



# 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, 2018



## How to Become A Lifelong Learner

(& Why You Should)

Why should you be a lifelong learner?

- Our world is changing around us in at an ever-increasing pace.
- If we do not continue to grow and develop, we will soon be left behind.
- It's fun; and it can extend your life.

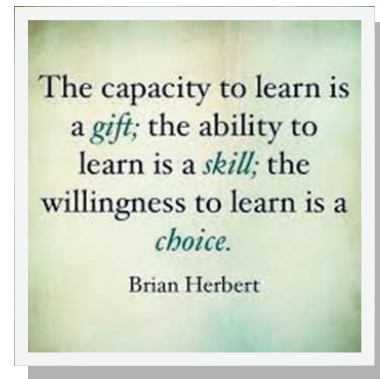
The human brain is a complicated mass of neurons and connections that is hard to comprehend. But, what we can understand is the concept of plasticity, the fact that the brain can be taught nearly anything with the right amount of effort and the right kind of motivation. Your brain changes its wiring to adapt to new situations, new knowledge and new information. This makes learning a pretty easy concept. And since the brain retains plasticity even as we age, here's are some ways you can use it to enhance your lifelong learning practices.

Today, we all need to be lifelong learners. Here are 5 tips to becoming a lifelong learner.

1. **Make a conscious decision** to be a lifelong learner. Don't be content with what you know.
2. **Dare to dream big.** If you have big dreams of going back to school or switching career paths altogether, don't ignore them. Even if this process doesn't lead you to the actualizing the dream you first had in mind, it will give you new life experiences.
3. **Use scraps of time or trapped time for learning.** Commuting time, time waiting for appointments, breaks from work, and other scraps of time can add up to powerful learning if you use them well.

4. **Become a better browser.** Learning has never been more accessible. The Internet can be a treasure trove for lifelong learners, but it's also easy to get stuck in a rut with your online reading. Make sure you read content from a wide range of sources and that you expose yourself to a variety of viewpoints.

5. **Try new things -- often.** Step out of your comfort zone and try new things. Open new doors and gain new experiences. Broaden your horizons. What is something new you can try this month? Write it down and make it a point to do something about it this week.



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# ACHC Accreditation



## Client Education Required by ACHC

ACHC standards require PHHC staff to provide education to the client / caregivers / family. ACHC requires client education materials include at least the following:

- Description of Services
- Patient Rights and Responsibilities
- How to report a grievance
- How to contact state hotline and ACHC with a complaint
- Confidentiality practices and policies of the HHA to include OASIS information
- Advance Directive information and HHA policies on resuscitation
- Charges for care
- Disease-and medication-specific information
- Disaster preparedness
- Infection control practices
- Clinical manager contact information

This year, PHHC revised the PHHC Client Notebook to ensure that our clients receive education and information about all the above. Check in with your supervisor if you have any questions about where to find this information in the PHHC Client Notebook.



## Cardiovascular Health Improvement Success Story

Below is a brief success story from the national Million Hearts® campaign.



### Small Simple Changes Are the Way to Get Big Results

In Gail’s family, they have a tradition – heart disease. Gail has lost almost every single member of her family to the disease, including her father who died after suffering from two heart attacks and a stroke. After her father’s death, Gail became very depressed and began to over-eat. “I was digging my own grave with a knife and a fork,” said Gail. She was diabetic, had high blood pressure, high cholesterol, led a sedentary lifestyle, and was an overeater. All of these issues gave her Metabolic Syndrome which put her at the highest risk for heart disease. It was at this time when Gail’s daughter cried and pleaded with her mother to make some changes in her life to improve her health. Gail’s daughter was fearful her mother would never see her get married, have kids, or graduate from high school. It was at that moment that Gail knew she had to change.

Gail adopted the approach that, “small simple changes are the way to get big results.” Gail began to exercise for just 5 minutes every day as a first start. As she grew stronger, Gail added a few more minutes, and then a few more. She soon worked her way up to realizing her dream of doing a 5K with her son as her family cheered her on.

Thanks to her dedication to taking a few small steps to improve her health, Gail is now experiencing the big payoff. She no longer has high cholesterol or diabetes. Her blood pressure is perfect, and her Metabolic Syndrome is a thing of the past.

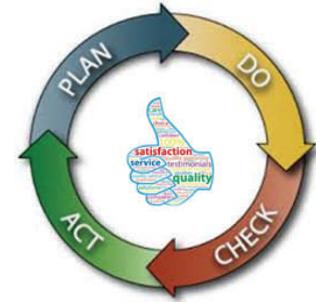
Making a commitment to take those first small steps today really can lead to big results in the future.

<https://millionhearts.hhs.gov/learn-prevent/>

*Million Hearts® is a national initiative to prevent 1,000,000 heart attacks and strokes in the United States by 2017. The Million Hearts® word and logo marks, and the Be One in a Million Hearts® slogan and logo marks and associated trade dress are owned by the U.S. Department of Health and Human Services (HHS). Use of these marks does not imply endorsement by HHS. Use of the Marks also does not necessarily imply that the materials have been reviewed or approved by HHS.*



# Professional Home Health Care Circle of Excellence



Clients named the following employees for going above and beyond. Professional Home Health Care recognizes the following employees for their excellent customer service and creating a pleasant homecare experience for our clients.

## Boulder

Shirley Angel  
Mabel Audette  
Chris Baker  
Jasmine Benavidez  
Carol Bennet  
Dawn Degenhart  
Cyndi Dombeck  
España Duenas  
Carolyn Dyker  
Joanna Fiebig  
Carol Ford  
Rita Gonzales  
Graciela Gutierrez  
Craig Haugland  
Debra Holycross  
Valerie Melillo  
Nina Meyers  
Theresa Molina  
Jackie Peterson  
Martha Powers  
Carmen Ramirez-  
Martinez  
Dolores Sanchez  
Jennifer Schink  
Dawn Schlickemayer  
Tom Steele  
Octavia Tryon  
Anna Wilkinson

\*\*\*

## Colorado Springs

Mary Atencio  
Christine Baca  
Holly Brooks  
Juliana Chong  
Robert Ebeling  
Mariela Estrada  
Laura Flores  
Megan Foran  
Trish Hansen  
Ann Kent  
Maria Mendoza  
Jennifer Morin  
Valerie Richard  
Angela Roe  
Jahaira Rosario  
Michael Rose  
Jay Shanen  
Ben Shoemaker  
Samantha Sindelir  
Blake Standing  
Patrice Temby  
Stefani Vigil

\*\*\*

## Denver

Sally Becker  
Valerie Casaus  
Betzabe Chavez  
Penny Conable  
Michael Cook  
Brenda Darnall  
Cinthia Diaz  
Jane Gregory  
Pam Lenderman  
Mellisa Martinez  
Zachary McMahan  
Stacie Morales  
Joyce Nauman  
Vicky Parker  
Mark Pauly  
Luis Quintana  
Bernice Shaw  
Shannon Sullivan

\*\*\*

## Longmont

Dor Bimali  
Elizabeth Burgin  
Dominic Gutierrez  
Cathy Hurt  
Kimberly Marcum  
Josephine Sena  
Stephanie Walker

\*\*\*

## Pueblo

Maria Aquino  
Bryanna Aragon  
Clorinda Arguello  
Patricia Armijo  
Jamie Ayala  
Angelique Balizan  
Wren Bosche  
Cheryl Brassfield  
Roxann Ebrecht  
Frances Finn  
Chantel Gonzales  
Jayde Granillo  
Nancy Griffiths  
DeeAnn Heblinger  
Dana Knight  
Lori Kuhlman  
Oscar Loveless  
Alicia Martinez  
Daniel Muniz  
Jaye Ordaz  
Julie Rodriguez  
Katherine Trujillo  
Nellie Valles  
Angie Velasquez  
Amy Watson

\*\*\*

**You are  
Amazing!**

## Proper Footwear

With warm weather arriving, many of us will begin sporting our sandals, flip flops and other summer footwear. While these types of shoes are comfortable and stylish during hot weather, they are not suitable for wearing during home visits. Protect your toes and feet and prevent slips and falls by adhering to PHHC's footwear policy: *Shoes must be clean, comfortable, with no open toes, and must be designated as slip-resistant by the shoe manufacturer.*

Characteristics of slip-resistant shoes are:

A slip resistant outsole that is softer and made of rubber that is more slip resistant when exposed to water and oil than other outsole compounds. This softer rubber outsole means that a slip resistant shoe can more effectively grip a slick floor.

Interlocked tread pattern. If you're using a shoe with an enclosed tread pattern, there is no place for the liquid to go. It gets trapped under your shoe and forms a barrier between your shoe and the floor, similar to a car hydroplaning, sliding on top of the water without getting a grip on the road. Slip resistant shoes feature an interlocked tread pattern that doesn't close the water in (see below), so that it is channeled away from your foot, allowing the slip resistant sole to contact the floor and provide better slip resistance. A good slip resistant shoe will also provide more surface contact with the tread pattern.

When shopping for work shoes, look for ones that are marked "slip resistant". Shoes for Crews are a recommended brand. Their website is <https://www.shoesforcrews.com>



## Introducing

### Cathy McCormick, RN

Cathy has been with PHHC since 2015 (the second time) and enjoys sharing her knowledge and seeing the results when we make a difference in someone's life. Her favorite hobbies are raising miniature donkeys, riding motorcycles, and she used to break and train horses and barrel race. Cathy also used to drive a semi! She has a very close family of 4 adult children, lots of grandchildren and lots of pets. She grew up in Dodge City, KS, and says the most challenging thing for her is life.

## Building Resilience: Finding Time Alone

**“A lone time”** is time engaged in a solitary, uninterrupted, and satisfying behavior or activity that provides you a psychological boost. The goal is feeling refreshed despite a schedule of tightly woven work and home responsibilities. Single parents, caregivers, or those with busy jobs and chain-linked to-dos can find it difficult to schedule regular alone time. It's easy to see alone time as only a “nice-to-have” activity or to avoid it altogether out of fear or guilt. However, alone time is a tool—a resiliency strategy—that can help you manage stress better, increase energy, and provide a positive point in the future to focus on while you are under stress in the present. Alone time improves mood, offers work-life balance, and renews your purpose.





# **BOULDER**

## **Employee of the Month JASMINE BENAVIDES**

Jasmine has been with the Boulder branch since last November as a PCP. She wanted to share a quote from her favorite writers:

..."To spread joy, you have to have it. To impart delight, you have to be more or less delightful. And to be delightful is not some factor of trying to make yourself look delightful, it is to do things that are delightful to you. You thereby become delightful to others." ~ Alan Watts

Thank you Jasmine for all that you do for PHHC!

# **COLORADO SPRINGS**



## **Employee of the Month JEANNY SOPACUA**

Jeanny has been with the Colorado Springs branch since 2011 and is that helpful, cheerful voice at the end of the phone when you call the office. She attended St. Mary's Secretarial and Management College and always has a positive attitude. She loves her family and close friends and is passionate about valuing the little joys in life. Her favorite hobby is traveling and lives by the motto "Don't wait until tomorrow what you can do today." If she could tell the world one thing, it would be to find happiness within yourself or you will never find it anywhere else.

Thank you, Jeanny, for everything you do!



## **PHHC Awards**



**Nina Meyers, R. Jane Lake**  
received the **Thank You Award**  
for superb work

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

**Cyndi Dombeck**  
received the **Bright Light Award**  
for teamwork

**Jennifer Schink, Rita Gonzales**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

**Jaime Lo, Kao Xiong**  
received the **Heart Warmer Award**  
for exceptional caregiving



## **PHHC Awards**



**Jennifer Morin**  
received the **Bright Light Award**  
for teamwork

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

**Loren Davis, Crystal Dzien**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

**Yolanda Merriman, Angela Roe  
Megan Foran, Blake Standring  
Halee Spurlock, Stephanie Ross  
Jahaira Rosario**  
received the **Peer To Peer Award**  
for recognition by co-workers

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



# DENVER

## Employee of the Month CARLY ATWOOD

This month we'd like to acknowledge an age old friend, helper, and permanent office staff. Coffee. Coffee has as much omnipresence as one could have, a flavor to fit any part of the day, and a quick zip to bring back that pep' in your step. We thank you! ApRiL FOoLS!! (kinda...)

The month of April we select Carly Atwood, LPN, as our employee of the month. We here at PHHC have enjoyed Carly's help and attendance for almost 2 years and look forward to many more. Carly, who is a cat lover and a drinker of tea, enjoys light walks, some TV and of course her hobby of sewing and knitting. If you see her around say, "Hi! And thanks for doing a great job" or you can just swing her some M&Ms. Again, we here at the Denver branch appreciate all that Carly has done and acknowledge her hard work and dedication to her skill.

You ROCK, Carly! Thanks!

# LONGMONT



## Employee of the Month KATHERINE DUNBAR-MORSS

PHHC Longmont would like to recognize Katherine Dunbar-Morss, RN, as our employee of the month for April. Hired in 2012, Katherine is a critical member of our full time team of nurses. She is a pro at case management and deserves to be recognized for her recent mastering of PHHC's new charting system. But regardless of her documentation skills, Katherine is naturally an advocate and her clients are lucky to have her on their side. We also want to appreciate Katherine for her contagious sense of humor that lights up the office whenever she calls or walks in. She reminds us all of how much we can impact people's lives for the better.

Thank you, Katherine, for all that you do!



## PHHC Awards



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

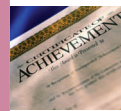
**Tyson Morgan**  
received the **Bright Light Award**  
for teamwork

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

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

**Sarah Campe, Katherine Barber  
Stacie Morales, Mike Cook  
Tammy Griffith**  
received the **Thank You Award**  
for superb work

**Sarah Lohrmann**  
received the **Peer To Peer Award**  
for recognition by co-workers



## PHHC Awards



**Julia Hutton**  
received the **Bright Light Award**  
for teamwork

**Cathy Hurt, Kimberly Marcum  
Elizabeth Burgin**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

# CORPORATE



## PHHC Awards



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



# PUEBLO

## Employee of the Month

### NATASHA ALBO

One of Pueblo's newer CNA's is Natasha Albo. In addition to her CNA schedule, Natasha helps with our on-call responsibilities. She got interested in nursing through her special needs little brother. Caregivers would come into their home to help with her brother, and Natasha was attracted to the difference these people made in their family. She started her CNA career in the nursing home, but after 14 months wanted something less stressful and found PHHC. Natasha played volleyball in her school years until she broke her wrist. Central High is her alma mater, and she is a Pueblo native. The Hot Air Balloon festival in Albuquerque is one event she recently attended that she enjoyed immensely. Her sister has three children, with another one on the way, and Natasha helps with watching them often. Natasha says she enjoys the different personalities she meets doing home care. Her next goal is to become an EMT.

Thanks, Natasha, for the way you help us in our administrative duties, and for the help you give your clients! We're so glad you are a part of the Pueblo team.



Thank you for your years of service!

Glad you are part of our team.

**Happy Anniversary!**  
Service Years

**Rola DeGeorge**  
**Denver, 13 years!**

**Angela Roe**  
**Colorado Springs, 12years!**

**Jeanett Smith**  
**Denver, 10 years!**

**Rebecca Delaney**  
**Boulder, 7 years!**

**Brenda Darnall**  
**Denver, 7 years!**

**Debra Wenz**  
**Denver, 6 years!**

**Carmen Ramirez-Martinez**  
**Boulder, 6 years!**

**Molly Wenz**  
**Denver, 6 years!**

**Debra Pugliano**  
**Denver, 5 years!**

**Juliana Chong**  
**Colorado Springs 5 years!**

**Elvera Eichelberger**  
**Denver, 5 years!**



## PHHC Awards



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

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

**Roxann Ebrecht**  
received the **Bright Light Award**  
for teamwork



PLEASE  
SHOW

**YOUR SUPPORT!**  
Go to the PHHC  
Facebook page  
and "like" us!

Best Wishes for a  
Wonderful Day!



**Pueblo**

Frances Finn  
June Hecht  
Matthew Young  
Alicia Martinez  
Tonya Hernandez

**Boulder**

Kathryn Esquibel  
Carol Ford  
Craig Haugland  
Amy Geithman  
Laura Celaya  
Joan Travis  
Elsa Guzman  
Anna Wilkinson

**Colorado Springs**

Megan Foran  
Susan Gallegos

**Denver**

Brittany Bogner  
Brenda Darnall  
JoVaughna Archuleta  
Tanner Young  
Sally Becker  
Sally Christopher  
Mary Lucero  
Joni Merwin  
Jordan DeHerrera  
Richard Bornhoft  
Cheryl Stadt

**Longmont**

Teresa Hardin  
Elizabeth Burgin  
Katherine Dunbar-Morss

**Corporate**

Sheryl Bellinger  
Alexis Bellinger

