

Reflections & New Beginnings

As I look back at 2012, I realize that it was one of the most challenging years both personally and professionally. As you all know, I lost a baby this year and I want to thank the AOSM family for all your support during that difficult time. Professionally, this was a challenging year also- the company was faced with the one of the highest amount of staff turn over in AOSM history. This experience has helped us look at our organization closely to see if any improvements needed to be made. We will continue to seek your input in improving our organization.

In a report by the consultants engaged by our practice they stated " Your support and administrative staff were engaged in change management throughout all of 2012. Upgrade of PM system; change of EMR system; addition of a partner; going OON with UHC; loss and replacement of multiple key administrative and clinical personnel. Your organization's ability and willingness to implement change, and sometimes bold change, has contributed to your financial success in 2012."

We increased our revenue growth by more than 10% in 2012, allowing us to share some of the increases with our employees by providing above average pay raises. While orthopedic practices around the country were limiting raises to 1-2%, our strong position allowed us to have average of 3-4% performance based raises this year. In addition, we were also able to provide everyone with great healthcare benefits. After working out a few kinks, we have successfully implemented an EMR and were able to go live with the latest technology DR in December. We are also working on revamping the employee handbook, and having HIPAA and OSHA manuals in place with a robust new employee onboarding process and regular mandatory trainings. All the supervisors are contributing to the development of departmental manuals that will be used for training and improving our work flow. Lastly, our newsletter is becoming an effective means of communicating the ongoing changes at AOSM with the members of our team. Feel free to contact Krista or myself if you would like to contribute a picture or a life lesson to the newsletter.

I can't tell you how enjoyable it is to work with everyone, regardless of the difficulties that the AOSM family has had to overcome. I look forward to 2013 and facing the headwinds side by side with each one of you, especially with the impending new regulations and possible rate cuts of Medicare. As co-workers, your suggestions are especially valuable as you are the front line of the practice. Please help us streamline and cut costs where possible without sacrificing quality.

A title is just a title so regardless if you have the title of a supervisor, team lead, or clinic manager or you are on the front lines, each employee is integral in shaping our organization. I believe that we are strong as the weakest link and we need to help lift each other in strengthening our practice. I want to end with our belief that we work for the 3 P's :

- Our **Patients** come first and foremost and we vow to keep them above all else in providing the best care possible. Let's remind ourselves everyday that they are the livelihood of the practice. As we have moved out of network with several insurances for multiple reasons, we want to provide the best service possible, such that the patients seek us out because of the outstanding care provided here at AOSM. As Henry Ford once said "**Quality means doing it right when no one is looking.**"
- Our **Physicians** are an integral part of the equation. We are blessed to work with quality physicians who are well recognized in the community.
- As **Peers** and working together for the patient, we are united by our passion for the medical profession and compassion for our patients. Teamwork should be the key in helping everyone enjoy a great atmosphere here at AOSM. We all try to avoid mistakes, but it is even more important that you back each other up to find and fix mistakes before the doctor finds them or patient care is compromised.

On behalf of the AOSM partners and administration, I want to sincerely thank you for your good work in 2012 and look forward to your continued support in 2013.

—Joseph Mathews—



★ **HAPPY BIRTHDAY!** ★

FEBRUARY

MARCH

Monica Shirley
Anna Gonzales

Jessica Nelms
Dana Turner

JANUARY

Monica Shirley
Dana Turner
Saul Romero
Michael Youngblood, PT

FEBRUARY

Ron Holley, SA
Connie Campos
Abraham Varughese
Linda Sain
Thai Tran

**EMPLOYMENT
ANNIVERSARIES**

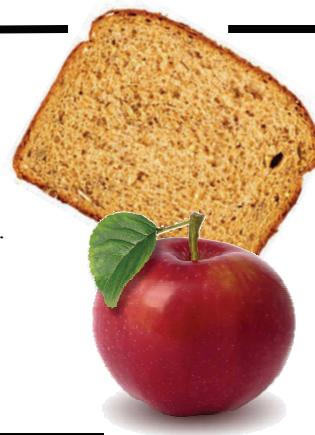


Health and Wellness

HEALTHY PORTION SIZES

For a general idea of the amount of food you should be consuming, use the following recommendations:

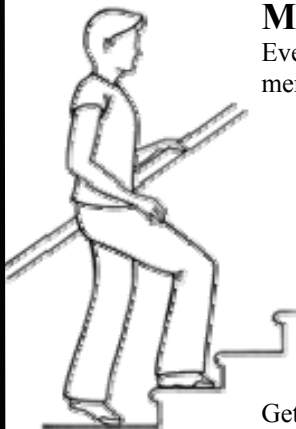
- A serving of meat is about two or three ounces – about the size of a deck of cards, or the palm of your hand.
- One serving of grains is equal to one slice of bread, one ounce of cereal, or 1/2 cup of pasta or rice.
- A serving of fruit or vegetables is equal to one piece of fresh fruit or vegetable, 1/2 cup chopped, or 3/4 cup fruit or vegetable juice. In general, it's not as necessary to be vigilant about vegetable and fruit intake, as any amount is healthy—just be aware of the sugar content in fruit.
- The key to any meal is to have 75 percent of your plate covered with vegetables and 25 percent covered with meat or pasta.



MAKING TIME FOR FITNESS

Everyone has time for fitness – even if your life already seems too hectic with your job, family and other commitments, there's still room to tend to your health and fitness. Here are some tips:

- Park your car far away, and walk farther to your destination.
- Participate in a charity run, walk or bike event.
- Take the stairs instead of the elevator or escalator.
- Squeeze a stress ball while at work to relieve tension, burn calories, increase flexibility and improve blood flow.
- Exercise during your lunch hour, even if it's just a walk around the block or up and down a flight of stairs.



Getting even 20 to 30 minutes of exercise per day will improve your health. It will also make you feel better overall and can be fun. Get out there and get active!

FLU Prevention at work

At AOSM we provide direct patient care which puts our employees, patients, and families at risk for the flu. Precautions at work need to be taken to help reduce the risk of exposure to the flu virus. These precautions include using a combination of safe work practices and personal protective equipment (PPE) to reduce your exposures. The main strategies to prevent flu transmission include:

- Get vaccinated. Vaccination is the most important way to prevent the spread of the flu. The CDC has classified healthcare workers as a high priority group for yearly vaccinations that are highly effective at preventing influenza.
- Strictly following the steps for hand hygiene and cough etiquette, and encouraging coworkers, patients to follow them also
- Keep frequently touched common surfaces (ex: telephones, computer equipment, and therapy equipment, etc.) clean. Try not to use a coworker's phone, desk, computer, or other therapy tools and equipment. Consider cleaning it with a disinfectant first before using it.
- Staying home if you are ill and encouraging ill coworkers to obtain permission to leave work. The CDC recommends that workers who have a fever and respiratory symptoms stay at home until 24 hours after their fever ends (100°F or lower), without the use of medication. Not everyone who has the flu will have a fever. Other symptoms could include a runny nose, body aches, headache, tiredness, diarrhea, or vomiting.
- Strictly following infection control practices at work. Use the gloves, gowns, masks, and other protective equipment that your employer gives you
- Stay in shape. Eat a healthy diet. Get plenty of rest, exercise, and relaxation.

PTO NOTICE

PTO requests will be approved by supervisors no earlier than 2 months prior to your requested time. All requests should be discussed with the department supervisor as coverage may need to be arranged and team meetings may occur to discuss how the responsibilities will be divided up. Each staff member is required to know their individual department's protocol for documenting time off and keeping the team informed when someone will be out.

Administration will try to accommodate all PTO requests, however there may be times where the requests could be denied if adequate coverage cannot be provided. Holidays are a popular time for staff to request time off. Holiday requests will be considered in a way that it is fair to all staff members, and everyone has a chance to request time off during the holidays. For example: if you had Christmas week off in 2012 you may not be able to take the same time in 2013 if another member in your department has requested same time off. If you have any special circumstances, please discuss with your immediate supervisor.

Please forward any submissions for the next newsletter to Krista!!