



PROVIDENCE
ANESTHESIOLOGY ASSOCIATES

PAA NEWSLETTER

Providence Anesthesiology Associates

FEATURED ARTICLES:

CEO Matthew Dyer

HR

Partner Spotlight- Ilka Theruvath, MD

Physician Anesthesiologist Week

Provider Relations/Operations Team

CRNA Week

Employee Spotlight - Donna McDaniel

Community Support

PAA eCommerce Site

Upcoming PAA Events

Birthdays

Social Media



JANUARY FUN FACT:

The week of January 29 -
February 4, 28, 2023 is the ninth
annual celebration of Physician
Anesthesiologist Week!

FEBRUARY FUN FACT:

According to Valentine's Day consumer
insights, Americans who celebrate V
day purchase about 58 million pounds
of chocolate each year. In 2022,
Americans spent \$23 billion on
Valentine's Day!

"January,
The first month of the year,
A perfect time to start all over again,
Changing energies and deserting old moods,
New beginnings, new attitudes"
— Charmaine J Forde (Author)

"February is the month we start dreaming
about our garden, we have had enough of
winter"
— Catherine Pulsifer (Author)



CEO - MATTHEW DYER

"THE FIRST RESPONSIBILITY OF A LEADER IS TO DEFINE REALITY. THE LAST IS TO SAY THANK YOU. IN BETWEEN, THE LEADER IS A SERVANT."








– MAX DEPREE

As we have officially started off 2023, we ended 2022 on good footing. We do see a lot of uncertainty as we head into 2023 but uncertainty can bring opportunities when an organization is flexible, nimble and vision oriented. PAA has undergone remarkable evolution over the past few years as we've pursued our vision of what a physician owned and led healthcare organization can be. PAA has proven that we can take on UHC in arbitration and prevail. We will need to consistently be vigilant and maintain our ability to adapt but we will continue to take the fight to UHC and be an industry leader.

What is clear is that we cannot achieve success if we choose to pursue our goals working independently in a vacuum. Rather, success requires that we consistently work to achieve our goals through integrated initiatives across all PAA that places a high priority on simultaneously moving forward on multiple fronts. We are increasingly adapting our strategies, our operations, and our culture to drive positive results across PAA.

We will hold ourselves accountable for performing in the top quartile to help ensure we continue to be a leading physician group across the nation. We believe these objectives provide us a clear line of sight not only to our progress toward our vision, but also to our success in creating value across PAA. We must first hold ourselves to a higher standard before we can hold others to that standard.

Updates – Information Technology (IT):

Accomplishments	Image	Process Improvement/ Cost Savings
ZenDesk Rebuild		Rebuilt all forms. Hard-coded onboarding/offboarding forms for managers. More efficient IT support with upfront information between IT and end-users
PhyPay in Spectrum VoIP Auto Attendant		Allows for patients to dial in to 704-749-5801 and make a payment at anytime without human intervention
Hardware Standardization		Standard model of laptop deployed to all team members to replace desktops. Assists with hybrid workforce and allows for more efficient troubleshooting. Standardized monitors to 24" to improve work efficiency.
Physician Clinical Phone Rebuild		Physical Verizon phones transitioned to cloud Twilio platform with <u>SpinFusion</u> API to improve efficiency with clinical phone routing. Special thank you to Dr. Shaffer for his work and time!
Microsoft 365 Groups Rebuild		Dynamic membership configured to automatically add and remove users to groups based off Active Directory attributes. Eliminates manual intervention
Compliance Policies Rebuild		Rebuilding all IT policies for HIPAA compliance. Assists with IT security, education, and training
Software Renewals		Scheduling calls and negotiating with vendors (Sophos, Adobe, Google, Pluralsight, ZenDesk, AssetSonar, etc.) at renewal deadlines saved PAA over \$40,000 in 2022

There is plenty of work to be done in 2023 but it wouldn't be possible without the team of dedicated individuals and resources making it all reality. It takes proper planning, teamwork, and loyalty to take such new and old initiatives from conceptualization to actualization. 2023 is going to be a great year and I'm so proud to be a part of this group.

Benefits Spotlight: HealthiestYou \$0 visit fee – Unlimited Visits

With social distancing during the pandemic, we discovered ways to still take care of what needs to be done. From working remotely and online grocery orders to teleconferencing with family and friends, virtual experiences have proven to not only be easy and accommodating but essential. This has extended to healthcare thanks to telemedicine – which has been available within our benefits package for over a year now. This year, we expanded our telemedicine services with HealthiestYou by Teladoc.



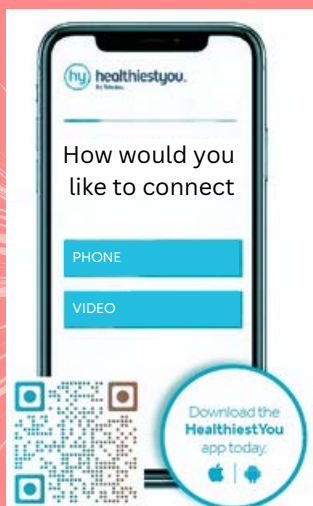
LaDonna Blackwell
Dir. Human Resources

Recently, I was traveling to my hometown in Wisconsin when I started feeling under the weather. I had previously downloaded the HealthiestYou app and from my parent's home connected with a very nice doctor and within just a few minutes of my virtual visit had a prescription to pick up at a local pharmacy. It was so convenient and best of all the consultation was Free! I felt accomplished that I had taken care of my health and continued, uninterrupted with my trip. I was amazed at how convenient and effective this was for me when I really needed it.

I have received the same feedback from staff who have used HealthiestYou.

"I tried this out yesterday because I have been sick, and it was great! The doctor was very nice, and they called me exactly the time that I requested. They sent my prescriptions in to my pharmacy, and I hope to feel better very soon. I will use it again, but hopefully I won't need it."

-PAA Employee



What is HealthiestYou?

HealthiestYou is a healthcare service that offers convenient, confidential access to quality doctors 24/7, anytime, anywhere. All of Teladoc's doctors are board certified and state-licensed with an average of 15 years of clinical experience.

What can I use HealthiestYou for?

HealthiestYou can help you with every day, non-emergency healthcare issues, including sinus problems, allergies, flu symptoms, and much more. Sitting in a waiting room or making a trip to the ER seems grueling and kind of silly when HealthiestYou doctors are here to help you feel better, faster and get back to living your life. And best of all – It's FREE and visits are unlimited.

Do I need to have my insurance information available?

HealthiestYou is a separate benefit, and your insurance information is not required to have a visit.

How do I access HealthiestYou?

The service can be accessed by app, web or phone and visits are available by phone or video.

Can my primary doctor get a record of my HealthiestYou visit?

With your consent, HealthiestYou will send an electronic copy of your visit to your primary care doctor.

Can my family use HealthiestYou?

Yes. HealthiestYou is available for you, your spouse, and your dependents. Dependents over 18 years of age may need to call the service center to request a visit. For dependents under 18 years old, the primary account holder (employee) must request a visit on their behalf through the app, website or by phone.

Are there other services available through HealthiestYou?

Yes. Healthiest You services include:



Talk to a doctor 24/7 \$0 visit fee - Unlimited Visits

Speak to a licensed doctor by phone or video 24/7 from anywhere



Joint/Back Care \$0 visit fee - Unlimited Visits

Relieve your back pain through guided videos with a certified health coach



Expert Medical Services \$0 visit fee - Unlimited Visits

Receive a second opinion on an existing diagnosis and treatment for any condition



Dermatology \$0 visit fee - Unlimited Visits

Upload photos of your condition to the app and get a treatment plan from a dermatologist within two business days



Mental Health-"myStrength Complete" \$0 visit fee - Unlimited Visits

Connect with a licensed therapist by phone/video. Explore skill building tools and resources based on your ongoing needs and preferences.



Nutrition \$0 visit fee - Unlimited Visits

Connect with a certified dietitian and start meeting your nutrition goals today!

PARTNER SPOTLIGHT-ILKA THERUVATH, MD



Ilka Theruvath, MD



Why do you enjoy working at PAA? Wonderful colleagues and unbelievable team work! I am proud to be a part of this group!

Tell us about your family

My husband Tom and I were both born and raised in Germany. We met at age 19 in our first week of medical school. We first did residencies in Berlin and then came to the United States for research projects. It was supposed to be a



2-year stay, but now it has been 20 plus years and we have made a home here in Charlotte. Our sons Benjamin (10) and Leo (7) were born in Charleston and are true Americans - you can tell because they love a very American treat: peanut butter. 😊

What is your favorite way to relax? A long walk in Freedom Park with our dog Rosie

Did you always want to be a physician? I started as the family doctor for all my stuffed animals (see picture), so I have been practicing since about 1978!



What was the last book you read or movie/series you watched?

I am a big fan of podcasts. I particularly like the podcast series "American Scandal" which researches juicy scandals of American history that have shaped society from politics, business, and sports.

Three people alive or deceased you would invite to dinner? And why?

I would have loved to meet Vivienne Westwood, the "Grand Dame" of British punk and new wave fashion, who just passed away on Dec 29, 2022. She was considered one of the most eccentric and candid fashion designers in the world, always scandalous and never boring.



First concert you went to and last concert you went to? My first concert was "Guns N' Roses" in 1992 when they performed in the big soccer stadium in Hannover. The show was as wild as the hair!!

What band/artist would you be embarrassed to admit you listen to? I used to tease my boys about their habit of watching "mindless" YouTube videos - until I discovered my own favorite YouTubers: Michele Wang (who demonstrates the newest makeup trends every season) and Lydia Tomlinson (a young British fashion lover). Needless to say, my sons now tease me about my YouTube habits!

What was your first job? Scooping ice cream at a very popular gelateria in my hometown of Hannover in Germany. I was in high school and it was a great job, but I constantly got in trouble for making the scoops too large. 😊

What was your first car?

Almost embarrassing for someone from a country that just loves its automobile engineering: it was a Ford Escort. 😊

Physician Anesthesiologist

Week 2023

Jan 29-Feb 4, 2023

Did you know?

- + Physician Anesthesiologists receive 12 to 14 years of education, including medical school.
- + Physician Anesthesiologists receive 12,000 - 16,000 hours of clinical training to specialize in anesthesia care and pain control.

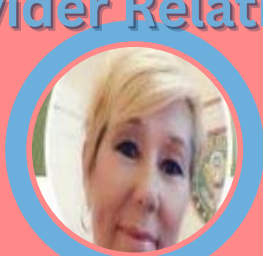
*American Society of Anesthesiologists



Provider Relations / Operations Team



Lori Helmick, Director
*W/PAA 5+ years
*BS Ed.
*37 years Org. Leadership
*15 years Medstaff Services



Charlotte Belvin, PE, Team Lead
*W/PAA 2 years
*10 years Provider Enrollment



Lori Cope, PE Specialist
*W/PAA 1 month
*2 years Practice Account Mgr



Sydney Hawekotte, Oper. Spec
*W/PAA 8 months
*BS Psychology
*MHA Projected Grad, Fall 2023

It is my distinct pleasure to introduce PAA's Provider Relations/Operations Team. Our team has a can-do attitude backed up by more than 30 years of experience meeting and delivering our very diverse goals.

WHAT WE DO - We work closely with PAA's Physicians, Advanced Practice Providers and other clinical staff. We are, many times, the first contact a clinician has after they sign their PAA employment contract. We gather all the information needed to credential them with the facilities where they will provide services, as well as enroll them with federal, state and commercial payers. We act as a liaison between the clinician and the facility or payer to ensure the lengthy process is as seamless/painless for our clinicians as possible.

We also take care of fun things like coordinate meetings/events for clinicians and staff. We meet with building maintenance and other organizational vendors ensuring operational efficiencies while maintaining fiscal responsibility. We maintain personnel and vendor contracts as well as monitor clinician credentials for compliance with facilities and payers and maintain all organizational licenses and privileges. Our group triages and respond to the "Contact Us" messages generated by PAA's website. We also organize and maintain all office supplies as well as a host of other daily items.

LITTLE KNOWN FACTS ABOUT US:

Lori H

- Started January 2018
- Favorite Sports Team – Whatever team my grandsons play on and of course my Pittsburgh Penguins, fortunate to have seen many playoff games as well as being present for a Stanley Cup Banner Hanging Ceremony.
- All Time Favorite Vacation – 2 Weeks on the Big Island – great views, exploring Volcano National Park, amazing food and Malasadas, what more could a girl want...
- Favorite Quote – "Measure Wealth not by the things you have, but by the things you have for which you would not take money" Author unknown



Charlotte

- Started March 2021
- Favorite Sports Team – Kansas City Chiefs; Kansas Jayhawks; Nascar
- All Time Favorite Vacation – Beach Vacation with family
- Fun Fact about Me - I am the definition of a sports fanatic



Lori C

- Newest member of our team, just started in December
- Favorite Sports Team – Pittsburgh Steelers
- All Time Favorite Vacation – Maui
- Fun Fact about Me - I have taken an annual beach trip for the last 15 years with my sister and 2 childhood friends that I have known for 50 years.



Sydney

- Started May 2022
- Favorite Sports Team – Nebraska Cornhuskers, it is not always easy....but I have to stick with my hometown team!!
- All Time Favorite Vacation – A top three trip for me would have to be going to see the Vikings playoff game in Minnesota with my significant other Josh.
- Fun Fact about Me - I love playing the piano and learning new songs!



We celebrated National CRNA week January 22 - January 29

Did you know?

CRNAs are advanced practice registered nurses who administer anesthesia and other medications. CRNAs have acquired a minimum of a doctorate degree focusing on anesthesia, have completed extensive clinical training, and have passed a certification exam approved by the National Boards of Certification and Recertification of Nurse Anesthetists.

The nurse anesthetist specialty came into existence during the American Civil War (1861 - 1865). During that time, nurses working in field hospitals were called upon to administer anesthesia (chloroform) to soldiers that were badly wounded or undergoing surgery.

PAA employs 18 full time CRNAs and has 20+ PRN that help care for PAAs patients at 4 of our Ambulatory Surgery Centers and our REACH Fertility clinic.



EMPLOYEE SPOTLIGHT- DONNA MCDANIEL

What is your position/title with PAA? I am the Accounts Receivable Supervisor

How long have you been with PAA? 2.5 years and counting

Why do you enjoy working at PAA? One of the things I always state during the interview to potential new employees is how PAA does not treat you like a number and more like family. I love the dynamics of the organization, visions of what's yet to come, and can't wait for PAA to take over the Anesthesia World! (it's going to happen).

Tell us about your family: I'm a single mom to two teenage boys. My 16-yr old has ambitions of enlisting into the Air Force after graduation. My 13-yr old is autistic and without a doubt keeps me on my toes. We have three cats: Mean Kitty, Thackery Binx and Tobie, and one dog: Willie!



What is your favorite way to relax? Relax?? I work in AR, I can't relax! I'm kidding. Binge watching my favorite shows with one or two of my cats. My team leads (Kimberly and Marie) laugh because I often come up with my best plans for the team while watching "Friday Night Lights." Crocheting blankets and never finish so they end up being scarves. Listening to music or watching 90's movies with my boyfriend. Then there's wine and a good book. I suppose I do relax a little!

What was the last book you read or movie/series you watched? The last book as well as movie - "Where the Crawdads Sing?"

Three people alive or deceased you would invite to dinner and why? Freddie Mercury because I am a huge fan of Queen. Alan Rickman because he was just an amazing eclectic actor, and Snape was my favorite throughout "Harry Potter." Carrie Fisher because I LOVE "Star Wars" and she will always be our princess...or General if you want to be technical.

The first concert you went to and the last concert you went to? My first concert was NKOTB (New Kids On The Block) and my last concert was Five Finger Death Punch.

Artist or band you would be embarrassed to admit you listen to? Robin Thicke

What was your first job? Ice cream stand at Carowinds which is why I detest ice cream to this day

What was your first car? 1993 Chevy Cavalier

PAA Community Support

Hospitality House of Charlotte - Heart to Heart

Hospitality House of Charlotte kicked off their Heart to Heart campaign February 1st and running throughout the month. PAA matched the first 30 hearts donated!



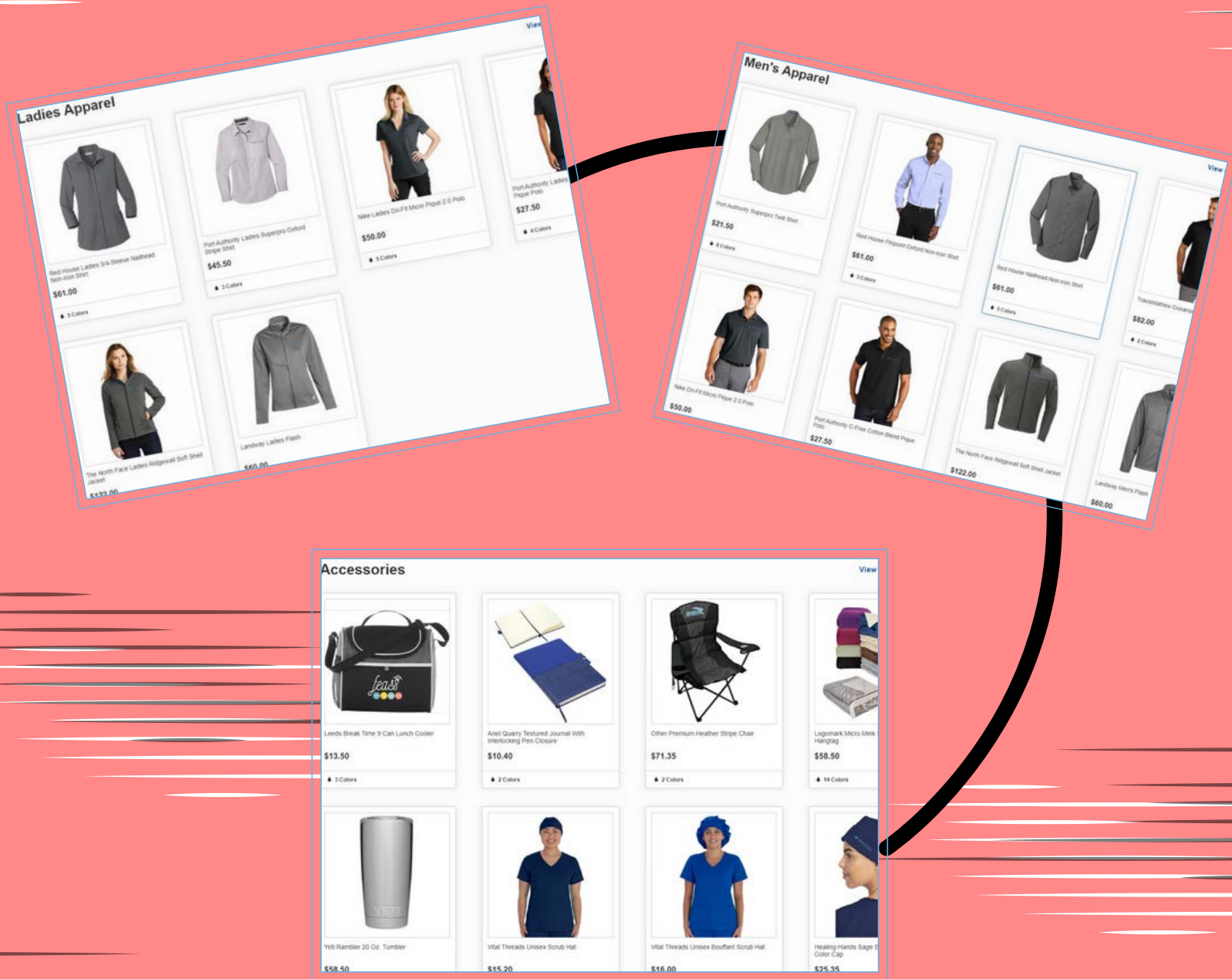
Greater Charlotte Heart Ball



**American
Heart
Association.**

PAA branded gear website

Now Open!



Click the PAA logo below to view the site





Upcoming PAA Events

Upcoming Events

Friday, May 12:

Charlotte Knights Game

Saturday, July 8:

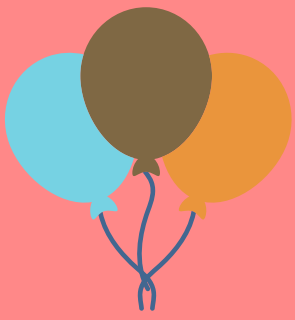
Charlotte FC Game

Saturday, September 9:

PAA Family Picnic

Saturday, November 4:

PAA Fall Conference



Happy Birthday!



January

*Steven Collins - 1/02 *Dr. Atif Raja - 1/04 *Erica Stewart - 1/06
*Dr. Sarah Sweetman - 1/07 *Dr. Jonathan McMullen 1/08
*Dr. Laura Gardner - 1/12 *Dr. Jacob Matthews 1/12
*Jennifer Williams 1/14 *Adria Healy - 1/16 *Dr. Paul Shook - 1/20
*Shannon Peck 1/22 *Dr. Richard Griggs - 1/24
*Marie Rubert - 1/24 *Daniel Stanley - 1/25
*Dr. Eric Knorr - 1/25 *Alexandra Dunn 1/26
*Kristina White 1/26 *Dr. Samuel Goldstein - 1/26
*Dr. Farrukh Sair - 1/27 *Dr. Kevin Crosby 1/27
*Miriam Hamilton - 1/27 *Victoria Farnsworth 1/27
*Dr. Matthew Kozlowski 1/29 *Dr. Graham Berry 1/31

February

*Ellen Galicia - 2/01 *Dr. Anthony Plunkett - 2/01
*LaDonna Blackwell - 2/02 *Martha Rosales - 2/02
*Amanda Barnes 2/03 *Dr. Christopher Parsons 2/04
*Kimberly Nesbit 2/05 *Dr. Stephen Mendoza - 2/05
*Lisa McDaniel - 2/08 *Dr. Mark Hansman -2/10
*Marshall Whittington - 2/10 *Jennifer Cole - 2/10
*Dr. Ilka Theruvath - 2/11 *Mark Youens - 2/11
*Marsha McNeely - 2/14 *Debbie Robinson - 2/17
*William Hatcher - 2/21 *Catherine Valeri - 2/23
*Dr. James Bowen - 2/ 25 *Dr. Kim Blumberg -2/27
*Dr. Anthony Tucker - 2/28

FOLLOW US ON SOCIAL MEDIA



Providence Anesthesiology Associates
845 followers
3w • Edited •

We're hiring for full-time positions in Charlotte. Apply now for the Accounts Receivable Representative or Customer Service Representative - bit.ly/3PjfGws
#hiringnow #customerservice #accountsreceivable


We're Hiring

PROVIDENCE ANESTHESIOLOGY ASSOCIATES



ACCOUNTS RECEIVABLE REPRESENTATIVE
CUSTOMER SERVICE REPRESENTATIVE

APPLY NOW!



Sarah E. Sweetman, MD

"Dr. Sarah Sweetman was amazing. She had a calming persona. She allowed me to voice my concerns and she put me at ease. She explained the process to me step by step. Thank you Dr. Sweetman."

Patient - S.W.

PROVIDENCE ANESTHESIOLOGY ASSOCIATES



facebook - @ProvidenceAnesthesiologyAssociates

Twitter - @ProvAnesthesia

Instagram - provanesthesiology

LinkedIn