

# What's on the Horizon for Professional Home Health Care

PHHC's vision is to be a leader in healthcare delighting customers by exceeding their definition of quality.

April, 2016

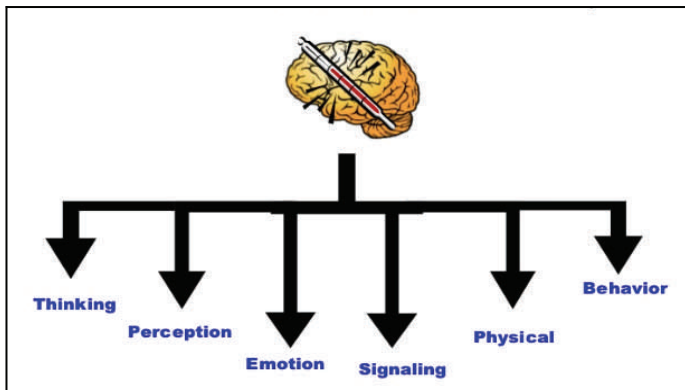
## Understanding Mental Health & Mental Illness



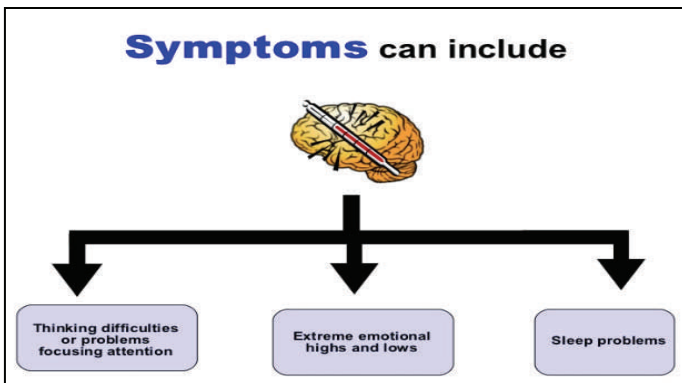
### What is Mental Health?

Mental health refers to the maintenance of successful mental activity. This includes maintaining productive daily activities and maintaining fulfilling relationships with others. It also includes maintaining the abilities to adapt to change and to cope with stresses.

Worrying about day-to-day pressures is normal. But feeling VERY sad, hopeless or worthless might be a sign of a mental health problem. Mental illness can occur when the brain (or part of the brain) is not working well or is working in the wrong way. When the brain is not working properly, one or more of its 6 functions will be disrupted.



When these symptoms significantly disrupt a person's life, we say that the person has mental disorder or mental illness.



### Understanding Mental Health & Mental Illness (Con't.)

#### What are the Causes?

The causes of mental illness are complicated. It may be genetics or the environment. We do know the symptoms of mental illness are the result of abnormal brain functioning. Mental illness is rarely if ever caused by stress alone. It is NOT the consequence of poor parenting or bad behavior, NOT the result of a personal weakness or deficits in personality, and NOT caused by poverty.

Many mental illnesses begin in childhood and persist into adolescence such as attention deficit hyperactivity disorder (ADHD), autism spectrum disorders, and generalized anxiety disorders. Some begin during adolescence such as major depression, schizophrenia, bipolar disorder, panic disorder, social anxiety disorder, eating disorders, obsessive compulsive disorders, and addictions.

#### How to Care for Someone with Mental Illness

Caring for someone with mental health problems brings unique challenges. Mild problems are common and can be helped with understanding and support. More severe mental health disorders, such as major depression, poses more challenges. Here are some tips:

- Give the client enough time to express themselves
- Let the client know you accept them for who they are
- Listen to what they have to say without interrupting
- Encourage and reassure them if they get upset or appear to be struggling with their emotions
- Stay calm and professional but also kind and compassionate
- Educate yourself about mental illness



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# ACHC Accreditation



Client

Responsibilities

PHHC and the client each have a set of responsibilities in order for the provider/client relationship to work effectively. Before care begins, all clients are informed of their responsibilities as a client of PHHC. Each client is obligated to:

- Notify PHHC if he/she does not understand or agree with the services that are being provided
- Keep scheduled appointments and notify PHHC immediately if unable to keep an appointment
- Be considerate and respectful of PHHC staff members
- Maintain a safe home environment for the PHHC employees. Remove safety hazards such as guns, dangerous pets, threatening family members or friends, etc. from the caregiving area.
- Inform PHHC if he/she has an Advance Directive
- Provide accurate information about his/her health and notify PHHC and the physician with any changes in medical condition
- Follow directions for any health treatment PHHC is ordered to provide by the doctor

As you can see, mutual respect and good communication between the agency and the client are essential. Feel free to speak with your supervisor if you have any questions or concerns about client responsibilities.

## Can PHHC be a 5-Star Agency?

### Home Health Compares Star Rating Program



The Centers for Medicare and Medicaid Services (CMS) set up a website as a tool for patients and referral sources to use when choosing a home health care provider. It is designed to be an easy-to-access, convenient place to find information on provider quality. The star ratings program was recently added to the website.

#### What is the “star ratings program”?

All homecare agencies are rated by CMS from 1 to 5 with 5 being the highest rating possible. This program rates the quality of care provided by a home care agency and the level of client satisfaction with the agency.

#### How can you help?

As a PHHC employee we are sure you join us in wanting PHHC to be a top rated agency. How can you help ensure PHHC receives 5 stars? By providing the very best care and customer service possible!

There are nine Quality of Patient Care Star Rating Measures:

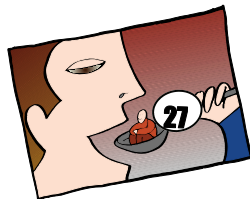
#	Quality Measure	What Can You Do?
1	Timely Initiation of Care start services when ordered by the physician or within 2 days	Start new cases when ordered by MD or within 2 days
2	Drug Education on all Medications Provided to Patient/ Caregiver	Nurses - Teach clients about their medications
3	Influenza Immunization Received for Current Flu Season	Encourage clients to get a flu shot and offer assistance in obtaining the shot
4	Improvement in Ambulation	Assist clients in getting better at walking around
5	Improvement in Bed Transferring	Assist clients in getting better at transferring to and from the bed
6	Improvement in Bathing	Assist clients in bathing
7	Improvement in Pain Interfering With Activity	Assist clients with effective pain management
8	Improvement in Shortness of Breath	Assist clients in managing shortness of breath
9	Acute Care Hospitalization	Assist in preventing hospitalizations

Client satisfaction ratings are based on data collected by a national, standardized, 34-item survey of the client’s experience of care received from their home health agency. What can you do – provide exceptional, outstanding customer service.

You are the best homecare caregivers! Help us shine! Help us improve our Star Ratings!

### Count Bites, Lose Weight

**I**s it too simple? New research found people who counted bites over a month’s time lost roughly four pounds—just about what the CDC recommends for “healthy” weight loss. Those in the pilot test counted the number of bites they took each day and then committed to taking 20 to 30 percent fewer bites over the next four weeks. Participants who stuck with the task saw results despite changing nothing else about their eating and exercising routine. “This study confirms what we already knew: consuming less food makes a difference,” said lead study author Josh West. “We’re not advocating people starve themselves; what we’re talking about is people eating less than they’re currently eating.”



Source: <http://home.byu.edu> (search “count bites”).

# Preventing Infection

As a health care worker, you are a key player in preventing the spread of infections. The consistent use of Standard Precautions is essential in protecting the health of yourself and your clients.



- Treat all blood and bodily fluids as being potentially infectious.
- Use appropriate Personal Protective Equipment, i.e. gloves and masks.
- Use care when handling or discarding needles and other sharps.
- Dispose of medical waste safely.
- Handle soiled linens in a manner which prevents exposure to skin and mucous membranes.
- Maintain a sanitary working environment. Disinfect frequently touched surfaces.
- Clean and disinfect reusable medical equipment.
- Cover your nose and mouth when coughing/sneezing with tissue or mask. Dispose of used tissues and masks. Wash hands after contact with respiratory secretions.
- Wash hands frequently!
- Follow proper bag technique.

## Introducing: Amy Geithman

Amy Geithman is the Service Coordinator at the PHHC Boulder Branch. She has been with PHHC for 10 years and enjoys helping our clients and employees. Amy says her biggest challenge is getting the scheduling just right. It reminds her of a big puzzle and she loves getting all of the pieces to fit together to make a beautiful picture.

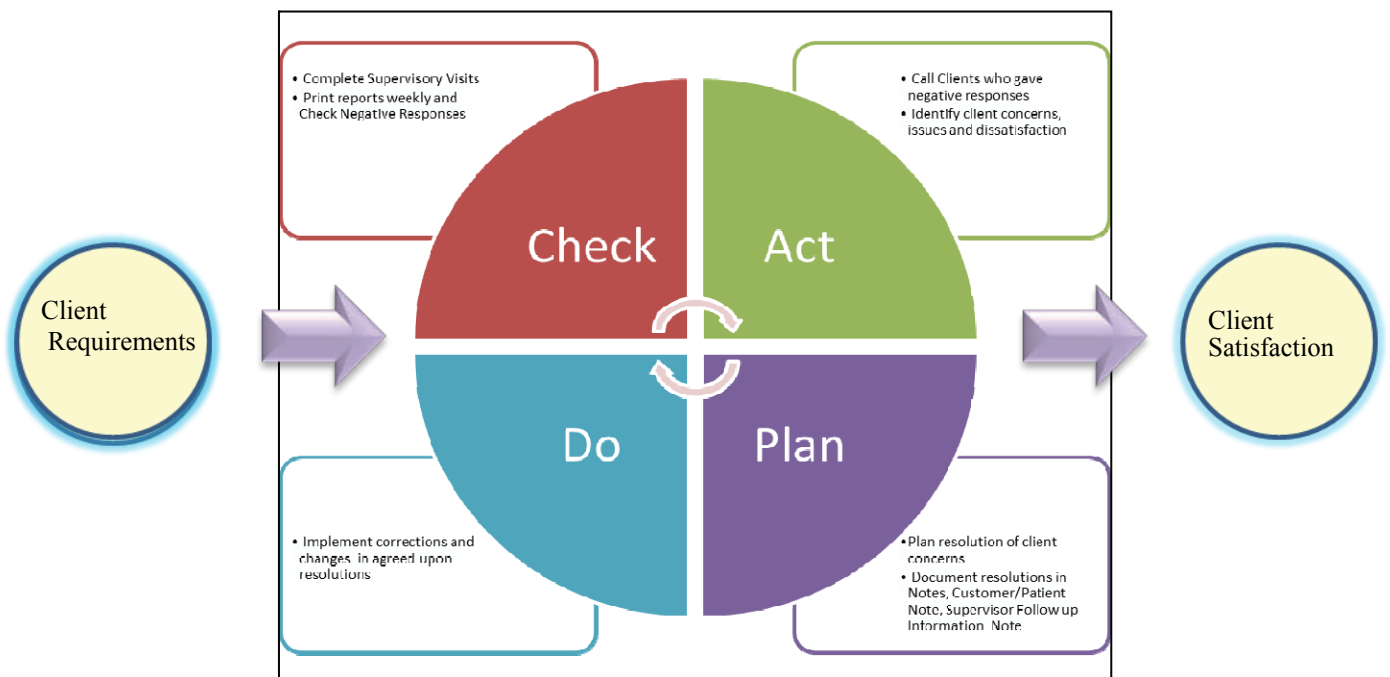
Amy has always been a single mother and is so proud of her 24 year old daughter who lives in San Francisco (she misses her very much but texts or talks to her almost every day).

Amy is a big Broncos fan, binge watches her favorite shows, and enjoys cooking and trying out new recipes with her family. Her favorite thing is to spend time with family and loved ones, enjoying their company with laughter and making great memories together. She is very close to all of her family and most of them live nearby except her sister, who lives in Belgium. She has a dog Lily, a 13 year old Beagle., who has been by Amy's side during the worst and best of times.

Amy grew up in Erie from the time she was 6 months old until she graduated from high school. After a little bit of travel, she returned to Colorado and has decided it is the best State ever!. She loves working with PHHC and the wonderful small team in Boulder. Working with them makes the days happier and they all help each other. She also loves the smiles and enthusiasm of the CareLink adult day program clients right next door to their office.

## PHHC *Supervisory Process* – Quality Improvement at Work

In 2016 all PHHC employees will be working to improve client satisfaction. This is our company-wide Quality Improvement project for 2016. During client supervisory visits, clients will be asked about their care and their level of satisfaction. The managers will call any client who expressed an issue, need or concern. The managers will be working closely with PHHC employees and PHHC clients to resolve any concerns. This will lead to improved client satisfaction as illustrated below.





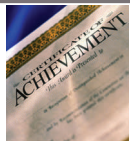
# **BOULDER**

## **Employee of the Month DAWN DEGENHART**

Dawn Degenhart was born and raised in Boulder when there was only one traffic light at Pearl and Broadway. She spent many years caregiving for her mom. That was a very rewarding time for Dawn and she was honored to be able to do that. After her mom passed, Dawn wanted to have more meaning and purpose so she decided to do more caregiving and joined PHHC. She loves reading, crafts, gardening, caring for her animals, participating in environmental groups and volunteering in different capacities. She is a perfectionist and says, "There is always room for improvement and don't take criticism negatively but use it as a learning tool."

Her favorite quote: "When you practice gratefulness, there is a sense of respect toward others" by the Dalai Lama.

We are so grateful to have Dawn as part of our team!



## **PHHC Awards**



**Richard Camacho**

**Rita Gonzales**

**Mabel Audett**

received the **Thank You Award** for superb work

**Jess Arzberger**

received the **Wow Award** for impressing us by doing something extraordinary

**Nubia Ontiveros**

received the **Ray of Sunshine Award** for outstanding customer service

**Theresa Molina**

received the **Heart Warmer Award** for exceptional caregiving

**Tom Steele**

received the **Bright Light Award** for teamwork

# **COLORADO SPRINGS**



## **Employee of the Month HOLLY BROOKS**

Holly Brooks has been with PHHC since 2011. She started out as a PCP and in 2014 she received her HHA license. Holly is also our on-call Service Coordinator, a very difficult job she has been excelling at for 2 years.

We chose Holly this month because she has done an outstanding job with on-call and she has been an all-around team player from day one.

Thank you, Holly, for all you do to aid in the success of PHHC.



## **PHHC Awards**



**Riavon Cudney**

Received the **Wow Award** for impressing us by doing something extraordinary

**Beth Sisneros**

received the **Ray of Sunshine Award** for outstanding customer service

**Laura Flores**

received the **Bright Light Award** for teamwork

**Joyce Dalesio**

received the **Heart Warmer Award** for exceptional caregiving



## **PHHC Awards**



**Eric Wicks**

received the **WOW Award** for impressing us by doing something extraordinary

**Kathy Ramsey**

received the **Peer-to-Peer Award** for recognition by co-workers

# DENVER



## Employee of the Month

### ZAK MCMAHAN

The Denver branch has selected Zak McMahan, Physical Therapist for Employee of the Month. Zak has been with the company for two years and has done an incredible job. He spearheaded PHHC's growth in the therapy department and now supervises three PTAs.

When Zak is not working, he enjoys spending his time with his wife, two daughters, their two German Shepherds, and the family cat that behaves more like a dog. Zak's favorite food is pizza, but he must watch how much he eats as he is currently training for two triathlons! The first triathlon is the Boulder Half Ironman on June 11<sup>th</sup>, and if you are not familiar with the event, the athletes compete against their own personal best and each other in a 13.1 mile run, a 56 mile bike ride, and a 1.2 mile swim. The second he is competing in is August 7<sup>th</sup>, called the Boulder Ironman and that is a full one, so DOUBLE EVERYTHING!!!! If you see him, please be sure to cheer him on!

Zak, we are so proud to have you leading our team!

# LONGMONT



## Employee of the Month JOLETTA MCWILLIAMS

Joletta McWilliams is a registered nurse and works the weekends for PHHC. All of the nurses would love her for that alone!. She does many opens and is able to manage the truly needy and dependent to get them stabilized.

Joletta has two teenage boys to help her fill the rest of her days with activities and angst. She helps so many students and loves to mentor them. All in all she is a great homecare case manager and we are fortunate to have her working with us.

Thank you, Joletta!



## PHHC Awards



**Beverly Smith, Joleen Mendoza, Norida Buckley, Ferosuya Abdul Kadir, Karen Osier, Carolyn Gonzalez, Stacie Morales** received the **WOW Award** for impressing us by doing something Extraordinary

**Mary Trevino, Tyson Morgan, Mellisa Martinez, Zak McMahan,** received the **Peer to Peer Award** for recognition by co-workers

**Jonny Flood, Jake Miller, Crystal Lawrence, Valerie Casaus, Cynthia Lozano, Mark Pauley, Melissa Aguilar, Helida Porobic, Mike Cook** received the **Heart Warmer Award** for exceptional caregiving

**Hillary Gerke** received the **Ray of Sunshine Award** for outstanding customer service

**Cathy Hoard** received the **Bright Light Award** for teamwork



## PHHC Awards



**Karen Leh, Eric Hatlen, Erika Balfanz, Dolzen Olson, Courtney Brown, Jennifer Sanchez, Julietta Specht, Jason Winslow, Katherine Dunbar-Morss, Julia Hutton, Conchita Harmon, Brandy Lehde, Tami Bean** received the **Thank You Award** for superb work



**PLEASE SHOW YOUR SUPPORT!**

Go to the PHHC Facebook page and "like" us!



# PUEBLO

## Employee of the Month

### BRANDIE MARTINEZ

Brandie Martinez is our choice for April's Employee of the Month for many reasons. She is very versatile, working as a PCP and as back-up secretary and/or scheduler. Now she is sitting in for Ashley, who is out on maternity leave. Brandie also works as a night desk clerk for a local hotel. She has four children, so is a very busy person. Brandie is valuable to us in the office as she knows processes, telephony, schedules, etc. and can help in many ways.

Thanks, Brandie, for assisting us in our time of need!



## PHHC Awards



### Jeanne Storm

received the **Heart Warmer Award** for exceptional caregiving

### Clorinda Arguello

received the **Bright Light Award** for teamwork

### Valerie Munoz

received the **Ray of Sunshine Award** for outstanding customer service

### Daniel Muniz

### Francis Finn

### Vanese Rogers

### Christina Sisneros

### Tim Watkins

### Yolanda Pacheco

### Jeannie Maher

### Maria Aquino

received the **Peer-to-Peer Award** for recognition by co-workers



Thank you for your years of service! Glad you are part of our team.

## Happy Anniversary! Service Years

Rola DeGeorge  
Denver, 11 years!

Angela Roe  
Colorado Springs, 10 years!

Jeanett Smith  
Denver, 8 years!

Brenda Darnall  
Denver, 5 years!

Rebecca Delaney  
Boulder, 5 years!

Monica Jussel  
Denver, 5 years!

Dennis Wells  
Denver, 5 years!



Best Wishes for a  
Wonderful Day!



**Longmont**

Eric Hatlen  
Susan Marfield  
Erika Balfanz  
Jennifer Sanchez  
Katherine Dunbar-Morss

**Pueblo**

Frances Finn  
June Hecht  
Matthew Young  
Alicia Martinez  
Tonya Hernandez

**Boulder**

Kathryn Esquibel  
Craig Haugland  
Amy Geithman  
Laura Celaya  
John Travis  
Elsa Guzman  
Anna Wilkinson  
Connie Cimato

**South Denver**

Jacob Miller  
Marta Artalejo  
Cynthia Lozano

**Denver**

Jacob Miller  
Janet Sykora  
Brittany Bogner  
Brenda Darnall  
Teresa Hardin  
JoVaughna Archuleta  
Danette Williams  
Mansour Gazawi  
Martha Artalejo  
Joni Merwin  
Rebecca Ornelas  
Maschauna Urioste  
Cynthia Lozano  
Laura Farrington  
Richard Bornhoft  
Cheryl Stadt  
Teresa Lichte  
Karen Osier

**Colorado Springs**

Migdalia Diaz  
Tina Gilyard  
Belinda Philyaw  
Sandra Mondragon  
Susan Gallegos

**Corporate**

Sheryl Bellinger  
Alexis Bellinger  
Sarah Merriman

