

# PSN Winter 2012 Newsletter

## Happy New Year from PSN President Dr. Robert Jackson

*2012 will bring great opportunity and we at PSN are extremely excited about entering the New Year with a new administrative team. We look forward to their contributions to PSN and anticipate continued success. As we persist to expand our hospital and doctor network, we thank you for your business. From all of us at PSN, we wish a very happy new year to you, your family, and your staff. We are extremely thankful for everyone's involvement with PSN and as always we at PSN hope to be the long-term solution to your outreach healthcare services.*

*Dr. Robert W. Jackson*

## PSN Team Introductions

Lisa Bernstein joins Premier Specialty Network on November 7, 2011 in her new role as Chief Executive Officer. During her 25-year history in operations, Lisa Bernstein has emphasized three key themes: embrace change, treat everyone as a customer and commitment to continuous quality improvement.

Lisa's history includes twenty years in the travel industry including eight years with Carlson Companies where she was General Manager for emPower, a start up franchise. Lisa's last 5 years have been in the Pharmaceutical industry where she successfully created and led the quality department, manufacturing and operational duties for Triumph Pharmaceuticals.

Equally important, Lisa shares the vision and passion to build a great culture at PSN. Lisa is the right CEO at the right time to lead the strategies we have in place by providing exceptional healthcare in the United States with a focus on underserved rural communities.

Lisa attended Washington University in St. Louis. She has a Six Sigma Green Belt and is currently working on her Black Belt.



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**Lisa Bernstein**  
Chief Executive Officer



**Terri Mudd**  
Chief Operating Officer

Terri Mudd, PHR, joined Premier Specialty Network (PSN) in September of 2011 as the Chief Operating Officer. In this capacity, Terri will serve as the liaison between facilities and PSN physicians, concentrating on strong, profitable contracts as well as relationship building and maintenance.

Terri's 15 year history in human resources and management has allowed her to develop intuitive senses of human behavior and customer relationship building. Prior to joining PSN, Terri was the Director of Human Resources for Hannibal Clinic, a multi-specialty physician owned rural health care facility with approximately 60 providers and 300 employees. While at Hannibal Clinic, Terri was responsible for all aspects of the human resources function. Prior to Hannibal Clinic, Terri spent nearly 5 years as a health insurance agent and human resource consultant for a variety of small to medium sized businesses. Terri has also spent many years in the retail environment, working as retail manager for US Cellular during her early career.

Terri attended Kaplan University for her undergraduate work in Human Resources. She is a member of the national Society for Human Resource Management, Alpha Beta Kappa and Golden Key Honor Societies and holds the Professional in Human Resources (PHR) designation from the Human Resources Certification Institute. Terri is currently pursuing her Master's in Healthcare Administration from the University of Missouri.

Neha Sangoi joined Premiere Specialty Network (PSN) as the Director of Operations and Compliance in December of 2011. In this capacity, she is responsible for directing projects in the recruitment, compliance, operational, and information systems areas of the company. Neha works closely with both the CEO and COO to ensure all procedures are being performed as directed by upper management.

Neha's strong interpersonal and organizational skills have allowed her to work in various positions within the health care industry. Prior to joining PSN, Neha served as a project manager for two years at Triumph Pharmaceuticals. While there, she was responsible for project management of new product development, customer service center development, as well as overall continual operational assessment and improvement. Prior to working at Triumph Pharmaceuticals, Neha was a research coordinator for the Psychiatry Department at Washington University's School of Medicine. In this capacity, she coordinated the development of protocols, documentation, and standard operating procedures for the administration and monitoring of ongoing clinical trials.

Neha graduated from Drury University in 2003 with a major in biology and chemistry. She is currently enrolled in the part time M.B.A. program at Washington University's Olin School of Business, specializing in healthcare strategy and management.



**Neha Sangoi**  
Director of Operations  
and Compliance



## 2011 New Facilities

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- Pike County Memorial Hospital
  - Nevada Regional Medical Center
  - Girard Medical Center
  - Hannibal Clinic
  - Cameron Regional Medical Center
  - Cass Regional Medical Center
  - Hammond-Henry Hospital
  - Scotland County Memorial Hospital
  - I-70 Community Medical Center
  - Audrain Medical Center

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- Francisco Garriga
  - Kent Copper
  - Shashank Radadiya
  - Vladimir Despotovic
  - Marija Tonkovic-Capin
  - Michael F. Minter
  - Michael Waddington
  - Miriam Borden



## 2011 New Doctors

**Do you have focus ideas or suggestions for our next newsletter?**

**If so please email any topics of interest to [neha.sangoi@psnmo.net](mailto:neha.sangoi@psnmo.net)**



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# Healthcare News and Legislation

Between 2000 -2007 health expenditures grew 89% in the United States with prescription drugs representing about 10% of the total spent. Since 2000, increases in health care premiums have outpaced inflation and changes in worker earnings (2-4% annual wages growth vs. 5-14% health care premiums growth). Many health insurance plans have implemented cost sharing mechanisms in their drug plans, including specialty tiers in their drug formularies with Tier 4 being specialty drugs: the highest-cost tier (a percentage of the cost as opposed to a fixed amount).

Specialty drugs are usually prescribed for patients with serious chronic diseases such as cancer, autoimmune conditions like Crohn's disease, lupus, multiple sclerosis, rheumatoid arthritis, and hemophilia. Transplant patients are also charged specialty tier prices. Between 2006-08 the number of Medicare Part D prescription drug plans using coinsurance rates of 33% for specialty tiers increased more than five-fold. In 2009, Humana, the second largest provider of Medicare drug plans increased the coinsurance on specialty medications from 25% to 43%.

If you have patients that have been affected by this or would like to get involved and advocate against specialty tiering of prescription drugs please contact us at PSN or your state representative.

## PSN Partnership with Diversified Clinic

A chronic wound is a manifestation of one or more underlying conditions that becomes visible on the skin. Approximately 8 million Americans have chronic wounds. A specialized approach to the treatment of chronic wounds is required to cost-effectively and efficiently manage a community's wound needs.

This month, PSN has received approval for one of our physicians to direct the new wound care center in West Plains. Dr. Jon Mattson will be starting part time as of Feb 1st. We are looking forward to working with Diversified Clinic Services (DCS), the largest leader in outpatient wound care management services and partner of choice for more than 325 hospitals nationwide. This opportunity will once again broaden our horizons and allows us to expand exponentially with other hospitals in the coming year.

This is an extremely exciting and promising opportunity for PSN for several reasons as this is our first Wound Care Clinic contract, our second major clinic at Ozark Medical Center West Plains MO, and most importantly our first relationship with Diversified Clinics: the largest Wound Care Clinic servicer in the USA.