



# 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, 2017

Preventing Unplanned Re-Hospitalizations (Con't)

## Preventing Unplanned Re-Hospitalizations



Hospitalizations are costly and may negatively affect a patient's health and quality of life. Reducing hospitalizations has been a focus of the home health industry for over a decade however, progress has been slow.

### Clinician Actions

#### 15 things You can do to Prevent Hospitalizations

1. Be aware of PHHC's hospitalization rates and current intervention strategies
2. Participate in interdisciplinary team conferences to develop a client-centered care plan that addresses hospitalization risk factors
3. Determine patient's advance care planning wishes
  - \* Communicate with healthcare team
  - \* Incorporate into care planning and interventions
4. Identify and communicate high-risk patients to all team members and on-call staff
5. Utilize alternative assessments to determine specific risks (such as):
  - \* Cognitive impairments
    - *MiniCog*
  - \* Depression
    - *PHQ-2 Questionnaire* in OASIS data set is a good initial screening
    - *PHQ-9 Questionnaire*
  - \* Nutritional risk
  - \* Pain assessment
  - \* Pressure ulcer risk
6. Communicate effectively and efficiently across all healthcare settings (care transitions) and with PHHC's interdisciplinary team
  - \* Use communication tools or processes to improve accuracy and delivery
    - Use SBAR
7. Evaluate patient's disease management skills
  - \* Use **teach-back** as a technique to assess your teaching skills and ensure the patients and/or caregivers understood the information in the way you intended
8. Utilize motivational interviewing to engage patients

(Continued)

9. Educate patient and family and provide with written materials on disease management to reinforce teaching (include out-of-town family)
  - \* Assist patients/caregivers to problem solve
  - \* Offer appropriate alternatives for managing specific conditions (e.g., chronic pain, diabetes) so patient can make choices
  - \* Use disease self-management tools and resources (e.g., action plans, workbooks, teaching sheets) at the most appropriate level of health literacy
  - \* Provide symptom management tools (e.g., *ZONE* or *Stoplight Tools*, *My Emergency Plan*, *Call Me First Poster*)
10. Provide home health aides with a list of specific signs and symptoms and to whom to report on care plans
11. Perform medication reconciliation and develop medication management plan
  - \* Include all disciplines in medication reconciliation
  - \* Discuss medication simplification, potential adverse effects, or other medication issues with pharmacist/practitioner
  - \* Refer to social worker for assistance with financial assistance (e.g., medication costs)
  - \* Teach home health aides to report medication barriers or problems
12. Provide education on high-risk medication(s) at Start of Care (SOC) or Resumption of Care (ROC) as well as other visits

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# ACHC Accreditation



## 10 Most Common ACHC Deficiencies

When ACHC comes to survey us for reaccreditation, we strive to be found compliant with all the rules and regulations. If we fall short and have a deficiency, we must develop a plan of correction to fix our mistakes. Check out these areas where ACHC commonly finds deficiencies.

**KNOW THE RULES!**



- Every client has a Plan of Care that is complete with all required elements and specific to their needs. Services are appropriate based on physician orders and assessments of client needs. (HH5-3A – G159 Acceptance of Patients, Plan of Care, and Medical Supervision)
- Every client has thorough medication reviews. Medication profiles should be updated with any changes. Physicians must be notified regarding any medication issues. (HH5-2F – G337 Comprehensive Assessment of Patients)
- Medications are administered only when ordered by the physician. (HH5-3B – G165 Acceptance of Patients, Plan of Care, and Medical Supervision)
- CNAs receive written care instructions from the RN or therapist supervising client care. (HH5-11F – G224 Home Health Aide Services)
- Clients should receive care as it is ordered on the POC. (HH5-11A – G170 Skilled Nursing Services)
- CNAs follow the care plan and only physician ordered services are provided. (HH5-11F – G225 Home Health Aide Services)
- RN visit notes are complete and consistent. RN regularly coordinates care with other staff and communicates with the client's physician. (HH5-11A – G176 Skilled Nursing Services)
- Aide supervisory visits are completed by the RN or therapist at least every 14 days. (HH4-14A – G229 Home Health Aide Services)
- A transfer summary is sent with the client when they transfer to another health care entity. (HH5-6A – G238 Retention of Records)
- Client changes or reasons to alter the POC are reported to the physician promptly. (HH5-8B – G164 Acceptance of Patients, Plan of Care, and Medical Supervision)

**Every visit, every contact,  
Remind your patients...**

# CALL ME FIRST!

We can help our patients  
avoid unplanned hospitalizations  
**if we know they need our help.**

Every time you see or speak  
with a patient, remember to say  
**"CALL ME FIRST!"**

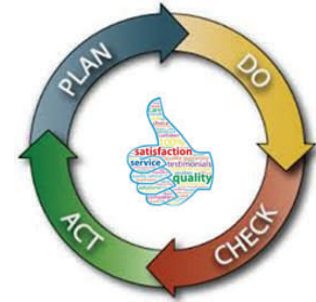
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### Preventing Unplanned Re-Hospitalizations

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13. Integrate front-loading for at-risk patients by providing a higher number of visits in the first few weeks of an episode
  - \* Coordinate all discipline visits to provide one visit in a day to increase number of days patient is being seen by staff (including aides)
  - \* Use phone calls in between visits to assess if visit is needed that day, reinforce education, and remind patient/caregiver to call agency if problems arise (e.g., Friday afternoons for at-risk patients that are not receiving a visit on weekend)
  - \* Reduce visits after few weeks or when patient is doing better
14. Perform fall-risk assessment on all patients and provide fall-preventative education when appropriate
  - \* Refer to physical therapy if patient is at risk of falls for further education and interventions as appropriate
  - \* Refer to occupational therapy for patients at risk for falls in bathroom and with activities of daily living (ADLs)/Instrumental activities of daily living (IADLs)
15. Ensure post-hospitalization follow-up appointments are made, as appropriate
  - \* Includes primary care and specialist follow-up visits, behavioral health counseling, lab work or tests, or any community resource appointments
  - \* Remind patient and confirm transportation arrangements.

## 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

Kathy Esquibel  
Carol Ford  
Alma Garcia  
Rita Gonzales  
Beth Huff  
Sandra Nissen  
Tom Steele  
Mariah Travis

\*\*\*

### Longmont

Elizabeth Burgin  
Dominic Gutierrez  
Cathy Hurt  
Kimberly Marcum  
Josephine Sena  
Ashley Wurtz

\*\*\*

### Colorado Springs

Lanita Adamic  
Christine Baca  
Theresa Baker  
Kelsey Bensberg  
Lauren Benson  
Juliana Chong  
Taura Davis  
Crystal Dzien  
Mariela Estrada  
Steven Fekety  
Laura Flores  
Yvonne Ford  
Kyrah Jones  
Nadira Joseph  
Anne Kent  
Breanna Lawellin  
Aleia Newberry  
Lindsey Reardon  
Angela Roe  
Jay Shanen  
Gina Tate  
Heike Thomas  
LaToya Williams

\*\*\*

### Denver

Valerie Casaus  
Valerie Jones  
Zachary McMahan  
Stacie Morales  
Nanette Rice  
Lataine Shaw  
Shannon Sullivan

\*\*\*

### Pueblo

Maria Aquino  
Clorinda Arguello  
Pat Armijo  
Wren Bosche  
Cheryl Brassfield  
Frances Finn  
Raquel Gallegos  
Samantha Gaona  
Kendra Garcia  
Carlee Garcia  
Alexis Graham-Betchel  
Sharon Gutierrez  
DeeAnn Heblinger  
Marisa Herrera  
Lori Kuhlman  
Oscar Loveless  
Vanessa Maldonado  
Alicia Martinez  
Catherine Martino  
Catheryn McCormick  
Kathy McMillin  
Daniel Muniz  
Candice Rollo  
Heidi Rufener  
Christina Sisneros  
Katherine Trujillo  
Angie Velasquez  
Tim Watkins

\*\*\*

## You make us Proud. Thank You!

## Trust Your Instincts

People who work in healthcare likely have an instinctive drive to care for other people and want to eliminate suffering and pain. In our daily lives, we find ourselves in situations where our instincts can keep ourselves and others safe.

Have you ever had someone or something suddenly jump in front of your car while you're driving? Your instant reaction might be to slam on your brakes or swerve to avoid hitting anything. You might also reach out to protect passengers in your car as you maneuver the obstacle in your path. These reactions are instinctive and instant.



You don't stop to think or weigh the options in this kind of situation, you simply react. Your instinct is to protect yourself and others from harm.

Have you ever felt a strange pain or discomfort in your body that caused immediate concern? For example, you might lift a heavy box and feel a pain in your shoulder. The pain goes away as soon as you put the box down. You might think to yourself, "It's probably nothing," or "I have too much to do," and then keep going about your day. It could be nothing, or it could be a red flag. Sometimes we may choose to ignore our instincts and brush off that initial worry. However, if you decide to go against your gut, you might be risking a more severe medical condition or serious injury.



Have you ever been in a situation with a person that made you feel unsafe, or cause you to question the safety of others? Your instinct might prompt you to leave the situation or call for help if you sense trouble.

When your gut tries to tell you that something is wrong, trust your instinct. Always contact your supervisor to discuss your concerns about the safety and well-being of yourself and others.



## Introducing Conchita Harmon

Conchita Harmon, RN, has been with PHHC since 2008. She was originally hired to care for our Longmont pediatric clients part-time and then moved into the Quality Assurance (QA) office starting part-time and then going full-time. She is now the Assistant Care Coordinator for the Longmont office as well as doing QA duties and anything else that gets thrown her way.

Prior to coming to PHHC, Conchita worked at Avista Hospital for 26 years in the Pediatric Unit. She most enjoys the people with whom she works.

Every day is different for her and keeps her on her toes. She loves working one on one with the staff and doing education. Balancing things to get everything done in the time frames needed is a big challenge for her. As well as keeping up on all of the changes to meet the COPs and ACHC standards. Her favorite team is the Denver Broncos and she loves spending time with her family and friends, working in her yard and flower beds, reading and sewing and helping her husband on the farm (she can even drive the tractor!) She also enjoys going to garage sales, craft shows, collecting antiques and watching her daughter show her horse competitively in the quarter horse circuit.

Conchita is married to a farmer, has one daughter, 2 stepchildren, one 3 year old granddaughter and a new grandbaby coming in September. She also cares for her elderly mother who lives with them. She is the adoptive Grandma to Mr. Conner, Brandy Sprong's little boy!

Conchita grew up in Indiana in a small farming community and her Grandparents had a farm. She has a dog, cats, cows and horses. They raise cows on the farm and she enjoys the new babies coming every fall. Conchita is a big kid at heart and loves kids as well.



# BOULDER

## Employee of the Month TOM STEELE

Tom Steele has been with PHHC since October of 2007. He has been, by far, one of PHHC's best caregivers! Tom is a very attentive and detailed caregiver. Always going above and beyond to really get to know his clients, their needs and wants. His easy-going and caring personality is what maintains a long lasting relationship between him and his clients!

Thank you, Tom, for being a part of PHHC!



## PHHC Awards



**Jackie Peterson, Dawn Degenhart  
Rita Gonzales, Maria Melendez**  
received the **Thank You Award**  
for superb work

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

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

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

**Graciela Gutierrez, Kathy Esquibel  
Mariah Travis**  
received the **Wow Award**  
for impressing us by doing something  
extraordinary

**Jamie Lo**  
received the **Sunbeam Award**  
for referring new clients to PHHC

# COLORADO SPRINGS

## Employee of the Month YVONNE FORD

For the month of July, Yvonne Ford has been chosen for Employee of the Month. Besides her positive attitude and demeanor when in the office, she has been very flexible and helpful during scheduling conflicts. Her great personality along with good sense of humor and not taking anything personally has proven her to be a wonderful addition to PHHC. Yvonne receives the highest of compliments from every one of her clients who all adore and love her, showing just how much she loves caring for others. Her attention to detail at her job is impeccable leaving each client in happy spirits and in immaculate condition. When Yvonne is not working she enjoys living here in Colorado Springs, spending time with her husband, volunteering at her kids' school and church, and taking road trips when possible.

We are very happy to have Yvonne here working for the Colorado Springs branch and thank her for all her hard work and help.



## PHHC Awards



**Lynda Burns**  
received the **Bright Light Award**  
for teamwork

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



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





# DENVER

**Employee of the Month**  
**CARLY ATWOOD**

For July Employee of the Month we would like to recognize Carly Atwood. Carly is an RN with PHHC and in her short time here she has gone above and beyond. All of our clients request her back and say she is the most kind hearted RN they have met. Carly has been a huge help when it has come to staffing problems, and is always willing to lend a helping hand. Most recently she has volunteered to work 13 days in a row with no days off to help us out.

We appreciate everything you do Carly.  
Keep up the great work!!!

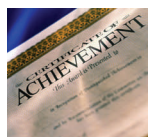
# LONGMONT



**Employee of the Month**  
**CATHERINE HURT**

PHHC Longmont is proud to nominate Cathy Hurt, CNA as our employee of the month for June. Cathy works as a full-time CNA and has now reached 8 years of service with PHHC! We could not provide the level of service that we do without her. Cathy is one of our most dependable and hard-working CNAs and is always willing to go above and beyond for her clients. We also want to recognize Cathy for being willing to pick up extra shifts when we are in a bind. Cathy chose to work for PHHC because she loves to take care of people – and it shows.

Thank you Cathy – we are lucky to have you on our team!



## PHHC Awards



**Isabel Ciaptacz**

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

**Amber Tarin, Brenda Darnell  
Cinthia Diaz, Betzabe Chavez**

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

**Kathy Irish, Stacie Morales  
Sarah Campe, Janice Smith  
Jennifer Koch, Suzanne Anderson**

**Deb Pugliano, Valerie Jones  
Angie Morua, Paula Madrid**  
received the **Thank You Award**  
for superb work

**Bonnie Boone**

received the **Bright Light Award**  
for teamwork

**Andrea Gillham**

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

**Teresa Corson**

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



## PHHC Awards



**Joletta McWilliams**

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

**Mary Keith**

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

**Dawn Gibbs**

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

**Josephine Sena**

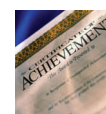
received the **Heart Warmer Award**  
for exceptional caregiving

**Jason Winslow**

received the **Bright Light Award**  
for teamwork



## PHHC Awards



# CORPORATE

**Shanae Zion**

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



# PUEBLO

## Employee of the Month

### JEANNE STORM

Jeanne is one of those exceptional people; not only in her physical therapist work ethic, but in her personal physical life, also. She competes in Spartan Obstacle Course events in Colorado Springs. She finished the Super in just over 3 hours (a 10 mile event) and finished the Sprint in well under 2 hours (a five mile event). This rigorous activity consists of rope climbing, shimmying under barb wire, carrying heavy objects, etc. She finished last year in the top 20 in her age group last year. Breckenridge's Spartan Race, called "The Beast" will find her participating August 26<sup>th</sup>. Gym workouts and running 3-9 miles three times a week, plus working out at her friend's boot-camp-like course helps her train for these events. Jeanne also enjoys extreme sports including hang gliding, ziplining, and bungee jumping! Our 14,000 ft. mountains attract her, too. She's climbed 7 of them so far.

Jeanne is certainly one of a kind, and we are so blessed to have this exceptional woman on our team!



## PHHC Awards



### Heather Gomez-Garcia

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

### Mike Gruber

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

### Heidi Rufener

received the **Bright Light Award**  
for teamwork

### Cathy McCormick, Kendra Garcia Vanessa Maldonado, Nancy Griffiths

**Roxann Ebrecht, Jeannie Maher**  
received the **Peer-to-Peer Award**  
for recognition by co-workers

### Samantha Gaona

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

**Tammy Lopez**  
Corporate, 18 years!

**Mark Franson**  
Pueblo, 14 years!

**Tonya Hernandez**  
Pueblo, 13 years!

**Kathy Irish**  
Denver, 10 years!

**Angelita Morua**  
Denver, 10 years!

**Louisa Duley**  
Denver, 9 years!

**Taura Davis**  
Colorado Springs, 8 years!

**Leslie Miller**  
Denver, 8 years!

**Zac Bellinger**  
Corporate, 7 years!

**Peggy McKee**  
Denver, 7 years!

**Sharee Wahdan**  
Denver, 7 years!

**Stacey James**  
Longmont, 6 years!

**Oscar Loveless**  
Pueblo, 6 Years!

**Annemarie Schutte**  
Longmont, 5 years!

Best Wishes for a  
Wonderful Day!



**Pueblo**

Mark Franson  
Kendra Garcia  
Dana Knight  
Dayna Hendrix  
Ashley Rollo  
Patricia Tapia  
Mary Lopez

**Denver**

Zachary McMahan  
Ashley Klotz  
Leslie Miller  
Devon Rosenberg  
Cathy Gutierrez  
Jennifer Koch  
Katherine Perry  
Virginia Strawn

**Boulder**

Patricia Foree  
Joanna Fiebig  
Judith Roberts  
Elizabeth Huff

**Longmont**

Joletta McWilliams

**Colorado Springs**

Angela Roe  
Shantale Krause  
LaToya Williams  
Holly Brooks  
Jennifer Schnackel

