP, Corporate Director, Operations
- Dr. Charlie Sproule, VP of Operations, Administrative Member

The Safety Corner: Business Continuity/Disaster Planning

For this winter quarter, the safety committee has developed a business continuity/disaster plan for the corporate office in Bala Cynwyd, PA. The safety committee's chairperson: Camille K. Tanner, M.Ed. VP, Human Resources.

The members include: Gretchen Gibbs, RN, MSN, NP, Director of Clinical Services; Steve Bryant, BA, Executive Director, Illinois, Safety 1st Conditional Release Program; Kyle Shore, M.A., Director of Community Services, Indiana Sex Offender Management and Monitoring; Lesley Hofberger, Human Resources Manager, Oklahoma Robert M. Greer Center; Jana Fransen, HR Manager, North Carolina Independent Assessments.

For 2016-2017, the committee will use the corporate plan as a template for all programs to create their own business continuity/disaster plan.

Any Liberty Healthcare employed or physician sub-contracted staff member that has concerns about the safety or quality of care provided by Liberty Healthcare should:

- Contact his or her supervisor
- Call the Employee Help Line at 1-800-653-7174
- Contact the Corporate Compliance/Privacy Officer: Judith Shields, RN, MSN
Phone: 610-668-8800 ext. 193 Email: judith.shields@libertyhealth.com
- Contact the Joint Commission Health Care Staffing Services (HCSS)
Website: <http://www.jointcommission.org/aboutus/contactus>
Phone: 1-800-994-6610

