



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.

February, 2018

Integrity

You don't really hear a lot about integrity these days. But, this vital quality is necessary in all aspects of healthcare.

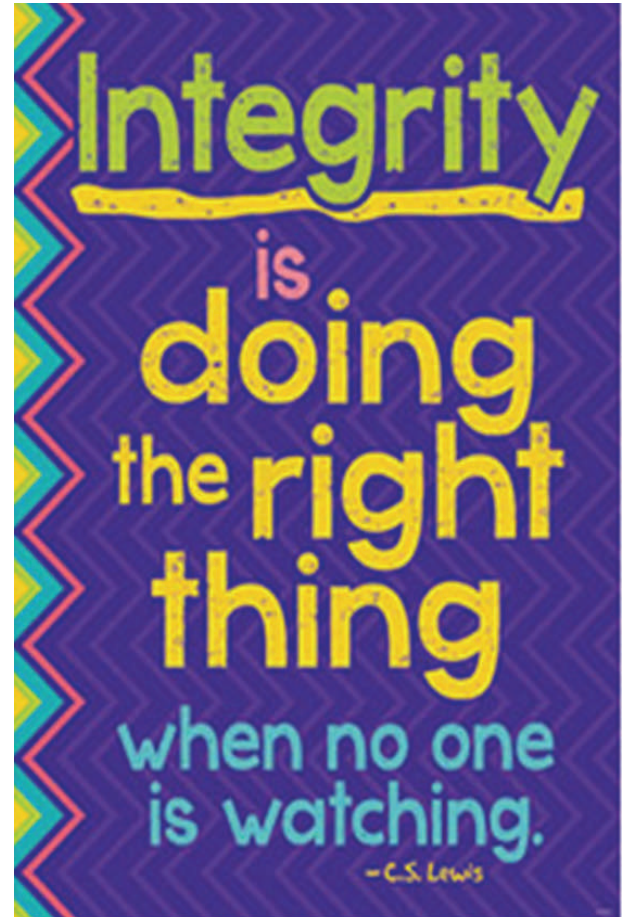
So, what is integrity, and, more importantly, how does it impact your career as a home care provider?

Every day clients in your care count on you to make them whole, provide comfort, help them move around, or to simply calm their fears with a joke or a smile. You answer their questions, bathe them, help them rehabilitate, listen to their stories, and keep their confidences. It's what you do. You're a home care worker. It goes with the job.

The qualities you call upon in the day to day duties and demands of your career say as much about who you are as a person, as they speak to your abilities as a home care employee. The integrity you exhibit, in the eyes of our clients, their families, and even your co-workers, give people a glimpse into the strength of your character and underscore all the reasons why you are working in healthcare.

Home care employees face a host of challenges every day, from the shortage of staff to too many regulations, from a lack of resources for healthcare to the frustrations of trying to help chronic patients.

Your honesty, forthrightness, ability to keep confidences and overall trustworthiness is what counts. Our clients see who you are and count on you to do the right thing, as it pertains to their care and comfort. This kind of trust relationship is what makes a successful home care provider. And an employee who possesses integrity among his/her core character traits is well suited for success in patient care at PHHC.



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ACHC Accreditation



Why ACHC Accreditation is Important

PHHC is proud to be accredited by the Accreditation Commission for Health Care (ACHC). This means that PHHC has received a “seal of approval” for being committed to upholding standards of quality. Every three years, ACHC conducts an in-depth, on-site survey to review PHHC’s operations, client care, performance improvement, compliance with laws, quality outcomes and client/employee safety. PHHC must demonstrate ongoing compliance with the highest standard of quality.



Accreditation designates PHHC as a provider of choice and sets us apart from other home care agencies. Clients can be confident that we are committed to high quality care and continually searching for ways to improve. Accreditation also enables PHHC to participate in certain Medicare programs. Accreditation goes hand-in-hand with PHHC’s vision to be a leader in healthcare, delighting customers by exceeding their definition of quality.

“A brand for a company is like a reputation for a person. You earn reputation by trying to do hard things well.” Jeff Bezos



Quality Improvement / Performance Improvement (QI / PI) Goals for 2018

PHHC has an on-going Quality Improvement Program and encourages all staff to participate and contribute to these planned improvements.

During the 2018 calendar year, Professional Home Health Care, Inc. staff will monitor and make improvements as needed or indicated in the following areas:

Short-term – by 12/31/18

1. Study and implement new Conditions of Participation and new ACHC Standards to ensure compliance with regulations
2. Achieve re-accreditation from ACHC by 6/30/2018
3. Decrease incidents of late charting by 25%
4. Improve Star Ratings by 10%

Long-term – 5 years

1. Improve documentation systems with improved software programs and hardware
2. Increase efficiency and decrease cost of overhead
3. Expansion of market share in Medicare, commercial insurance, and private pay to achieve the following mix of payors; Medicaid 60%, Medicare 15%, VA 15%, and commercial insurance, private pay, and other 10%.

As a PHHC please join us in our work to achieve these goals. Let us know your ideas, barriers to achieving these goals and your successes!!

PHHC uses the **Plan–Do–Check–Act Cycle** improvement process. Also called: PDCA, plan–do–study–act (PDSA) cycle, Deming cycle, Shewhart cycle

Description

The plan–do–check–act cycle (Figure 1) is a four-step model for carrying out change or improvements. Just as a circle has no end, the PDCA cycle should be repeated again and again for continuous improvement.

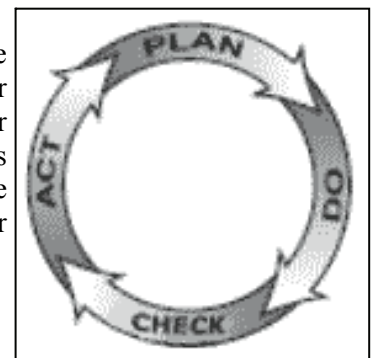
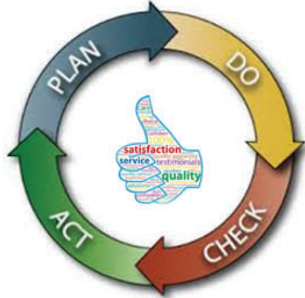


Figure 1: Plan-do-check-act cycle

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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 Benavides
- Carolyn Bennet
- Laura Celaya
- Becky Delaney
- Espana Duenas
- Carolyn Dyker
- Joanna Fiebig
- Rita Gonzales
- Teresa Hardin
- Craig Haugland
- Debra Holycross
- Nina Meyers
- Theresa Molina Rascon
- Martha Powers
- Dolores Sanchez
- Jennifer Schink
- Dawn Schlickemayer
- Tom Steele
- Octavia Tryon
- Anna Wilkinson

Colorado Springs

- Lanita Adamic
- Mary Atencio
- Theresa Baker
- Narkara Bishop
- Holly Brooks
- Jennifer Burt
- Juliana Chong
- Taura Davis
- Crystal Dzien
- Mariela Estrada
- Laura Flores
- Megan Foran
- Trish Hansen
- Ann Kent
- Angela Roe
- Jahaira Rosario
- Michael Rose
- Dayne Roybal
- Jay Shanen
- Benjamin Shoemaker
- Samantha Sindelir
- Blake Standing
- Patrice Temby

Denver

- Valerie Casaus
- Penny Conable
- Michael Cook
- Brenda Darnall
- Cinthia Diaz
- Tammy Griffith
- Stacie Morales
- Vicky Parker
- Mark Pauly
- Luis Quintana
- Gabriela Ruiz
- Amber Tarin

Longmont

- Dor Bimali
- Elizabeth Burgin
- Liz Garcia
- Nick Gutierrez
- Karen Leh
- Kimberly Marcum
- Josephine Sena
- Stephanie Walker

Pueblo

- Maria Aquino
- Bryanna Aragon
- Clorinda Arguello
- Wren Bosche
- Roxann Ebrecht
- Frances Finn
- Kendra Garcia
- Lenette Garcia
- Tiffany Garner
- Chantel Gonzales
- Nancy Griffiths
- DeeAnn Heblinger
- Tonya Hernandez
- Marisa Herrera
- Dana Knight
- Oscar Loveless
- Alicia Martinez
- Daniel Muniz
- Tyra Palmer-Villarreal
- Julie Rodriguez
- Candice Rollo
- Ashley Shoub
- Alexia Simpson
- Christina Sisneros
- Katherine Trujillo
- Angelina Velasquez
- Tim Watkins

**Do what you love.
Love what you do!**

*Happy
Valentine's
Day*

If It's Not Documented, It's Not Done

Client records should be reliable, comprehensive sources of information that paint entire pictures of client medical history and the care we provide. PHHC staff, client healthcare providers, auditors, and insurance payers review client records to ensure we are providing appropriate, quality care as ordered, that we are in compliance with regulations, and that we are billing for services correctly.



If you provide care or complete a task during a visit, but neglect to document the activity, nobody else will know. Those who read your visit notes should not be left guessing, questioning, or completely unaware of the care and services you provided. Be sure that your charting and written communications are clear, accurate, and complete.



The proof is in the pudding, as they say. Document what you've done, or it didn't happen. If you have any questions, concerns, or feel you need to work on your documentation skills, check in with your supervisor.

ASK FOR HELP

There is a clerk at the butcher shop, he is five feet ten inches tall, and he wears size 13 sneakers. He has a wife and 2 kids. What does he weigh?

Meat!

Introducing Joan Pilch

Joan has been with P.H.H.C. for over 20 years as our Accountant! The main thing she enjoys most about her job is the challenge. Things keep getting more and more complex and figuring out how to deal with it keeps her on her toes. She loves to volunteer, read, go to the mountains and enjoy Colorado beauty. Joan has one grown son and a 9 year old granddaughter (who is great fun to be with!) She is from Iowa, but has lived in the Denver area since the age of 10. Joan wanted to share that she enjoys the camaraderie and good working relationship in the finance area. She said it makes things so much easier to deal with and since she is gradually heading toward retirement, she is training Tyanna Tomlinson to take over her position at some point. Joan appreciates her relationship with Sheryl Bellinger, too. They have been through some difficult times, and some good times, and she has a great admiration for Sheryl.

Quality Improvement /
Performance Improvement (QI / PI)
Goals for 2018 (Con't. from Page 2)

When to Use Plan-Do-Check-Act

- As a model for continuous improvement.
- When starting a new improvement project.
- When developing a new or improved design of a process, product or service.
- When defining a repetitive work process.
- When planning data collection and analysis in order to verify and prioritize problems or root causes.
- When implementing any change.

Plan-Do-Check-Act Procedure

1. Plan. Recognize an opportunity and plan a change.
2. Do. Test the change. Carry out a small-scale study.
3. Study or check. Review the test, analyze the results and identify what you've learned.
4. Act. Take action based on what you learned in the study step: If the change did not work, go through the cycle again with a different plan. If you were successful, incorporate what you learned from the test into wider changes. Use what you learned to plan new improvements, beginning the cycle again.



BOULDER

Employee of the Month ANNA WILKINSON

Anna first came to Boulder PHHC July of 2005 and then came back in March of 2015 after taking a break in 2012. Anna is a wonderful, caring, very dedicated and professional caregiver. Anna enjoys hiking and has done a lot of traveling. She really enjoys sightseeing with her husband and is a dog and cat lover!

We are so thankful to have you on our Boulder team, Anna!

COLORADO SPRINGS



Employee of the Month HALEE SPURLOCK

Halee has been with P.H.H.C. since November, 2011, and is a C.N.A. She graduated from Centennial High School and CSU Pueblo. She is passionate about nursing school, her job, and the joy she gets when she helps people. Her loved ones are her mother DeeAnna, sister Dana and dog Sammi Jo. Her favorite hobbies are trying to catch up on TV shows, but there is not very much time for her while working full time and going to nursing school. Just being herself is what makes her unique and the happiest day of her life will be when she passes the NCLEX this summer! Her motto that she lives by is "play hard, work harder". If she could tell the world one thing, it would be to always keep being yourself.

We are so thankful for everything you do for PHHC Halee!



PHHC Awards



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

R. Jane Lake
received the **Ray of Sunshine Award**
for outstanding customer service

Carolyn Dyker
received the **Bright Light Award**
for teamwork

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

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



PHHC Awards



Mariela Estrada
received the **Bright Light Award**
for teamwork

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

**Blake Standring, DeeAnna Ostrander
Toye White, Stephanie Ross
Valerie Croudy-Cropp, Jennifer Burt
Taura Davis, Angela Roe
Aundral Marshburn**
received the **Peer To Peer Award**
for recognition by co-workers

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



DENVER

Employee of the Month
BRENDA DARNALL

Brenda has been an outstanding employee with us here at PHHC since 2011. Since then she has displayed a willingness to go above and beyond the call of her job title to ensure the best possible service to our clients. Brenda has always shown the upmost respect to the office staff as well as an ability to help out with visits when needed. Brenda is a lover of cats and dogs, she enjoys early morning coffee (not too early) or some Jolly Ranchers for a treat. Brenda is an avid sports fan, walker, and has a passion for Swing and knitting!

We here at PHHC have enjoyed working with Brenda these past seven years and look forward to many more!
Congratulations Brenda!!

LONGMONT



Employee of the Month
STEPHANIE WALKER

PHHC Longmont is proud to nominate Stephanie Walker, CNA, as employee of the month for February. A previous employee of PHHC, Stephanie returned to us and joined our full-time team this past October. Stephanie earns this recognition for going above and beyond for our clients. She was able to help a client find her overdue Medicaid papers and we were therefore able to get the client requalified before she lost her skilled services. Stephanie has patience and grace and is never short or blaming of those around her. She does her work and would be invisible if not for her manners. And Stephanie's clients just love her! When not at work, Stephanie enjoys her time with her two daughters and her husband Jacob.

Thank you Stephanie for all you do for PHHC! We are so happy to have you on our team!



PHHC Awards



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

McKayla Delacruz
received the **Bright Light Award**
for teamwork

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

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

Renee Towne, Cinthia Diaz
Alyssa Fajardo, Gina Fernandez
Sally Becker, Michelle Muniz
received the **Thank You Award**
for superb work

Lindsay Cullen
received the **Peer To Peer Award**
for recognition by co-workers

Joleen Mendoza
received the **Sunbeam Award**
for referring new clients to PHHC



PHHC Awards



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

CORPORATE



PHHC Awards



Shanae Zion
received the **Owner's Award**
for exemplifying PHHC's core values

And

Shanae also received a **Peer To Peer Award**
for recognition by co-workers

Best Wishes for a
Wonderful Day!



Pueblo

Angie Velasquez
Maria Aquino
Ellen Schuldt
Taylor Pino
Antonio Carrillo
Lori Kuhlman
Michael Gruber
Heidi Rufener
Roxann Ebrecht

Denver

Vicky Parker
Olga Maldonado
Stacie Morales
Brenda Campbell
Yer Yang
Louisa Duley
Joleen Mendoza
Shannon Sullivan
Lisa Padilla

Boulder

Deborah Allee
Valerie Melillo
Jennifer Schink

Longmont

Jason Winslow
Elizabeth Garcia

Colorado Springs

Dayna Roybal
Yvonne Ford
Trish Hansen

Corporate

Allison Hockin

