



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.

July, 2016

Dependability

PHHC clients who are in need of care have most likely lost some degree of independence. They have to be able to depend on our staff providing assistance to them.

Word of the Month
de·pend·a·ble
adj. 1. Worthy of trust; reliable
 2. steadfast; responsible; faithful
 3. capable of being counted on

Imagine being unable to obtain your own meal, bathe yourself, get dressed, or go to the bathroom independently.

Imagine the feelings involved if you lose that independence and have to ask for help. Imagine having no one to count on when you need them.

It is difficult enough for a person to lose independence without having the added burden of finding someone reliable to help them. When you provide care, it is crucial that you are dependable. So many of our vulnerable clients' lives depend on the assistance and care of another to live a safe and happy life.

Have you experienced a person who promises the world and has all the best intentions...but doesn't deliver? The one who doesn't keep his or her end of the bargain? Chances are we've all been there at some point. Please don't be that type of a caregiver. Be dependable.

Let's test ourselves. How dependable are you?	1 Strongly Disagree to 5 Strongly Agree				
	1	2	3	4	5
I consistently show up where I'm supposed to be on time and ready to do my job.					
I value commitments and timelines, and do my best to complete tasks on time.					
I follow instructions and am willing to ask questions if I'm unclear about what is expected of me.					
I give my best when working on time sensitive projects, and I attempt to change my plans to accommodate the needs of my clients or employer when necessary.					
I proactively communicate when I realize there is a change in plans that will impact others. I don't wait until the last minute to let others know when a project is not on schedule.					
My coworkers would say I normally have a positive attitude about my work.					
I complete my tasks at the same level of quality regardless of my personal feelings about a difficult customer.					
I am committed to continual improvement and am open to learning new ways to approach my job more effectively.					
I value others and can be trusted with sensitive information and with company assets.					
TOTAL SCORE					

What is your score?

10-25 Practicing greater dependability will likely bring significant improvement in your personal and professional life.

25-40 You value dependability, and others consider you someone who is usually dependable.

40-50 You show consistent dependability as an employee and colleague!



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ACHC Accreditation



PHHC “CUSTOMER SERVICE 2016” QUALITY IMPROVEMENT PLAN

Update # 3

Protecting Client Information

As a health care worker, you play a key role in protecting confidential client information. In order to have a client-caregiver relationship built on trust, your client must be able to count on you to keep their health information confidential. Be mindful of how you handle client information, whether it is communicated on paper, by mouth or by electronic means.

Paper Records



- Copies of field records are to be safeguarded by the field staff in a closed binder or file.
- Records only for that visited client are to be taken into that client’s home.
- Paperwork kept in cars should be locked away and not visible through the car window or accessible to guests riding in the car. Before leaving his car, the worker should lock all confidential papers in the trunk.
- Any copies of PHHC client records should be turned into the office by the PHHC field staff when no longer needed or when the client is discharged.

Verbal Communication

- Never speak about a client in the presence of a different client or anyone else who is not on the care team.
- If a client’s friends or neighbors ask about the client’s condition, suggest they inquire directly with the client or her family members.
- Treat phone calls confidentially. Be aware of anyone who may overhear your conversation.



Electronic Communication

If you are given permission to communicate with the PHHC office via e-mail or text message, remember that confidentiality is more important than ever when using these tools.

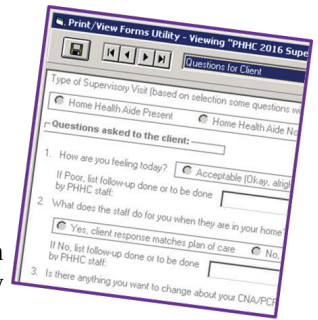


- Never put anything in an e-mail message that you would not want to be seen by others.
- Be careful when addressing e-mail – double check to whom you are sending to.
- Only use clients’ initials, not their names, when communicating via e-mail or text message.
- Facebook or other social media sites are not an acceptable means of communication between PHHC’s clients and staff. Never post any information referring to our clients on a social media site.

If you were a client, how would you want your care team to handle your personal health information? Make sure you hold your own actions to these same standards.

The “PHHC Customer Service” Quality Improvement Plan for 2016 has been in place since March. Let’s see how we are doing.

Our goal: to be a provider in healthcare delighting our customers by exceeding their definition of quality.



Our plan: the RNs and Personal Care Coordinators will ask clients about their (the clients’) level of satisfaction during supervisory visits every 14, 60, or 90 days. Clients who state any problems, concerns, or issues are then called by office staff to reach a resolution.

Our target: originally our target was >85%. We immediately exceeded that target, so we increased the target to 95% satisfaction. We are already exceeding that target. Great job everyone!

Here are the statistical results of the first 3 months of this new Supervisory process. This report shows that on average 98% of our clients are satisfied with the care and services PHHC provides. This data also show there is room for improvement since 2% of the responses indicated some change or improvement was needed. Next month we will look at specific areas where we are excelling and areas of opportunity where we received the lowest ratings by our customers.

Thank you to all staff for doing outstanding work to meet the needs of our clients and provide care in a way that pleases our customers. Those employee recognized by clients are listed in our Circle of Excellence membership. Is your name on this list?

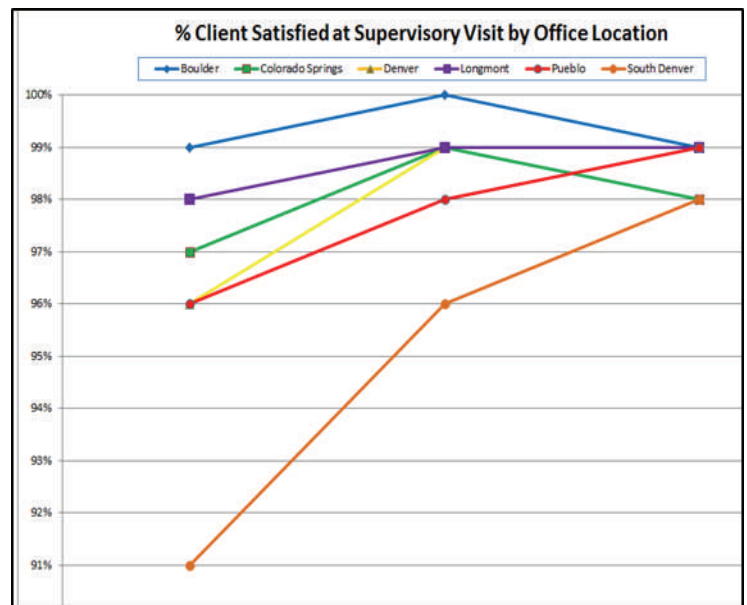
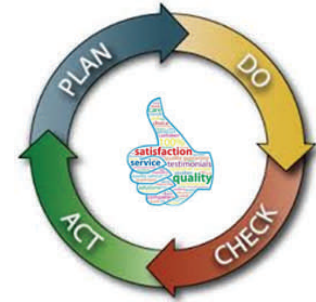


Figure 1 - On average, 98% of clients are satisfied with PHHC services

Professional Home Health Care Circle of Excellence



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
Chris Baker
Carol Bennet
Dawn Degenhart
Nick DeHerrera
Becky Delaney
Rosa Santiago
España Dueñas
Kathy Esquibel
Pattie Foree
Erin Friedman
Daniella Garcia
Alma Garcia
Amy Geithman
Rita Gonzales
Craig Haugland
Machelle Johnson
GuruDahn Khalsa
Amy Lopez
Theresa Molina
Martha Powers
Dawn Schlickemayer
Justina Sunderman
Benita Werner
Jess West
Anna Wilkinson

Colorado Springs

Christine Baca
Cheryl Bates
Samantha Crain
Mickey Diaz
Lori Dixon
Jacob Domeyer
Crystal Dzien
Mariela Estrada
Trish Hansen
Colleen Moore
Terry Morin
Angela Roe
Michael Rose
Thomas Schmitt
Jay Shanen
Samantha Sindelir
Patrice Temby
Toye White

Longmont

Leslie Angus
Courtney Brown
Dominic Gutierrez
Eric Hatlen
Jen Hester
Cathy Hurt
Stacey James
Karen Leh
Joletta McWilliams
Dolzin Olsen
Rimma Roge
Jennifer Sanchez
Annemarie Schutte
Josephine Sena
Charlene Sosa
Juliette Specht
Stephanie Walker
Jason Winslow
Ashley Wurtz

Denver

Michelle Ambute
Mike Cook
Jennifer Dautricourt
Kathryn Gentry
Tammy Griffith
Cathy Hoard
Danielle Klohr
Shari Knox
Cynthia Lozano Rojas
Stacie Morales
Annette Padilla
Debra Pugliano
Marie Rivera
Crystal Rodriguez
Gabriela Ruiz
Mary Sena
Somsakun Sutthipong
Kathy Trujillo

South Denver

Melissa Aguilar
Olga Borukhova
Brenda Campbell
Valerie Casaus
Sally Christopher
Jake Miller
Deb Pugliano
Luis Quintana

Pueblo

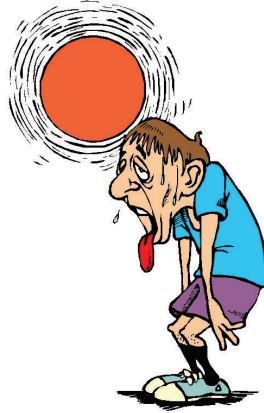
Maria Aquino
Clorinda Arguello
Angelique Balizar
Wren Bosche
Raquel Gallegos
Lenette Garcia
Carlee Garcia
Mike Gruber
Sharon Gutierrez
Melissa Herrera
Justin Jefferson
Dana Knight
Lori Kuhlman
Oscar Lovelace
Jeannie Maher
Vanessa Maldonado
Alicia Martinez
Cathy Martino
Lindsay McIntyre
Daniel Muniz
Valerie Munoz-Infante
DeeAnna Ostrander
Christina Sisneros
Jeanne Storm
Patricia Tapia
Nellie Valles
Angelina Velasquez
Robyn Vigil
Cheryl Viles
Tom Watkins

Congratulations on a job well done!

Heat Stroke

Heatstroke is a condition caused by your body overheating, usually as a result of prolonged exposure to or physical exertion in high temperatures. Infants, the elderly, athletes and outdoor workers are the groups at greatest risk for heat stroke.

Heatstroke requires emergency treatment. Untreated heatstroke can quickly damage your brain, heart, kidneys and muscles. The damage worsens the longer treatment is delayed, increasing your risk of serious complications or death.



- Heatstroke symptoms include:
- High body temperature - 104 F (40 C) or higher
- Confusion, agitation or disorientation.
- Alteration in sweating. In heatstroke brought on by hot weather, your skin will feel hot and dry to the touch. However, in heatstroke brought on by strenuous exercise, your skin may feel moist.
- Nausea and vomiting
- Flushed (red) skin
- Rapid breathing
- Racing heart rate
- Headache

If you think a person may be experiencing heatstroke, seek immediate medical help. Call 911. Take immediate action to cool the overheated person while waiting for emergency treatment. 1) Get the person into shade or indoors. 2) Remove excess clothing. 3) Cool the person with whatever means available — put in a cool tub of water or a cool shower, spray with a garden hose, sponge with cool water, fan while misting with cool water, or place ice packs or cold, wet towels on the person's head, neck, armpits and groin.

To prevent heat stroke, stay well-hydrated and avoid vigorous physical activities in hot and humid weather.

Introducing: Jennifer Morin

Jennifer Morin is the Corporate Records Clerk at the Pueblo Branch and she has an illustrious background! She has training in Medical Coding and Cosmetology. When she was younger, she showed horses in competition (dressage) and was featured as a fashion model. She has won awards and tournaments in karate and gymnastics. Her hobbies include skiing (both snow and water), playing Bunco and keeping busy as an active church member.

Jennifer has two children, Alex, 22, and Molly, 17. One of her children will be a Junior at Pueblo West High School next fall, and the other works at Vesta's. Jennifer is also a grandmother and step grandmother - Eli just turned one and Ian is 4!

Jennifer also has a Valley Bulldog, Suki, and 3 cats. She enjoys her job reading thousands of pages of visit notes and excels at details. The Pueblo branch feels fortunate to have her on staff, and all of us at PHHC appreciate her quality assurance work which keeps us in compliance!

What is it that everyone requires, everyone gives, everyone asks and that very few take?



Answer: Advice



PLEASE SHOW YOUR SUPPORT!

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



BOULDER

Employee of the Month KATHY ESQUIBEL

Kathy Esquibel has been a PCP with PHHC since 2007. She is a ray of sunshine to all of her clients and they have learned to depend tremendously on her because she takes such good care of them. She is always happy, good spirited and is a great communicator with the office. She is an extremely hard working caregiver and we are so lucky to have her on the team. In Kathy's spare time, she watches her grandchildren and enjoys being with her family.

Thank you Kathy for your dedication to PHHC and your clients. We love you.

COLORADO SPRINGS



Employee of the Month TARYN LONG

The Employee of the Month for July is Taryn Long. Taryn started with Professional in Colorado Springs in May. She moved to Colorado Springs in April from the Tacoma Washington area with her husband, Scott, who is in the military stationed at Fort Carson.

Taryn has been an awesome find for our office. She has taken on her role of secretary with enthusiasm. Taryn has taken on extra duties and functions while other office employees are on vacations and stepped up without being asked. Our office would not have functioned as well without her here.

This is why our office feels Taryn is our Employee of the Month. Congratulations and thank you, Taryn.



PHHC Awards



Amy Lopez
Carol Bennett
Sandra Nissan
Tom Steele

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

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

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

Machele Johnson
received the **Bright Light Award**
for teamwork

Nina Meyers
Hirut Assefa
received the **Wow Award**
for impressing us by doing something
extraordinary

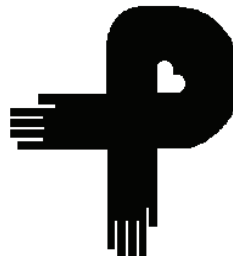


PHHC Awards



Jessica Ahumada
received the **Bright Light Award**
for teamwork

Ashley Chelimo
received the **Ray of Sunshine Award**
for teamwork





DENVER

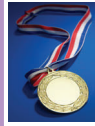
Employee of the Month
KAREN OSIER

Karen has been with PHHC for almost two years now, and before caregiving, Karen held many different jobs. Her most exciting she said, would have to be working on the turnpike in a toll booth or driving a semi-truck. She loves meeting new people!

Karen is always going above and beyond for her clients. She is prompt and is always willing to change her schedule in order to benefit her clients. She has an extremely caring heart. All of her clients have nothing but wonderful things to say regarding her work and how they are treated. On top of helping her clients she is always willing to pick up extra shift to help make sure clients are staffed.

Thanks for all of your hard work, Karen.
We really appreciate you!!

LONGMONT



Employee of the Month
ANNEMARIE SCHUTTE

We want to recognize Annemarie for her great attitude and willingness to help while going to school full time and raising two teenagers. Annemarie just recently finished nursing school, passed her test, and is now anxiously awaiting her official RN license. She started with PHHC as a CNA, then earned her LPN, and now her RN. We are so proud of her!

Thanks for being a key part of the Longmont team, Annemarie!



PHHC Awards



Richard Holte
received the **WOW Award** for
impressing us by doing something Extraordinary

Brenda Campbell, Nate Hoffman
received the **Peer to Peer Award**
for recognition by co-workers

Eloisa Morales, Somsakun Sutthipong
Marie Rivera, Bryna Burns
received the **Heart Warmer Award**
for exceptional caregiving

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

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

Mellisa Martinez, Janice Smith
Isabel Ciaptacz, Sharee Wahdan
Halida Porobic, Vicky Parker
Gina Fernandez, Sherry Clark
Lindsey Deibert, Stephanie Cruthers
Vivian Giacullo, Rebecca Lewis, Justin Lowe
received the **Thank You Award**
for superb work

CORPORATE



PHHC



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

Kathy Ramsey
received the **Manager's Award**
for making significant contributions to
PHHC's success



PUEBLO

Employee of the Month

LORI KUHLMAN, LPN

Lori is a busy lady! She has several jobs, and is involved in lots of interesting public service activities. Lori received her schooling at Pueblo Community College and also has a Networking Degree from there. Her public service experience includes being a volunteer for the fire department, teaching CNA classes at Intellitec, being a dog foster for PAWs, and serving as co-chair for political precincts.

She was a patient advocate for the State Hospital for 17 years before coming to work at PHHC in 2014. We awarded Lori the EOTM due to her willingness to pick up numerous visits on short notice, and being well liked by her patients.

Thanks, Lori, for all you do for PHHC!



PHHC Awards



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

Marisa Herrera
received the **Bright Light Award** for teamwork

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

**Candice Rollo, Carlee Garcia, Halee Spurlock
Daniel Muniz, Wren Bosche, Pat Armijo**
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

Tammy Lopez
South Denver, 17 years!

Mark Franson
Pueblo, 13 years!

Tonya Hernandez
Pueblo, 12 years!

Kathy Irish
Denver, 9 years!

Angelita Morua
Denver, 9 years!

Louisa Duley
Denver, 8 years!

Taura Davis
Colorado Springs, 7 years!

Leslie Miller
Denver, 7 years!

Zachary Bellinger
Corporate, 6 years!

Peggy McKee
Denver, 6 years!

Sharee Wahdan
Denver, 6 years!

Selma VanDyke
Boulder, 6 years!

Katherine Ewing
Denver, 5 years!

Stacey James
Longmont, 5 years!

Oscar Loveless
Pueblo, 5 years!

Best Wishes for a
Wonderful Day!



Longmont

Joletta McWilliams

Pueblo

Mark Franson
Christina Lynn Trujillo
Dana Knight
Dayna Hendrix
Ashley Rollo
Patricia Tapia
Mary Lopez

Boulder

Patricia Foree
Joanna Fiebig
Elizabeth Huff

South Denver

Bethany Davis

Colorado Springs

David Steere
Sara Willis
Angela Roe
Shantale Krause
LaToya Williams
Dennis Fritz
Holly Brooks

Denver

Zachary McMahan
Anne Cohen
Ashley Klotz
Leslie Miller
Devon Rosenberg
Cathy Gutierrez
Jennifer Koch
Richard Perrine
Connie Polcyn
Dennis Wells
Katherine Perry

