



# 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.

## CNAs - Caring for Chronically Ill Clients

May, 2017

Taking care of clients who are chronically ill presents its own set of challenging circumstances. These clients will routinely encounter fear, frustration, fatigue and depression.

Examples of chronically ill clients include those who may have suffered from heart attacks, strokes and chronic conditions such as cancer, emphysema and advanced diabetes.



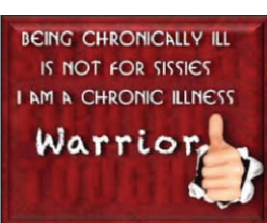
### Considerations

The bottom line for dealing with elderly and chronically ill clients is that while every client may have their own unique set of circumstances, your care plan will encompass a multifaceted approach. You will provide for the client's physical needs as well as their emotional needs. They are both equally important parts of your duties as a nurse aide.

The foundation to your successful interaction with the elderly and chronically ill client relies on your ability to effectively observe and respond to their emotional needs. Do your best to answer the client's needs, and if you need help don't hesitate to ask assistance from the nursing staff or office. You will find as you mature in your nursing career that this effective use of communication will assist your clients while making your job easier at the same time.

### Q&A's

**Q.** What are some common feelings and emotions experienced by individuals who are chronically ill?



**A.** Individuals who are chronically ill or who are in declining health as they age can experience a range of emotions. They are often feeling a bit afraid especially if the future of their health is uncertain. Clients become frustrated if they are ill often. It is not uncommon for clients to have a sense

of anger. Some clients will even suffer from depression.

**Explanation:** It is hard on an individual's emotions if they are ill quite often or if they are affected by health problems that will never go away. An individual can lose the ability to carry out task and activities that they are used to doing on their home. This can result in the feelings above and a large assortment of other emotions and feelings. ....continued

**Q.** Why is it important for a nursing plan (including aspects of the plan carried out by CNAs) to include plans to help care for a client's mental/emotional health?

**A.** Caring for a client's mental health including elderly and chronically ill individuals is very important. Many elderly individuals and some with long-term ailments will require homecare for an extended period of time or for the very long-term. As a result, individual can become lonely, angry, sad and upset. You can help to reduce these feelings by providing for their emotional care. If a client has a better state of mental health, they are more likely to be able to see improved physical health.

**Q.** What level of care is needed for elderly and chronically ill patients?

**A.** The level of care needed will vary from one client to another. Some individuals need assistance with nearly all or most activities of daily living. There are other individuals who require just minimal help.

**Explanation:** Each client has a unique set of care needs. No two clients are alike when it comes to the care that they need on a day to day basis. Some individuals need help walking, eating, bathing and with various other daily activities. Other patients just need a little assistance with these tasks or with other tasks they find difficult as a result of health conditions.

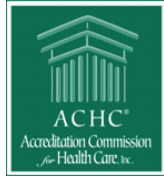
from <http://cnatraininghelp.com>



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# ACHC Accreditation



## Confidential Expectations

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 patient are to be taken into that patient'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 patient 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 – know 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 your clients on a social media site.



If you were a PHHC client, how would you expect your care team to handle your personal health information?

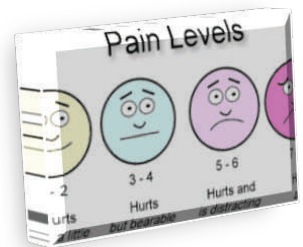
## 12 Tips for Living with Chronic Pain





Pain is the body's way of letting you know that something is wrong. Pain can appear suddenly or build slowly over time, ranging from mild and intermittent to severe and persistent. Acute pain, left untreated, can lead to chronic pain. Chronic pain disables more people than cancer or heart disease.

### Tips:

1. Stay hydrated. Dehydration aggravates the symptoms of some chronic conditions.
2. Learn deep breathing or meditation to help you relax.
3. Reduce stress in your life. Stress intensifies chronic pain. Negative feelings like depression, anxiety, and anger increase the body's sensitivity to pain.
4. Boost chronic pain relief with the natural endorphins from exercise.
5. Cut back on alcohol, which can worsen sleep problems.
6. Join a support group. Meet others living with chronic pain to share coping ideas.
7. Don't smoke. It can worsen chronic pain.
8. Track your pain level and activities every day.
9. Learn biofeedback to decrease migraine and tension headache pain.
10. Get a massage for chronic pain relief, especially for back and neck pain.
11. Eat a healthy diet if you're living with chronic pain. Choose fresh fruits and vegetables, whole grains, and lean meats.
12. Find ways to distract yourself from pain so you enjoy life more. When you focus on pain, it makes it worse.

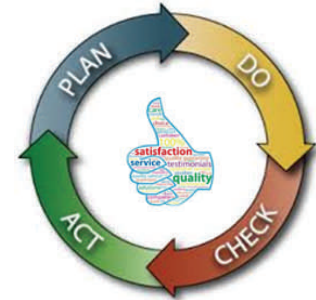


A person leaves home and turns left three times, only to return home facing two people wearing masks. Who are those two people?

A Catcher and Umpire!

## 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  
Hirut Assefa  
Mabel Audette  
Chris Baker  
Carol Bennet  
Bridgett Crane-Fanatia  
Kathy Esquibel  
Alma Garcia Lopez  
Rita Gonzales  
Craig Haugland  
Beth Huff  
Val Melillo  
Theresa Molina Rascon  
Sandra Nissen  
Walter Peters  
Tom Steele  
Justina Sunderman  
Anna Wilkinson

\*\*\*

### Longmont

Dana Atkin  
Dominic Gutierrez  
Eric Hatlen  
Cathy Hurt  
Kimberly Marcum  
Josephine Sena  
Charlene Sosa  
Ashley Wurtz

\*\*\*

### Colorado Springs

Lanita Adamic  
Mary Atencio  
Christine Baca  
Theresa Baker  
Kelsey Bensberg  
Lauren Benson  
Lynda Burns  
Juliana Chong  
Dawn Courkamp  
Joyce D'Alesio  
Taura Davis  
Mariela Estrada  
Anna Ezell  
Steven Fekety  
Laura Flores  
Sage Hagan  
Ann Kent  
Breanna Lawellin  
Judy Lyman  
Maria Mendoza  
Lindsey Reardon  
Angela Roe  
Jahaira Rosario  
Jay Shanen  
Jennifer Shirk  
Ben Shoemaker  
Sam Sindelir  
Gwen Stowell  
Heike Thomas  
Toye White  
LaToya Williams

\*\*\*

### Denver

Suzanne Anderson  
Olga Borukhova  
Bryna Burns-Bernal  
Brenda Campbell  
Sarah Campe  
Valerie Casaus  
Betzabe Chavez  
Isabel Ciaptacz  
Sherry Clark  
Michael Cook  
Brenda Darnall  
Eileen Fisk  
Michael Fulton  
Hillary Gerke  
Tammy Griffith  
Kris Holland  
Crystal Lawrence  
Mellisa Martinez  
Joleen Mendoza  
Stacie Morales  
Karen Osier  
Vicki Parker  
Mark Pauly  
Mercy Pena-Flor  
Robin Pilcher  
Luis Quintana  
Mary Sena  
Kathy Trujillo

\*\*\*

### Pueblo

Maria Aquino  
Clorinda Arguello  
Patricia Armijo  
Angelique Balizan  
Wren Bosche  
Cheryl Brassfield  
Harley Cordova  
Frances Finn  
Raquel Gallegos  
Lenette Garcia  
Carlee Garcia  
Kendra Garcia  
Chantel Gonzales  
Alexis Graham-Betchel  
Sharon Gutierrez  
DeeAnn Heblinger  
Dayna Hendrix  
Marisa Herrera  
Oscar Loveless  
Jeannie Maher  
Alicia Martinez  
Tracy Mills  
Daniel Muniz  
Julie Rodriguez  
Candice Rollo  
Ashley Rollo  
Heidi Rufener  
Christina Sisneros  
Jeanne Storm  
Patricia Tapia  
Angel Velasquez  
Lacey Viles-Juanes  
Tim Watkins

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**Good Work! Thank You!**

## Prevent Slips and Falls

Slips, trips, and falls are accidents that may cause injuries such as cuts, concussions, sprains, and broken bones. In addition, when people slip—and then recover their balance—they often experience a muscle strain or back injury.



You take hundreds of steps every day, but how many of those steps do you take seriously? Slips, trips, and falls are a common cause of injury on the job. By taking a few minutes to understand how slips, trips, and falls happen and being aware of your surroundings, you can prevent needless and painful injuries.

- A slip is a loss of balance caused by too little friction between your feet and the walking or working surface. Wet indoor surfaces and weather conditions can lead to loss of traction, causing a slip.
- Trips occur when your foot hits an object and you are thrown off balance. Trips can happen due to cluttered work areas, poor housekeeping, loose rugs, or poor lighting.
- Falls occur when you move too far off your center of balance, resulting in everything from a bruise to severe injury. Falls are usually divided into two types—falls at the same level and falls from a height.



Two of the major causes of slips, trips, and falls are loss of footing and loss of traction. Loss of footing happens when there is less than full contact between the sole of your shoe and the surface that you're walking or standing on.

To avoid injury:

- Keep walkways clear
- Keep work areas well lit so obstacles can be seen
- Watch where your steps are taking you
- Adhere to PHHC's slip resistant footwear policy
- Wear shoes with adequate ankle support to assure the best control on uneven surfaces
- Hold on to handrails while going up and down stairs

Please contact your supervisor if you would like to know more about preventing slips, trips, and falls.

## Introducing Shari Fickes, RN

Shari has been with P.H.H.C. as the Corporate Quality Assurance Nurse since January, 2017. She enjoys absolutely everything about her job and her biggest challenges are having to resend clarifications and/or corrections repeatedly. Her favorite activities are being with her family, traveling, cooking, reading, taking long walks and at times, pampering herself. Shari has been all over the world (military) and loved experiencing new cultures, people and continents. Her family includes her husband, 2 grown daughters, 4 grandchildren, and a rescued cat. She says she enjoys everyone she has met and is working with. She can't say enough positive things about PHHC!

Thank you, Shari, for all you do for P.H.H.C.!

## Let Nature Rejuvenate You



**N**ew research shows that there are mental health advantages that come with spending time immersed in natural settings. Frequent technology use puts extraordinary strain on cognitive functions such as attention, problem solving, focusing, multitasking, and shifting between programs with different cognitive demands. Research indicates that exposure to natural settings seems to improve our ability to perform these tasks because of the restorative benefits offered by a radically different change of environment. A couple of days of downtime and communing with nature can give you a 50% boost in productivity!

<http://www.plos.org> [search "0051474"]



# BOULDER

## Employee of the Month ALMA GARCIA-LOPEZ

Alma has been with PHHC since May, 2016. Alma has become a wonderful part of our team and we are so grateful to have her. Alma is a hardworking and dedicated caregiver and always has a flexible and great attitude! All of her clients are thankful to have her as their caregiver. Her clients say she is full of positive energy and always gets things done just right! When Alma is not at work, she enjoys camping and hiking. A few of her hobbies are drawing and painting. She also loves working with kids and seniors! Her favorite sport is volleyball and really likes Mexican food.

Thank you Alma for all you do!



## PHHC Awards



**Carol Bennet**  
**Craig Haugland**  
**Carol Ford**

**Anna Wilkinson**  
**Justina Sunderman**  
received the **Thank You Award**  
for superb work

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

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

**Sandra Nissen**  
received the **Bright Light Award**  
for teamwork

**Rita Gonzales**  
**Chris Baker**  
received the **Wow Award**  
for impressing us by doing something  
extraordinary

# COLORADO SPRINGS

## Employee of the Month HEIKE THOMAS

Heike is an ideal PCP employee here at PHHC. So many great things can be said about her. She is kind, sweet, highly professional, punctual, thorough, and one of the hardest workers we have had the pleasure of having here in the Springs. With no call offs, happy to help out when available, and the loyalty and love received from her clients makes Heike a prime example of an Employee of the Month. Heike came from Germany and has stated moving here was one of the most interesting things she has done. On her days off, Heike walks with her new highly loved dog and son who now works for CSPD and whom she is extremely proud of. When she is in the office there is always laughter and smiles and we would like to thank Heike Thomas for her loyalty, extreme hard work, and reliability.

It has been a pleasure to have you here these past 17 years with hopefully more to come. Thank you Heike Thomas!



## PHHC Awards



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

**Sage Hagan**  
received the **Bright Light Award**  
for teamwork

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

**Jahaira Rosario**  
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**  
**VICKY PARKER**

The Denver branch would like to recognize Vicky Parker, CNA, for May's Employee of the Month. Vicky has been with Professional Home Health Care since 2011 and in her time here she has done incredible work. Vicky has a kind heart, and a real passion for taking care of people. We have received multiple compliments from our clients stating that Vicky is like no other, and they would choose her over any other care giver any day. Vicky's favorite candy is Snickers and she enjoys discussing sports in her free time.

Thank you Vicky for all of your hard work.  
We appreciate everything you do!!



## PHHC Awards



**Tyson Morgan**

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

**Melinda Enright, Kris Holland**  
**Heather Brumm, Mary Trevino**  
**Meghan Lais**

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

**Bryna Burns-Bernal, Jane Gregory**  
**Maria Canales-Ramirez, Sherry Clark**  
**Laura Berryman, Hillary Gerke**  
**Halida Porobic, Kathy Irish**

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

**Ashley Williams**

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

**Isabel Ciaptacz, Mike Cook**  
**James Bergeson, Crystal Rodriguez**  
**Saroya Bryson, Paula Madrid**  
**Mansour Gazawi**

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

**Karen Osier**

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

# LONGMONT



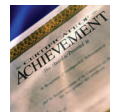
**Employee of the Month**  
**SUSAN MARFIELD**

Longmont PHHC would like to recognize Susan Marfield, RN as our employee of the month for May. Susan joined PHHC in 2010 and has remained a steadfast member of our team. Susan deserves this award for accepting and doing the new processes with grace and ability. She did the most recerts in the new mode including the ones for Katherine who was on vacation for moving. Susan asks for and gives respect and should be acknowledged for her élan.

Thank you Susan for all you do!



## PHHC Awards



**Abbigale Tun, Lana Haase**  
received the **Peer to Peer Award**  
for recognition by co-workers

**Joletta McWilliams, Jon LeJeune**  
**Katherine Dunbar-Morss**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary



## PHHC Awards



# CORPORATE

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

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

**Kathy Ramsey**  
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

### MARIA AQUINO

Maria is a US citizen, from Honduras. She has a colorful and exciting story about her flight from Honduras and miraculous entry into America. She worked diligently to bring her two sons, Walter and Carlos, to the U.S. last summer. Maria has worked as a PCP for Professional since 2000 and is a full time employee. Clients love her caring attitude, agree she is a hard worker, and she takes pride in her very important position as caregiver.

Thanks, Maria, for your years of service to Professional and our clients.



## PHHC Awards



### Ulises Flores

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

### Jeannie Maher

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

### Cathy Martino, Cathy McCormick

Tracy Mills, Wren Bosche,

Daniel Muniz, Sharon Gutierrez

Pat Armijo Clorinda Arguello

### Chantel Gonzales Marisa Herrera

Angie Velasquez Tim Watkins

### Cheryl Brassfield Candice Rollo

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

### Randa Vallejos, Carlee Garcia

### Jamie Ayala

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

**Maria Aquino**  
**Pueblo, 17 years!**

**Trish Hansen**  
**Colorado Springs, 15 years!**

**Janet Puglisi**  
**Corporate, 12 years!**

**Josephine Sena**  
**Longmont, 10years!**

**Martha Powers**  
**Boulder, 9 years!**

**Catherine Hurt**  
**Longmont, 8 years!**

**Alicia Martinez**  
**Pueblo, 8 years!**

**Christopher Baker**  
**Boulder, 8 years!**

**Marisa Herrera**  
**Pueblo, 6 years!**

**Eileen Fisk**  
**Denver, 5 years!**

Best Wishes for a  
Wonderful Day!



**Pueblo**

Nellie Valles  
Raquel Gallegos  
Sharon Gutierrez  
Jeannie Maher

**Boulder**

Maria Melendez  
Thomas Steele  
Martha Powers  
Rita Gonzales  
Delores Sanchez  
España Duenas

**Colorado Springs**

Steven Fekety  
Kyrah Jones  
Cameron Davis  
Barbra Kelley  
Ann Kent

**Longmont**

David Jones  
Leslie Angus

**Denver**

Jonny Flood  
Pamela Roberts  
Renee Towne  
Jessica Estrada  
Hillary Gerke  
Cinthia Diaz  
Debra Hudgel  
Angelica Martinez  
Somsakun Sutthipong  
Betzabe Chavez  
Loretta McCloskey  
Diana Curtis  
Lataine Shaw  
Georgina Santoyo  
Michael Cook  
Elva Jaramillo  
Suzanne Anderson  
Cynthia Maes

**Corporate**

Celine Mathieu

