New Patient Experience Feedback Program Begins at Good Samaritan

Good Samaritan has partnered with Real-time Feedback by NRC Health to gather patient experience feedback. Real-time Feedback is a patient experience program that supports organizations to improve the patient experience and help drive service recovery.

For many years, Good Samaritan has sent paper patient satisfaction surveys to its patients by mail. With this new program and vendor, patient experience surveys will now be in the form of emails and phone calls that consist of no more than 13 questions. Patients will also receive their email or phone call within 3 days of their visit to Good Samaritan or one of its providers. Good Samaritan patients are now getting surveyed in this new format.

“This new way of surveying our patients came from a desire to develop an easier feedback mechanism that is more timely and less cumbersome. Some of the paper surveys we were sending previously had upward of 60 questions, and we realize that people are busy now and don’t have the time to answer so many questions,” stated Rob McLin, President and CEO at Good Samaritan. “This new program is also going to allow us to survey all of our patients. Previously, we only had the ability to survey a certain percentage of patients who were randomly selected to receive a survey.”

Real-time Feedback program results demonstrate a statistically significant impact to enhancing patients' experience and perception of care. “Because patients will be receiving a survey so quickly after a visit, it’s going to help us address any feedback that has been gathered in a more timely manner,” stated McLin.

Most of the phone survey calls will be via an Interactive Voice Response, a technology that allows a computer to interact with humans through the use of voice and keypad input, and should only take a couple of minutes. Government mandated surveys called Consumer Assessment of Healthcare Providers and Systems, or CAHPS, will be made by a live caller, and will include more questions. These CAHPS surveys will include inpatients, hospice, outpatient surgery and endoscopy patients. The interactive and live calls will show up on a caller ID as a Good Samaritan phone number.
This Past Year in Shining Stars

July's Shining Star is Chet Goff

Chet Goff, Clinical Quality Value Analysis (CQVA) Facilitator in Materials Management, was a pioneer when he started the Good Samaritan CQVA program. He researched other programs and personally designed the Good Samaritan program to meet the hospital's needs. Chet is very easy to work with and has tremendous credibility with the physicians and the clinicians. Since June of 2016, Chet has been extremely instrumental in securing $1.1 million in savings through the Cleveland Clinic Excelerate Program. He has encouraged conversions to alternate products, worked tirelessly with reps and employees, and has led all of the CQVA teams as part of the process. Chet's contribution to the bottom line of Good Samaritan takes place quietly with little fanfare, but with much hard work and compromise. Chet is viewed as a “hidden gem” in the organization, who makes a significant contribution to the success of the hospital on a daily basis.

The June DAISY Winner is Deb Terrell

Deb Terrell, RN on the LaSalle Behavioral Health unit, was nominated for the DAISY Award by one of her patients. The nomination stated that Deb admitted the patient and was very understanding and non-judgemental. Deb went above and beyond to put the patient’s mind at ease and let him know everything would be better in time. The patient wrote that, “in my darkest moment in my life, God showed me some light at the end of the tunnel, and that light was Deb.”
Comparing Hotels or Health Care Services

Vacation requires much planning and research in deciding the right hotel to book. Star rating and traveler reviews can offer valuable information, which can guide one in finding the perfect hotel for their current needs, i.e. free breakfast, Wi-Fi, pool, etc. Vacations are temporary and based on the experience, you may or may not return to that same hotel or recommend it to others. Health care outcomes can be permanent; and as a result, this same concept can be applied to finding high-quality health care services.

Prior to the availability of technology, health care services were chosen based on location and/or word of mouth from friends and family. Now if the situation is not emergent we have the ability to research the needed services and identify the best for our current need. Depending on your care setting interests, the research can be accomplished in three different ways:

**Hospital Compare (Medicare.gov)**

This website allows for comparison between hospitals based on geographic location. Information includes patient experience data, timely and effective care rates, complications and deaths, readmissions, use of medical imaging, and payment and value of care. For example, if you were planning to have hip or knee replacement, you could check the complications and deaths section of the site to compare which hospital has the lower rate of complications for this procedure. See figure 1. The graph displays Good Samaritan compared to Hospital X in the region. This tells the patient and/or family researching the information that Good Samaritan’s rate is not only lower than the national average and Hospital X, but that this facility also does more procedures than the other facility.

**Nursing Home Compare (Medicare.gov)**

This website allows for comparison between nursing homes based on geographic location. Information available includes overall rating, health inspections, fire safety inspections, staff, quality of resident care and penalties. A sample of what you can see on Nursing Home Compare is noted in figure 2.

**Inpatient Rehabilitation Facility (IRF Compare) (Medicare.gov)**

This website allows for comparison between inpatient rehab facilities. Information available includes conditions treated and quality of care, i.e. complications, infections, prevention, and readmissions. See figure 3. This graph displays the percentage of patients given the influenza vaccine, which indicates that Good Samaritan is better than both the national average and Facility X.

As you can see, star comparison and feedback applies to more than the next vacation being planned. It also applies to health care. Life doesn’t always allow planning for health care needs as it does for a vacation, but if possible, take the time to research the ratings and outcomes of the specific services provided at the facility where you plan to go for treatment or choose to place your loved one.
Retirement FAQ’s

How do I increase / decrease my per pay contributions to the 403b retirement savings plan?

There are several ways to make a change to your 403b contribution.

- Online at [www.empower-retirement.com/participant](http://www.empower-retirement.com/participant)
- Through the voice response system at 1-800-338-4015
- Our Empower Representative, Mike Faulk, is also onsite two days per month
- Contact the Benefit Coordinators in Human Resources, Reneé at 3315 or Sherri at 3375

What is the difference between the 401a pension plan and the 403b retirement saving plan?

The 401a was fully funded by Good Samaritan. This plan no longer allows contributions. Your quarterly statement will continue to reflect your balance.

The 403b is funded by employee contributions. Full-time employees (.8 FTE and above) also receive the employer match once eligibility conditions are satisfied.

How long before I am vested?

For the 401a you must accrue five years of vesting service credit. A year of service credit is earned in each calendar year in which an employee works 1,664 or more hours.

For the 403b employer matching contributions are vested on a five year graded formula. You must work 1,664 hours in a plan year to be credited with a year of vesting service.

At what age can I begin withdrawing money from 401a and the 403b?

For the 401a you can withdraw at age 55 if you have ten years of service and you have terminated employment or are below a .8 FTE; or at age 62.

For the 403b you can withdraw at age 59 ½ or once you terminate employment

Can I transfer funds from a previous employer’s plan into this plan?

Yes, rollovers into the 403b retirement savings plan are allowed. Please meet with the Empower representative, Mike Faulk, for assistance.

Can I take a loan or hardship distribution?

The 401a plan does not allow for loans or a hardship distribution.

The 403b does have a loan and hardship provision. Please contact the Empower representative or the voice response system at 800-338-4015 to see if you’re eligible.

Upcoming Empower Retirement Site Visits

- July 16
- July 27
- August 8
- August 15
- September 5
- September 20
This past May, Dr. Larry Herron turned 82 years old. To celebrate this occasion, he decided to do what most of us would at that age; by running 10 miles. For the past several years, Dr. Herron, an avid runner for more than 50 years, has started the tradition of running from his office at Good Samaritan to his home in Lawrenceville, Illinois on his birthday. Running an average of four miles during his usual workouts, the 10-mile journey was a little longer than normal.

Dr. Herron is an advocate for physical fitness and hopes to be an example to others for exercise and nutrition. In a recent interview for the Lawrenceville Daily Record, Dr. Herron stated that “exercise is probably more important than taking your medicine, but it’s difficult to get people to do it.” In addition to getting regular exercise and choosing to eat healthy, Dr. Herron also encourages people to have a positive attitude. “It can be bad for our health to be surrounded by so much negativity in the world,” said Dr. Herron. “I think we can improve our immune system if we maintain a positive attitude.”
May New Hires

Central Services
• Tasia Knowles - Central Service Attendant

Emergency Services
• Hunter Ingram - ES Technician / Paramedic
• Colton Houchin - Medical Scribe

Environmental Services
• Ashley Finley - Environmental Services Assistant
• Keshia Groves - Environmental Services Assistant
• Secundino Hernandez - Environmental Services Assistant
• Christopher Miley - Environmental Services Assistant
• Hermina Turpin - Environmental Services Assistant

Food Services
• Luke Farrar - Food Service Assistant

FQHC - Good Samaritan Family Health Center
• Jennifer Emmons - Chief Executive Officer

Intensive Care
• Peyton Cummins - Graduate Extern
• Ariel Demotte - Patient Care Technician
• Breanna Faulkner - Patient Care Technician
• Amber Garner - Staff Nurse
• Madilyn Goodwin - Patient Care Technician
• Madison Hobbs - Patient Care Technician
• Kairee Marsh - Patient Care Technician
• Emma Marsh - Patient Care Technician
• Mallory Routien - Graduate Extern

Laboratory
• Autumn Yang - Laboratory Intern

Mammography
• Casie Plummer - Mammography Technologist

Medical Surgical
• Alyssa Turner - Patient Care Technician

Nursing Administration
• Lesley Becker - Student Nurse Extern
• Nicole Bedwell - Student Nurse Extern
• Heather Buechenschuetz - Student Nurse Extern
• Alyssa Dyal - Student Nurse Extern
• Natasha Gadberry - Student Nurse Extern
• Shelby Goodman - Student Nurse Extern
• Megan Jones - Student Nurse Extern
• Kayly Marchino - Student Nurse Extern
• Morgan Mason - Student Nurse Extern
• Holly McCarber - Student Nurse Extern
• Megan Schnelle - Student Nurse Extern
• Nancy Ulrey - Student Nurse Extern
• Devin Underwood - Student Nurse Extern
• Kirsten Waggoner - Student Nurse Extern

Occupational Therapy
• Kendall English - Certified Occupational Therapist Assistant

Vincennes Orthopedics - Sports Performance
• Adam Elkins - Strength Coach

Patient Access
• Tracy Moore - Health Insurance Navigator

Pharmacy
• Cora Baker - Pharmacy Technician

Physical Therapy
• Madison Franklin - Physical Medicine Technician
• Matthew Sievers - Physical Therapist Registered

Physician Network
• Loretta Beck - Medical Scribe, Urology
• Kristina LeCrone - Nurse Practitioner, MCV FP 110

Rehab Nursing
• Ashley Heinz - Patient Care Technician

Rehab Physical Therapy
• Easton Brower - Rehabilitation Technician
• Jarissa Page - Rehabilitation Technician

Respiratory Care
• Katie Cassidy - Registry Respiratory Therapist, Registered

Samaritan Center
• Taylor Harkness - Secretary
• Morgan Marczak - Psychiatric Social Worker I, Willows
• Brandi McCord - Psychiatric Social Worker I, Washington

Valet
• Richard Leonard - Valet Attendant
Wellness Salute

What healthy / lifestyle-related change(s) have you made? I have changed my diet by cutting back on carbs and sugars, but my biggest change is beginning to exercise more.

How did you make the change / what have you been doing? It started with my diet. My husband had started the Keto diet and I joined him, partly. I did not have the will power to completely cut out sugar and bread. A bad habit I changed was not visiting Starbucks as much and switching to a skinny latte. I’ve also incorporated exercise at least five times a week.

What motivated you to make the change? Sharing this is a little personal, but if my story helps one person – it’s worth it. In 2010 I was in the best shape of my life. I exercised a lot and had even participated in three TRYathlon. When it came time to try to start a family I experienced two miscarriages within five months. With each I had been active in exercise, training for something. So I kind of blamed myself that I overdid it and got depressed about it so therefore stopped exercising all together. The depression continued because it took about 2.5 years to have a successful pregnancy, so I really didn’t take care of myself during that time. After I had my son in 2014, I had good intentions to get back into exercise and tried on and off but never stuck with it. Last summer I was the heaviest I had ever been and was not happy with myself at all. I then started to go to some exercise classes a little bit, but again didn’t stick with it. My real motivation didn’t come until early this year. I once again had a miscarriage, but this time I wasn’t going to let it destroy me like it had before. Instead of being depressed I made the decision to move on and do something for myself. That’s when I became serious about losing weight and just getting fit.

Tip(s) for success / staying motivated? What keeps me motivated is the change I am seeing in my body. I am down 18 pounds now since last summer. I have gone down a shirt size, and almost two pants sizes now. I’ve had coworkers, friends and family all comment on the change they’ve seen. It makes the hard work worth it when it gets noticed. I’m not saying I was overweight before, just not fit – not where I wanted to be. I feel so much better about myself now. I’ve also had friends help keep me motivated and I have done two weight loss challenges with a group of people on Facebook.

How have you incorporated this into your life (Ex. How do you find time, etc.)? For me, it is really hard to get motivated to exercise when I get home from work so I have been either coming in before work to exercise or using my lunch hour. I had started with either going to a fitness class during lunch or running on the treadmill, but I read that you can burn more fat by taking the stairs. My coworkers think I am absolutely insane, but when I am not going to fitness classes my workout is doing stair laps. I go down and back up from the 5th floor 10 times. It’s hard, but a pretty good workout!

How has it made you feel? I feel more energized to actually keep up with workouts. I also feel happy with myself and my body.

Promotions

Marcie Arango – Patient Access – Access Associate – TO – Patient Accounts – Health Insurance Navigator

Kelly Dellinger – OB Labor & Delivery – Staff Nurse – TO – Nursing Administration – PI Coordinator

Susan Fisher – Welch Diabetes Center – Clerk Typist – TO – Food Service – Food Service Secretary

Paula Hardy – Hospice – Staff Nurse – TO – Hospice – Interim Clinical Manager

Ashley Lynch – Samaritan Center – Mental Health Counselor – TO – Samaritan Center – Licensed Mental Health Counselor

Maggie Niehaus – Community Health – Staff Nurse – TO – Thoracic/Vascular – Physician Practice Nurse

Carla Peters – Materials Management – Inventory Coordinator – TO – Materials Management – Inventory Manager

Amy Schafer – Medical/Surgical Unit – Staff Nurse – TO – Medical/Surgical Unit – Nursing Educator
June’s Cultivating Care Winner is Brenda Wade

Brenda Wade, Monitor Tech on ICU, was recently nominated for the Cultivating Care Award for her attentiveness to patient care. One of the patients on ICU was experiencing chest pain and Brenda noticed there was a change on their rhythm strip. The ST elevation increased and Brenda called the patient’s nurse to alert the change. The doctor saw the ST elevation, activated a stemi alert and took the patient to the cath lab. The patient ended up having 100% blockage in the middle of the left anterior descending artery and had three stents placed. Brenda is a strong and confident monitor tech and an asset to our patients’ care!

2018 Employee Opinion Survey: July 9 - 31

It’s been a year since our last employee survey and we will be conducting an abbreviated version of the survey focusing on employee engagement from July 9-31. The link to the survey will be on the Good Samaritan Intranet page and will consist of 10 questions.

Why should I take the survey?
Your opinion is important to us and your input will be included in the survey results.

Am I required to take the survey?
No, you certainly don’t have to participate but we are sincere in wanting to know your opinions. Our goal is 100% participation and this survey will take only about 5 minutes of your time. Participation is anonymous.

Where do I take the survey?
The survey is internet based and can be accessed on personal computers throughout the hospital via the link on the Good Samaritan home page. If you need assistance, advise your supervisor or call Human Resources at extension 3373.

Will I know the results of the survey?
Absolutely! Hospital-wide results will be shared.

Support the Good Samaritan Breast Care Center by purchasing the “Hope For All” t-shirt!

Shirts can be purchased at the Breast Care Center: Monday through Thursday, 8 a.m. to 3:30 p.m. and on Fridays from 8 to 11:30 a.m. Payroll deduct will be available.

Orders will be taken until July 27. Proceeds will benefit the Breast Care Center during this year’s Susan G. Komen Walk for a Cure in September.

Brenda Wade (holding plaque), is congratulated for receiving the June Cultivating Care Award by Terri Poe, ICU Nurse Manager; Karen Haak, Chief Nursing Officer; Rob McLin, President and CEO; Vicki Potts, Director of Acute Care; and her fellow 2GM co-workers. Click HERE to see Brenda’s award presentation.
SWIM, BIKE and RUN at the Annual Kids Triathlon

Grab the kids and join the fun during the Kid’s Tri **Saturday, July 21**. Sponsored by Good Samaritan, Vincennes YMCA and Vincennes Park & Recreation, the Kids Tri is a great way for kids ages 3 to 15 to enjoy a Saturday morning full of fun while getting some exercise at the same time.

**Suggested Ages & Categories**

**Iron (Ages 10-15):**
- **Start Time:** 8 AM; **Check-In:** 7 AM
- 150M Swim, ≈ 4 Mile Bike (6 Laps), 1 Mile Run (2 Laps)

**Sprint (Ages 9-12):**
- **Start Time:** 9 AM; **Check-In:** 8 AM
- 50M Swim, ≈ 2 Mile Bike (3 Laps), ½ Mile Run (1 Lap)

**Family (Ages 3-8):**
- **Start Time:** 10 AM; **Check-In:** 9 AM
- 25M Swim, ½ Mile Bike, ¼ Mile Run
- **Parent/Guardian Participation Required**

**Orientation**

Saturday, July 14 at 9 AM
Rainbow Beach, Gregg Park

**To Register**

- Stop by the Vincennes YMCA, or mail form and payment to: YMCA, 2010 College Avenue, Vincennes, Indiana 47591
- Fill out a form online at [www.vincennesymca.org](http://www.vincennesymca.org)
- **Deadline: Saturday, July 14**

**Questions? Contact:**

Bill Davis at 812-895-9622 ext. 22
bdavis@vincennesymca.org

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**Indiana Blood Center Issues Emergency Appeal for Blood Donations**

**Critical blood shortage heading into the Fourth of July holiday**

Indiana Blood Center, part of Versiti, is reaching out to the community with an emergency appeal for blood donors. Due to lower than normal donations at the start of the summer season, donations are at a critically low level heading into the Fourth of July holiday. Indiana Blood Center is calling on Indiana residents to donate today and help patients in need.

Indiana Blood Center’s inventory currently is less than a one day supply of life-saving blood needed to treat patients in the community. While the need is at its highest during the summer, donations are at their lowest. People postpone donation due to vacation plans, and with school out for the summer, the center is also without the generous donations from high school and college blood drives.

As part of their life-saving mission, they must ensure that blood is available for all of those in need. Indiana Blood Center is able to serve 76 hospitals across the state because of its blood donors who strengthen the health of patients battling cancer and those undergoing surgery. The number of patients in emergency situations tend to rise during summer and recent natural disasters and other unforeseen tragedies highlight the critical need for blood of all types, especially type O negative which can be safely given to all patients.

“We rely on volunteer blood donors for this precious, life-saving resource. During this critical time of the year, giving blood is a unique way to honor the legacies of loved ones and make a difference in our community. It’s donations that are made today that will help save the lives of people tomorrow,” says Dan A. Waxman, M.D., Chief Medical Officer, Indiana Blood Center.

Donors are encouraged to schedule an appointment today at any of Indiana Blood Center’s six permanent donor centers or at one of our community blood drives by calling 317-916-5150 or going online at [donorpoint.org](http://donorpoint.org).

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**Sign up for the Good Samaritan Blood Drive!**

**Tuesday, July 24, 2018 | 8 a.m. to 12 p.m. | Eva Hill Auditorium**

*Eligibility: The donation process takes less than an hour. It is recommended that donors have a light snack before donating. Most people are eligible to donate. There are very few causes for deferral and very few medications that are not acceptable.*

Sign up today by clicking **HERE!**

**Schedule and keep your appointment to donate blood, and receive a $5 Starbucks eGift Card!**

(All gift cards will be delivered electronically. A valid email address at registration is required to receive your gift card.)
We want you to help develop our brand promise!

An organization’s brand promise is the pledge on which it builds and stakes its reputation. We want your input on developing a brand promise for Good Samaritan. A brand promise is what patients can count on us to consistently deliver. It’s the expectation that we must live up to every time people experience our brand, whether in person or over the phone, or through advertising, promotions, service encounters or any other form of contact. A brand promise describes how people should feel when they interact with your brand, how the organization provides its services, and what sort of character the company has.

To engage you, our employees, and gather your feedback, we are asking you to take a short questionnaire to help us develop the promise we make to our patients and the communities we serve. From July 23 through August 10, you will have an opportunity to take the questionnaire that will be available on the Intranet and will be sent out through a housewide email. Those who submit a questionnaire and include their name will be entered into a drawing for a $50 Amazon card. Some community members will also be asked to complete the questionnaire. The results from your feedback will be gathered and two promise statements will be developed that will be sent out for an employee vote to choose the best promise statement for Good Samaritan. Once a promise statement is approved, a contest will be launched allowing employees to submit their best idea for a Good Samaritan slogan, to be derived from the promise statement. Senior leadership and the board of governors will choose the best slogan. The submitter of the winning slogan will be recognized in Highlights, on social media and will receive a $100 Amazon gift card. Our new slogan will be launched internally in December and then will be launched publicly in advertising beginning in 2019.
Good Samaritan announced that they are on the leading edge of breast care by now offering the Invenia™ ABUS (Automated Breast Ultrasound System), approved by the FDA for breast cancer screening as an adjunct to mammography for asymptomatic women with dense breast tissue and no prior interventions. “We are excited to add the Automated Breast Ultrasound from GE Healthcare to our comprehensive breast cancer screening program,” said Crystal Beadles, Good Samaritan Mammography Manager. “By offering ABUS in addition to mammography for our patients with dense breast tissue, we can improve the detection of small cancers that cannot be seen on a mammogram alone in these women.”

Dense breast tissue not only increases the risk of breast cancer up to 4 to 6 times but also makes cancer more difficult to detect using mammography. One study, published in the New England Journal of Medicine, showed mammography sensitivity is reduced 36 to 38 percent in women with dense breasts, as density masks the appearance of tumors. As breast density goes up, the accuracy of mammograms goes down.

As a result, several states, including Indiana, have passed laws mandating that women be notified if their breasts are dense, and may offer supplemental imaging as appropriate.

“The new Automated Breast Ultrasound is going to be a great addition to the Breast Care Center,” said Dr. Lindsey Fleshman, General and Breast Surgeon at Good Samaritan. “It will allow our patients with dense breast tissue another screening tool to help detect cancers that mammography misses, supporting early detection and better patient outcomes.”

Mammography is an effective tool for the detection of breast cancer; however, it doesn’t work equally well in all women, particularly those with dense breast tissue. Designed and built specifically for screening, research shows that ABUS technology as an adjunct to mammography has the potential to find 35.7 percent additional cancers that would not have been found with mammography alone.

The total cost of the ABUS system will be $177,355 and will include the ABUS machine, workstation, physician education and technician training. Good Samaritan Foundation donated $15,000 from two Cancer Program Funds that allowed the price of the system to decrease from the original price of $192,335.

Dr. Fleshman recommends that women get regular mammograms as suggested by their doctor, and if they have been informed that they have dense breast tissue, they should talk to their doctor about their specific risk and additional screening tests that might be appropriate.

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Stay Cool This Summer!

Ice Cream Social

**Tuesday, July 17**
1:30 - 4 p.m.
Midnight - 1:30 a.m.
Dining Room D

MCV Ice Cream Social
11:30 a.m. - 2 p.m.

Knox County Fair

Visit these hospital booths at the Knox County Fair during the week of July 16th to 20th!

Monday, July 16 - Community Health
Tuesday, July 17 - Physician Network
Wednesday, July 18 - Samaritan Center
Thursday, July 19 - Stroke Services
Friday, July 20 - Patient Access

Hope to see you all there!
Hurry! Biometric Testing is Ending Soon!

If you have NOT completed your testing, go to the direct link on the Good Samaritan Intranet homepage or on the wellness page. Call Susan at 812-885-3316 or email slyochum@gshvin.org if you have trouble making your appointment.

If you are on the Good Samaritan Medical plan and choose not to participate or miss biometric testing, the Good Samaritan contribution to your health premium will decrease by $50/pay - you will be responsible for the additional premium.

Your cholesterol, blood pressure and blood sugar numbers are key indicators of your risk for serious illness. If you know these important numbers, you can make changes to improve your health and reduce your risk of developing heart disease, diabetes and other serious illnesses. Talk with your primary care provider about your biometric results and begin making positive lifestyle changes TODAY!

Thank you to everyone who participated and those employees and volunteers who helped with the testing. You are greatly appreciated!

Financial incentives for those on the Good Samaritan Medical Plan

Employees on the Good Samaritan medical plan are eligible for financial incentives based on meeting all four of the biometric criteria.

**BIOMETRIC CRITERIA**

1. Tobacco Free
2. A1C < 6.5
3. Blood Pressure <140 / 90
4. BMI < 30 (Or 10% weight loss from last testing)

Financial incentives for those on the Good Samaritan medical plan who meet ALL 4 Biometric Criteria

$12 / Pay = $312 / Year

If you missed one or more of the above criteria you are NOT eligible for the financial incentive UNLESS you request a reasonable alternative by SEPTEMBER 30, 2018 by contacting Employee Wellness at 3316 or email slyochum@gshvin.org. To qualify for the $12/pay incentive, you must complete a reasonable alternative for EACH of the criteria missed.

What is a reasonable alternative?

A reasonable alternative is another way to earn your wellness incentive. All employees requesting a reasonable alternative by September 30 will have an initial meeting with the Wellness Coordinator to determine the completion requirements and to sign a reasonable alternative completion agreement.

Reasonable alternative standards must be completed within 90 days of signing the reasonable alternative agreement. The employee is responsible with making and keeping all reasonable alternative appointments.

Reasonable alternative may include one or more of the following requirements:

- 3-6 coaching sessions with a Wellness Coach
- Completion of the Welch Diabetes Education Center program
- Three consecutive normal blood pressure readings
- Completion of 1-800-Quitline program OR the Freedom From Smoking program
- Completion of program with an Employee Assistance Program professional
- 10% weight loss from biometric testing
- Physician waiver may be accepted for certain cases such as pregnancy

2018 biometric testing results will not be mailed! Biometric results will be available in MyChart.

Your biometric results will be available for you to access in your EPIC MyChart patient portal account. If you have forgotten your password or username, go to www.viewmychart.com.

If you do not have a MyChart account, please contact Amy Bushey at abushey@gshvin.org to get your account set up. If you need assistance or have difficulty, please call the IS Service Desk at ext. 3500 and select option #2.