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Administrative Support

Different Work Groups but One Team

We would like to take a moment to recognize Liberty's corporate administrative support team. Their cooperation exemplifies our initiatives to erase work lines to work toward one successful outcome. Although each person might report to a different supervisor, they all pull together in multifaceted projects to get the job done. We want to recognize this team spirit as a direction to go towards.



From Left to Right: Anh Lucci, Danielle Tolliver, Laura Butler, Michael MacRae, Kareema Johnson, Rena Smith

A Full Range of Assignments

This group works on various moderate to complex clerical and management projects that require both judgment and discretion.

Each Day is Different

Often with just general instructions, this team heads out to perform new assignments with independence and initiative.

Small to Medium Size Projects

Often this team must rely on each other to get the job done. One very important project shared by the entire team is taking turns serving receptionist functions. This is a very important service and can be quite complex. Moreover, time is imperative for the caller. Between the volume of calls and

the import of messages, this team shows true professionalism by maintaining a calm and patient demeanor.

Practical but Creative

Most of the solutions necessary for this team require the entire bench to chip in and help. This joint effort results in mutual accountability but always with a fun outlook.

Infrastructure Knowledge

This small but mighty group has years of experience when they work as a team. They hold us all up. The new members of this team really have brought the technical and project management skills to this team and have shared their knowledge to improve the team.

Medical Center

Information Technology (IT) – HIPPA Security

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



Committee: Camille Tanner, VP HR; Eli Back, Security Officer; Judith Ann Shields, Privacy Officer; Paul Anderson, Data Analyst; Rena Smith, Office Manager; Tod Mammuth, General Counsel; Tom McParland, CFO, Sue Nayda, Sr. VP/COO

“Information security is the immune system in the body of business.”

Kevin Pietersma
Information Security Architect
University of Toronto

Encryption-PCs:

Windows 10 Bitlocker Drive Encryption Technology “uses the strongest publicly available encryption to help protect your computer’s data by preventing others from accessing your disk drives without authorization.” – Microsoft

“Protecting PHI is everyone’s job; PHI is not everyone’s business.”

Native Intelligence, Inc.

Email Security for Libertyhealth.com Email Users:

- Inbound email is filtered for viruses, spoofing, spam and then quarantined.
- Check your quarantine reports to make sure valid email wasn’t quarantined.
- Outbound email can be encrypted by the sender with a phrase or via an Outlook “button”. Contact Eli (extension #183) for more information.
- Protect documents containing potentially sensitive information with passwords. Do not include the password in the same email.
- Delete or omit details not needed by the recipient (e.g. no SSN is preferable but a partial SSN is preferable to a full SSN).

User Engagement Required:

- “Social Engineering” (phishing, unexpected files, impersonation, etc.) is for hacking people NOT devices.
- DON’T rely on email filtering to catch all threats. Be vigilant at all times.
- Attackers are steps ahead (e.g. multifactor ID scams). For example, recent scams have targeted users’ email and cell phones together to access their accounts.
- Spoofed emails are from a forged sender. Scrutinize the “from” address and the “reply” address.
- Call the supposed sender to verify an unexpected request. Don’t use the phone number in the email or the number that called you. Use a valid number you obtain independently.
- Avoid free software and don’t download files from public sites.
- Ignore prompts to install software. Check with IT first. (Eli – extension #183).
- Don’t click on links; search for the website you want.
- Biggest issue per FBI: “Clicking on attachments” – **Don’t open attachments UNLESS you expect it and trust the sender.**

Key Performance – Clients as Customers – Use of Client Satisfaction to Improve Clinical Outcomes and Strategy

Judith A. Shields, RN, MSN, SSGB, SSLB, SSB, MCBB

Client satisfaction surveys are a useful tool to collect feedback concerning treatment goals, access to program services, and to gain insight into the client's ability to maintain general health through activity and movement. A bold way to bring the client's outlook to your clinical efforts is to add a comment section. In this section, open ended questions can capture specific elements of your treatment program not otherwise specified by a question.

“ Your most unhappy customers are your greatest source of learning. ”

Bill Gates
Previous CEO, Microsoft

Be Careful What You Wish For

When a program begins the KPI journey of asking what a client thinks about their services, the responses may be difficult to read. However, it is this type of feedback that has the ability to teach us the most. Our client's perceptions are valuable to us since they identify how our plans and services are being received. However, if these perceptions go against our expectations, we might want to ignore or even discount their satisfaction levels. That human reaction has to be avoided since we cannot only learn from our client's perception; we can grow as a clinical team through this listening process. In treatment groups, some clients only tell us what they think we want to hear but in a survey, in which some amount of anonymity

is maintained, our client's genuine perceptions can be documented and our interpretation of these perceptions can improve both our clinical treatment efforts and our client's perception of safety.

Programmatic Benefits

Regularly assessing our clients in key areas of the treatment process allows the program leadership to manage outcomes with direct input from the end user of the services delivered. The client's understanding of program goals is central to achieving successful clinical outcomes and maintaining a respectful environment that fosters privacy, health, and safety. Providing a safe environment facilitates the client's desire to access these services with full intent and participation.

Plan, DO, Check, Study, Act (Deming, 1986, Shewart, 1939)

Probably the most important part of any KPI process is to really plan out how a particular data element should be created and the data collected. The client satisfaction indicator really requires intense planning. If you are using an external client satisfaction tool, just make sure that it is both valid and reliable. You certainly can use Liberty's client satisfaction tool that was validated over four (4) years and has been used for seven (7) years by several programs. Include in your planning, selected clinicians so that when results are collected there is standard terminology and collection methods. The office suite of tools are quite reliable especially using Excel drop down tables for the data

collectors. The checking and studying of the data really requires time set aside just for this function. Interruptions can cause you to miss important data connections that could make your action plan less vibrant. Just 'a word to the wise', take your time and include as many stakeholders as possible prior to creating your action plan. Keep it simple and succinct since you want to do what you say you are going to do to improve the satisfaction results. Talk about the exact date and timeline you are expecting the action to be implemented and complete. Nothing is worse than having unrealistic timelines that we forget to modify and when we look back, it is overdue with no explanation for a timeline not met.

Client Perceptions Can Make Us Humble

Seeking the client's perception of our programs through client satisfaction surveys strengthen our programs by obtaining knowledge of our client's perception of their treatment goals. These results can lead to increased clinical time with clients for explaining and obtaining immediate feedback about goals. A key to trustworthiness is a client's feeling that staff respect them and their perceptions. We take pride in treating the whole individual and population and perception of clients improve strategies and help us to be more successful in our outcomes.

“ The customer experience is the next competitive battleground. ”

Jerry Gregoire
Previous CEO, Dell

Healthcare Business Corner

2016 R.A.I.S.E. Program Fourth Quarter Award Recipient

Mike Santiago

When a vital Information Technology (IT) system crashed at the NC IA office which caused a cascade of failures in other key systems, Mike worked through the night (including through game 7 of the world series and Mike is a big baseball fan) on multiple nights to get everything back up and running. He has consistently gone above and beyond by accepting new responsibilities and helping out with new tasks. He has developed the asset database, along with catalog and recondition of all tablets for resale. Besides being one of the on-call support staff, he is often here on weekends and nights doing upgrades and installs. Though many people don't realize it due to the extra hours he works and the seamless support he provides to our IT systems, the IT team and the whole NC IA office, could not function without Mike.



Winner: Mike Santiago, IT Support Specialist, NCIA
Presenters: Lyneka Judkins, Executive Director; Jerome Hall, IT Manager; Rich Maurice, Senior IT Director

Spotlight Corner: Send in Your Photos

Illinois Treatment and Detention Facility (ILTDF) – Rushville, Illinois



Names (left to right): Susan Bollinger, Program Analyst, Shan Jumper, Clinical Director, Tonya Rhoades, Executive Assistant

Fun facts about these Liberty triplets:

- Combined they have 33 years of Liberty employment
- It takes all three of them to keep the IL TDF employees happy
- Though often mistaken for identical twins when they dress alike, they are in fact biologically unrelated!!!

“ Leadership is not about a title or a designation. It's about impact, influence and inspiration. Impact involves getting results, influence is about spreading the passion you have for your work, and you have to inspire team-mates and customers. ”

Robin S. Sharma



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 Sex Offender Management and Monitoring Program
- Camille Tanner, Vice President, Human Resources Administrative Support and Benefits Management
- Debi Snyder, Payroll Manager
- Hugh Sage, Executive Director, OK Greer
- Ian Castronuovo, Vice President, Recruitment
- Ken Carabello, Vice President, Operations
- Judith Ann Shields, Vice President, Performance Corporate Compliance /Privacy Officer
- Kevin Rice, Executive Director, CA ROC Program
- Shirley Greenlee, Controller, Accounting/IT/Payroll
- Sue Nayda, Senior Vice President/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:

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

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. The safety committee's chairperson is Camille K. Tanner, M.Ed. Vice President, Human Resources. The members include Gretchen Gibbs, RN, MSN, NP, Director of Clinical Services; Kelly Hunsicker, BA, Human Resources Administrator; 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 of our 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

