



# 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.

## TUCK-IN PROGRAM FOR HOME CARE

### Tucking into the Weekend

March 18, 2015

by Andrea Powell, Hospice & Palliative Care, Charlotte NC, Marketing Manager

My nine-year old daughter is, for the most part, fearless. Always has been. But over the past several months, she's had a unique uncertainty arise: she balks at spending the night away from home. We've been puzzled because, in the past, this type of separation hasn't been an issue. But when we probed further, it became clear. If she's not in her own bed, Mommy can't tuck her in at night.

I can't argue with her. Is there anything that makes you feel more loved and safe than being tucked into your bed at night? I think not.



At Hospice & Palliative Care, we wanted our patients to have that safe, comfortable feeling too. So we did something about it.

A few months ago, we started something new that we are calling the Tuck In program. We are not physically tucking our patients in at night, but we ARE calling them before the weekend rolls around to make sure they have everything they need. Supplies? Check! Medications? Check! Any other concerns we need to be aware of? Check!

We have a group of volunteers who meet at our office and make these phone calls each Thursday morning. Our volunteers either talk to the patients themselves or to a caregiver. If there are needs or concerns, the volunteer then notifies a nurse who can coordinate any care needed.

Being customer-focused is extremely important to us. Our patients are fragile and their comfort is our ...(continued)

August, 2017

### Tuck In Program for Home Care (Con't)

utmost concern. The Tuck In program is just one more way to stay connected to the individuals who depend on us for their care.

It's a new program so it hasn't been rolled out yet to all of our home care patients, but it soon will be. We just need to recruit the right number of volunteers to help us cover everyone and make sure we've got a call station prepared. But the response we've received so far has been overwhelmingly positive. Our patients appreciate the extra touch of concern and their caregivers like the reminder that we are only a phone call away.

Hospice patients are always going to have some fears about the future. It's nice to know, then, that we have the ability to provide comfort and peace of mind, especially before the weekend — a time often considered "off the clock" in the healthcare world. But just like mothers will never ignore the needs of their children, HPCCR is never off the clock when it comes to patients. Just like my nine-year old, our patients will always be comforted by an extra touch and loving care.



## What's Inside

Tuck-In Program for Home Care .....	1
ACHC Documentation Rules .....	2
Five Deming Principles .....	2
Circle of Excellence .....	3
Preventing Driving-Related Injuries .....	4
Introducing Tami Bean .....	4
Awards: Boulder, Colorado Springs .....	5
Awards: Denver, Longmont, Corporate .....	6
Awards: Pueblo .....	7
Anniversaries .....	7
Birthdays .....	8

# ACHC Accreditation



## ACHC Documentation Rules

*Legible, Clear, Complete and Appropriate*

As they say, “if it isn’t documented, it didn’t happen.” The quality and thoroughness of your documentation can make or break you in a legal situation or an audit. ACHC and the Medicare Conditions of Participation require that all our clinical record entries are legible, clear, complete and appropriately authenticated and dated. Are you in compliance? Check your charting!

**Legible** – Your documentation should be easily readable. If you are handwriting any pieces that will become part of the clinical record, be sure that it is neatly written in black or blue pen. Avoid writing that is too small or that does not fit well in a provided space.



**Clear** – Your documentation should make sense and be easily understood. Only use approved abbreviations, as others can be misunderstood or unclear to those reading the document. Be very specific, accurate, and thorough in your details. If the presentation is clear, there will be less questions and confusion to address later.

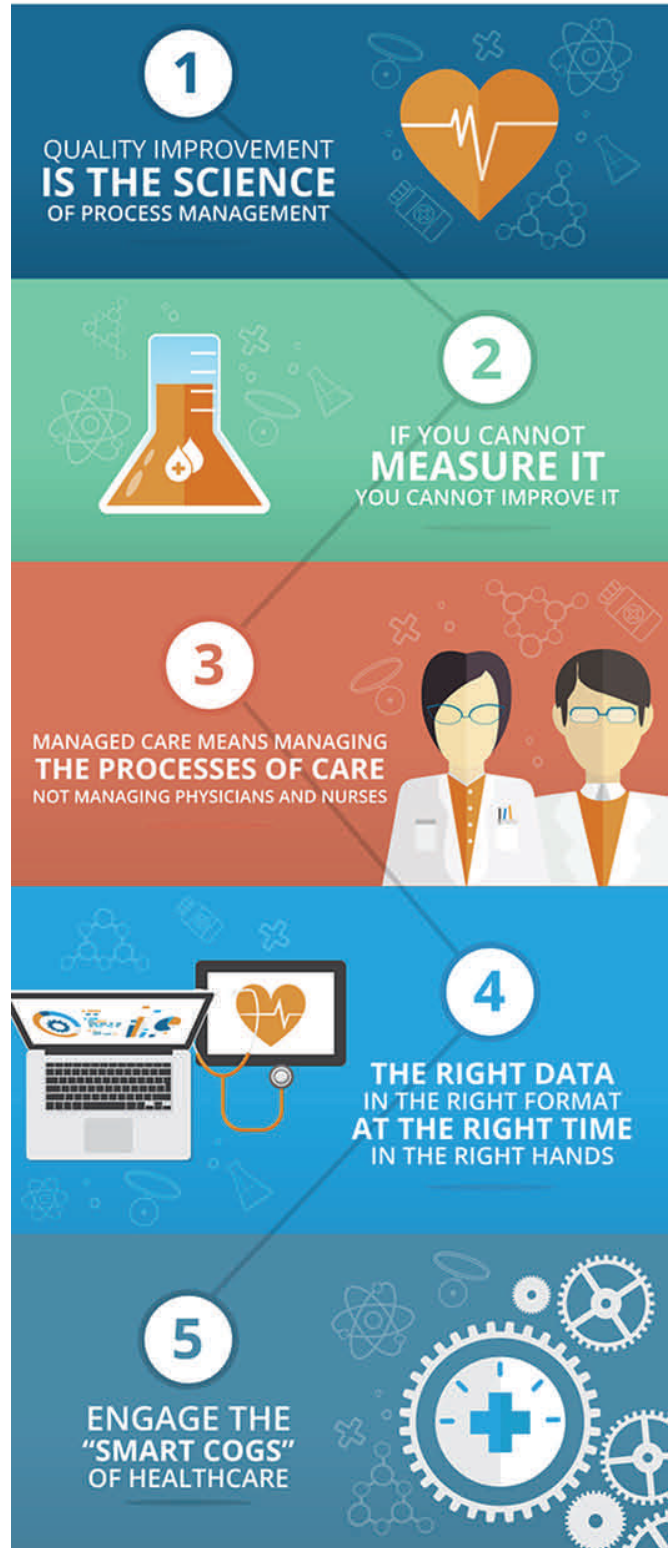
**Complete** – Your documentation should have sufficient detail to paint a complete picture for someone who is not familiar with the client or situation. Avoid leaving blank spaces and attempt to answer all questions. If it isn’t documented, it didn’t happen.

**Appropriate** – Your documentation should be appropriate to the situation and must be signed and dated/timed. Also consider the timeliness of an entry, addition, or correction. Would it be appropriate to chart details of a visit 6 months after it occurred? Aim to document everything accurately and in a timely manner.

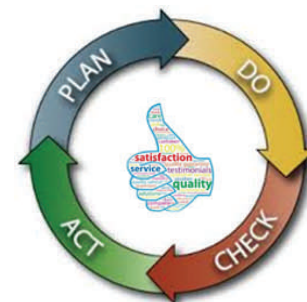
If you have any questions, concerns, or feel you need a refresher on strong documentation, check in with your supervisor for suggestions.



## FIVE DEMING PRINCIPLES THAT HELP HEALTHCARE PROCESS IMPROVEMENT



## 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

Mabel Audette  
Chris Baker  
Carol Bennet  
Dawn Degenhart  
Rebecca Delaney  
Rosa DeSantiago  
Patricia Foree  
Rita Gonzales  
Craig Haugland  
Beth Huff  
Machele Johnson  
GuruDhan Khalsa  
Valerie Melillo  
Theresa Molina  
Sandra Nissen  
Kathleen Palmstein  
Walter Peters  
Tom Steele  
Justina Sunderman  
Anna Wilkinson

\*\*\*

### Colorado Springs

Lanita Adamic  
Mary Atencio  
Christine Baca  
Theresa Baker  
Lauren Benson  
Holly Brooks  
Lynda Burns  
Dawn Courkamp  
Valerie Cropp  
Margaret Crouch  
Taura Davis  
Mariel Estrada  
Laura Flores  
Yvonne Ford  
Sage Hagan  
Nadira Joseph  
Ann Kent  
Breanna Lawellin  
Maria Mendoza  
Aleia Newberry  
Genevieve Ortiz  
Angela Roe  
Jahaira Rosario  
Michael Rose  
Jennifer Schnackel  
Jay Shanen  
Samantha Sindelir  
Gwen Stowell  
Heike Thomas  
Toye White

\*\*\*

### Denver

Suzanne Anderson  
Bonnie Boone  
Valerie Casaus  
Sally Christopher  
Michael Cook  
Brenda Darnall  
Cinthia Diaz  
Michael Fulton  
Cindy Lucero  
Angelica Martinez-Ontiveros  
Zachary McMahan  
Angelita Morua  
Mark Pauly  
Nanette Rice  
Shannon Stevens

\*\*\*

### Longmont

Dor Bimali  
Elizabeth Burgin  
Dominic Gutierrez  
Cathy Hurt  
Karen Leh  
Kimberly Marcum  
Morgan Morgan  
Josephine Sena  
Charlene Sosa  
Ashley Wurtz

\*\*\*

### Pueblo

Maria Aquino  
Clorinda Arguello  
Pat Armijo  
Wren Bosche  
Cheryl Brassfield  
Raquel Gallegos  
Lenette Garcia  
Kendra Garcia  
Samantha Goana  
Chantel Gonzales  
Nancy Griffiths  
Sharon Gutierrez  
Lori Kuhlman  
Vanessa Maldonado  
Alicia Martinez  
Kathy McMillin  
Daniel Muniz  
Heidi Rufener  
Christina Sisneros  
Jeanne Storm  
Luisa Van Buskirk  
Lacey Viles-Juanes  
Tim Watkins

\*\*\*

**Great Job !!! Thank You!**

## Preventing Driving-Related Injuries

You likely already heard that Colorado is increasing the penalty for texting while driving this month. The National Highway Safety Traffic Administration reported that in 2015, 3,477 people died from distracted driving, including, cell phone use, eating, adjusting the radio, etc. Distracted driving is not the only cause of driving-related injuries, though. Keep yourself and others safe on the roadways by following these tips.

- \* Use seatbelts
- \* Ensure children are properly buckled in age- and size - appropriate car seats. For more information about Colorado car seat law, visit [www.coloradodot.info/programs/seatbelts-carseats/carseats](http://www.coloradodot.info/programs/seatbelts-carseats/carseats).
- \* Park the vehicle in a safe spot before using a cell phone
- \* Avoid distracting activities such as eating, drinking, adjusting the radio or other device. Texting while driving creates a crash risk *23 times worse* than driving while not distracted.
- \* Avoid driving when over-tired
- \* Plan your route before you leave. Depart on time to avoid feeling rushed.
- \* Keep the gas tank at least a quarter full
- \* Have your car checked and serviced regularly
- \* Carry an emergency kit: flashlight, extra batteries, flares, blanket, bottled water, jumper cables
- \* If you are driving and there is a tornado warning, get out of the vehicle immediately and go to the lowest floor of a nearby building.
- \* During summer months, be extra watchful for motorcyclists, bicyclists, children playing and construction work zones.



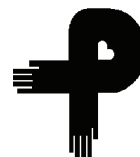
\* NEVER drive while under the influence of alcohol or drugs, including marijuana. Don't risk it!

## Introducing Tami Bean

Tami Bean has been with PHHC for 4 years and currently is a scheduler for the Longmont Branch. She enjoys coming up with a schedule that is beneficial to all the clients. Her biggest challenge is finding enough CNA's to cover all of the visits.

She loves watching her kids in all of their sporting events. Her boys' favorite sport is wrestling and Keegan took state wrestling 182's this past season and it is her hope that both boys make it to State this year. Her daughter's favorite sport is basketball and at 5'10" (and still growing) it is a good fit for her. Tami has three children; Keegan a Senior in high school, Karson a Sophomore in High School and Jewel who will be in the 8th grade. She is a true Longmont native being born and raised here. She went to college in Manhattan, KS, got married and lived in Goodland, KS, Libby, MT, Springfield, NE and finally talked her husband, Doug, into moving back to Longmont!

Tami loves the support that PHHC gives to the staff. When her daughter was in a skiing accident 3 years ago, Professional went above and beyond to make sure that they were well taken care of.



*Success doesn't  
come from  
what you do  
occasionally.  
It comes from  
what you do  
consistently.*





## BOULDER

### Employee of the Month ELIZABETH HUFF

Beth Huff has been with PHHC since August of 2008. Beth has been a wonderful, responsible and caring caregiver. Beth has always made sure she makes a special connection to her clients by always making sure she is respectful of them and their property. This has allowed Beth to maintain a long lasting relationship with her clients. When Beth is not at work she enjoys spending time with her family, baking and being crafty with her hands. She especially spoils the office staff every year with her thoughtful and yummy baking during the holidays.. Thanks Beth for being part of Boulder PHHC, we are happy to have you!



### PHHC Awards



**Valerie Melillo, Carol Bennet  
Rosa DeSantiago, Patricia Foree**  
received the **Thank You Award**  
for superb work

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

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

**GuruDhan Khalsa**  
received the **Bright Light Award**  
for teamwork

**Renee Payne, Joan Travis  
Dolores Sanchez**  
received the **Wow Award**  
for impressing us by doing something  
extraordinary

**Lauren Freeland**  
received the **Peer-To-Peer Award**  
for recognition by co-workers

## COLORADO SPRINGS

### Employee of the Month MEGAN FORAN

Colorado Springs' Employee of the Month for August is Megan Foran. Although very quiet and very drama-free, Megan has been described as really sweet, highly reliable, and extremely caring. At work she is known as someone who charts on time, does fill-ins when others are unable to work, does not call off, works weekends, and is punctual. Outside of work, family is very important to Megan and while they all live in Nebraska, she takes care of her two kids here in Colorado and enjoys walks, sewing, watching movies, and learning about history or new intriguing trades to expand her own life experiences. On top of her high level of work ethic and kind demeanor, Megan is highly professional at the work place and a model employee for PHHC.

Thank you Megan for all that you do!



### PHHC Awards



**Benjamin Shoemaker**  
received the **Bright Light Award**  
for teamwork

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

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



PLEASE SHOW YOUR  
SUPPORT!

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





# DENVER

## Employee of the Month STACIE MORALES

The Denver Branch is proud to present Stacie Morales as August's Employee of the month. Stacie was hired in 2015 and was quickly promoted to a FT position because of her excellent attendance and the great care of our clients. Stacie also is always willing to lend a helping hand when the branch has a short notice visit to pick up. The most interesting thing she has done was to become a CNA and if she could live anywhere in the world she would pick Puerto Vallarta or Costa Rico. She loves her son and family to pieces, not to mention her Favorite Football Team none other than the Bronco's!

Thank you Stacie for all you do for PHHC!!  
We appreciate you!



## PHHC Awards



**Sherry Clark, Suzanne Anderson  
Jane Gregory, Valerie Casaus**  
received the **Thank You Award**  
for superb work

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

**Bryna Burns, Bonnie Boone**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

**Isabel Ciaptacz, Cathy Hoard**  
received the **Peer-To-Peer Award**  
for recognition by co-workers

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

**Sarah Campe**  
received the **Make A Difference Award**  
for recognition by clients

# LONGMONT



## Employee of the Month BRITTNEY BAILEY

PHHC Longmont is proud to nominate Brittney Bailey, OTR, as our employee of the month for August. Brittney joined PHHC in January and provides OT services for both the Longmont and Denver offices. While Brittney should be recognized for covering such a large service area and for staying outstandingly organized with referrals coming to her from multiple offices and for the great feedback we get from clients... we really want to recognized her for her awesome attitude and permanent smile. Brittney is an absolute pleasure and we are so happy to have her on our team.

Thank you Brittney!



## PHHC Awards



**Dawn Gibbs, Fran Haskins,**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

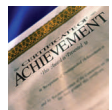
**Conchita Harmon**  
received the **Peer to Peer Award**  
for recognition by co-workers

**Julia Hutton, Tami Bean**  
received the **Thank You Award**  
for superb work

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



## PHHC Awards



# CORPORATE

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



# PUEBLO

## Employee of the Month

### TIM WATKINS

Tim has been a valued member of the PHHC team since 2002. He is a full-time CNA and is passionate about providing the best of care to every client. Tim has been instrumental in training new hires, and being a role model in excellence in every detail of PHHC expectations. Personally, Tim is married with one son who is in his third year in a physical therapy program. Before coming to PHHC, Tim worked at the State Hospital and at the Boys and Girl's Ranch. He and his wife run a catering business, specializing in BBQ. Tim enjoys all sports, including professional racquetball. He played the Poker World Series in Vegas and enjoys playing the game well. Tim says he tries to live a life that shows passion at a high level in all that he does, including family, work, and sports.

Thanks, Tim, for making us proud.

We wish you the best as you continue to make a difference at PHHC, and in all your personal endeavors.



## PHHC Awards

### Halee Spurlock

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

### Lacey Viles-Juanes

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

### Nancy Griffiths

received the **Bright Light Award**  
for teamwork

### Angie Velasquez, Samantha Gaona

Heather Gomez, Jacquelyn Thomas

Chantel Gonzales, Alexis Graham

Ulises Flores, Sharon Gutierrez

### Vanessa Maldonado

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

### June Hecht, Roxann Ebrecht

Maria Aquino, Ashley Rollo

### Cathy McCormick

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



Thank you for your  
years of service!

Glad you are part of  
our team.

## Happy Anniversary!

### Service Years

**Nick DeHerrera**  
**Boulder, 16**  
**years!**

**Tim Watkins**  
**Pueblo, 15 years!**

**Jamie Ayala**  
**Pueblo, 14 years!**

**Elizabeth Huff**  
**Boulder, 9 years!**

**Daniela Garcia-Nunez**  
**Boulder, 6 years!**

**Jeanny Sopacua**  
**Colorado Springs, 6**  
**years!**

**Loretta McCloskey**  
**Denver, 6 years!**

**Jason Winslow**  
**Longmont, 6 years!**

**Dayna Hendrix**  
**Pueblo, 6 years!**

Best Wishes for a  
Wonderful Day!



### **Pueblo**

Julie Rodriguez  
Patricia Armijo  
Jacquelyn Thomas  
Alexis Graham-Betchel  
Tracy Mills  
DeeAnn Heblinger

### **Boulder**

Theresa Molina  
Rebecca Delaney  
Machele Johnson  
Mabel Audette  
Rosa DeSantiago  
Ruth Hernandez  
Nina Meyers

### **Corporate**

Jessica Brown  
Tyanna Tomlinson  
Joan Pilch  
Shanae Zion

### **Denver**

Maria Canales-Ramirez  
Rola DeGeorge  
Darlene Snow  
Karin Sedach  
Alicia Orozco-Flores  
Ana Rodriguez  
Vonna Radice  
Teresa Corson  
Marlyn Melendez

### **Longmont**

Mary Keith  
Josephine Sena

### **Colorado Springs**

Lanita Adamic  
Tolulope Adebayo  
Cliff Picket  
Tim Charley  
Laura Flores

