

Enhance
THERAPIES

**QUARTERLY NEWSLETTER
2023**



At Home



**Rehab.
Advisors**



2023 FIRST QUARTER NEWSLETTER CONTENTS



TEAM MEMBER SPOTLIGHT

Dave Patrick, *Physical Therapist*, EnduraCare Acute Care Services



PRESENTATION SPOTLIGHT

Loressa Farnell, *Office Manager at Springhill Medical Center*, EnduraCare Acute Care Services



SIX COMPLIANCE STRATEGIES FOR 2023

Lori Blaire, *EVP Compliance Officer*, Enhance Therapies



UKG IMPLEMENTATION

Lori Riordan, *Senior Director, HRIS & Payroll*, Enhance Therapies



ENHANCE HOLIDAY RAFFLE WINNER

Thank you for submitting your favorite holiday memories and traditions!

TEAM MEMBER SPOTLIGHT

Dave Patrick

Physical Therapist, Blue Sky Therapy



1. How long have you worked for Blue Sky Therapy?

I started working for Blue Sky in April of 2018.

2. What do you like most about your job?

I like the opportunity that I get through Blue Sky, to see the whole continuum of care of the patient, from skilled rehab, to home care, and into outpatient. I'm also lucky to work with a great team everyday.

3. What is the best career lesson you learned so far?

The best career lesson I've learned is that you have to be able to connect with people on a personal level in order to have the best success possible. You can have all the technical skills in the world, but if the patient doesn't trust you or think that you don't want the best for them, you will be facing an uphill battle.

4. What do you like to do when you aren't working?

When I'm not working, I enjoy spending time with my wife and two daughters. I also enjoy a good workout and some guitar.

5. What's a fun fact about you many people may not know?

I can solve Rubik's Cubes.

6. What is one thing you can't live without?

My family.

7. What is your guilty pleasure?

Going down the YouTube rabbit hole on ancient architecture and aliens. Also dark chocolate.

PRESENTATION SPOTLIGHT

Loressa Farnell, Office Manager at Springhill Medical Center, EnduraCare Acute Care



Loressa Farnell from EnduraCare Acute Care services created an amazing display about back safety for Technology Day at Springhill Medical Center. In her presentation, she highlighted safe ways to lift heavy items to avoid back injuries.

Below are a few of her helpful tips to avoid hurting your back when lifting heavy items.

1. Test the weight of an object before lifting it by picking up a corner.
2. Pushing a load is better for your back than pulling a load.
3. Use hoists, lift tables, or other lift-assist devices whenever you can in order not to strain your back.

The Director of Professional Development at the facility was extremely impressed by her display, and wrote her the following message:

“Loressa, your creative exhibit design was amazing, especially the way you figured out how to get the logs in the fireplace to glow as if they were burning. We appreciate you and your dedication to safety. Thank you for all you and the rehab team do for Springhill Medical Center and the community.”

We are delighted to see our rehab teams making a big difference in their facilities and communities!

SIX COMPLIANCE STRATEGIES FOR 2023

Lori Blaire, *EVP, Compliance Officer*, Enhance Therapies

Start this new year off right by utilizing the six strategies suggested by the Office of Inspector General to build an effective compliance program and road to compliance success in your rehab department.

1. Monitor implementation of the rehab department's compliance program.
2. Establish methods to audit the quality of your services and vulnerabilities to fraud and abuse.
3. Ensure your team members participate in training on compliance program elements.
4. Report allegations of possible improper business practices or unethical behavior to the Compliance Department for investigation and corrective action planning.
5. Always monitor your program and adapt to changes in standards, laws and regulations and best practice techniques.

If you have any compliance concerns, please reach out to your Compliance Officer or Lori Blaire, Enhance Therapies Compliance Officer by emailing her at lblaire@enhancetherapies.com.



UKG IMPLEMENTATION GOES LIVE

Lori Riordan, *Senior Director, HRIS & Payroll*, Enhance Therapies

We announce with great pleasure and gratitude that together, we have completed our transition to UKG Pro and Ready. We had an exciting opportunity to build a best-in-class HR, payroll, time, and on-boarding system that best supports our growth, while also providing team members with the tools needed to perform their jobs. With the build-out of our HR systems, we continue to construct a positive team member-centric experience, ensuring we remain the best place to work in the therapy industry.

We recognize we could not have done this without you. We are excited for what the future holds for Enhance Therapies and sincerely appreciate your patience and cooperation during this transition period.

We understand you may have additional questions and encourage you to reach out to your manager, Regional Director as well as your Human Resources team.





HR Systems

Our new system of record for HR, payroll, and time is UKG Pro and Ready. HR data previously stored in your legacy systems has been imported over; however, historical information will populate at a later date.

Here's a summary of the HR systems changes, which took effect on January 6, 2023:

Function	Business Processes and information such as...	Previous HRIS System	Current System of Record
Employee Record	System of record for Employment documents, job history, compensation, etc.	Vista, Paycom, Paylocity, Paycor, Empeon	UKG Pro
Payroll	Processing paychecks, withholding, taxes, direct deposit, etc.	Vista, Paycom, Paylocity, Paycor, Empeon, Ceridian	UKG Pro
Time Keeping	To calculate pay, overtime, premium pay	NetHealth, EOS, Stratus Time	NetHealth, EOS, Stratus Time, UKG Ready
PTO	Requests and approval for PTO	NetHealth, EOS, Stratus Time	UKG Ready

Access to UKG Pro

Team members should activate their UKG Pro accounts and update emergency contact information, address, direct deposit, and W4 information. Please refer to the UKG Pro Access Job Aid and Pro Navigation training manual.

To access UKG Pro, please use the URL <https://e11.ultipro.com/Login.aspx?ReturnUrl=%2f>. Team members must use their primary email address on record and their DOB (format DDMMYYYY) for the password.

Security Role

UKG Pro views are contingent upon roles and responsibilities. Security profiles have been designed and assigned to allow the appropriate team member and manager views of the necessary information to perform your job and sustain uninterrupted service to support the team and our customers.

Payroll

All team members have transitioned to a semi-monthly pay frequency. Team members received their first check processed in UKG Pro™ on January 6, 2023. Going forward, team members can expect to receive their checks on the 8th and 22nd of every month, unless these dates fall on a holiday or weekend, at which point it will be paid on the previous working day. Please refer to the Conversion to a Semi-Monthly Pay Cycle Frequently Asked Questions (FAQ) previously distributed.

Team members should confirm their direct deposit and W4 withholding information in UKG Pro. Please refer to the Pro Navigation tutorial guide previously sent. For those team members who are not utilizing direct deposit, physical checks will be mailed to each office and then mailed to the team members address on file.

UKG Ready™ - Time Worked

All team members (excluding the office-based team), will continue to punch their time worked in your legacy time system (i.e., NetHealth, NetTime/Stratustime, and EOS). Office workers began punching their time worked into UKG Ready on January 1st for the time worked from 1/1/23 to 1/15/23, which has been paid on 1/20/23.

UKG Ready is accessed through UKG Pro. For those team members punching time, navigate to the Workforce Management tab in Pro and you will land your UKG Ready dashboard.

PTO Policies

PTO policies have remained the same for 2023, except for the conversion to 24 semi-monthly periods. As of Jan 1, 2023, all team members began requesting PTO directly in UKG Ready™. PTO requests will automatically be sent to the team member's supervisor for review and approval. There will be a transition time in which your PTO accrual balances are not viewable or may not appear correctly in the system. Please be assured that your PTO balances will be updated and accurately reflect your balances.

Benefits

All team members who elected Enhance Therapies benefits during Open Enrollment in November began to see the benefit deductions taken from your first paycheck on January 6th (or January 13th if MA bi-weekly). Team members who elected to participate in Enhance Therapies 401(k) plan saw their contribution deductions taken out in your first paycheck on January 6th (or January 13th if MA bi-weekly).



Training

We previously provided various training materials, including the UKG Implementation FAQs in July (which will also be visible on our new and improved intranet launching Feb 1st!), Semi-monthly Pay Frequency FAQs, Pro Navigation training manual, the UKG Pro access directions, and the team member and/or manager UKG Ready training guide. We will continue to provide a variety of ways to learn, ranging from job aids, training guides, communications, webinars, and videos to familiarize you with UKG Pro and Ready. The most important action you can take is to learn the new system. If you invest time learning the new tools, you will find your life at work is simpler and more fulfilled.

Questions

Should you have additional questions, please send an email to the appropriate HR mailbox below:

Business Unit	Contact
Tender Touch	HR@tendertouch.com
SPRS / Rehab Alliance	HR@sprehab.com
At Home	HR@tendertouch.com
HealthMax	HR@tendertouch.com
EnduraCare	HR@enduracareac.com
Blue Sky Therapy	humanresources@blueskytherapy.net
Renewal Rehab	UKG@renewalrehab.net

ENHANCE HOLIDAY RAFFLE

Congratulations to **Matt Steele, Physical Therapist at Renewal Rehab**, for winning the **One-year Disney+ Subscription** by entering Enhance Holiday Raffle!

We asked you all to send in your favorite holiday memories, and the response has been overwhelming! We look forward to sharing the submissions with you all, and we hope that they'll spark your joyful holiday memories, too!

Click [here](#) to read them all!

Enhance
Family of Brands

ENHANCE CHERISHED
Holiday
MEMORIES & TRADITIONS

Every year, my husband buys me a new ornament that reflects the current year's adventures. They always reflect somewhere we have traveled together or seen together that reminds me of the wonderful gift we have been given to spend our lives together for the past year. It is fun to decorate the tree with these very precious ornaments each year.
-Dan W.

On Christmas Eve, we gather our closest friends and family for dinner. We host a feast of seven fishes (we include non-seafood items for those who do not eat fish). We then have a secret Santa gift exchange and sing Christmas carols. The best part of the evening is when we all "break bread" together. Our church gives out loaves of blessed bread and we share this with our friends and family on Christmas Eve. We end the evening at midnight mass. It's food, fun, and remembering the true holiday spirit.
-Tina Semethy

Every year during my childhood, my dad would record me and my siblings waking up on Christmas morning and coming down the stairs to see all the presents under the tree.
-Amanda Sunderik

My favorite holiday memory is of my grandmother, my dad, and myself making ethnic pierogies on Christmas Eve from scratch. We would freeze in the morning, make them, let them dry, and then the whole ball and by then and have us all away for an early dinner. We would then open presents and go to our night church service.
-Becky Strawn-Sweet

Every year, we get each child and ourselves an ornament for the tree. As the children grow and left the nest, they took their ornaments with them. It is fun to look back and remember each year. My favorite ornaments are from my childhood. My Dad taught my siblings and I to ski and I have an ornament of a little girl on skis. My second favorite ornament is a plastic skier. It doesn't look extraordinary, but my grandma had them on her tree. I got them all, but over the years, the plastic has become brittle and I am down to one cherished relic. So many wonderful memories hanging on my tree!
-Denise Rose

on the shelf is my favorite tradition currently. It has been every morning watching daughter look for the elf.
-Philip Justice

5 years ago when my son was 10, I bought him a gift that I thought was special. I typically separate each gift under the tree and he would look at them all. I just had a few gifts.
-Tina Semethy

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ENHANCE HOLIDAY SPIRIT

Thank you to the rehab teams that sent in photos of their holiday celebrations!
We love seeing our team get into the holiday spirit!

If you have any photos of your department that you would like to be posted on social media and be featured in the next newsletter, please email marketing@enhancetherapies.com.



NEWSLETTER FEEDBACK

We would love to know what you thought about our newsletter! Please submit your feedback via the link below!

FEEDBACK



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