



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.

November, 2017



Positive thinking: Stop negative self-talk to reduce stress

Part 1 of 3

By Mayo Clinic Staff

Positive thinking helps with stress management and can even improve your health. Practice overcoming negative self-talk with examples provided.

Is your glass half-empty or half-full? How you answer this age-old question about positive thinking may reflect your outlook on life, your attitude toward yourself, and whether you're optimistic or pessimistic — and it may even affect your health.

Indeed, some studies show that personality traits such as optimism and pessimism can affect many areas of your health and well-being. The positive thinking that usually comes with optimism is a key part of effective stress management. And effective stress management is associated with many health benefits. If you tend to be pessimistic, don't despair — you can learn positive thinking skills.

Understanding positive thinking and self-talk

Positive thinking doesn't mean that you keep your head in the sand and ignore life's less pleasant situations. Positive thinking just means that you approach unpleasantness in a more positive and productive way. You think the best is going to happen, not the worst.

Positive thinking often starts with self-talk. Self-talk is the endless stream of unspoken thoughts that run through your head. These automatic thoughts can be positive or negative. Some of your self-talk comes from logic and reason. Other self-talk may arise from misconceptions that you create because of lack of information.

If the thoughts that run through your head are mostly negative, your outlook on life is more likely pessimistic. If your thoughts are mostly positive, you're likely an optimist — someone who practices positive thinking.

(Con't.)

The health benefits of positive thinking

Researchers continue to explore the effects of positive thinking and optimism on health. Health benefits that positive thinking may provide include:

- Increased life span
- Lower rates of depression
- Lower levels of distress
- Greater resistance to the common cold
- Better psychological and physical well-being
- Better cardiovascular health and reduced risk of death from cardiovascular disease
- Better coping skills during hardships and times of stress

It's unclear why people who engage in positive thinking experience these health benefits. One theory is that having a positive outlook enables you to cope better with stressful situations, which reduces the harmful health effects of stress on your body.

It's also thought that positive and optimistic people tend to live healthier lifestyles — they get more physical activity, follow a healthier diet, and don't smoke or drink alcohol in excess.

TO BE CONTINUED NEXT MONTH....



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ACHC Accreditation



Client Rights

The purpose of spelling out patient rights is to ensure the ethical treatment of individuals receiving medical care. These rights are explained to PHHC clients at the start of care. PHHC staff members also receive training on this topic during orientation. Awareness of these issues by both parties facilitates a respectful, ethical relationship. With recent additions to the CMS Conditions of Participation, PHHC is gearing up for a new revision of our client agreement and client rights information. Watch out for updates!



PHHC clients have the right to:

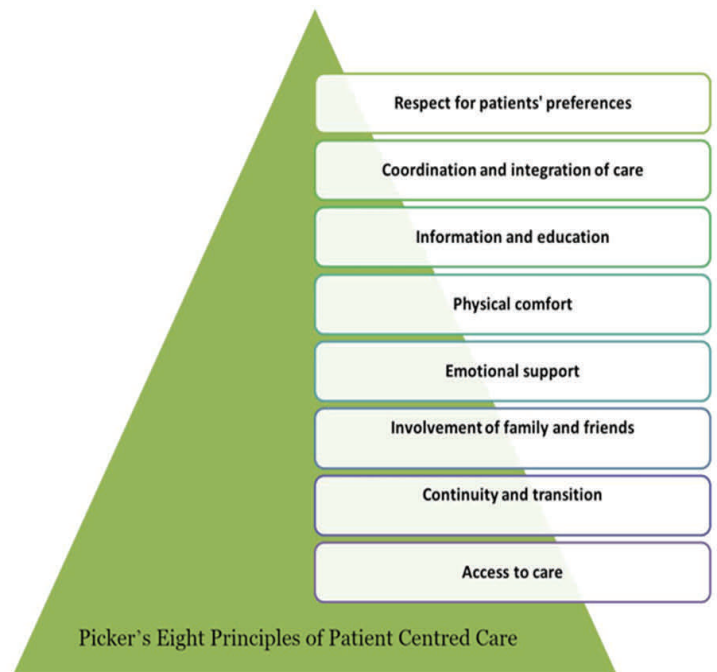
- Be informed of their rights and responsibilities
- Receive quality medical care without prejudice
- Be notified of any costs of services they may be responsible for paying
- Be treated with respect, dignity and privacy
- Have their property treated with respect
- Develop Advance Directives, including decisions about life support
- Participate in developing their plan of care
- Be informed of any changes in their care
- Refuse medical treatment
- Be given advance notice of discharge or transfer
- Confidential treatment of their medical records
- Voice complaints without fear of retaliation

PHHC clients expect and deserve to be able to exercise their rights regarding their health care. If you would like more information about client rights, refer to the “About PHHC” section of your Employee Handbook or speak to your supervisor.



8 Principles of Patient -Centered Care

Those who work in healthcare know patient-centered care has taken center stage, but what is the true meaning of patient-centered care? According to research by Harvard Business School, Picker Institute and the Commonwealth Fund, these 8 practices are conducive to a positive client experience.

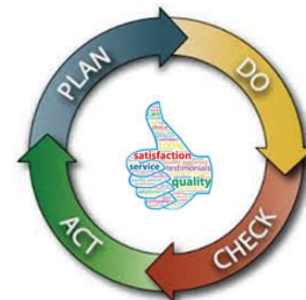


from www.oneviewhealthcare.com

Patient-centered care includes empowering patients to take an active role in their care plan. Homecare staff have always provided this to our clients; and others in healthcare are now joining us.



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

Deborah Allee
Shirley Angel
Carol Bennet
Becky Delaney
España Duenas
Gregorio Echaverria
Kathy Esquibel
Amy Geithman
Rita Gonzales
Graciela Gutierrez
Craig Haugland
Valerie Melillo
Kathleen Palmstein
Tom Steele

Colorado Springs

Cora Alguire
Mary Atencio
Daniel Baca
Christine Baca
Theresa Baker
Holly Brooks
Lindsey Burdick
Juliana Chong
Taura Davis
Robert Ebeling
Laura Flores
Megan Foran
Susan Gallegos
Scott Harper
Nadira Joseph
Ann Kent
Kristie Lademer
Breanna Lawellin
Maria Mendoza
Angela Roe
Jahaira Rosario
Michael Rose
Dayna Roybal
Jay Shanen
Ben Shoemaker
Samantha Sindelir
Gwen Stowell
Heike Thomas
LaToya Williams

Denver

Valerie Casaus
Betzabe Chavez
Brenda Darnall
Cinthia Diaz
Danielle Malm
Mellisa Martinez
Stacie Morales
Joyce Nauman
Luis Quintana
Lataine Shaw
Debra Wenz

Longmont

Elizabeth Burgin
Liz Garcia
Dominic Gutierrez
Cathy Hurt
Karen Leh
Kimberly Marcum
Josephine Sena
Charlene Sosa
Juliette Specht

Pueblo

Clorinda Arguello
Patricia Armijo
Angelique Balizan
Wren Bosche
Cheryl Brassfield
Roxann Ebrecht
Frances Finn
Samantha Gaona
Kendra Garcia
Lenette Garcia
Alexis Graham-Betchel
Nancy Griffiths
Sharon Gutierrez
DeeAnn Heblinger
Dayna Hendrix
Oscar Loveless
Alicia Martinez
Kathy McMillin
Daniel Muniz
Heidi Rufener
Alexia Simpson
Christina Sisneros
Luisa VanBuskirk
Angie Velasquez
Tim Watkins

Wow! Way to Go!

Emergency Preparedness

PHHC's Emergency Preparedness Plan is getting a significant update in order to comply with new CMS rules that go into effect on November 15th. In addition to the annual OSHA training, new sessions this year were redesigned to include an emergency preparedness **Tabletop Exercise** that tests our emergency plan and ensures every employee receives necessary training. Your feedback from this exercise has been essential to improving PHHC's Emergency Preparedness Plan. Here is a brief recap of our current emergency plan.



Who will be in charge?

At PHHC, this person in charge is the branch manager (Care Coordinator or Personal Care Coordinator). In the event of a natural disaster or other emergency situation, this person will activate the emergency preparedness plan to facilitate communication and continuing care and services. Every employee must understand their role in the plan.

Communication

All employees scheduled to work will be contacted as appropriate by PHHC. If no means of communication exists, all staff available will meet at PHHC's site for planning and coordination. If PHHC's site does not exist, all staff available will meet at the county's designated disaster relief site.

Prioritizing Client Care

All PHHC clients are categorized for evacuation priority, level of care, and acuity of care needs.



The Care Coordinator or Personal Care Coordinator will work with the on-call staff or Service Coordinator to prioritize and serve clients as appropriate or possible using the following information:

- Employees' current location and status (i.e. at home, snowed in, etc.)
- Clients scheduled to be seen
- Of those scheduled clients, those who can be seen by an employee
- Of the clients who cannot be seen by an employee, those who must be seen by someone due to medical necessity

Every effort will be made to see scheduled clients based on their care needs. The Care Coordinator will make alternate plans for those clients who need services that the company cannot provide. Clients will be notified of cancellations or status of visit.

Watch out for new information about PHHC's Emergency Preparedness Plan. If you have questions about what to do during an emergency, please contact your supervisor.

Introducing

James Bergeson

James joined PHHC in March, 2017, and he currently is the Office Manager for the Denver Branch. He enjoys his co-workers and the opportunity to learn new procedures. He is especially grateful to Tyson Morgan and Katherine Abyeta for all of their help in the learning process.

James admits he is learning all of the time and has made mistakes, but because of the great staff in Denver, he now understands the correct way to do things. James says his biggest challenges are finding enough hours in a day and working with the V.A.

He loves to hike, attend concerts and team Star Wars (something, something, something, dark side, something something...). When asked about his family or pets, he said, "yes, my son and his mother. No family though...=D".

James wanted to say a few of his favorite words and phrases: Schpungle, Outstanding, Oh yeah?, Right..., mhmm.



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





BOULDER

Employee of the Month **MARIA MELENDEZ**

Maria Melendez has been with PHHC since November 11, 2016. Maria is the primary caregiver for her mother and when she is not caring for her mother or client, she attends nursing school and volunteers her time to her neighbors and community. Maria enjoys spending time with her family and husband.

We are very thankful to have Maria be part of our Boulder Team!



PHHC Awards



**Dolores Sanchez, Carol Ford
Carol Bennet, Teri Hardin**
received the **Thank You Award**
for superb work

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

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

Beth Huff
received the **Bright Light Award**
for teamwork

COLORADO SPRINGS



Employee of the Month **STEPHANIE ROSS, RN**

We would like to name Stephanie Ross as our Employee of the Month for our branch. Stephanie is a returning employee and is the Care Coordinator. She is a great leader and a positive role model. Stephanie was rehired in July of this year.

Stephanie's happiest day of her life was when she graduated with her nursing degree. She loves to scrap book and camp with her husband Andy, and children Jason and Destiny. Stephanie is a unique person because she is so honest and helpful. She lives by the motto, "Do it right the first time," and knows that a little kindness goes a long way.

We are so thankful for her dedication and kindness every day!



PHHC Awards



Taura Davis
received the **Bright Light Award**
for teamwork

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

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

**Aundral Marshburn, Angela Roe,
Sage Hagen, Cora Alguire, Crystal Dzien,
Scott Harper, Dayna Roybal, Toye White**
received the **Peer To Peer Award**
for recognition by co-workers

Jay Shanen, Nadira Joseph,
received the **Wow Award**
for impressing us by doing something
extraordinary

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



DENVER

Employee of the Month **BONNIE BOONE**

Bonnie Boone has been an RN for PHHC since April, 2017. She was born in Western upstate NY and became a nurse at the age of 23. She enjoys spoiling her three children, six grandsons and one granddaughter. Her hobbies include motorcycles, horseback riding, cross stitching and sewing costumes and wedding gowns. She holds great respect and honor for the military, police force and teachers.

Thank you Bonnie for the positive attitude and going above and beyond for your patients.

LONGMONT



Employee of the Month **KIMBERLY MARCUM**

We are proud to nominate Kimberly Marcum, CNA, as our employee of the month for November. Kimberly joined PHHC over a year ago and has proved herself to be a valuable member of our team. Kimberly gets our vote for being one of our most hardworking and dependable CNAs. And we often hear report from our clients about how much they appreciate her sweet and caring demeanor. When not at work, Kimberly is kept busy at home with her husband and children.

Thank you Kimberly for all that you do for PHHC and our clients!



PHHC Awards



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

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

Zachary McMahan
received the **Bright Light Award**
for teamwork

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

Vicky Parker, Luisa Cisneros
received the **Heart Warmer Award**
for exceptional caregiving

**Mark Pauly, Valerie Casaus
Cinthia Diaz, Tammy Griffith, Ana Rodriguez**
received the **Thank You Award**
for superb work

James Bergeson, McKayla Delacruz
received the **Peer To Peer Award**
for recognition by co-workers

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



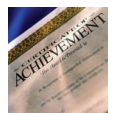
PHHC Awards



**Kimberly Marcum
Elizabeth Burgin**
received the **Peer to Peer Award**
for recognition by co-workers



PHHC Awards



CORPORATE

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

**Shanae Zion
Eric Wicks**
received the **Peer to Peer Award**
for recognition by co-workers



PUEBLO

Employee of the Month

JUNE HECHT

June has been with our company for over 20 years and began as a file clerk with a temporary employment agency. She was offered the Office Manger position and initially turned it down since she was committed to her church and family, but soon found that PHHC was also committed to those priorities. PHHC in Pueblo has seen many transitions, changes in duties, and physical moves in the past 20 years, but June finds motivation in meeting those challenges. Her first (and only) granddaughter will turn one year old in November and has quickly become the light of her life. You will find a myriad of photos in her office of happy, photogenic Oakley June Hecht. Her son and daughter-in-law (Oakley's parents) made the move from Seattle to Denver to be near family, which met the desires of June's heart. Oh, she does have two other children, by the way, which she adores as well. She celebrated her wedding anniversary of 40 years with husband Mark by going on an Alaska cruise.



Thank you for your years of service!
Glad you are part of our team.

Happy Anniversary! Service Years

June Hecht
Pueblo, 20 years!

DeeAnna Ostrander
Colorado Springs, 17 years!

Mary Sena
Denver, 15 years!

Brandy Sprong
Corporate, 14 years!

Patricia Armijo
Pueblo, 13 years!

Shanae Zion
Corporate, 12 years!

Dominic Gutierrez
Longmont, 11 years!

Alexis Bellinger
Corporate, 11 years!

Joni Merwin
Denver, 10 years!

Valerie Melillo
Boulder, 9 years!

Patricia Marino
Denver, 8 years!

Frances Finn
Pueblo, 7 years!

Dawn Schlickemayer
Boulder, 7 years!

Halee Spurlock
Pueblo, 6 years!

Vicky Parker
Denver, 6 years!

Toye White
Colorado Springs, 5 years!

Sherry Clark
Denver, 5 years!



PHHC Awards



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

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

Steven Fekety
received the **Bright Light Award**
for teamwork

Taylor Pino, Nancy Griffiths
Natasha Albo, Samantha Gaona
Halee Spurlock, Jamie Wolf
Tim Watkins, Cathy Martino
received the **Peer-to-Peer Award**
for recognition by co-workers

Maria Aquino, Roxann Ebrecht
Fran Finn
received the **WOW Award**
for impressing us by doing something extraordinary

Best Wishes for a
Wonderful Day!



Pueblo

Nancy Griffiths
Christina Sisneros
Luisa VanBuskirk
Alexia Simpson
Austin Lavine
Jared Valdez

Denver

Tom Donnelly
Mark Pauly
Monique Perez
Lindsay Cullen
Deanne Lucero
Shannon Belk
McKayla Delacruz
Carly Atwood

Boulder

Dawn Schlickemayer
Jackie Peterson
Hortencia Moncada Lara
Octavia Tryon

Longmont

Kimberly Marcum
Ashley Wurtz
Tami Bean
Annemarie Schutte

Colorado Springs

Daniel Baca
Sage Hagan
Kristie Lademer

