

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.

June, 2016



SUN IN THE



SUN



Complete sentences 1-14 by filling in the blanks with missing word(s). Then, find the missing words, which are hidden in the word search. (Words are spelled forward, backward, and diagonally.)

R	U	T	R	A	Y	S	K	C	O	L	B	N	U	S
A	L	N	W	A	T	E	R	E	A	P	P	L	Y	P
G	T	G	O	R	D	J	T	E	K	N	A	L	B	M
R	R	N	O	I	E	I	N	K	U	D	Z	S	C	A
F	A	I	E	N	T	F	A	S	C	A	C	U	M	R
O	V	N	G	T	S	C	L	T	R	E	C	N	A	C
O	I	N	A	E	A	W	E	E	I	H	N	S	G	U
R	O	I	M	N	N	R	I	T	C	O	M	C	N	M
P	L	H	A	S	D	M	B	M	O	T	N	R	I	B
R	E	T	D	E	O	N	R	S	M	R	S	E	F	R
E	T	V	I	T	A	M	I	N	B	I	P	E	I	E
T	A	H	P	E	D	F	M	P	R	O	N	N	E	L
A	U	M	S	S	T	I	F	E	N	E	B	G	S	L
W	Y	W	R	I	N	K	L	E	S	N	R	U	B	A
S	E	E	R	U	S	O	P	X	E	R	E	V	O	S

- One s _____ m that a person has been out in the sun/heat too long is muscle _r _____.
- When you plan to be out in the sun (especially if for more than 20 minutes) you should always put on a _n _____ n or a _b _____ k.
- Because water m _____ f_e _____ the power of ultraviolet rays, sunscreen is especially important if you're _w _____.
- Even if your sunscreen is _t _____ o_f it's still a good idea to r _____ y it after leaving the _____, to ensure full _r _____ n.
- O _____ u _____ to the sun can cause skin _____ e _____.
- The most i _____ e sun _d _____ n occurs between 10:00 AM and 2:00 PM.
- Most sunscreens are labeled with a _____ protection factor.
- There are _e _e _____ s from exposure to the sun. _____ a _____ (D) is produced. However, the _a _____ from overexposure easily outweighs any benefits.
- Besides causing skin cancer, _____ l _____ o _____ rays can also cause the skin to _____ i _____ e _____.
- Cement also r _____ the sun.
- When you're not swimming, wear a _____ with a _____ m to protect your head and _e _____.
- Never use a sun reflector or metallic reflector _l _____ e _____. They can cause serious _____ r _____ very quickly.
- When applying sunscreen don't forget your _____, especially if your hair is _____ n _____ g _____.
- Seek out shade, but remember that beach _____ r _____ l _____ do nothing against _____ s reflected off _____ n _____ and _____ e _____.

Word Search List:

1. symptom, cramps;
2. sunscreen, sunblock;
3. magnifies, swimming;
4. waterproof, reapply, water, protection;
5. overexposure, cancer;
6. intense, radiation;
7. sun;
8. benefits, vitamin, damage;
9. ultraviolet, wrinkle;
10. reflects;
11. hat, brim, neck;
12. blanket, burns;
13. head, thinning;
14. umbrellas, rays, sand, sea.

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ACHC Accreditation



HCBS Rules-Reminders for PCPs

Home and Community Based Services (HCBS) refers to assistance with daily activities that generally helps older adults and people with disabilities to remain in their homes. HCBS is part of the state Medicaid program, and there are many rules regarding services and how they are to be provided. Here are some important reminders to help PHHC stay in compliance.

- Only provide care listed on the care plan.
- Never provide personal care services to a homemaking client. Personal care tasks involve caring for the client's body, i.e. assistance with bathing, dressing, or ambulation. Homemaking tasks involve cleaning and shopping. Meal preparation may be on either type of care plan.
- No pet care.
- Only perform homemaking tasks on the interior of the home – no yardwork.
- Client must be in the home at time of services.
- Do not transport clients.
- HCBS does not pay for companionship. You must be performing tasks while in the home. You must have enough tasks charted to justify time spent in the home.
- Don't touch medications-- only allowed to remind clients to take meds. Do not adjust oxygen.
- No involvement in client's financial affairs.
- Do not clip client's toenails or fingernails.

If you have any questions about a client's care plan, call your supervisor.

2016 PI/QI Plan Improving Customer Satisfaction – By Asking Questions



In February we launched our 2016 company-wide Quality Improvement Supervisory project. Let's check in and see how we are doing.

PLAN: Home care regulations require PHHC to regularly ask clients about the care received from PHHC during a 'supervisory' visit. Our 2016 Performance / Quality Improvement PI/QI plan is to implement a new supervisory process which will lead to higher client satisfaction.

DO: RNs and Personal Care Coordinators have and will continue to ask clients their level of satisfaction every 14, 60, or 90 days.

CHECK: Data received so far shows a very high level of client satisfaction and few client concerns. Each client who states a concern is called by the manager from that branch. We will see if resolving problems increases the level of satisfaction. Look to this section for another update next month.

ACT: The data shows no new actions are currently required. We will continue to ask clients for areas where we must improve. The employees on Page 3 were reported by clients for making a client's homecare experience more pleasant and are members of this month's "Circle of Excellence" Award.



Congratulations!

Chronic Pain & Substance Abuse

Opioid addiction and prescription drug abuse are national problems. One research study discovered that 87 percent of opioid or related medication addicts are self-medicating pain. Does this sound like you or someone you know?



Note these warning signs for needing help with addiction:

1) You are using the medication not just for pain but also to achieve a feel-good state.

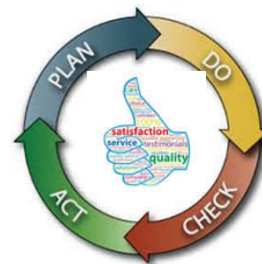
2) Your prescribed dose seems way too low. It takes more to feel the effects.

3) Your pain has subsided, but your desire to use the medication you were given is growing. You say you're worried about the pain coming back, but the effect of the drug is really the motivating factor.

4) The medication has become part of your life, and you are planning and coordinating your life around obtaining and using the medication, even to the detriment of your family, things you enjoy, and parts of your life that you value.

<http://www.bumc.bu.edu> [search: "prescription abuse"]

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
Mabel Audette
Chris Baker
Dawn Degenhart
Becky Delaney
Kathy Esquibel
Amy Geithman
Rita Gonzales
Craig Haugland
Beth Huff
GuruDhan Khalsa
Amy Lopez
Theresa Molina
Stephaniana Preston
Carmen Ramirez-Martinez
Tom Steele
Mariah Travis

South Denver

Deb Pugliano
Luis Quintana
Annette Trebst

Colorado Springs

Cora Alguire
Christine Baca
Cheryl Bates
Holly Brooks
Taura Davis
Colandra Domino
Laura Flores
Ann Kent
Rosalia Martinez
Angela Rose
Samantha Sindelir
Shannon Stevens
Patrice Temby
Diane Westmoreland

Longmont

Erika Balfanz
Courtney Brown
Dominic Gutierrez
Teri Hardin
Eric Hatlen
Jen Hester
Cathy Hurt
Stacey James
Karen Leh
Jon LeJeune
Dolzin Olsen
Janet Puglisi
Josephine Sena
Charlene Sosa
Juliette Specht
Stephanie Walker
Jason Winslow

Denver

Melissa Aguilar
Michelle Ambute
Brittany Bogner
Vicki Brown
Norida Buckley
Brenda Campbell
Mike Cook
Stephanie Cruthers
Brenda Darnall
Bethany Davis
Tara Epperson
Kathryn Gentry
Hillary Gerke
Vivian Giacullo
Jane Gregory
Tammy Griffith
Santiago Huerta Sabedra
Danielle Klohr
Ashley Klotz
Jennifer Koch
Samantha Lane
Crystal Lawrence
Cindy Lucero
Roderick McCormac
Peggy McKee
Leslie Miller
Angie Morua
Amber Prim
Gabriela Ruiz
Mary Sena
Lataine Shaw
Janice Smith
Annette Trebst
Shareefa Wahdan
Debra Wenz
Molly Wenz

Pueblo

Clorinda Arguello
Jamie Ayala
Angelique Balizar
Lauren Bosche
Francis Finn
Lenette Garcia
Carlee Garcia
Sharon Gutierrez
DeeAnn Heblinger
Lisa Hernandez
Melissa Herrera
Justin Jefferson
Lori Kuhlman
Oscar Lovelace
Vanessa Maldonado
Cheryl Martinez
Lindsay McIntyre
Daniel Muniz
Valerie Munoz-Infante
Yolanda Pacheco
Candace Rollo
Christina Sisneros
Patricia Tapia
Angelina Velasquez
Robyn Vigil
Cheryl Viles
Tom Watkins
Matthew Young

Congratulations on a job well done!

Proper Footwear

With warm weather arriving, many of us will begin sporting our sandals, flip flops and other summer footwear. While these types of shoes are comfortable and stylish during hot weather, they are not suitable for wearing during home visits. Protect your toes and feet and prevent slips and falls by adhering to PHHC’s footwear policy: *Shoes must be clean, comfortable, with no open toes, and must be designated as slip-resistant by the shoe manufacturer.*

Characteristics of slip-resistant shoes are:

A slip resistant outsole that is softer and made of rubber that is more slip resistant when exposed to water and oil than other outsole compounds. This softer rubber outsole means that a slip resistant shoe can more effectively grip a slick floor.

Interlocked tread pattern. If you’re using a shoe with an enclosed tread pattern, there is no place for the liquid to go. It gets trapped under your shoe and forms a barrier between your shoe and the floor, similar to a car hydroplaning, sliding on top of the water without getting a grip on the road. Slip resistant shoes feature an interlocked tread pattern that doesn’t close the water in (see below), so that it is channeled away from your foot, allowing the slip resistant sole to contact the floor and provide better slip resistance. A good slip resistant shoe will also provide more surface contact with the tread pattern.

When shopping for work shoes, look for ones that are marked “slip resistant”. Shoes for Crews are a recommended brand. Their website is <https://www.shoesforcrews.com>



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

Introducing: Janet Puglisi, RN

Janet Puglisi has been with PHHC from 1995—2001 and then came back to us in 2005. The main thing she enjoys about her job is working with people for optimal health outcomes and providing great service to clients and staff. Her biggest challenge with her job is dealing with ungratefulness.

Janet’s favorite sports teams are CU, the Broncos and the Rockies. She has 3 sisters, two sons, two nephews and four nieces five great nieces and four great nephews, one grandson and one granddaughter plus one dog, Lucky. Janet grew up in Longmont and is proud to be part of five generations at Longmont High School. Her family settled in the Niwot/Gunbarrel area in 1846! She is a graduate of the University of Colorado and represents the third generation of nurses in her family.

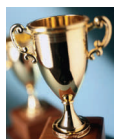
Janet is very proud of her family and they all enjoy each other. Both of her sons are computer nerds and one is Operations Manager for the Bard and the other is Database Supervisor for the Food Bank of the Rockies. Janet is Irish with an Italian passport and American with three languages, fluent in two. She says she likes to talk, so more is better!



Why did the cookie go to the doctor?



Because it was feeling crummy!



BOULDER

Employee of the Month

CAROL BENNET

Carol Bennet has been with PHHC since July, 2014. She is an absolutely remarkable care provider! All of her clients are so appreciative of the help and how she is willing to go above and beyond. Carol is very sociable and her clients are just so comfortable with her. In her free time she enjoys spending time with her family, traveling to see her mom and is interested in arts and crafts.

We are so grateful to have Carol on the PHHC team!



PHHC Awards



Sandra Guillen
Beth Huff

Kathy Palmstein
Tom Steele

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

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

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

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

Justina Sunderman
received the **Wow Award**
for impressing us by doing something
extraordinary

COLORADO SPRINGS



Employee of the Month

TOYE WHITE

Toye White has been with Professional since November 2011. Toye started out as a Records Clerk, then as Secretary, and has just been promoted to the position as Personal Care Coordinator with the Colorado Springs office. Toye is married and has 2 sons - Jakari, who recently joined the Air Force and her son Braylon is 7 and keeps Toye on her toes. Toye shows a lot of compassion and empathy towards our clients. She has worked as a CNA in a nursing facility before moving to Colorado Springs and enjoys the elderly population. She is a Dallas Cowboy fan and loves Tom Brady. Since taking over the position of Personal Care Coordinator in May, Toye has taken on many extra roles. She jumps in to help without being asked and keeps the atmosphere in the office positive.

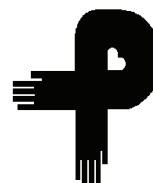
This is why our office feels she is the Employee of the Month for June.



PHHC Awards



Lori Dixon
received the **Bright Light Award**
for teamwork





DENVER

Employee of the Month ISABEL CIAPTACZ

The Denver office would like to recognize Isabel Ciaptacz for employee of the month. Isabel is an RN and has been with PHHC for 2.5 years. Isabel is a hard worker and is always willing to pick up visits for her fellow co-workers. Isabel has NEVER taken a sick day, going back as far as high school. Very impressive. Isabel is a dog lover and equestrian-and has been part of the Westernaires for years. In her free time she enjoys spending time with her boyfriend Travis, and attending different motorcross events. The most recent event they attended was in Las Vegas! Isabel is tri-lingual and communicates fluently with her parents in Polish. One thing Isabel would like everyone to know is that her Polish last name is pronounced “chop-touch”.

Isabel, thank you for everything you have done here,
and keep up the great work!!!!

LONGMONT



Employee of the Month JOSEPHINE SENA

Josie feels like family as she has been a CNA with PHHC since 2007. She is a key player on our full-time team and is always willing to assist our nursing staff with translation needs. Josie likes to take on the more difficult CNA cases and doesn't even like the easy visits as she does not consider them “real” CNA work. She is well known for being able to motivate even our most stubborn clients. A perfectionist and a problem-solver, Josephine takes her caring to another level and makes sure her clients are getting everything they need.

Thank you Josie.
We appreciate all that you do!



PHHC Awards



**Angelica Martinez, Crystal Rodriguez,
Justin Lowe**

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

**Sherry Clark, Jennifer Koch, Peggy McKee,
Katrina Needham**

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

**Valerie Casaus, Katie Gentry, Brenda Campbell
Kathy Irish, Cynthia Lozano, Sharee Wahdan
Tammy Griffith, Brittany Bogner, Teresa Lichte
Jonny Flood**

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

Jennifer Dautricourt

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

Stacie Morales

received the **Bright Light Award**
for teamwork

Monica Jussel, Danette Williams

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

Gina Santoya

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

Tyson Morgan

received the **Administrator's Award**
for his dedication and mentoring in the Denver Branch



PHHC Awards



Joletta McWilliams

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

Dominic Gutierrez

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



SOUTH DENVER

Bethany Davis

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

Kris Holland

received the **Bright Light Award**
For teamwork



PUEBLO

Employee of the Month

CHERYL VILES

Cheryl's greatest claim to fame, in our eyes, is that she is the mother of Pueblo's Personal Care Coordinator, Lacey. We chose her for the Employee of the Month, though, because she is a wonderful nurse and employee! She has six adorable Yorkies. Among her many talents is that she is a fantastic cook and does beautiful needlework, and we've been the recipient of both! She adores her grandchildren and watches them frequently. Along with her husband, she ran an adult foster care in their home from 1989 to 2001.

We appreciate Cheryl's love for caregiving and appreciate her friendship.



PHHC Awards



Daniel Muniz

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

Wren Bosche

received the **Bright Light Award** for teamwork

Katherine Trujillo

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

Robin Vigil, Matthew Young, Oscar Loveless

Raquel Gallegos, Lori Kuhlman, Justin Jefferson

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

Shantale Kraus

Colorado Springs, 16 years!

Dana Knight

Pueblo, 10 years!

Tyanna Tomlinson

Corporate, 9 years!

Cynthia Maes

Denver, 8 years!

Octavia Tryon

Boulder, 8 years!

Shannon Sullivan

Denver, 8 years!

Marta Vogel

Boulder, 7 years!

Valerie Casaus

Denver, 6 years!

Michelle Muniz

South Denver, 6 years!

Milca Gonzales

Denver, 5 years!

Donna Schafler

Denver, 5 years!

Annette Trebst

Denver, 5 years!

Best Wishes for a
Wonderful Day!



Longmont

Olga Gibson
Analise Lawson
Gayla Mortensen
Charlene Sosa
Julia Hutton

Pueblo

John Padilla
Halee Spurlock
Marisa Herrera
Kathy McMillin
Lindsay McIntyre
Lauren Bosche
Yolanda Pacheco
Echo Hawkins
Daniel Muniz
Candice Rollo
Angelique Balizan

Boulder

Jaime Lo
Bridgett Crane Fanatia
Janet Michel
Carol Bennet
Shirley Angel

South Denver

Debra Pugliano

Corporate

Jennifer Morin

Colorado Springs

Jeanny Sopacua
Jennifer Shirk
Danielle Runge
Taura Davis
Cheryl Bates
Joshlin Schade
Terry Morin
Kelly Gillette
Juliana Chong
Isabelle Justice
Michael Gerber

Denver

Kris Holland
Eloisa Morales
Robin Olnhausen
Jennifer Dautricourt
Valerie Carrillo
Kathy Trujillo
Luis Quintana
Michelle Ambute
Mary Trevino
Catherine Hoard
Jessey Ramirez
Sherry Clark
Diana Holte
Mercedes Pena-Flor
Jona Folsom
Janice Smith
Justin Lowe
Tamara Mason



CLEAN HANDS

COUNT

FOR HEALTHCARE PROVIDERS

KNOW THE TRUTH TO PROTECT YOURSELF AND PROTECT YOUR PATIENTS

TRUTH:

Alcohol-based hand sanitizer is more effective and less drying than using soap and water.

THE NITTY GRITTY:

Compared to soap and water, alcohol-based hand sanitizers are better at reducing bacterial counts on hands and are effective against multidrug-resistant organisms (e.g., MRSA). Additionally, alcohol-based hand sanitizers cause less skin irritation than frequent use of soap and water.



TRUTH:

Using alcohol-based hand sanitizer does NOT cause antibiotic resistance.

THE NITTY GRITTY:

Alcohol-based hand sanitizers kill germs quickly and in a different way than antibiotics. There is no chance for the germs to adapt or develop resistance.

TRUTH:

Alcohol-based hand sanitizer does not kill *C. difficile*, but it is still the overall recommended method for hand hygiene practice.

THE NITTY GRITTY:

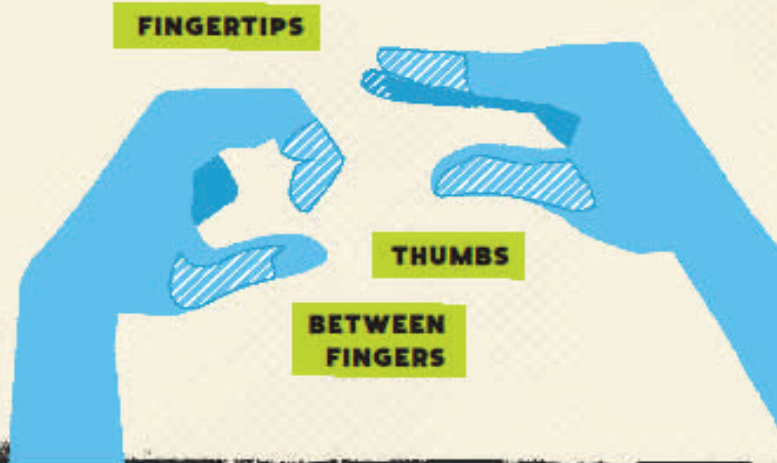
Always use gloves when caring for patients with *C. difficile*. In addition, when there is an outbreak of *C. difficile* in your facility, wash your hands with soap and water after removing your gloves.

TRUTH:

Some healthcare providers miss certain areas when cleaning their hands.

THE NITTY GRITTY:

Using alcohol-based hand sanitizer becomes a habit and sometimes healthcare providers miss certain areas:



Clean Hands Count 100% of the Time

PROTECT YOURSELF AND PROTECT YOUR PATIENTS FROM POTENTIALLY DEADLY GERMS

TRUTH:

The amount of product you use matters.

THE NITTY GRITTY :

Use enough alcohol-based hand sanitizer to cover all surfaces of your hands. Rub your hands together until they are dry. Your hands should stay wet for around 20 seconds if you used the right amount.

TRUTH:

Glove use is not a substitute for cleaning your hands. Dirty gloves can soil your hands.

THE NITTY GRITTY :

Clean your hands after removing gloves to protect yourself and your patients from infection.

TRUTH:

On average, healthcare providers perform hand hygiene less than half of the times they should.

THE NITTY GRITTY :

When healthcare providers do not perform hand hygiene 100% of the times they should, they put themselves and their patients at risk for serious infections.



www.cdc.gov/HandHygiene



This material was developed by CDC. The Clean Hands Count Campaign is made possible by a partnership between the CDC Foundation and GOJO.