

# COMPASS PULSE



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## Compass Medical's NEW Newsletter

### CONTEST WINNER

CONGRATULATIONS TO THE EAST BRIDGEWATER PRIMARY CARE TEAM FOR WINNING THE "NAME OUR NEWSLETTER" CONTEST!

### Newsletter Teaser

In addition to everyday updates, this NEW Newsletter may feature:

- Recruitment Postings
- New additions and Retirement Farewells
- Baby and Wedding Announcements
- Health Tips
- Compass In The Community
- Seasonal Recipes
- Employee Spotlights
- IT Tricks and Tips

+ MORE

LOOK FOR OUR NEXT NEWSLETTER COMING IN SEPTEMBER!

## Group Practice Without Walls

### A Letter from Dr. John Diorio

As we prepare to move our office to the new Compass Medical Easton campus, I am so pleased to write from an MD's perspective on the state of Compass in 2010 and some of its history.

In 1983, I assimilated a previous doctor's practice and literally "hung up a shingle".

Ten years later, I joined a unique merger of multiple practices forming a "group practice without walls" called Physicians Health Alliance- later changed to Compass Medical. The six original remaining founding members would certainly agree that we subsequently survived daunting and turbulent times. However, we remain committed to our affiliation together and joined with PCHI in 1995.

From these connections evolved a vision for healthcare delivery that is coming to fruition on a scale none of us could have ever imagined. I'm so grateful for the loyal and expert and kind employees at my site and those serving Compass as a whole. The phenomenal leadership and guidance that we have benefited from has led us to our award winning position as one of the premiere medical groups in the state.

premiere medical groups in the state. Whether it's in the areas of EMR, UCC care, availability and satisfaction to our patients, innovative geographic spread or collaborative approaches to patient care, Compass sets the standard in southeastern Massachusetts. For myself, Dr. Connor and associates, our pending move to the splendid and comprehensive Easton site is both exciting and challenging- just like it was for me twenty-seven years ago!

Finally, the two things that have never changed for me or Compass over the past seventeen years are the type of patients that we care for as well as our commitment to "care with compassion". It's been truly a blessing to be part of an organization from the beginning that has evolved into the reality that is Compass today.

*John Diorio, MD*

Compass Medical Provider since 1995



## Brockton Meets Easton

Compass Medical in Easton is in full swing as the first team moves in. Drs. Allard, Cunningham, King, Ou and group, recently located at 1 Pearl Street in Brockton, have officially settled into their new home and couldn't be happier. "Everyone is very excited to be in our new location" said Teri Reed, Site Manager for Family Medicine. "It is so nice to be able to



expand in a new place with all new equipment." Moving to Easton will bring a lot of opportunity to this newly signed Compass Medical Team. "Moving to Easton allowed us to rethink some of our processes" said Reed. "For example, we have main streamed our check in and out process to make things smoother for our patients. This allows us to answer the

phones in a more promptly manner, thus meeting the needs of our patients with an effortless work flow."

In addition, this new site will open the doors to a new patient population for Family Medicine. "We are very excited about the prospect of growth in Easton" said Reed. "We have left room for expansion within our own team and will already be

adding a new Family Medicine Provider come July." Dr. Michael Klein will be added to Easton's Family Medicine circuit 1 day a week and also be taking on hours in the Urgent Care Center as well *(for more information on Michael Klein, MD, visit [www.compasmedical.net](http://www.compasmedical.net)).*

## COMPASS MOVERS AND SHAKERS

### Michelle Carpenter Named Director of Compliance

Congratulations to Michelle Carpenter, who recently became certified in Health Care Compliance. On April 1, 2010, she was named Director of Compliance for Compass Medical. Michelle joined Compass as a medical assistant in 1994, later becoming office manager for Dr. Edward Hassan's Brockton office. In 2007, she was named Billing and Compliance Manager, and in 2008 received her chart auditor certification from Physician Chart Auditors, LLC.

### Jessica Turcotte Named Manager of Billing Operations

Congratulations to Jessica Turcotte, who has been named Manager of Billing Operations for Compass Medical. Prior to this new role, Jessica served as Medicare Reimbursement Specialist for Patient Accounts until May 2008, when she was promoted to Accounts Receivable Supervisor. She was the recipient of the Partner in Excellence Award in February of this year, and was promoted to the position of Manager of Billing Operations on April 1, 2010.

### Jessica Berrio Named Supervisor for Internal Medicine

Congratulations to Jessica who was recently named Supervisor of East Bridgewater's Internal Medicine suite. Prior to this role, Jessica was a Medical Assistant for Dr. Hassan. According to Cheryl McCabe, Site Manager for Primary Care, Jessica was chosen for her new role because of her ability to be a team player and is a fast learner with a great attitude.

### Maryhelen Ford Named UCC Coordinator

Congratulations to Maryhelen who was recently named UCC Unit Coordinator in East Bridgewater. Prior to working in the UCC, Maryhelen was a Medical Assistant in Brockton South and transferred to the EB UCC in 2007. Because of her dedication and able leadership during the search for a department Manager, Maryhelen was named Unit Coordinator of the UCC in January, 2010.

### Tammy DiPietro Named Project Manager of Operations

Congratulations to Tammy DiPietro who was recently named Project Manager in the Operations Department. Before coming to the Business Office, Tammy worked as the Clinical Manager of East Bridgewater's Primary Care site. Even before then, Tammy worked at Compass's Abington and Whitman sites as a Medical Assistant.

## Approach HOW TO Internal Job Opportunities

By Trisha Corcoran, HR Director

In today's economic times we are lucky to be working for a company that continues to evolve and honors change and evolution! I believe that it is our willingness to creatively meet the needs of our patients, providers and the changing healthcare community that sets Compass Medical apart from our competitors. In the course of change and growth, new opportunities will continue to present themselves, and for our employees, these opportunities can also lead to new potential career paths. Compass Medical has a history of dedicated employees, as evidenced in this year service award recipients. Most of our long term employees have had several career changes, within our company. If you are considering internally transferring, or applying for a position outside of your department, consider some time honored tips to success that can be applied here at Compass, or anywhere, for that matter. While many job seekers looking to be considered by a

new employer knows that preparation is key in order to get their foot in the door, candidates may think it is less necessary when applying for a transfer within their company. Surprising, most HR professionals feel that preparation for consideration is actually more important for the internal candidate than the external one. The company you currently work for will expect you to know more about their needs and your role in their missive when you are already employed. Prepare yourself for the application and interview process:

### KNOW THE PROTOCOL:

1 If you decide to formally apply for a position, discuss your interest first with your manager as a best practice. Being on good terms with your current supervisor will always put you in a better position with another department. It is usually best to involve your manager from the on-set; they can be your best advocate!

### KNOW THE POSITION:

2 Learn about the position by reading the job posting, contacting the recruiter when possible and looking at the website. You may be tempted to "casually" inquire about a position with the manager or other employees but be careful- only do so if you have openly discussed your interest with your current manager first.

### KNOW YOURSELF:

3 Learn how to sell yourself by knowing yourself! Put yourself in the position you are applying for and be able to speak to your strengths. Understanding how you will work toward the success of the company and what attributes you will bring to the table will put you ahead of the pack! And always stay positive.

Handling Rejection: If you don't get the opportunity you tried for – fear not! If you handle rejection the right way – your future candidacy for other opportunities will only be better. Be positive and thankful for the opportunity that you may have not received as an external candidate. It is always a good idea to get feedback on your candidacy with the hiring manager and Human resources when applicable. Learning from every situation is key! Opportunities to find out why you didn't get a job are rare when you apply for most external positions. The chance to get candid and honest feedback is one area that internal candidates will always have that most external candidates don't. Take every opportunity you get, and learn from it!

# EASTON OPERATIONAL UPDATE

### Family Medicine (Formally known as Brockton NW)

Family Medicine has officially moved into the new Easton site and is seeing patients. For more information, call (508) 565-7300.

### Urgent Care Center

The Urgent Care Center in Easton is scheduled to open on Tuesday, July 13, 2010. The UCC will be open Monday-Friday from 8am-8pm. All Compass and Non-Compass Patients welcome. For more information, please call the Urgent Care Center in East Bridgewater at (508) 350-2100.

### Radiology

The Radiology Department in Easton is scheduled to open on Tuesday, July 13, 2010 for Cat Scan, X-ray, and Ultrasound. Mammography will open August 3, 2010 pending final inspections. Please do not book any mammograms before August 2, 2010 until further notice. Any questions, please call Radiology in East Bridgewater at (508) 350-2200.

### Laboratory

The Lab is due to open on July 13, 2010 along with the UCC and Radiology Departments. The lab will be open 7am -8pm.

### Internal Medicine (Currently the Brockton South Office)

Internal Medicine will be moving into the new Easton site in August. Please check the website for further announcements.

### Specialty Services

The Specialty Services suite in Easton will be completed sometime in August. Please check the website for further information.

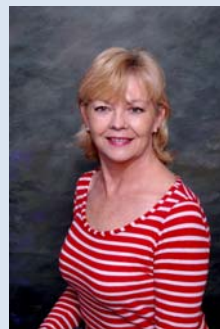
Please note dates are subject to change.

# 2010 COMPASS MEDICAL SERVICE AWARDS



**Marilyn Mahoney, Administration**  
25 Years of Service

"I love my job and am proud to be part of the Compass Medical team. The providers and staff at Compass are a great group. My job has evolved over the years as I continued to gain more knowledge. I enjoy the day to day variety and the opportunities I have been given to acquire more skills and responsibilities."



**Connie Gibeault, Radiology**  
25 Years of Service

"I have decided to stay with the company for so many years because they have been so good to me. In return, I have always tried to be kind to the patients and considerate of their needs. This makes for happy people all around!"



**Marie Andrade, Billing**  
20 Years of Service

"I strive to treat each patient as I would want to be treated. For me, that means with respect, consideration, patience and the best patient care I can provide as a billing representative. I am a stickler about keeping any promises I make to a patient especially relating to call backs. If I say I will call you back, I will."



**Kelliann Kennedy, Lab**  
20 Years of Service

"I have always enjoyed my job and have found great friends in my co-workers. I try to be a team player, adapt to change and always be dependable"



**Carol Spellane, EB Primary Care**  
20 Years of Service

"I lost my husband 7 years ago and Compass was very supportive to me and my family. Compass has very good benefits, great people to work with and gives employees the opportunity to grow professionally through the years."



**Donna Frazier, EB Primary Care**  
20 Years of Service

"Compass has provided me with many opportunities throughout the years to learn new skills and help me grow both personally and professionally. I come in every day with a positive attitude, treat people the way I would like to be treated and do the best job I possibly can."

**Janet Winslow, Taunton (not pictured)**  
20 Years of Service

"Compass Medical has been a wonderful place to work. I enjoy what I do and the people I am able to help. I have become very close with my co-workers and look forward to the new challenges ahead as Compass grows."

**Kelly Johnson, Brockton South (not pictured)**  
20 Years of Service

"Compass Medical is a great organization to be part of. The leaders of this company have had a vision that has helped to make us what we are today and will continue to help us grow. I hope to be part of the Compass family for a long time."

**Maureen Nye, Brockton South (not pictured)**  
20 Years of Service

"I have always taken pride in the work I do. I try to treat each one of our patients in a way I would like myself or one of my family members to be treated. I have worked in Brockton South which has great Providers and feel they are all part of my family."

**Patricia Newcomb, Cardiology (not pictured)**  
20 Years of Service

"Every Physician I have worked with at Compass has treated me as an equal. The Managers I have worked with have always been very understanding and helpful in all aspects of my job."

## 10 YEAR AWARD RECIPIENTS

Janice Haskell-Mace . Nancy Olivolo . Lynne Mackay . Melodie Sands . Joanne Riley . Susan Jordan . Dianne Colleary . Christine Cofsky . Janet Larosa . Lisa Norling . Susan De Napoli . Elaine Burton . Claire Brady . Michelle Carpenter . Jeannine Sanborn . Debra Pomerleau . Jane Tremblay . Colleen Lang . Catherine Robinson . Deborah Gillespie . Carolyn Leblanc . Jill Bentley . Sharon Costa . Linda Milton . Gail Williams . Tammie Trucchi . Maureen Sullivan . Judith Foley . Linda Sypher . Kimberly Jankowski . Debra Medeiros . Janice Monahan . Isabel Vellozo . Brenda Farrell . Renee Field . Laura Sebastyn . Karen Cwiekowski . Patricia Joyce-Cole . Maryjane Braley . Nancy Sera . Deirdre Kelly . Mary Hocking . Linda Pereira . Jeanne Little . Susan Haeffner . Sharon Kenney . Louise Flood

# H AND R E C R U I T M E N T

In today's struggling economy, it is hard to consider terms like "growth" and "advancement". But even so, Compass Medical continues to press on and pave the way for medical progress and development. Since the beginning of 2009, Compass has experienced enormous expansion and evolution and continues to push forward today. Even in the past 11 months, Compass has hired 116 people, 13 of which have been Providers.

Leading the way for Compass Medical's recruitment efforts is Paul Porter, Sr. Recruitment Specialist. "Compass Medical has been able to evolve and create opportunities because of our excellent leadership, motivated & competent staff, high quality & accessible healthcare services, a well constructed & executed business plan, and strong company-wide customer service" said Porter. "We have created our own significant regional advantage in regards to provider recruitment. As a result, Compass Medical will continue to expand and introduce its healthcare services into local communities, thus creating the need to employ more staff to meet the demands of its business."

One key to Compass's recruitment successes has been the newly implemented Applicant Tracking System, incorporated into the organization in July of 2009. "The 'ATS' allows us to post jobs to our website, which are then automatically networked to dozens of national, regional and niche job boards maximizing exposure" said Porter. "Job seekers are now able to review job postings, apply on-line and receive automatic email notifications confirming application submittals. Additionally, job seekers are now able to receive email alerts whenever a new job is posted to the Compass Medical website." All on-line applications are easily reviewed, managed, retained and forwarded by the recruitment office, making the process of staff and Provider hiring virtually flawless.

## QUICK RECRUITMENT STATS

Out of 116 people hired since 2009:

31% came through Employee Referrals  
22% gave an Email Notification  
18% searched Vertical Job Search Engines  
10% replied to Job Boards

In total, Compass Medical has received over 5000 application submittals and has interviewed 362 professionals.



Paul Porter is the Sr. Recruitment Specialist and manages the company recruitment function. Paul has a recruitment career that consists of 12 years as a Staff Recruiter and 6 years as a Recruiting Manager prior to joining Compass Medical. Paul earned his B.S. from the University of Massachusetts in Amherst.

If you know of a friend or former co-worker with healthcare experience that you think would be an excellent employee, please have them begin the process by emailing Paul in the recruitment office at [jobs@compassmedical.net](mailto:jobs@compassmedical.net) or by submitting an application at [www.compassmedical.net](http://www.compassmedical.net).

## WHO'S WHO

For questions regarding employment benefits, perks, 401k, disability, or any other general Human Resource questions, please contact Bonnie McClymont in the HR Department at (508) 350-2139.

## NEW COMPASS MEDICAL PROVIDERS

### DHRUMIL SHAH, MD



Dr. "Drew" Shah is a Medical School graduate from the UMDNJ and completed his residency program at Hoboken University Medical Center. Dr. Shah earned his MBBS from Municipal Medical

College in Gujarat, India and is Board Certified in Family Medicine. Dr. Shah has been employed with Signature Healthcare in Brockton since 2008 as a family physician. Dr. Shah has a special interest in Diabetes Management, Geriatric Medicine & Chronic Medical Care.

*Dr. Shah is scheduled to start seeing patients on July 1, 2010 in the Family Medicine suite in East Bridgewater.*

### COURTNEY BROWN, NP



Courtney Brown is a graduate of Regis College. She has a Master of Science in Nursing with a Family Nurse Practitioner concentration. She is board certified in Family

Medicine. Her work experience includes patient care at both Beth Israel Deaconess Medical Center in Boston and Brockton Neighborhood Health Center as a Nurse Practitioner.

*Courtney is currently caring for patients with the East Bridgewater UCC and Family Medicine teams. She will move to the UCC in Easton once open.*

### CATHY LEGER-GODEK, ANP



Cathy is a University of Massachusetts graduate earning a Master Degree in Nursing. She is a Board Certified Adult Nurse Practitioner. Her work experience includes patient care at PrimaCare PC in Fall River as an

Adult Nurse Practitioner within both Internal Medicine and Adult Neurology. Cathy also practiced as an Adult Nurse Practitioner for the Massachusetts Correctional Facility in Framingham. Cathy has utilized her Registered Nursing skills as an Emergency Room RN at St. Anne's Hospital, as a School Nurse for Attleboro High School, and as a Public Health Nurse for the city of Fall River.

*Cathy is scheduled to start in Taunton on July 26, 2010.*

### MICHAEL KLEIN, MD

*Not Pictured*

Dr. Klein is a Brown University graduate where he earned both his Doctor of Medicine & Bachelor Degree. After completing his Family Medicine Residency at the University of North Carolina at Chapel Hill and receiving his Board Certification in Family Medicine, Dr. Klein returned to RI where he practiced Family Medicine for 7 years at Hillside Avenue Family & Community Medicine in RI. Dr. Klein has been recognized both locally and nationally for his teaching at Brown Medical School and at UNC and is currently a Clinical Assistant Professor at Brown Medical School's Department of Family Medicine and a Fellow of the American Academy of Family Practice.

*Dr. Shah is scheduled to start seeing patients on July 1, 2010 in the Family Medicine suite in East Bridgewater.*

### ALICIA VAN INGHER, ANP



Alicia is a Simmons College graduate earning a Master Degree in Nursing. She is board certified in Internal Medicine. Her work experience includes patient care at Crown OB-GYN, Attleboro Medical

Associates and Upham's Corner Health Center, as well as clinical nursing at South Shore Hospital & Beth Israel Deaconess Medical Center in Boston. Alicia's clinical interests include women's health, cardiology, and geriatrics.

*Alicia is caring for patients in the Internal Medicine Suite in East Bridgewater.*

### VICKI LUZZA, LICSW

*Not Pictured*

Vickie is a Boston University graduate with a Masters of Social Work Degree, as well as a graduate of Vermont College/Norwich University with a Bachelor of Science in Human Services. She was employed for 6 years as a Behavioral Health Prior Authorization Clinician/Care Manager for the New Bedford Regional Office of Boston Medical Center HealthNet Plan. Vickie also has 8 years experience with the New Bedford office of Child & Family Services. Her positions included Program Director, Clinical Supervisor, and Clinician and Child Specialist.

*Vicki is scheduled to start seeing patients on July 1, 2010.*

## HOT SPOT

### Current Job Openings

#### E. Bridgewater

Non-Invasive Cardiologist

Internal Medicine Doctor

Cardiology NP

Physiatry NP

Sr. MLT / Supervisor (Lab)

MLT (Lab)

#### Halifax

Family Medicine Doctor

Family medicine NP

#### Holbrook

Behavioral Health Clinician

#### Business Office

Healthcare Financial

Analyst

Healthcare Reporting

Analyst

To view these and other job descriptions, go to

[www.compassmedical.net](http://www.compassmedical.net) or

contact Paul Porter at

[jobs@compassmedical.net](mailto:jobs@compassmedical.net).

## Urgent Care on the Rise...And on the Move!

The Urgent Care Center at Compass Medical has become a crucial part of the company's successes throughout the years. Caring for anywhere from 60-90 patients per day, the Urgent Care Center at Southeast Medical Center certainly meets the needs of both Compass and Non-Compass patients alike. As Compass expands, the UCC looks forward to taking on even more patients and hopes to hit over 100 patients per day.

Urgent Care has become an important service for our surrounding communities. Because it can sometimes be difficult to get an immediate appointment with a Primary Care Provider when a sudden

medical issue arises, the Urgent Care Centers are able to take walk-in patients in need of medical services without delay. In addition to schedule convenience, the co-pay for a UCC visit is substantially less than that of Emergency Room co-pays and offers significantly shorter wait

times than an ER visit.

Furthermore, the Urgent Care Center provides additional advantages for Compass Medical Patients. "A visit to the UCC is a flawless process for a Compass Patient because all Compass Medical Providers operate on the same electronic medical record

system. This system facilitates the communication about any care provided in the UCC to any Compass Medical department and improves the quality and timeliness of any follow-up care that may be necessary" said Nancy Peplau, MD, Urgent Care



*Nancy Peplau, MD with Patient*

Clinical Director.

Because the UCC in East Bridgewater has been so successful, Compass Medical is adding an additional Urgent Care Center to the new Easton location. "We are excited to expand to Easton" said Peplau. "We hope to be able to provide the same

comprehensive care that we do in East Bridgewater while being more convenient to patients on the Route 24 corridor." The Urgent Care Center in Easton will have 5 providers based at the new site with some East Bridgewater Providers rotating in as well. This new suite is anticipated to open on July 13, 2010 and will offer services from 8am-8pm Monday through Friday. In addition, Urgent Care will have full access to the lab and radiology departments in Easton.

*(For more information on Easton and its services, please see page 2.)*

## NEW LOCATIONS, NEW SIGNS

Compass Medical will soon be adding new signage to our new locations. Southeast Medical Center and the Business Office in East Bridgewater and our new Easton site will all be decorated with new signage projects to be installed throughout the summer.

"We're excited about the new signage being installed this year" said Kelly Bartucca, Marketing Specialist for Compass Medical. "Hopefully these new signs will make our presence better known in the buildings and market Compass a little more on the main roads."

Signage for the Business Office is set to be installed in June. Easton and Southeast Medical Center are scheduled to be installed by September.



*Mock-Up of the future Business Office Sign at 362 North Bedford Street in East Bridgewater*

## HIGHLIGHTED EMPLOYEE CLASS OF THE MONTH

### EMR Basic Training

In this class, participants will learn the basics of navigating around the electronic medical record system.

New users will learn the “how to’s” while more experienced users will be given opportunities to trouble shoot and better utilize this excellent piece of technology.

For more information contact Jason Peterson, EMR Specialist in the HIS Department.



Forget toy trucks! On May 23, 2010, children of all ages were invited to Southeast Medical Center to climb and explore real trucks of all shapes and sizes at the second annual “Touch A Truck” event.

Touch A Truck is a family oriented event sponsored by the Old Colony YMCA in East Bridgewater. This year, the YMCA raised over \$4,000 to benefit their 2010 Strong Kids Campaign which provides financial assistance for Y memberships, childcare, before and after school care, Camp Satucket and other recreational programs.

The YMCA was joined by Compass Medical who offered a free sand-art table for the kids. “This event was great!” said Jean Caren, Site Manager for Compass Medical’s Urgent Care Center. “We were able to talk and interact with so many families from the community and had a blast!” With over 500 families in attendance, the fun and action were in no short supply. In addition to fire trucks, police cars, construction tanks and sand art by Compass, kids were able to ride ponies, get their faces painted, enjoy food and refreshments and shop for souvenirs. It was truly a “great time had by all!”



*Shannon Grady*



*Dr. Schachter, Dr. Peplau  
and Jean Caren*



*Sophia and Mike King*

**A special “Thank You” to Compass Medical’s Amanda Jenkinson, Bonnie and Bettina McClymont, Jean Caren, Judy Bates, Trisha Corcoran, Dr. Peplau and Dr. Schachter for making this event a huge success!**

## Save a Life with One Small Pinch

Collecting blood to help those in need has always been a challenge. Especially in today’s uncertain world, it is harder than ever to maintain a 5-10 day community blood supply, but the fact is that nearly 2,000 units of blood are needed each day to help those in need right here in our own community. This is why Compass Medical is gearing up with the American Red Cross to help boost our community’s blood supply. Every blood donation is an opportunity to help a brother, friend, neighbor, co-worker, or stranger in need.

Anyone 17 years of age or older, weighing 110 pounds or more and in good health may be eligible to donate blood. With help from the American Red Cross, Compass Medical’s blood drive will be held on Wednesday, August 25<sup>th</sup> in the Southeast Medical Center parking lot in East Bridgewater from 1:00pm to 6:00pm.

According to the American Red Cross, 1 pint of blood can save up to three lives. Please remember, it only takes about an hour to become a hero to someone in need.

*For more information or questions regarding donating blood, please call 1-800-GIVE-LIFE or visit [www.newenglandblood.org](http://www.newenglandblood.org).*