

Memorandum

To: All Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: April 24, 2009
Re: Bi –Weekly Memo

Service Excellence: A good pneumonic tool to use when a customer has a complaint is H.E.A.R.T.:
Hear the complaint.
Empathize with the person.
Apologize for the situation.
Resolve the problem to the best of your ability.
Thank the patient/family for bringing it to your attention.

Many times we can fix a complaint just by listening and being concerned enough to try and help. One of the worst kinds of complaints management has to handle is the “shoot yourself in the foot” kind. These are completely preventable. These types of complaints usually stem from the times when we have a lapse in professionalism, by saying or doing something inappropriate.

You must always remember that as an emergency healthcare professional, you must occasionally endure patients or others who will be rude and sometimes abusive to you. You cannot ever, respond in kind. Don't personalize those encounters. Take it as a challenge to see if you can maintain your composure and professionalism.

Policies & Procedures: The corporate QA/QI office has developed a “Notice of Policy Implementation/Revision Acknowledgment Form” that we will start using soon. In the future, you will be asked to sign an acknowledgement form when you receive your copies of revised policies.

Our company utilizes a Daily Vehicle Inspection Form and a Daily Ambulance Equipment & Supplies Inventory Checklist to document the checking of medical equipment/supplies. We are revising our policy on Checking Out / Cleaning Truck, to include checking “all durable medical equipment, medication kits and accessory supplies and **for proper functioning, proper inventory and expiration dates** (on applicable items such as defibrillator pads), at the start of every shift.”

Safety on the Job:

Protecting Your Patients Comfort and Dignity: Soon, we will be rolling out our new Cot Quilts. These are wrap-around, protective covers for patients on our stretchers. There will be one issued per ambulance/stretchers. They are embroidered with our company logo to prevent loss. The significant investment in Cot Quilts is another example of our commitment to be the highest quality ambulance provider in the area. They will greatly improve patient privacy, and comfort.

Protecting Your Patients' Privacy: The Federal Trade Commission (FTC), through its recent **Red Flags Rule**, mandates that all Health Care Providers, including Hospitals, Practicing Physicians, **Ambulance Companies** and Skilled Nursing Facilities, must adopt a formal Identity Compliance Program effective May 1, 2009. We have done so.

The mission of this Compliance Program is to Detect and Stop identity thieves from misuse of patients' Health Information Records (Protected Health Information – PHI) to commit fraud.

Under the Federal Red Flags Rule – Providers are to be on the look out for (and pay close attention to) patterns or signs that a thief is attempting to or has used someone else's Health Information for health care products or services with no intention of paying, or for fraudulent use.

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Key categories of Red Flags are:

- Alerts, notifications, or other warnings received from consumers reporting agencies or services – such as **Notice of a credit freeze, Notice of patient address discrepancy or receipt of patient’s Credit Report with unusual or inconsistent activity relative to service provided.**

- The presentation of suspicious documents – such as **Mismatch between the person presenting the Identification and the photo/description.**

- The presentation of suspicious personal identifying information – such as **Personal identifying information that has been used by a known other individual.**

- The Unusual use of, or other suspicious activity related to, a patient’s account – such as **Account used in ways associated with fraud or in a way inconsistent with an established pattern.**

-Notification from a patient, victim of Identity Theft, or law enforcement authorities – such as a **Billing related complaint (or dispute) or question from a patient, billing records showing medical treatment inconsistent with the health (medical) record, or other related uneasiness related to a patient’s account or activity.**

Refer to the Identity Compliance Program for a more in-depth listing of specific Identity Red Flags.

The corporate program requires that every member of the organization maintain a awareness to:

- Detect Red Flags,
- Report Concerns of Red Flags to the Corporate Compliance and Privacy Officer and/or others as appropriate, and take reasonable steps to ...
- Prevent and Mitigate (lessen) Identity Theft and misuse of patient Health Information.

The Compliance Officer may be reached at 248-471-8632, 248-471-8525 or anonymously via the Direct Line at 877-471-2422.

From Your Operations Manager:

Congratulations to the Following REMS Personnel:

Jeff Robson on successfully escalating to the level of Paramedic

FEMA/ NIMS certifications: For those of you who have not yet completed your NIMS and/or Hazmat training you must do so. If you wish to receive your annual raise you may complete the tasks so that you become 100% compliant, and you will then receive your raise. I have included the URL in the memo so that you can easily access and complete the required courses.

IS – 100.a- <http://www.training.fema.gov/EMIWeb/IS/is100A.asp>

IS – 200.a- <http://www.training.fema.gov/EMIWeb/IS/is200A.asp>

IS - 700 - <http://www.training.fema.gov/EMIWeb/IS/is700.asp>

IS - 800 - <http://www.training.fema.gov/EMIWeb/IS/is800.asp>

The Hazmat Awareness course is offered on-line through Michigan State University and SafeResponse.com. The website is www.saferesponse.com/sub_page/hazmat_main.htm. Students will be asked to register and create a user ID and password. This course takes approximately one hour to complete. The final exam consists of 15 questions. Once the student has successfully completed the course, he or she needs to print the course certificate.



Aside from receiving your annual raise, you may wonder why REMS needs these items completed for every employee. Well, as EMS providers in a large Urban area the chances of a mass causality incident are far greater than that of rural EMS. Secondly, your knowledge of these systems and how the command element is structured will be greatly beneficial to you if an incident were to occur. Additionally, REMS will be eligible for grant monies if our company becomes 100% compliant. Now I know that grant money does not go in your pocket or mine, but it may make life easier, with newer equipment, such as cots, monitors, vents, stair-chairs, and even vehicles.

e-Core Update: e-Core Update: We reported in the 3-27 payroll memo that all bio-clocks would be upgraded by April 2. While most of them had been worked on by that date, final bio-clock fixes were not accomplished until April 14. We thank you for your patience in the meantime. Please continue dual payroll punching on both e-Core and Kronos, and please report any further bio-clock problems to your HR representatives.

We are working to pass HealthLink hours from e-Core to the HHRM payroll system this week. Once the hours file is transmitted, we will compare e-Core and HHRM hours to test the integrity of the e-Core time and attendance system. Testing will continue until we are certain that accurate paychecks can be generated from the e-Core hours file. We believe this can still happen in May.

Meanwhile, Ellen Fleming (QA/QI Manager) is making preparations to roll out the e-Core incident reporting module. Use of this feature will require significant changes in our current policy and procedure, but will result in an efficient, automated process that “closes the loop” on incident reports in a timely manner. We are confident that e-Core will substantially improve our incident reporting practice, and make it easier for you to use. STAY TUNED!