

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.

Cell Phone Etiquette

November, 2016

Cell phones have invaded our classrooms and our bedrooms, our restaurants and our theaters, our offices and our streets. CellPhones.org has put together a helpful list of cell phone etiquette tips. Check them out below.

Cell Phone Etiquette
Cell phones seem to make everyone ruder — but it doesn't have to be that way.

- Lower your voice when taking calls in public.**
- Avoid personal topics when others can hear you.**
- Avoid taking calls when you're already engaged in a face-to-face conversation.**
If you do take a call, ask permission of the people with you.
- Avoid texting during face-to-face conversations.**
- Put your phone's ringer on silent mode in theaters and restaurants.**

- Don't light up your phone's screen in a dark theater.**
- Hang up and drive.**
At any given time, about 3% of people driving are simultaneously talking on their phones.
- Acknowledge the delay.**
All phone calls involve latency, which means there's a delay between when you speak and when the other person hears it.
- Don't use Google Voice call screening with family and close friends.**
- Don't blame the other person for a dropped call.**
If you make 100 calls per week, you can expect to experience between 2-4 dropped calls each and every week.
Saying "I think your phone must have dropped the call" sounds petty and can actually make people feel bad.



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ACHC Accreditation



CULTURAL SENSITIVITY

Cultural sensitivity is a set of skills that enables you to learn about and get to know people who are different from you, thereby coming to understand how to serve them better within their own communities. It enables us to extend respect and empathy to people of all backgrounds in a manner that recognizes, affirms and values their worth. These critical skills will enable health care workers to provide services across cultural lines in the best possible way.

Effective communication is essential in providing healthcare. Awareness of culturally related styles of communication will ease the process. Consider the following aspects of communication as you interact with individual patients.



- **Silence:** May be viewed as awkward in some cultures, or perfectly acceptable in others.
- **Personal space:** Varies according to culture
- **Eye contact:** The level of eye contact that is comfortable varies with each culture. If you are unsure, consider sitting next to the patient rather than across from the patient to reduce the need for eye contact.
- **Body language:** Gestures can be interpreted differently based on culture. Commonly accepted gestures in one culture may be considered offensive in another.
- **Volume:** Don't make the mistake of speaking louder to a person who has little understanding of English. Increased volume doesn't help.
- **Formality:** Seniors and people from certain cultures may view being addressed by their first name as too familiar and inferring disrespect. When in doubt, start with the more formal address ("Mrs. Ortega").
- **Slang and technical jargon:** Neither is recommended when communicating with patients.

Diabetes



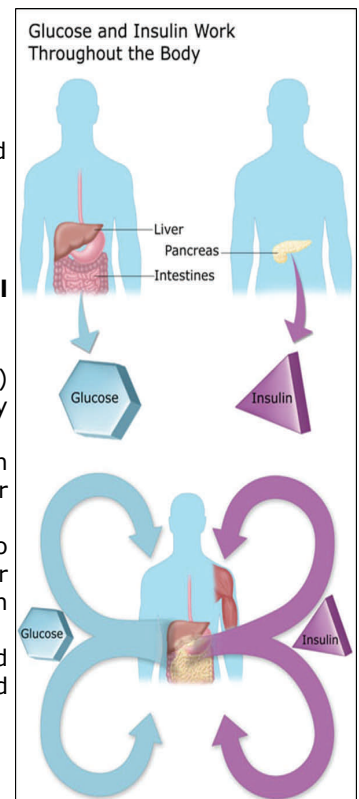
Many PHHC clients, and even employees, have diabetes. Diabetes is defined as an elevated blood sugar, but there are many causes of an elevated blood sugar. To put it simply, one has Diabetes Mellitus when too much sugar is circulating in their blood stream. Sugar, also known as glucose, is an important and necessary fuel for our bodies. So necessary, that both the liver and the kidneys produce it naturally; however, we get the most sugar from the foods we eat.

Diabetes is classified into different types, based on the various causes. The treatment will vary, depending on what is causing the problem. If you don't have enough insulin, sugar accumulates in your blood stream and you have diabetes. There are different factors that determine why you don't have enough insulin, and those factors determine if you have **type 1, type 2, gestational diabetes or other types of diabetes.**

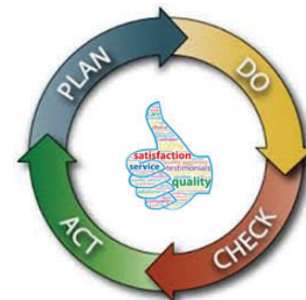
- **Type 1 Diabetes:** when the body loses the ability to make insulin or can only make a very small amount of insulin. Type 1 diabetes is usually caused by an autoimmune process, and your body's immune system mistakenly destroys the insulin-producing cells. About 10% of individuals with diabetes have type 1 diabetes.
- **Type 2 Diabetes:** caused by a dual defect of resistance to the action of insulin combined with an inability to make enough insulin to overcome the resistance. Type 2 diabetes is the most common form of diabetes and represents 80% to 90% of diabetes worldwide.
- **Gestational Diabetes:** diabetes diagnosed during pregnancy.
- **Other Types of Diabetes:** a miscellaneous category that includes unusual or rare inherited or acquired causes of diabetes. This represents the minority of people with diabetes.

The key principles of medical management are:

- Regular blood sugar (and ketone) self-monitoring as a part of daily living
- Taking diabetes medications such as pills, injected medicines or even insulin
- Problem solving how and when to make adjustments in your medication doses to prevent high or low blood sugars
- Understanding complications and how to screen for, prevent and treat them.



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

Chris Baker
Vickie Barron
Bridgett Crane-Fanatia
Dawn Degenhart
Kathryn Esquibel
Alma Garcia Lopez
Amy Geithman
Rita Gonzales
Craig Haugland
Elizabeth Huff
Machele Johnson
GuruDhan Khalsa
Amy Lopez
Valerie Melillo
Sandra Nissen
Anne O'Bryon
Dawn Schlickemayer
Cathi Schumann
Justina Sunderman
Mariah Travis

South Denver

Olga Borukhova
Sally Christopher
Debra Pugliano
Luis Quintana

Colorado Springs

Cora Alguire
Cosmos Ayabeio
Cheryl Bates
Christine Baca
Teresa Baker
Samantha Crain
Valerie Crop
Joyce D'Alesio
Taura Davis
Jacob Domeyer
Colandra Domino
Crystal Dzien
Anna Ezel
Steven Fekety
Laura Flores
Kelly Gillette
Trish Hansen
Nadira Joseph
Maria Mendoza
Terry Morin
Renee Philyaw
Angela Roe
Michael Rose
Ellen Schuldt
Jay Shanen
Samantha Sindelir
Beth Sisneros
Jeanny Sopacua
Gwen Stowell
Patrice Temby
Heike Thomas
Laura Uhl
Antoinette Webster
LaToya Williams

Denver

Brittany Bogner
Brenda Campbell
Betzabe Chavez
Cindy Lucero
Mellisa Martinez
Alicia Orozco-Flores
Vickie Parker
Mark Pauly
Mary Sena
Mary Trevino
Shareefa Wahdan

Longmont

Dominic Gutierrez
Catherine Hurt
Stacey James
Rimma Roge
Jennifer Sanchez
Josephine Sena
Charlene Sosa
Juliette Specht

Pueblo

Maria Aquino
Clorinda Arguello
Angelique Balizar
Wren Bosche
Frances Finn
Raquel Gallegos
Carlee Garcia
Lenette Garcia
Mike Gruber
Sharon Gutierrez
DeeAnn Heblinger
Tonya Hernandez
Marisa Herrera
Justin Jefferson
Oscar Loveless
Vanessa Maldonado
Alicia Martinez
Lindsay McIntyre
Daniel Muniz
Valerie Munoz-Infante
DeeAnna Ostrander
Yolanda Pacheco
Candice Rollo
Christina Sisneros
Patricia Tapia
Christina Trujillo
Angela Velasquez
Tim Watkins

Thank you for a job well done!

Disaster Planning Vital Document Checklist

An emergency or disaster can erase the vital documents and records of our lives instantly if we aren't prepared in advance. Using the following checklist, collect all the important papers that apply to you. Make copies and store them in a weather proof tote or a large plastic zip-top bag. Keep your packet of documents in an easily accessible place so that you can get to it quickly in the event you need to evacuate in a hurry.



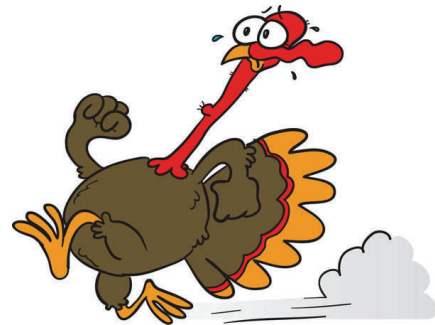
- Personal identification, such as passport, driver's license, voter ID card
- Personal Medication Record and medical and immunization records
- Social Security Card
- Health insurance cards
- Financial records like recent tax returns, retirement accounts, credit card numbers and records of any stocks or bonds
- Insurance policies
- Deed(s) to your house or other properties
- Family records like wills, birth, marriage, divorce, adoption, child custody and death certificates
- Legal titles (home, auto) and/or lease agreements
- Important phone numbers of family members, friends, doctors, insurers
- Records of passwords and personal identification numbers (PINs)
- Video and photo inventory documenting your valuables and the interior and exterior of your home
- Cash



Introducing Allison Hockin

Allison Hockin, Corporate Secretary, has been with PHHC since May, 2016. She enjoys the people she works with and her biggest challenge is juggling school, work, and a social life. She is currently in school to get her bachelors degree in Human Services. That takes up a lot of her free time, but when she does have free time she loves to cook, bake, play video games, catch up on favorite TV shows, walk her dogs, go to concerts, and spend time with friends and family. Alli and her boyfriend, Sean, have 3 furbabies, Keira (blue heeler mix), Walter (wire hair terrier mix, and Obi (great dane/lab mix). She was born in Houston, TX and lived there for a short time before moving to Thornton, Colorado, when Alli was in elementary school.

Thank you, Alli, for all you do for PHHC!



Have a great holiday!



BOULDER

Employee of the Month HIRUT ASSEFA

Hirut has been with PHHC since March of this year and works part-time with us as a PCP. She is wonderful with each of her clients. She is calm, very sweet natured and extremely caring. She is a perfect example of someone with a caregiving spirit and we are so lucky to have her as part of our PHHC team. In her spare time she enjoys spending time with her family, going to the movies and eating Ethiopian food. If she could live anywhere in the whole world she would live in Thailand.

Thank you for all your hard work Hirut!



PHHC Awards



Carol Ford
Val Melillo

Justina Sunderman
Rita Gonzales

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

Beth Huff

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

Chris Baker

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

Carol Bennet

received the **Bright Light Award**
for teamwork

Cathi Schumann

Anne O'Bryon
Alma Garcia

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

COLORADO SPRINGS



PHHC Awards



Anna Ezell

Nadira Joseph

Jennifer Shockley

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

Maintaining Wellness Under High-Stress



Fifteen to 20 percent of adults report high job stress, but these same employees are less likely to participate in wellness programs. It appears that the more stress you face, the more at-risk you might be to neglect healthy countermeasures. High stress affects physical health, mental health, eating habits, and how you perceive your overall health. Avoid the downward spiral to ill health. Seek inspiration to become proactive in wellness. Experiencing high job stress? Don't wait to "feel like it" before engaging in a wellness program—go now!

Source: <http://newsnetwork.mayoclinic.org> [Search: "negative health behaviors"]



*PLEASE SHOW YOUR
SUPPORT!*

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



DENVER

Employee of the Month LAURA (VOTH) BARRYMAN

For November's employee of the month the Denver branch would like to recognize Laura (Voth) Barryman. Laura is a physical therapist and in her short time here has received many compliments from clients and the office staff alike. Laura is very caring and always on time and professional. She truly is a great representation of our company. Laura's favorite food is both pizza and ice cream, and if she could live anywhere in the world, she would want to live in New Zealand. Laura has done two medical mission trips to Peru and El Salvador, which is awesome! Keep following your dreams Laura; and keep up the amazing work!

We appreciate everything you do for us!



PHHC Awards



Vicky Parker, Somsakun Sutthipong Jonny Flood, Angie Morua Karen Osier

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

Theresa Fox, Heather Brumm Jennifer Koch

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

Stacie Morales, Isabel Ciaptacz Brenda Darnall, Sharee Wahdan Sarah Campe, Crystal Lawrence Mark Pauly, Halida Porobic

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

Mellisa (Salazar) Martinez
received the **Ray of Sunshine Award**
for outstanding customer service

Maria Canales-Ramirez
received the **Bright Light Award**
for teamwork

**Mary Trevino, Cathy Hoard
Teresa Lichte, Joleen Mendoza**
received the **Thank You Award**
for superb work

LONGMONT



Employee of the Month KATHERINE DUNBAR-MORSS

PHHC Longmont is proud to nominate Katherine Dunbar-Morss, RN, as our employee of the month for November. Hired in 2012, Katherine is a crucial part of our full time team of nurses. Katherine is well known for her skilled management of our most needy mental health clients – and for maintaining a contagious sense of humor at the same time. She reminds us all of how much home health care can impact people's lives for the better. Katherine is currently in the process of leaving her canyon home to the bears and moving down to more civilized neighbors that won't eat her car.

Thank you Katherine for all that you do!



PHHC Awards



Dana Atkin
received the **Ray of Sunshine Award** for out-
standing customer service

**Karen Leh
Ashley Wurtz**
received the **Thank You Award**
for superb work

CORPORATE



PHHC Awards



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

Eric Wicks
received the **Peer To Peer Award** for
recognition by co-workers

Best Wishes for a
Wonderful Day!



Longmont

Kimberly Marcum
Ashley Wurtz
Tami Bean
Jonathan LeJeune
Annamarie Schutte

Pueblo

Vanessa Maldonado
Christina Sisneros
Luisa VanBuskirk
Jerrod DeHerrera
Jared Valdez

Boulder

Dawn Schlickemayer
Jackie Peterson
Marta Vogel
Amy Lopez
Octavia Tryon

Corporate

Stephanie Poelstra

Colorado Springs

Joyce D'Alesio
Daniel Baca
Beth Sisneros
Aleia Newberry

Denver

Tom Donnelly
Danielle Klohr
Mark Pauly
Marie Rivera
Bonnie Davis
Deanna Lucero
Carly Holtzman
Samantha Lane
Caryn Krasne
Carly Atwood

