



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.

October, 2016

What is SBAR?

A Communication Technique for Today's Healthcare Professional

Situation Background Assessment Recommendation (SBAR) is a standardized way of communicating. It promotes patient safety because it helps individuals communicate with each other with a shared set of expectations. Staff and physicians can use SBAR to share patient information in a concise and structured format. It improves efficiency and accuracy.

SBAR stands for:

- Situation
- Background
- Assessment
- Recommendation



Originally developed by the US Navy as a communication technique that could be used on nuclear submarines, Safer Healthcare introduced SBAR into healthcare settings in the late 1990s. Since that time, SBAR has been adopted by hospitals and care facilities around the world as a simple but effective way to standardize communication between care givers.

We all have different styles of communicating that vary by culture, gender, language, profession, and so on. For example, nurses are trained to be narrative (for example, nursing care plans) and doctors are trained to summarize ("just the facts, please"). SBAR makes it easier for people to convey important information without digressing, omitting key information, or worrying about how someone might react. All employees should use SBAR to improve team communication.

SBAR	Ask	SBAR Example
Situation	What is happening now?	RN: "Dr. Preston, this is Suzanne Graham. I'm an RN at Professional Home Health Care, and I'm calling about Mrs. Jane Smith, DOB 1/3/1927.
Background	What relevant factors led up to this event?	RN: "Mrs. Smith recently came home from the hospital after a 4-day stay for exacerbation of her COPD. However, at this time Mrs. Smith is presenting with +1-2 pitting edema of both legs below mid-shin and I noted scattered crackles at bilateral lung bases, neither of which were there on my last visit 2 days ago. Her BP is 138/78, her pulse is 84, and her respirations are 24 at rest. Also, she reports a weight gain of about 4 pounds since the beginning of the
Assessment	What do you think is going on?	RN: ""As you know, Mrs. Smith has had problems with CHF in the past, and it appears she is moving toward an exacerbation of her heart failure. When prompted, Mrs. Smith admitted to having a can of soup yesterday for lunch and her son brought her some fast food for dinner, a burger and fries, which she says she ate most of. It seems her increased salt intake over the past few days is putting her into a
Recommendation	What action do you propose?	RN: "Dr. Jones, since Mrs. Smith already has 40 mg of furosemide in the home, do you think we should have her take an extra dose for the next 2 days and see if it helps bring down the swelling and weight? We could have a nurse visit again after this increased dose is completed. I am also recommending to her to "lay off" the fast foods and canned soups, and to elevate her legs as often as possible for now."



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ETHICS IN HOME CARE

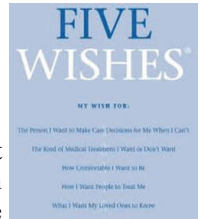
Ethics refers to standards of right and wrong that should guide people's actions. Professional Home Health Care has designed its policies and procedures around respecting client rights and providing care ethically. While delivering care, you must strive to:

- Keep clear boundaries and not get involved in clients' personal lives
- Honestly and accurately chart your visits, travel time and mileage
- Provide accurate and truthful information to clients to allow them to make informed choices
- Encourage and allow the client and family to participate with decision about care and service
- Behave in a manner that conveys respect
- Protect client privacy during care and hold health information in confidence
- Listen to concerns and complaints and work to resolve them
- Report changes in client circumstances that influence care
- Report any abuse or neglect of clients
- Report to your supervisor any client care situations that are in conflict with your cultural values or religious beliefs
- Comply with state and federal regulations

There are not always clear cut answers. When you are faced with an ethical dilemma, a good question to ask yourself is, "Will the course of action honor the patient's rights?" Be sure to consult with your supervisor for guidance if you find yourself in the middle of a tough ethical dilemma concerning your work of a client.



Advance Directives 5 Wishes



Aging With Dignity is a national non-profit organization. Its mission is to protect the human dignity of the aging population and to promote better care for those near the end-of-life. The founder Jim Towey developed *Five Wishes*, a living will that helps people plan for and receive the care they want if they become seriously ill.

Users of *Five Wishes* can complete the form in hard copy or online. The online version allows users to save the form, print a copy for their records and even transmit it electronically. More than 18 million people have completed *Five Wishes*, and it has been distributed by more than 35,000 organizations.

The Five Wishes

Wishes 1 and 2 are both legal documents. Once signed, they meet the legal requirements for an advance directive in the states listed below. Wishes 3, 4, and 5 are unique to Five Wishes, in that they address matters of comfort care, spirituality, forgiveness, and final wishes.

Wish 1: The Person I Want to Make Care Decisions for Me When I Can't

This section is an assignment of a health care agent (also called proxy, surrogate, representative, or health care power of attorney). This person makes medical decisions on your behalf if you are unable to speak for yourself.

Wish 2: The Kind of Medical Treatment I Want or Don't Want

This section is a living will - a definition of what life support treatment means to you, and when you would and would not want it.

Wish 3: How Comfortable I Want to Be

This section addresses matters of comfort care—what type of pain management you would like, [i.e. I do not want to be in pain] and bathing instructions, and whether you would like to know about options for [i.e. I want to die at home if possible] care, among others.

Wish 4: How I Want People to Treat Me

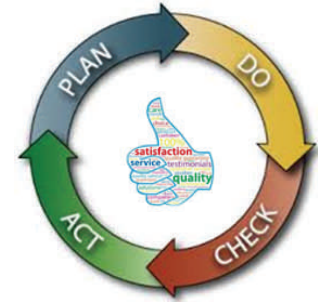
This section speaks to personal matters, such as whether you would like to be at home, whether you would like someone to pray at your bedside, among others. An example – "Prayers are to be done by Anthony Allen. I would like to remain at home for the duration of my final hours."

Wish 5: What I Want My Loved Ones to Know

This section deals with matters of forgiveness, how you wish to be remembered, and final wishes. For example, "My children were my life, the good times as well as the bad. Then along came grandchildren and I had to work, then along came great grandchildren which I had more babysitting to do. It was all worth living for."

More information on 5 Wishes can be found at www.agingwithdignity.org.

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
Mary Cimato
Nick DeHerrera
Kathy Esquibel
Joanna Fiebig
Carol Ford
Amy Geithman
Amy Lopez
Theresa Molina
Tom Steele
Justina Sunderman
Benita Werner

Colorado Springs

Jessica Ahumada
Cheryl Bates
Holly Brooks
Julianna Chong
Sam Crain
Taura Davis
Steven Fekety
Laura Flores
Ann Kent
Angela Roe
Michael Rose
Jay Shanen
Samantha Sindelir
Patrice Temby
Heike Thomas
Laura Uhl

Longmont

Dominic Gutierrez
Eric Hatlen
Jen Hester
Cathy Hurt
Karen Leh
Jon LeJeune
Rimma Roge
Jennifer Sanchez
Josephine Sena
Charlene Sosa
Juliette Specht

Denver

Brenda Campbell
Betzabe Chavez
Brenda Darnall
Cathleen Duffy
Tammy Griffith
Cathy Hoard
Santiago Huerta-Sabedra
Danielle Klohr
Crystal Lawrence
Cindy Lucero
Stacey Morales
Mark Pauly
Crystal Rodriguez
Shareefa Wahdan

South Denver

Olga Borukhova
Luis Quintana

Pueblo

Maria Aquino
Clorinda Arguello
Jamie Ayala
Angelique Balizan
Wren Bosche
Cheryl Brassfield
Raquel Gallegos
Lenette Garcia
Carlee Garcia
Tiffany Garner
Sharon Gutierrez
DeeAnn Heblinger
Dayna Hendrix
Marisa Herrera
Justin Jefferson
Dana Knight
Lori Kuhlman
Oscar Loveless
Vanessa Maldonado
Alicia Martinez
Lindsay McIntyre
Daniel Muniz
Valerie Munoz-Infante
Jaye Ordaz
DeeAnna Ostrander
Heidi Rufener
Christina Sisneros
Patricia Tapia
Katherine Trujillo
Nellie Valles
Luisa VanBuskirk
Angelina Velasquez
Cheryl Viles
Tim Watkins
Matthew Young

Thank you for a job well done!

OSHA Regulations

The Occupational Safety and Health Administration (OSHA) is a federal agency created in 1970. OSHA's mission is to assure the safety and health of America's employees by setting and enforcing standards; providing training, outreach, and education; establishing partnerships; and encouraging continual improvement in workplace safety and health. OSHA has thousands of regulations concerning workplace safety for all types of industries. OSHA regulations are developed by an Advisory Committee and based upon research by the National Institute for Occupational Safety and Health.



The **Bloodborne Pathogens Standard** was developed to protect health care workers. The standard requires employers to:

- Establish an exposure control plan and update it annually
- Implement the use of universal precautions
- Identify and use engineering controls (sharps disposal containers, needleless systems)
- Identify and use work practice controls (appropriate methods for handling of specimens, contaminated sharps, laundry, cleaning)
- Provide personal protective equipment (PPE) such as gloves, gowns, and masks
- Offer Hepatitis B vaccinations to all workers with potential exposure
- Provide post-exposure evaluation and follow-up
- Use labels and signs to communicate hazards
- Provide information and training to workers
- Maintain worker medical and training records

PHHC must also follow other OSHA standards to ensure our office buildings are safe and that hazardous materials are labeled, stored and used correctly. PHHC takes workplace safety seriously. We want to keep our employees safe, healthy and productive. If you have any questions or concerns about safety on the job, please speak to your supervisor.



Introducing Penny Abdalla

Penny Abdalla, Billing Support Clerk, has been with PHHC since March, 2014 and is a true native of Colorado. She enjoys the flexibility of the ADR process (billing for our clients who are eligible for both Medicare and Medicaid) and the organizational nature of the process. Her biggest challenge is having the patience during the few parts of the process that are out of her control. Penny is a lifelong bookworm and loves to read. Her first love is Sci-fi, followed by mystery/suspense and cookbooks. She will read just about anything put in front of her, even cereal boxes! Before coming to PHHC, she worked for many years in a variety of bookstores. Her husband is from Egypt where they vacation as often as possible. She also has a 3 1/2 year old son and a very old cantankerous cat.

Thank you Penny for all you do for
PHHC!





BOULDER

Employee of the Month JUSTINA SUNDERMAN

Justina Sunderman has been a wonderful addition to the Boulder PHHC family. She has been a delight to work with, has great communications skills, is caring, pays attention to detail, her clients adore her and she puts a smile on their face when she enters the door. Justina enjoys spending time with her family and loves the outdoors. We are so thankful to have Justina on our team.

Thank you for all your caring and hard work!



PHHC Awards



Deborah Allee
Benita Werner
James Rippeth
Amy Lopez
Mariah Travis

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

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

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

Hirut Assefa
received the **Bright Light Award**
for teamwork

Carol Bennet
Carol Ford
Beth Huff
received the **Wow Award**
for impressing us by doing something
extraordinary

COLORADO SPRINGS



Employee of the Month JEANNY SOPACUA

Jeanny is the secretary and long time employee of the Colorado Springs office, and she continues to be a vital asset to our team. She was born in Indonesia and is the heart of our office. Jeanny has a Bachelor's Degree in Secretarial and Business Management. She loves karaoke and has a beautiful voice! We would like to thank her especially for taking care of late orders so proficiently! She has been doing an awesome job being a huge help to everyone in our office.

Thank you Jeanny!



PHHC Awards



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

Angela Roe
Maria Mendoza
received the **Thank You Award**
for superb work



*PLEASE SHOW YOUR
SUPPORT!*

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



DENVER

Employee of the Month BRYNA BURNS-BERNAL

Bryna has been with PHHC since 09/15/11. In her time here, she has received numerous client and office staff compliments. She is an extremely hard worker, dedicated, has a huge heart and is all around a wonderful caregiver. Bryna has gone above and beyond when the office has been in a crunch with visits that need to be staffed.

We appreciate everything that you do. Keep up the hard work.



PHHC Awards



Janice Smith, Mike Maes
received the **WOW Award** for
impressing us by doing something extraordinary

**Heather Brumm, Jonny Flood
Nate Hoffman, Monica Jussel**
received the **Peer to Peer Award**
for recognition by co-workers

**Betzabe Chavez, Zak McMahan
Valerie Casaus, Michelle Latshaw**
received the **Heart Warmer Award**
for exceptional caregiving

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

Gina Santoya
received the **Bright Light Award**
for teamwork

**Stacie Morales, Mike Cook
Tyson Morgan, Isabel Ciaptaz
Vicky Parker, Brittany Bogner
Mary Trevino, Stephanie Cruthers
Cathy Hoard, Shari Knox
Jennifer Koch**
received the **Thank You Award**
for superb work

LONGMONT



Employee of the Month JASON WINSLOW

The Longmont branch is proud to nominate Jason Winslow, DPT, as our employee of the month for October. Hired in 2011, Jason is our sole full time physical therapist and therefore carries a tremendous load. We want to give him many kudos for finding a balance between client care, supervising his PTA, and on-time charting. Jason is appreciated in the field for both his expertise and enthusiasm – especially when it comes to new joints! His clients simply adore him. In his spare time, Jason enjoys home improvement projects with his wife in their Loveland home.

Thank you Jason for being a part of our team!



PHHC Awards



Brandy Lehde
received the **Ray of Sunshine Award** for out-
standing customer service

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

**Jason Winslow
Katherine Dunbar-Morss**
received the **Wow Award** for
impressing us by doing something
extraordinary

CORPORATE



PHHC Awards



Lauren Freeland
received the **Bright Light Award** for
teamwork

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



PUEBLO

Employee of the Month

LACY VILES

Lacey has been promoted numerous times; from PCP, to Receptionist, to Service Coordinator and most recently to Personal Care Coordinator. That's because she is a hard worker and excels in many areas. We have enjoyed Lacey's ability to plan creative events; such as memorably decorating each of our offices for our birthdays. Above all, our workers and clients alike find her to be compassionate and flexible. Even though she is tough where it counts, she is fair and caring.

We're so blessed to have you as part of our team, Lacey!



PHHC Awards



Daniel Muniz

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

Carlee Garcia

received the **Bright Light Award** for teamwork

Ashley Rollo

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

Tonya Hernandez, Angie Velasquez

Angelique Balizan, Cheryl Viles

Jeanne Maher, Heidi Rufener

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

Maria Aquino

Chantel Gallegos

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

Patricia Tapia
Pueblo, 14 years!

Vickie Barron
Boulder, 10 years!

Clorinda Arguello
Pueblo, 10 years!

Kathryn Esquibel
Boulder, 9 years!

Kimberly Schultz
Denver, 9 years!

Thomas Steele
Boulder, 9 years!

Debra Holycross
Denver, 8 years!

Conchita Harmon
Longmont, 8 years!

Devon Rosenberg
Denver, 8 years!

Dawn Gibbs
Longmont, 8 years!

Diane Baysinger
Colorado Springs, 7 years!

Rebecca Ornelas
Denver, 7 years!

Sandra Mondragon
Colorado Springs, 7 years!

Best Wishes for a
Wonderful Day!



Longmont

Catherine Hurt

Pueblo

Jeanne Storm
Lenette Garcia

Boulder

Carmen Ramirez-Martinez
Hirut Assefa
Anne O'Bryon
Carolyn Dyker
Vickie Barron

South Denver

Elizabeth Rosas
Laura Voth
Tammy Lopez

Corporate

Brenda Sater
Kathy Ramsey

Colorado Springs

Christine Baca
Samantha Crain
Cosmas Ayabel
Heike Thomas
Mary Atencio
Michael Rose
Genevieve Ortiz

Denver

Halida Porobic
Crystal Rodriguez
Billie Bankston
Debra Wenz
Shareefa Wahdan
Mary Sena
Gerald Smith
Elizabeth Peterson
Laura Voth
Tammy Griffith
Luisa Patino

