



# ZANENET GAZETTE

LIVE  
WORK  
SERVE

*A guide and catalyst for healthcare innovation.*

## 20TH ANNIVERSARY

**We are happy to share that ZaneNet is celebrating its 20th anniversary this year.**

Luigi and I started ZaneNet with the goal of creating a consulting company to periodically work on projects aimed at reducing health and education disparities by leveraging technology. At the time, both Luigi and I were working in the fields of telehealth (back then!) and education, but we would periodically consult on projects under our newly formed company. We started off with the two of us working first out of our home, we next moved to a small business incubator in Silver Spring MD and then to our office space in Washington, DC. Our team has grown from the two of us to over 35 ZaneNet team members.

Over the years it has been a joy to work with an amazing team of professionals, interns, customers and mentors on exciting projects -whether supporting telehealth initiatives at Walter Reed Medical Center, re-designing web applications for medical associations or working on an array of healthcare quality improvement initiatives in Maryland and DC. We have learned a lot, sometimes through trail and error, but we were lucky to preserve, learn from our mistakes and always keep moving forward.

We had planned to celebrate this milestone during a summer event, but unfortunately, due to the pandemic, we cannot meet to celebrate in person. Instead, we plan to send out a thank you gift to our staff to express our deepest gratitude for all of your hard work—please look out for it in the mail this fall!

We are looking forward to the next chapter for our company, our team and our community as a whole. Thank you for all you do!

—Alexandra



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## Zane Networks supports the Omnibus Care Plan and Patient Consent Management Project for the Prince George's County Customer Referral Services ("CRS")

### ZaneNet was awarded a contract under Medical Revenue Cycle Specialists

(MRCS) to provide software development services to support the Omnibus Care Plan and Patient Consent Management implementation for Prince George's County. The Omnibus Care Plan and Patient Consent Management for CRS is a unique platform that will provide interoperability and connectivity. These tools will serve as an integral part of the bi-directional system for the National Diabetes Prevention Program (DPP), Diabetes Self-Management Education and Support (DSMES), other diabetes-related resources, the cardiac rehabilitation programs, Medication Therapy Management (MTM) referrals, engagement of non-physician team members, and other community resources. The purpose of this project is to support the patient treatment team in delivering patient-centered care by facilitating real-time, HIPAA

*See 'Care Plan' page 4...*

# WE ARE ZANENET...

## TEAM MEMBER HIGHLIGHTS

### Danielle Carroll is highlighted as an Outstanding ZaneNet Team Member



Hello everyone, my name is Danielle Carroll, I am a Health IT Intern here at Zane Networks. I also assist with Enlightened, a company that is a partner of ZaneNet. I have been interning with ZaneNet since May 2019. I assist with technical support such as hardware, software, web development, videoconferencing, CRM, social media, etc.

Ever since I've joined Zane Networks, it's been an amazing experience to be a part of the ZaneNet family. It really does feel like a family with Zane Networks because this company has cared about my professional and personal life. They also give away free food.

ZaneNet has made me go beyond the limits I put on myself, given me opportunities to be a leader and daunting tasks, and pushed my multi-tasking abilities to heights even I couldn't believe I could achieve. Moving past the reluctance I felt within, I conquered them making progress on myself and the company.

My hobbies are video gaming, reading (on Amazon Kindle: Audible included), cooking; learning new recipes and recrafting favorites, listening to music, all kinds; studying whether it's a new language, relearning my craft of technology knowledge, or watching anime/manga.

I currently attend to University of the District of Columbia (UDC), as a junior pursuing a bachelor's degree in Computer Science. 20 more credits to go! #Firebirds. I'm welcoming the future for whatever it holds, preferably I would like to be a website developer. But even still my future is secure within the tech division in all paths. #RobotsWillRule #TechNeeded

## MEET OUR NEW INTERNS

### Victoria Poku

My name is Victoria Poku and I am a member of the eHealthDC team as a Health IT Intern. I am from Laurel, MD. I currently attend Howard University's Master of Public Health program as a second-year student. I am very passionate about public health and addressing health disparities within minority communities. I love to read, shop, binge watch on Netflix, and making people laugh.



### Camille Tucker

My name is Camille Tucker. I am the Healthcare Call Center Specialist of Zane Network's Third Party Liability project. I am currently pursuing my Master's in Nursing at Johns Hopkins University. In my spare time I love traveling, swimming and soccer.



### Rebekah Kim

I am Rebekah Kim, a current student pursuing a joint master's degree in public health and Physician Assistant Studies at George Washington University. I am a Zane Networks intern on the Patient Education and Access project for DC Primary Care Association. In my free time, I enjoy playing board games, creating crocheted plushies, and watching new shows on Netflix!



## NEW PROJECTS

### ZaneNet wins contract for Third Party Liability Verification Services

Zane Networks was recently awarded a contract from DC Healthcare Finance to provide Third Party Liability (TPL) Verification services. Under this contract, Zane Networks and our subcontractor, Optum, will identify Third Party Liability (TPL) health insurance coverage for those persons receiving medical assistance under programs administered by the DHCF. Our approach is aimed at providing cost avoidance, expanded data, and more frequent matches to decrease costs and increase savings for DC Medicaid.

## Zane Networks Team Training Series

ZaneNet is offering a monthly (virtual) training program where we invite experts in the areas of management, leadership, health and technology to present for ½ hour to provide on-the-job training and professional development. Ongoing training is key to career success and in addition to the opportunity to learn something new, employees will receive a Professional Development Attendance Certificate. Below are the first two in the series, please mark your calendars!

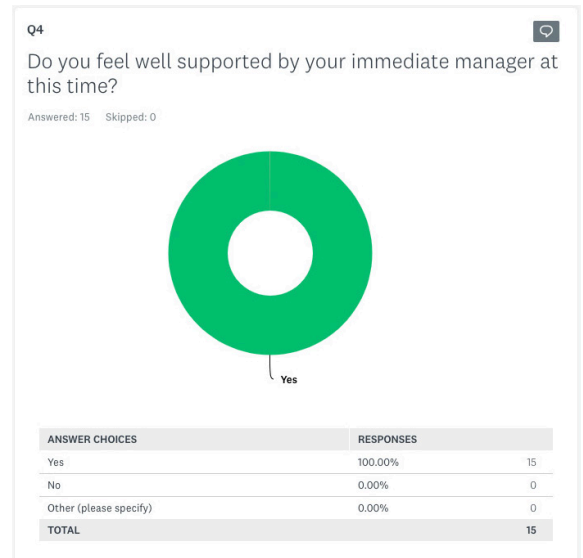
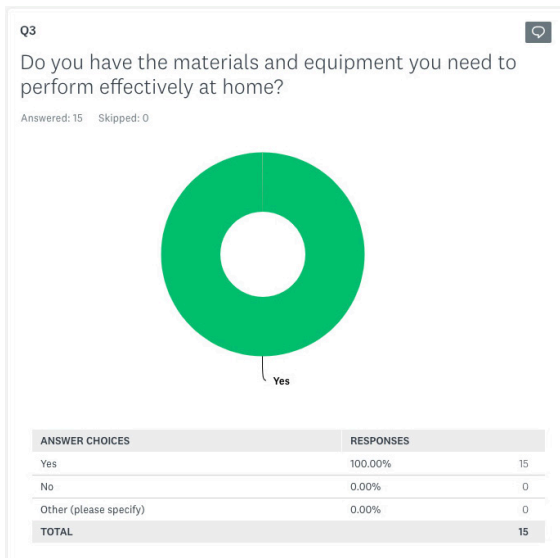
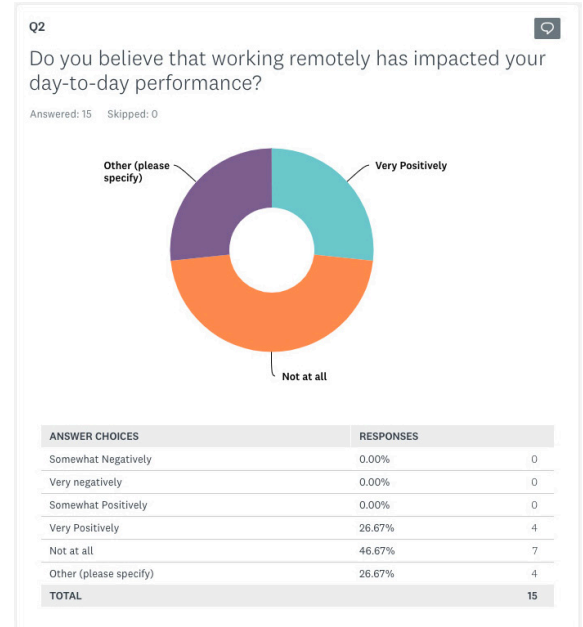
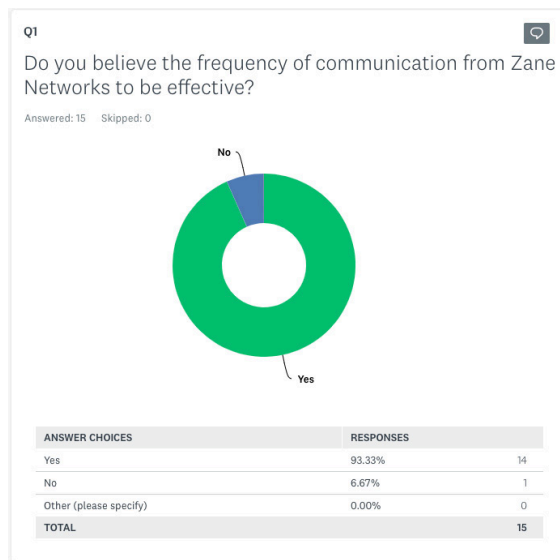
### CRISP Training: The role of Health Information Exchanges during a public health emergency: CRISP and COVID-19 and SDOH data

*Presented by: Craig Behm, Executive Director of CRISP Maryland*

September 17, 2020 • 12:30pm–1:00pm

## ZaneNet Employee COVID-19 Survey Results

Thank you for everyone who participated in our employee survey. Here are the results.



## COVID-19 Work from Home Tips

Working from home during this pandemic may be difficult at times, but here are some tips to make the experience more pleasant.

- **Create a calm space to work.** Set up a space that is dedicated as your workspace. Sitting down in the space will send a clear signal that it is time to focus on work. To create a relaxed work environment, consider adding plants or relaxing imagery to make it a pleasant place to work. In addition, you can create “nonwork” areas for breaks throughout the day.
- **Create a schedule that works for you.** Create a schedule that works for you and your family. Take the time to do your normal routine, if you exercise, designate some time for a walk or strength training and take a shower and get dressed. Also, you can choose some work clothes (although perhaps more comfortable than your office attire) that you can change into to start the workday. Also, make sure that you set your schedule so that you can take appropriate breaks and time where you can move throughout the day, even if it's just to get some fresh air on the porch. Also, make sure that you log off at the end of the day to maintain a healthy work-life balance.
- **Staying in contact with your team while working remotely.** Leverage tools to communicate with colleagues, whether that is videoconferencing tools like Microsoft Teams or Zoom or email and applications such as Slack. Make sure that you keep the lines of communication open by setting up project calls or quick status calls with your team. Also, you can have asynchronous communication using chat features to check in throughout the day.
- **Don't forget to practice self-care.** In addition to work, don't forget to take care of yourself as well! Try to find the time to get enough physical activity and maintain your mental health. This can include taking a short walk, meditating, journaling, or dancing. Spending some time doing some other activities before, after and in short breaks throughout the day can help you focus on your work.

*'Care Plan' continued from the cover...*

compliant, multi-practitioner, multi-organization coordination and communication across disparate electronic Protected Health Information (ePHI) systems. The system will improve care coordination and expand access to coordinated treatment and support services while supplementing existing prevention, treatment, and recovery activities.

## ZaneNet receives CMMI and ISO Certifications

ZaneNet's Healthcare Service Division has been appraised at Level 3 of the CMMI Institute's Capability Maturity Model Integration (CMMI) and has earned also earned ISO 9001:2015 certification for its quality management system.



**CMMISVC /3<sup>SM</sup>**  
Exp. 2023-06-01 / Appraisal #6813



**9001:2015**

## ZaneNet is Awarded a HubZone Certification from the SBA

ZaneNet is pleased to announce their certification as a Historically Underutilized Business Zone (HUBZone) business by the United States Small Business Administration (SBA). In line with its social mission of reducing healthcare disparities, the company is committed to hiring at least 35% of our workforce from geographically challenged locations who might face barriers to employment. As a company ZaneNet is committed to providing employment opportunities by connecting employees from underserved workforce areas to employment on federal projects.



## ZaneNet has successfully transitioned to a new Payroll/ Timesheet system—Gusto.

The new system has all your payroll and will have your end of year tax information as well. Please contact Angie if you have any questions about the system and how to record your hours.





# COVID Stay-cations



*Left: Rebekah had a stay-cation and explored a little bit of DC!*

*Below: Angela spent her Stay-cation visiting colleges with her daughter and fishing with her family.*



*Above: Alexandra and Luigi spent the summer mostly on the Port Tobacco river but ventured out for a few beach trips as well with our three daughters. FYI—the alligator is NOT from a local river—thankfully!*

## Questions? Feedback?

Have any comments regarding the Newsletter? What would you like included in this publication? Give your feedback to Angela Turner, [aturner@zanenetworks.com](mailto:aturner@zanenetworks.com).



PIC•COLLAGE

## UPCOMING BIRTHDAYS

Harriet Washington	September 1
Michael Dark	September 13
Renee Moore	September 14
Sheena Patel	September 15
Angelina Hernandez	October 15
Victoria Poku	October 18
Jahri Sow	November 2
Viola Welang	November 11
Carra Brezecko	November 12
Elizabeth Mulugeta	November 24
Cainaan Walker	December 15

