

**SPECIAL  
POINTS OF  
INTEREST:**

- **PM's are available to answer any questions employees may have**
- **Workplace Conflicts are common. Find ways to resolve them effectively**
- **Cheryl Putnam provides dedicated care as an EMT at Mountain Home AFB**

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# The Altos Staffer

VOLUME 1, ISSUE 4

JUNE 30, 2009

## Message from the President



Paul Huelskamp, President  
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Summer is fast approaching and Altos is gearing up for a busy end to the government fiscal year while we are busy with efforts to expand our commercial business. Despite the pace, I'm happy to report that we have finished the launch of Altos' new webpage.

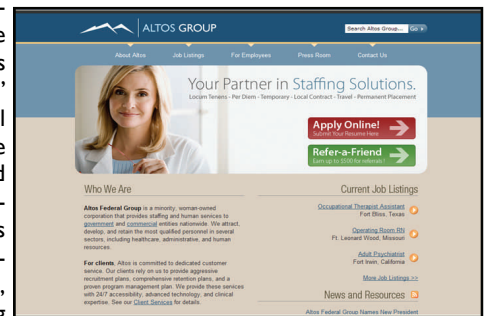
Please visit the website ([www.altosgroup.com](http://www.altosgroup.com)) and take a tour to see how the website can serve you! Our new website contains valuable information that will help you understand the history and mission of the company. Additionally, it provides excellent information about open positions we have available and company news. You can even read back issues of this newsletter on the website.

One critical section of the website we are working on is the "For Employees" tab. This tab will consolidate all the information you need to manage your employment with Altos such as links to PayChex, HR Online, web-based learning that we will be rolling out, and a variety of

other features.

Our design team of Chris Vo, Mary Beth Keelan and Peter Brason did a wonderful job creating the new website. Please share with us any feedback you might have.

I hope you and your family enjoy the coming summer months! Thank you for your continued efforts providing needed patient care around the country!



Visit our new website at [www.altosgroup.com](http://www.altosgroup.com).

## Altos Awarded OTAs at Ft. Bliss

Altos was awarded a contract through the competitive bid process to provide three full-time certified Occupational Therapist Assistants (OTA) to William Beaumont Army Medical Center at Fort Bliss, Texas. Our OTAs will treat patients with a burn, neurological, behavioral, psychological, general medical, post-surgical, and/or orthopedic diagnosis.

Our OTAs will carry out a

full range of treatment procedures using therapeutic exercise, manual muscle testing, splint fabrication, ADL training, and therapeutic modalities including, but not limited to moist heat, ultrasound, traction and electric stimulation.

If you know of anyone interested in providing care at Fort Bliss, please contact the Recruiting department at [recruiting@altosgroup.com](mailto:recruiting@altosgroup.com).



**Altos awarded a contract to provide three full-time OTAs to William Beaumont Army Medical Center.**

# Lisa (at your) Beck N' Call



Lisa Beck, VP  
Government Services  
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lbeck@altosgroup.com

Last month I had the opportunity to visit one of our contract sites at Mountain Home Air Force Base (AFB) in Idaho. Mountain Home AFB is located about 50 miles southeast of Boise, ID and we have 10 emergency medicine technicians (EMTs) working there in the Urgent Care Center.

I received a really warm welcome and was very impressed by the tight-knit group we have providing care there and was heartened by how much everyone enjoys their job. We have hired two more EMTs that will begin this

month and will be adding another two more in July to provide some depth to the schedule.

This month I will be heading to visit our Physician Assistants at Camp Pendleton and our Pediatricians at Port Hueneme in California.

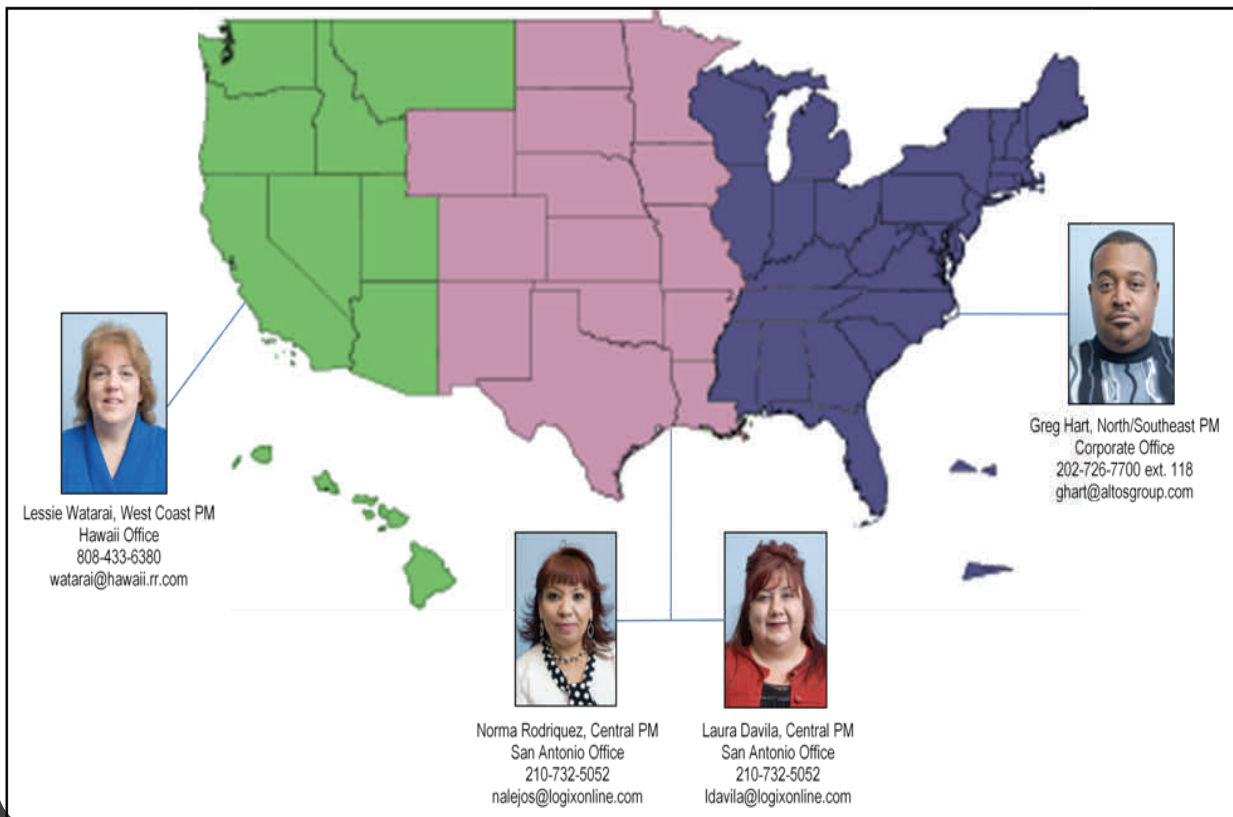
I have been working closely with your Program Managers and we are looking at ways we can be more proactive in identifying contract challenges/issues before they have the potential to escalate. We need your help! Please keep in close contact with your

program managers and let them know how things are going. We want to hear about your concerns no matter how big or small. Additionally, we are going to continue to have the program managers reach out to you either by in-person visits, phone calls or e-mails.

In turn, as we reach out to you please consider giving us candid feedback on how we're doing. As always, I continue to be impressed with our outstanding employees who are working side by side to support and care for our nation's heroes.

## PMs Provide Leadership and Assistance

Altos' Program Managers are available to answer any questions or concerns employees may have about their assignments, payroll, benefits, compensation or other issues. They also can assist employees with any issues they are having at their workplace. The map below provides the name of the Program Manager assigned to each state with their phone numbers and email addresses.



# Efficient Methods to Resolve Workplace Conflicts

Every workplace has conflict —whenever you put a group of people into a work situation, there is a potential for conflict. No two individuals have exactly the same expectations, work habits, desires, modes of expression, or opinions.

These differences lead to disputes, disagreements and honest differences. Although conflict is a normal part of the workplace, most employees do not enjoy facing the difficult situations associated with conflict. When conflict is managed poorly, it crushes productivity and kills morale. When managed well, it builds trust, clarifies differences and roles, and creates a stronger work environment.

A recent national workplace survey revealed that most employees were able to identify a significant impact on the workplace when conflict was not dealt with effectively.

- 76% said that they avoided co-workers involved in a conflict
- 14% pretended to be sick or missed meetings to avoid difficult situations
- 12% said that it had a significant impact on their productivity
- 35% stated that it lowered morale in the

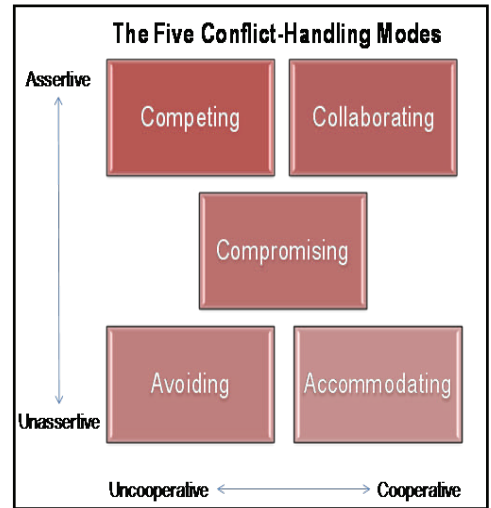
workplace

If the right technique is used to address and resolve workplace conflict these negative effects can be minimized.

One proactive way to prevent some of the negative impact of workplace conflict and help employees develop a better understanding of why co-workers react to conflict situations in certain ways, is to have employees identify their mode of dealing with conflict. According to the Thomas-Kilmann Conflict Mode Indicator, the way in which people tend to respond to conflict situations can be classified into five response types.

Thomas-Kilmann's five basic conflict-handling modes are unique in terms of assertiveness and cooperativeness. They are:

- Competing – High assertiveness and low cooperativeness – the goal is to “win”
- Accommodating – Low assertiveness and high cooperativeness – the goal is to “yield”
- Avoiding – Low assertiveness and low cooperativeness – the goal is to “delay”
- Collaborating – High assertiveness and high cooperativeness – the goal is to find a



“win-win solution”

- Compromising – Moderate assertiveness and moderate cooperativeness – the goal is to “find a middle ground”

If employees understand their mode of dealing with conflict as well as their co-worker's mode, they will be able to use conflict creatively to help arrive at ideal solutions that will

## Time Card Procedures

It is essential that your timesheet is submitted to the corporate office no later than 48 hours after the pay period ends and 24 hours after the pay period ends for Hawaii employees. However, before submission, ask yourself the following:

- Has my timesheet been approved and signed by an authorized supervisor?
- Did I fax my timesheet to my program manager (for those that apply)?
- Did I fax my timesheet to the secure timesheet fax (301

-587-2517) to ensure receipt?

- Did I utilize the appropriate timesheet? (Semi-monthly timesheet or Bi-weekly timesheet)
- Did I submit a PTO request with my timesheet if needed for the current pay period?
- Is my timesheet legible?

Failure to follow these steps may result in a payroll delay. Remember, this is your money and customer satisfaction is our top priority. However, this can only be accomplished if we work together.

## Business Development Continues Bidding New Contracts

Altos has maintained strong government business development activity for staffing solutions in the first quarter of 2009.

We continually seek out and bid on government opportunities through prospecting in the federal government arena, mostly through contracting opportunities being posted by government agencies on the open market, and through our GSA Federal Supply Schedule's 6211 for healthcare staffing and 738X for human resources.

Thus far in 2009, staffing contracts bid on include psychiatrists, a psychiatric nurse practitioner, psychologists, a licensed marriage and

family therapist, licensed clinical social workers, an OB-GYN physician, nurse practitioners and family practice medicine physicians.

One of our goals for 2009 was to use our strengths within the military healthcare system and offer that proven capability to other federal or state government agencies. We are looking at potential contract opportunities for administrative, recruitment and technical support services with agencies such as the Department of Immigration Health Services under the Department of Homeland Security, the CDC, and HRSA, under the Department of Health and Human Services.

# Desire to Help Those in Severe Situations Motivate Putnam

Altos employee Cheryl Putnam is an Emergency Medical Technician (EMT) at Mountain Home Air Force Base in Idaho and spent nearly 30 years of her life committed to helping those who cannot help themselves. She is motivated by her ardent desire to care for others and to know that she could actually help someone facing life's disasters following diligently in her parent's footsteps, who also worked in the medical field.

Mrs. Putnam began her career as a young mother of four when entering this field was really quite difficult. In fact, there were only two other female EMTs at the time, prompt-

ing her male counterparts to challenge her and her other female colleagues as to their ability to handle the taxing work. Slowly, things began to change and by 1990 half those working out in the field of emergency services were female. This is a change Mrs. Putnam is pleased to see.

Mrs. Putnam has never done this work for accolades nor for money and her advice to anyone who aspires to this work is to ride along with a paramedic unit to experience the reality of field medicine. This often means seeing people and how they live at their absolute worst. Potential paramedics need to deter-

mine if, in fact, the work and the responsibility of making on-the-spot life and death decisions is something that they can truly manage.

Mrs. Putnam relaxes by doing a tremendous amount of reading, gardening and spending time with her friends and family which includes nine beautiful grandchildren, ages 2 to 8. In addition to her work at Mountain Home, she also serves as often as she can (though not as much as she would like) at the Kuna Rural Fire Department.

Mrs. Putnam is an inspiration and we are thrilled to have someone with such a rich life tapestry be part of the Altos family.

## Altos News & Notes

**Altos would like to welcome the following employees to the Altos Team.**

**Fort Bliss**

Jane Nicholson, Psychologist

**Fort Hood**

Letangela Ferrell, CNA

Martisha Harris, LVN

Amanda Richardson, LVN

Tamara Neuwirth, Phlebotomist

**Fort Lewis**

Calry Cameron, OR Tech

Virginia Trent, Scheduler

**Fort Leavenworth**

Geraldine Miller, OR RN

**Mountain Home AFB**

Steven Brogdon, EMT

Michelle Giokas, EMT

Larry Griggs, EMT

**New Orleans**

**Naval Health Clinic**

Candace Duke, CMA

**NIH**

Charlotte Agyemang, CNA

Carlene Clarke, CNA

Cherrelle Hughes, CNA

Hawanatu Kargbo, CNA

Coleen Lamey, CNA

Titilayo Olagundoye, CNA

**Pearl Harbor**

**Naval Hospital**

Nathalie Owens, Appt. Clerk

Cheryl Porter, Appt. Clerk

**San Antonio Military**

Olujimi Soda, Echo Tech

**Tripler**

Tammie Dunbar, EMT

Eduardo Vargas, EMT

Natasha Beck, LPN

Matthew Ota, PA

Leticia Henson, Nurse Aide

Maria Marquez, Nurse Aide

Sandra Na-O, Nurse Aide

Sonia Peynado, Nurse Aide

Toni Smedley, Nurse Aide

Brian Wiley, Nurse Aide

Rainier Burkley, RN

Nicole De Lasierra, RN

Rosa Duncan, RN

Jodi Hoffman, RN

Karen Lane, LPN

Tracy Legnard, RN

Heather O'Handley-Butts, RN

Mary Jane Puyaoan-Bayudan, RN

Isabella Serapion, RN

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**We Want To Hear From You!**

Altos is interested in hearing about our wonderful employees that are providing quality care throughout the country. We want to know about your hobbies, families and life. Please send a 150 word or less story with a picture to [marketing@altosgroup.com](mailto:marketing@altosgroup.com).

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**Did You Know?**



Feeling tired in the morning? Have an apple! Apples, not caffeine, are more efficient at waking you up in the morning.

**Suggestions?**

Do you have suggestions on what you want to see in *The Altos Staffer*? Tell us! Email [marketing@altosgroup.com](mailto:marketing@altosgroup.com) with ideas for the next issue.





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## Check out our Current Job Listings

Altos currently has openings in all facets of the healthcare industry. We have immediate needs for Nursing Professionals, Physicians, Ancillary Healthcare Professionals and Para Professionals. Our Recruitment Department currently utilizes the following sources for job postings:

- Monster
- CareerBuilder
- All Health Care Jobs
- MD Jobsite
- NP Central
- American Society for Clinical Pathology
- Medical Match Physician Job Bulletins
- Various Local Newspapers

Our Hot Jobs listing is also available on our website, [www.altosgroup.com](http://www.altosgroup.com). For more information, please contact the Recruitment Department at 202-726-7700 or email [recruiting@altosgroup.com](mailto:recruiting@altosgroup.com).

## Top Ten Ways to Save Money

In these tough and uncertain economic times, here are a few tips on how to save money.

**1. Bring Your Lunch** – Although it takes less effort to grab something to eat during your lunch break, it will save you money and probably be healthier, if you bring your lunch. Think about it. If you spend \$6 on a sub or sandwich a day, that is \$30 a week, \$120 a month – and that doesn't even include the soda and chips.

**2. Kick the Bad Habits** – Not only will stop smoking improve your health and reduce your risk of cancer, but it will save money. The average cost of a pack of cigarettes is \$5. If you smoke a pack a day, that is \$35 a week, \$140 a month and \$7,280 a year. Additionally, cost for cigarettes will most likely keep rising because of taxes.

**3. Run from ATM Fees** – It may not seem like much when you use an ATM, at a bank other than your own, and pay a \$1.50 fee. What many do not realize is that your bank usually charges you another \$1.50 for using an ATM other than their own. In 2007, Americans spent almost \$4.4 million dollars on ATM fees (according to Bankrate.com).

**4. Smart Grocery Shopping** –

There are a few things you can do to cut back your grocery bill. The first is to cut and use coupons. This will shave a sizable amount off your bill. Also, look out for "Double Coupon" days. The store will double the worth of your coupon. Other tips are to never go grocery shopping when you are hungry and always make a list.

**5. Craigslist Sells** – Craigslist is a great way to get a little extra cash on things you would normally throw or give away. There is usually a buyer for everything.

**6. Get a Penny, Save a Penny** – So many people throw their loose change in the container in your local store, but if you saved your pennies and change, you can save hundreds of dollars a year. Just keep them in a jar or piggy bank. When it's full, take it to a change counter (many banks have them free of charge) and invest in yourself.

**7. Do it Yourself** – Why pay someone if you can do it yourself? Whether it is painting your bedroom, cleaning your house or clothes, why pay someone else? Save money and do it yourself. You will get satisfaction and money in the bank for it.



**Get a Penny, Save a Penny:** Take all of your loose change and save it in a jar or piggy bank. The change adds up!

**8. Use the Library** – Grab the latest *New York Times* top seller or a movie at your local library. Why spend money when you can get them for free?

**9. Drink Water, Say No to Soda** – An easy way to save money is to order water when you eat out. Restaurants on average charge \$2 per drink. If you do this, the average couple who eats out once a week will save over \$200 per year.

**10. Three Day Rule** – If you want to buy something, sit on it for at least three days. Most of the time, your desire to purchase something will go away. It will help you not make impulse buys that you really don't need.