



September 2021  
Volume 1 . Issue 9

# UPA Front Lines

[www.upasolutions.com](http://www.upasolutions.com)



University **Physicians' Association**, Inc.

## Volunteer at Heart

It's a term that has not been used in years but there are many from our clinical staff who may have an impressionable memory of a "candy striper volunteer". We in Tennessee are certainly familiar with the word volunteer but it has much greater meaning to our world and yet is needed today more than ever.

After reading the open request addressed to our fellow medical center staff members that included an invitation to volunteer during this extreme season of fighting Covid, the words jumped off the article at me in particular. I am not a clinical professional but I have great admiration for those who have answered the clinical call.

I was quickly reminded of their tireless activity every day beginning with the brisk walk in the dark from A-lot to the hospital. Head down, hoisted satchels, a sack lunch, coffee, and sporting the mask that doesn't come off until the end of their shift. Awaiting them at their unit is a floor full of patients each with unique urgencies and constant noises sounding at every turn. It would make most people run and hide, but not these individuals. They have truly answered the call to be those professional, trained hands with everything in their power to aid and restore health. They look beyond the physical demands, cries, and sounds. They **MUST** work together, else it would all collapse. A lesson in itself that we all should be reminded of.

It's very humbling to witness their demanding routine and I applaud them all. I'm thankful to have the opportunity to volunteer and to show my simple support to these amazing clinicians where I am honored to be a part of this healthcare team.

Let me encourage team members that may have an interest to volunteer within our organization, to do just that. Offer a few hours and you will gain a much greater reward. It filled my heart to be able to help them while they continue to serve and take care of so many individuals.

- To volunteer for what is possibly a limited time, email [LaborResourcePool@utmck.edu](mailto:LaborResourcePool@utmck.edu)
  - You will receive a short form to detail your availability.
- Volunteers will be assigned to specific areas to help the clinical staff including answering phones, passing out and picking up patient meal trays, changing linens on unoccupied beds, picking up supplies or stocking bedside supplies, sitting at the bedside with patients who would benefit from more direct supervision or social interaction.
- Other tasks may be assigned, but nothing requires specific skills/competencies.



**Submitted by Donna Mowery**  
Director of Marketing, UPA

# UPA Front Lines



**Submitted by Eric Duncan**  
Director Information Systems, UPA

## Work from Home Digital Personas

Working from home (WFH) is not an option for many workers but others found themselves in a remote working situation overnight. Remote work opens new opportunities, challenges, and risks for all workers (and organizations). If you are one of these newer “teleworkers”, do two things: take care of your wellbeing and create multiple digital personas for home and business. We do not always possess the ability to have two of everything such as computers, internet connections, and home office rooms but we can virtually compartmentalize our working environment from our personal environment. Creating a WFH persona helps establish a boundary between home and business lives but also helps keep everyone a little more digitally safe. Try these tips on creating your business persona:

- Create a new standard (non-administrator) user account on your computer to use only for work. Everyone in the home needs their own standard account if the computer is shared.
- Only access Social Media from your “home” user account.
- Try to use a wired network connection whenever possible for a reliable and faster-than-wireless connection. This is especially true if you have many close neighbors.
- If you must use wireless, many internet Wi-Fi routers will allow you to split connections between the 2 GHz and 5 GHz channels. The 5 GHz band doesn't give you as much distance from the router, but it does offer faster speeds. Place the computer(s) you do work from on the 5 GHz and everything else on the 2 GHz band. Make sure you are only using WPA 2 or 3 encryption. While working, turn off the guest network if you have one.
- If others are home with you, try to keep the HD quality streaming and Internet gaming to a minimum during work hours, you don't want to fight for limited Internet resources.
- Have a backup plan. If your Internet goes down, can you use a mobile hotspot? If your computer crashes, do you have a tablet or can you go back into the office?
- If all possible, have a quiet secure work area. Consider voice and screen privacy.
- Can you lock the area at the end of the day? Keep a home clean desk policy. Log off from your work user account when finished.
- If you must print, make sure you cross-shred any work-related document.
- Try to keep all work/patient data on your work desktop, OneDrive, or email; never save it to your home computer (don't forget saved screenshots might have private/personal data).
- Keep Windows, Mac, Internet Routers/Firewalls, computer hardware, antivirus patched and updated.
- For your wellbeing, web search and read these two articles: “TheHome Work-From-Home Burnout” and “Auth0 21 tips”.

Please let the UPA Cyber Team know if you have any questions or if you have something phishy to report.

UPA Cyber Team - [upacyberteam@utmck.edu](mailto:upacyberteam@utmck.edu)

**MEDICAL STAFF**  
Monthly Newsletter  
Vol 1 Issue 9  
P. 8

**21 LEADERSHIP**  
The 21st Annual Medical Staff Meeting at UTMCK will be held on Monday, May 18, 2020. The meeting will be held at the UTMCK Medical Center, 121 Medical Center Way, Suite 200, Knoxville, TN 37920. For more information, please contact the Medical Staff Office at (615) 955-3030 or visit our website at [www.utmck.edu/medicalstaff](http://www.utmck.edu/medicalstaff).

**QMS & NOMINATING BALLOT**  
The 2020 Quality Improvement (QI) and Patient Safety (PS) Committee election is now open. The election will be held on Monday, May 18, 2020. For more information, please contact the Medical Staff Office at (615) 955-3030 or visit our website at [www.utmck.edu/medicalstaff](http://www.utmck.edu/medicalstaff).

**QUALITY & PI CONFIDENTIALITY**  
The 2020 Quality Improvement (QI) and Patient Safety (PS) Committee election is now open. The election will be held on Monday, May 18, 2020. For more information, please contact the Medical Staff Office at (615) 955-3030 or visit our website at [www.utmck.edu/medicalstaff](http://www.utmck.edu/medicalstaff).

**WORKPLACE BY FACEBOOK**  
Join us on Facebook for the latest news and updates from the UPA community.

**Credentiaing Connectio**  
V4.12  
DECEMBER 2020

**AppCentral Reminder**  
Immunization Requirements  
As of January 1, 2021, all providers are required to submit immunization records to the UTMCK Medical Staff Office. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Advanced Practice Professional Case Log Requirement**  
The UTMCK Medical Staff Office has updated the requirement for all APP providers to submit a case log for each patient. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Sedation & ACLS/ATLS Certifications**  
The UTMCK Medical Staff Office has updated the requirement for all providers to submit proof of their ACLS/ATLS certifications. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Happy Holidays**  
Wishing everyone a happy holiday season!

**Revenue Cycle Management**

**2021 EIM Documentation Overview**  
Documentation changes for 2021 EIM documentation are now available. These changes are designed to improve the accuracy and efficiency of the EIM documentation process.

**Effective January 1, 2021**  
Effective January 1, 2021, all providers are required to submit proof of their ACLS/ATLS certifications. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Effective January 1, 2021**  
Effective January 1, 2021, all providers are required to submit proof of their ACLS/ATLS certifications. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Pathways to Managed Care**  
UpSolutions.com

**Effective January 1, 2021**  
Effective January 1, 2021, all providers are required to submit proof of their ACLS/ATLS certifications. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Effective January 1, 2021**  
Effective January 1, 2021, all providers are required to submit proof of their ACLS/ATLS certifications. This requirement is part of the UTMCK Medical Staff Office's commitment to ensuring that all patients receive the best possible care.

**Medical Staff Monthly**  
Contact: [khfriar@utmck.edu](mailto:khfriar@utmck.edu)

**Credentiaing Connection**  
Contact: [khfriar@utmck.edu](mailto:khfriar@utmck.edu)

**Revenue Cycle Management**  
Contact: [jtbright@utmck.edu](mailto:jtbright@utmck.edu)

**Pathways to Managed Care**  
Contact: [kachristian@utmck.edu](mailto:kachristian@utmck.edu)

Join us on LinkedIn  
**University Physicians' Association, Inc.**



"Like Us" on Facebook  
**UPASolutions**

