

FALL 2020

# EngageNEWS

INTEGRITY • INNOVATION • RESPECT • SERVICE

Lisa McConnell,  
EngageMED  
Corporate Office

Kila Suggs,  
EngageMED  
Corporate Office

## AN INCLUSIVE WORKFORCE

A MESSAGE FROM  
THE CEO & PRESIDENT



**ENGAGEQUALITY**  
IMPROVING PATIENT  
& STAFF EXPERIENCE



**PLANNING YOUR FUTURE**  
401K UPDATES & IRS CONTRIBUTIONS

 EngageMED





## A MESSAGE FROM THE PRESIDENT AND CEO

Diversity and bias were once again brought to the forefront of our lives this summer. In June I sent a letter to all coworkers asking the question, “Why does our country, that regards equal rights as a fundamental principle, continue to witness egregious actions like [the violent deaths of Breonna Taylor, Ahmaud Arbery, and George Floyd]?”

Here at EngageMED, we value each coworker throughout our organization, and we believe in our total team. We expect that every coworker respects the dignity and diversity of all people, and we strive to create a work environment that is free from discrimination, harassment, and violence. EngageMED is committed to creating and sustaining an inclusive workforce, and we are proud to be an equal opportunity workplace.

EngageMED will not tolerate conduct that could lead or contribute to discrimination, harassment, or violence of employees by their managers, supervisors, or coworkers. We will actively seek to protect employees from these same actions by non-employees in the workplace.

If any coworker believes that he/she or another individual has been subjected to conduct prohibited by any Policy in the EngageMED Employee Handbook, I urge and expect you to report the relevant facts promptly. An employee may make a report either verbally or in writing. Concerns can be raised to any member of management or the Human Resources department.

EngageMED is committed to promoting our company’s core values, which include Integrity, Respect, and Service. Those values cannot exist alongside prejudice or intolerance. The leadership team at EngageMED is completing a four month educational program on bias, and we are preparing to launch a diversity and bias education program for coworkers.

Respectfully,  
Daniel Felton, MD | *President and CEO*

“  
*EngageMED is committed to creating and sustaining an inclusive workforce, and we are proud to be an equal opportunity workplace.*

DANIEL FELTON, MD

---

### PLEASE CONTACT HUMAN RESOURCES TO REPORT A VIOLATION:

SCOTT LOVEDAY EVP, Human Resources  
sloveday@engagemed.com  
501-224-1690 ext.4836

BRANDY WOODS, Human Resources Manager  
bwoods@engagemed.com  
501-224-1690 ext.4922

MICHELLE LITTLE, Benefits Specialist  
mlittle@engagemed.com  
501-224-1690 ext.4859

# CLINIC UPDATES FROM JULIE EMBRY, COO



EngageMED was formed in 2018, combining the clinic operations team from the CHI St. Vincent Medical Group with the revenue cycle team from Arkansas Physician Management, Inc. Over the last two years, our team has been working to make clinic operations more efficient and effective. As a result of our work we have accomplished many goals, some of which I will highlight below:



On July 1st of this year, EngageMED took over revenue cycle functions for the Hot Springs market. With that transition, and the improvements that EngageMED has brought to the Central Arkansas market, the Hot Springs Board of Directors and CHI St. Vincent leadership has approved the Hot Springs market to transition all clinic coworkers to EngageMED, effective January 1, 2021. **This will bring our total coworkers at EngageMED to over 1,000!** We are excited for this transition and look forward to bringing clinic focused processes to our Hot Springs market.



# IMPROVE PATIENT CARE, PATIENT EXPERIENCE, AND STAFF EXPERIENCE WITH CARE TEAM HUDDLES

BY CHAD O'KANE

Given the demands of daily practice, it is impossible for a clinician to single-handedly manage his or her patient population. Patient Care Teams allow for complementary skillsets to be combined to provide patients with the highest quality care possible. That's why team-based care is a vital component of every value-based care improvement model, including Patient Centered Medical Home (PCMH), Comprehensive Primary Care (CPC+), and others. At the center of an effective patient care team is the team huddle.

Care team huddles are short meetings in which the team reviews their patient list for either the day or a given clinic session. They usually last no more than 10 minutes. They include the clinician, the nurse or medical assistant, a representative from the front office, and any other relevant team members (e.g., care coordinator, behavioral health specialist, ancillary services, pharmacist if there is one on-site).

Having a great team huddle requires some advance preparation. For example, a care coordinator might do some pre-visit preparation such as identifying care gaps, chronic disease management needs, alerts for needed screenings, or recent hospitalizations. Care team huddles "bring the patient to life" (Coleman Associates - Melissa Stratman, 2020) before they actually get to the practice, enabling the team to anticipate care needs and special situations. They set the team up for successful navigation of patient visits for that day or clinic session.


For relatively little investment, care team huddles can yield significant benefits. They provide an opportunity to ensure provider availability

for scheduling. They might make the team aware of equipment that is missing or in need of repair. They can help teams prepare for staff shortages. They also raise awareness of how each member contributes to the team. Additionally, great team huddles impact the patient's experience of the care they receive. A patient knows when he or she is on the receiving end of the work of a well-prepared care team.

To have a "great" team huddle, every team member contributes their part; the team tries to anticipate as much as possible; and the team is as prepared as possible to handle potential problems or situations that may arise. Take time too to check in with each other and make sure everyone is OK. Value each team member because each one is

critical to the success of the whole team.

Implement care team huddles with your team today. Don't expect perfection out of the gate. Keep going. It'll be worth it for you, your team, and your patients!



**PATIENT CARE TEAM HUDDLE AGENDA**

- Are there patients who may require more time or assistance?
- Are there lengthy appointments scheduled back-to-back? How can we work around those to prevent running behind?
- Do we need to share any special instructions with the scheduler for open appointment slots?
- Are we missing any staff today or do we know of staff shortages that are upcoming?
- Are necessary lab results or consult notes ready in the patient's chart?
- Who was in the hospital/ED and what is our plan for follow-up?

Coleman Associates - Melissa Stratman, C. (2020, July 23). Care Team Huddles. Retrieved from LinkedIn - Coleman Associates - Patient Visit Redesign: <https://www.linkedin.com/company/coleman-associates-patient-visit-redesign-healthcare-consultants/videos/>



Dr. Alesbai enjoys walking and playing tennis in his free time.

## CLINIC / PROVIDER SPOTLIGHT CHI St. Vincent LRDC and Dr. Tamer Alesbai

Dr. Alesbai is one of the team of seven rheumatologists at CHI St. Vincent's Little Rock Diagnostic Clinic. He received his Doctor of Medicine from the University of Aleppo (Aleppo, Syria) and trained in Internal Medicine at New York Medical College's our Lady of Mercy program. He then went on to Wake Forest University (Winston-Salem, NC), where he completed fellowships in rheumatology and geriatric medicine.

In 2001, he moved to Southeast Arkansas and practiced in Pine Bluff. He then joined the rheumatology department at LRDC in 2013, which has been his clinical home ever since. His passion in healthcare is treating musculoskeletal conditions, with a focus on inflammatory conditions and autoimmune conditions as well as osteoporosis. According to Dr. Alesbai, "I believe that patient and family education is key to successful compliance and overall treatment. Ultimately, by giving them sufficient information about all treatment options, I hope to empower patients to make the most informed, responsible and effective decisions possible when it comes to their medical care."

Dr. Alesbai often treats the following: rheumatoid arthritis, ankylosing spondylitis, systemic lupus erythematosus, gout and pseudo gout, psoriatic arthritis, osteoporosis, polymyalgia rheumatica, Sjogren's syndrome, and osteoarthritis, in addition to common rheumatologic disorders.



## STAYING GROUNDED IN THE BUSINESS OF AUTUMN

Now that we have transitioned from summer to fall, things are likely to get a little more hectic - especially with current events in mind. Your schedule may have become busier with school activities and preparing for the holidays. Maintaining balance with self-care is incredibly important. Stress tends to creep during the business of tackling responsibilities at work and home. Keep reading for some tips to stay centered in this season.

### HOW TO ENGAGE IN WELLNESS THIS FALL

#### ENJOY SEASONAL PRODUCE

Check out your local farmers market to enjoy locally grown fall produce and find inspiration for seasonal meals to try and cook at home.

#### MAKE MOVEMENT PLAYFUL

Engaging in play is good for brain function, reduces stress levels, and strengthens relationships. What are you waiting for? Tag — you're it!

#### EXPLORE THE OUTDOORS

It's easy to social distance in the great outdoors, and it's healing too. Enjoy the cooler weather from a kayak, a bike, or your favorite trail!



## FOCUS ON SETTING SMART WELLNESS GOALS

Now that daylight savings time has ended, our daily routine may have changed. However, that does not mean your exercise time has to go. To keep yourself accountable, set a SMART goal for the season!

When considering a new goal, simply ensure that it is Specific, Measurable, Attainable, Relevant, and Time-Bound. The SMART Goals method is a great way to ensure that you accomplish the goals that you set in any area of your life!



#### SPECIFIC

Exactly what are you going to do and where?



#### MEASURABLE

How will you measure progress?



#### ATTAINABLE

Is this goal attainable for you right now?



#### RELEVANT

Is this goal meaningful and beneficial to you?



#### TIME-BOUND

What is the time frame of your goal?



# PLANNING FOR YOUR FUTURE

*A Message from Human Resources*

## WE HAVE SUCCESSFULLY MIGRATED TO JOHN HANCOCK'S 401(K) PLATFORM!

Effective immediately, any mid-year changes to your 401(k) retirement will be done through the John Hancock website at [www.myplan.johnhancock.com](http://www.myplan.johnhancock.com).

### **Things you may change through John Hancock's portal:**

- Salary deferrals
- Investment elections
- Beneficiary information

You will still be able to make Open Enrollment elections for 401(k) via the Paycom system during the enrollment period only. HR will update the John Hancock portal with Open Enrollment elections after the enrollment period closes for a 1/1/21 effective date.

If you have not registered on John Hancock's website, you may do so at [www.myplan.johnhancock.com](http://www.myplan.johnhancock.com).

## IRS INFLATION-ADJUSTED CONTRIBUTION LIMITS FOR HSA

The Internal Revenue Service released inflation-adjusted contribution limits for health savings accounts (HSA) for 2021. As in previous years, both individuals and families will see a modest increase in the amount that they are allowed to contribute.

For calendar year 2021, the annual limitation on deductions under §223(b)(2)(A) for an individual with coverage under a high deductible health plan is \$3,600—up \$50 from \$3,550 in 2020. Also, for calendar year 2021, the annual limitation on deductions under §223(b)(2)(B) for an individual with family coverage under a high deductible health plan is \$7,200—and increase of \$100 from \$7,100 for 2020.

## 2021 VS 2020 MAXIMUM 401(K) CONTRIBUTION LIMITS

[Updated with possible 2021 401(k) limits] The IRS will soon be releasing 2021 401(k) limits, which should see little to no change from 2020 levels. The table below shows what the estimated 2021 contribution limits for 2021 and the current year the individual/employee level.

## 2021 VS 2020 MAXIMUM 401(K) CONTRIBUTION LIMITS

YEAR	CONTRIBUTION LIMIT	MAX EMPLOYER CONTRIBUTION	MAX FOR ALL CONTRIBUTIONS	ADDITIONAL CATCH-UP AMOUNT (AGE > 50)
2021 (est)	\$19,500	\$38,000	\$57,500	\$6,500
2020	\$19,500	\$37,500	\$57,000	\$6,500
2019	\$19,000	\$37,000	\$56,000	\$6,000
2018	\$18,500	\$36,500	\$55,000	\$6,000
2017	\$18,000	\$36,000	\$54,000	\$6,000
2016	\$18,000	\$35,000	\$53,000	\$6,000
2015	\$18,000	\$35,000	\$53,000	\$6,000

## EMPLOYEE RETIREMENT EDUCATION CONSULTATION SERVICES *from Pension Consultants, Inc.*

A representative from Pension Consultants, Inc. is available throughout the year to assist our employees in understanding our retirement plan.

### **During your consultation, you can discuss any questions you have about our retirement plan including:**

- The basics of the plan
- Risk Tolerance
- Asset Allocation
- Assessing your retirement income
- Learn how you can monitor your decisions and make changes in the future

Schedule your one-on-one consultation with one of our RetireAdvisers® by visiting [calendly.com/retireadvisers/rc](https://calendly.com/retireadvisers/rc). If you're interested in completing a Retirement Check-up to measure your retirement readiness in several areas, let us know in the "comments" section when you schedule. Our RetireAdvisers® will contact you for additional information about your retirement readiness.



**OPEN ENROLLMENT DATES** | Monday, November 9 through Thursday, November 19

*Be in the Know*

Check out our latest updates by following us on Facebook and Instagram or by visiting [intranet.engagemed.com/login.po](https://intranet.engagemed.com/login.po).