



# 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.

October, 2017

## Responsibility and Accountability



When you are hired for a job, your manager provides you a list of your duties, also known

as responsibilities. She'll tell you that it is your job to ensure the tasks on the list are completed when due. While you can be assigned a variety of responsibilities, whether or not you are accountable depends on your character. A person who demonstrates accountability takes the hit if she doesn't complete the task on schedule. When you refuse to be accountable, you'll place the blame on someone else for the project's failure.

### Work Ethic and Character

Some people could care less about their work product. They slap together a report haphazardly or do the least amount of work they can just to get their paycheck. Instead of displaying a positive work ethic and character by taking personal pride in their work, they only do what is required of them and no more. People with solid work ethic and character take responsibility for the work they do. They demonstrate a willingness to not only ensure the job is done, but also accept responsibility for the results -- good or bad. They take their assigned duties seriously and go the extra mile to make sure the work is the best that it can be. When you have character and are accountable, you recognize that the quality of your work is also a representation of you.

(Con't)

### Not My Fault

The person at work that says, "It's not my fault," does not accept the liability for any results. She is not unlike the waitress who ignores your request for water by saying, "It's not my table." For example, instead of following up with other teammates to ensure the project is completed timely, the unaccountable worker forgets about the project the minute it leaves her desk. If the project's deadline is missed, she'll be sure to let everyone know that she did her part. A person who demonstrates accountability makes it a point to follow up with team members so that the project doesn't fall through the cracks.

### Taking Ownership

In the book "The Oz Principle: Getting Results Through Individual And Organizational Accountability" authors Roger Connors and Tom Smith share that "taking personal accountability means making a personal choice to rise above one's circumstances and demonstrate the ownership necessary for achieving desired results; to see it, own it, solve it and do it." Accountability is something you choose to exhibit – it is not assigned to you. Both authors agree: "In short, you can be given responsibility, but you have to take accountability."

By Laurie Brenner from <http://woman.thenest.com>



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# ACHC Accreditation



## Common Medication Profile Deficiencies

Some common ACHC survey deficiencies are related to medication profiles. ACHC standard HH5-2F says “The comprehensive assessment includes a review of all medications the patient is currently using, both prescription and non-prescription. The drug regimen review occurs as an ongoing part of the care to the patient.”




The medication profile needs to cover the following items that the patient is currently taking:

- Prescriptions
- Over-the-counter medications
- Herbal remedies
- Other alternative treatments, including oxygen.

The medication profile should also detail the names of medications, dates prescribed or taken, dosage, frequency, discontinuation dates, and any drug and/or food allergies.

It is required that our medical records have documentation of qualified personnel reviewing and evaluating the following:

- Effectiveness of drug therapy
- Drug side effects
- Immediate desired effects
- Unusual and unexpected effects
- Actual or potential drug interactions
- Duplicate drug therapy
- Non-adherence with drug therapy
- Drug therapy currently associated with laboratory monitoring
- Allergic reactions
- Changes in the patient's condition that contraindicate continued administration of the medication
- Documentation that the physician was promptly notified regarding any medication discrepancies, side effects, problems, or reactions

 Accurate, thorough, and regularly updated medication profiles are a highly important part of maintaining our ACHC accreditation. More importantly, they are essential to providing excellent care and ensuring the health and safety of our clients.

## 7 Common HIPAA Mistakes & How to Prevent Them



### What Information Security Mistakes Do Home Care Workers Make?

Breaches don't have to be big - and they don't even need to *happen* to result in a violation. Agencies, like PHHC, can be liable for simply not securing protected health information (PHI) against *potential* compromises. As a result, employees need to understand which of their actions could be construed as violations and cost their agencies time, money, and reputational standing.

Home care workers should avoid these 7 common mistakes:

- 1. Improperly disclosing information.** It's easy to accidentally disclose confidential patient information in a casual conversation. Agency employees should only discuss patients or patient information with the clients themselves or their authorized representatives.
- 2. Using unencrypted networks to store or transmit health information.** Agency staff must be mindful of storing and transmitting PHI only through networks that have been secured with the proper encryption.
- 3. Failing to physically secure information.** Whether it's keeping passwords in plain sight, not keeping a watchful eye on small portable devices that can easily be lost or stolen, or losing paperwork when transporting it between the patient's home and agency, home care employees must securely store paperwork, passwords, and data.
- 4. Accessing PHI through personal devices.** Employees shouldn't do agency work on personal devices that may lack the appropriate password protection or access to properly secured networks. They also shouldn't allow others access to any device used for work purposes.
- 5. Improperly releasing information.** Before releasing patient information to anyone, agencies and providers must confirm patients have current HIPAA authorization forms on file. Releasing patient data even one day after a form's expiration can result in a HIPAA violation.
- 6. Risking devices being lost or stolen.** Theft of PHI through lost or stolen devices can easily result in HIPAA fines and penalties. Mobile devices are the most vulnerable to theft because of their size; therefore, agencies must employ strategies such as password protection, encryption, and remote wiping to prevent unauthorized access to patient-specific information on devices.
- 7. Illegally accessing patient files.** Employees should never access patient information unless they have been specifically authorized to do so.

### The Ramifications of Noncompliance

The complexity of HIPAA makes it easy for home care agencies to miss key regulations. Compliance is time-consuming, and smaller agencies may not have adequate resources to keep track of changing rules or hire a HIPAA compliance officer. But providers who don't stay current with (or who violate) HIPAA requirements risk serious repercussions, including:

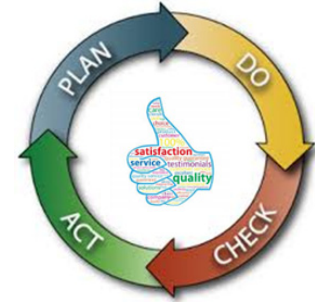
- Reputational damage
- Jail time
- Sanctions
- Loss of license
- Criminal and civil fines, ranging from \$100 to \$50,000 per violation

Because even the smallest breaches can have damaging effects on home care agencies, it's important for agencies and their employees to understand HIPAA guidelines and follow them precisely.

And with data security just as important as education, agencies must find cost-effective and efficient ways to comply with regulations and secure sensitive PHI — and that often involves teaming with an outside partner.

from <http://www.celltrak.com/blog/common-home-care-hipaa-violations>

## 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  
Mabel Audette  
Chris Baker  
Carol Bennet  
Dawn Degenhart  
Rebecca Delaney  
España Duenas  
Carol Ford  
Amy Geithman  
Rita Gonzales  
Craig Haugland  
Beth Huff  
GuruDhan Khalsa  
Nina Meyers  
Theresa Molina  
Martha Powers  
Delores Sanchez  
Dawn Schlickemayer  
Tom Steele  
Justina Sunderman  
Joan Travis  
Maria Travis  
Anna Wilkinson

\*\*\*

### Colorado Springs

Christine Baca  
Theresa Baker  
Holly Brooks  
Juliana Chong  
Taura Davis  
Robert Ebeling  
Mariela Estrada  
Laura Flores  
Yvonne Ford  
Ann Kent  
Maria Mendoza  
Angela Roe  
Jahaira Rosario  
Michael Rose  
Jay Shanen  
Ben Shoemaker  
Patrice Temby  
Heike Thomas  
Latoya Williams

\*\*\*

### Denver

Valerie Casaus  
Michael Cook  
Brenda Darnall  
Cathy Hoard  
Danielle Malm  
Zak McMahan  
Mark Pauly  
Luis Quintana

\*\*\*

### Longmont

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

\*\*\*

### Pueblo

Maria Aquino  
Clorinda Arguello  
Pat Armijo  
Wren Bosche  
Lenore Butcher  
Roxann Ebrecht  
Frances Finn  
Raquel Gallegos  
Samantha Gaona  
Kendra Garcia  
Lenette Garcia  
Alexis Graham-Betchel  
Nancy Griffiths  
Sharon Gutierrez  
DeeAnn Heblinger  
Dayna Hendrix  
Marisa Herrera  
Dana Knight  
Lori Kuhlman  
Austin Lavine  
Oscar Loveless  
Alicia Martinez  
Catherine Martino  
Kathy McMillin  
Heidi Rufener  
Alexia Simpson  
Christina Sisneros  
Halee Spurlock  
Jacquelyn Thomas  
Tim Watkins

\*\*\*

**You make us Proud. Thank You!**

# Needlestick Prevention

Needlestick and other sharps injuries are a serious hazard in any health care setting. Contact with contaminated needles, lancets, broken glass and other sharps may expose health care workers to blood that contains pathogens which pose a grave, potentially lethal risk.



## Activities with Potential for Needlestick Injuries

Home healthcare workers can be at risk for needlestick or sharps injuries when they:

- Handle needles that must be taken apart or manipulated after use
- Dispose of needles attached to tubing
- Manipulate the needle in the client
- Recap a needle
- Use needles or glass equipment to transfer body fluid between containers
- Fail to dispose of used needles in puncture-resistant sharps containers
- Work too quickly
- Bump into a needle, a sharp or another worker while either person is holding a sharp

## Protect yourself by doing the following:

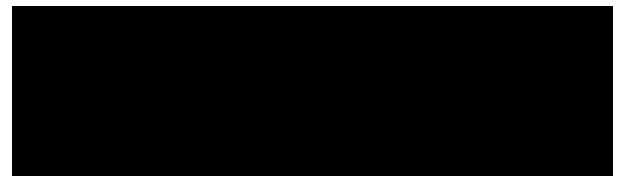
- Avoid using needles whenever safe and effective alternatives are available
- Use needle devices with safety features
- NEVER recap a needle
- Never let a patient hand you a used needle. Instead, you hand the sharps container to the patient.
- Dispose of needles in a puncture-resistant sharps container
- Use caution when emptying trash bins
- Hold soiled linens away from your body and do not shake out soiled linens
- Report all needlestick or sharps injuries to your supervisor so post-exposure testing may be done



## Introducing

## Nate Hoffman

Nate has been employed by PHHC since January, 2016. He began as the Receptionist for the Denver Branch and in January, 2017, he became the PCC. Nate enjoys getting to meet clients and figuring out the best way to make them happy and creating a plan that works best for them and their families. He knows that some office positions do not get the pleasure of actually meeting the clients, but he feels that is one of the great things about being a PCC. He also enjoys the WONDERFUL team in Denver. They work together as a team and help each other out when needed. Nate comes from a large family of 5 brothers and 2 sisters! Luckily, he was the youngest by 16 years, so his home wasn't super busy. He grew up in Mankato, Minnesota, where the winters are long and the lakes and bugs are plentiful. He moved to Denver in July, 2015, and loves it here.



**Why won't a witch wear a flat hat?**

**Because there is no point to it!!!**



# BOULDER

## Employee of the Month KATHY ESQUIBEL

Kathy Esquibel has been a PCP with PHHC since 2007. She is a ray of sunshine to all of her clients and they have learned to depend tremendously on her because she takes such good care of them. She is always happy, good spirited and is a great communicator with the office. She is an extremely hard working caregiver and we are so lucky to have her on the team. In Kathy's spare time, she watches her grandchildren and enjoys being with her family.

Thank you Kathy for your dedication to PHHC and your clients. We love you.

# COLORADO SPRINGS

## Employee of the Month ANGELA ROE



Colorado Springs recognizes Angela Roe as Employee of the Month for October. Angela has worked for PHHC since April of 2006 as a CNA and her compassion and love to help others has produced many compliments and positive remarks from many clients throughout. On her off time, Angela relaxes by spending time accompanying her loved ones including her cats at home or going on rural walks in the mountains. Angela taking extra time to help with additional clients when needed has made her stand out this month among the staff.

The Colorado Springs branch thanks Angela Roe for all her contributions, not just for the month, but for the many years of service she has provided.



## PHHC Awards



**Valerie Melillo, Carmen Ramirez**  
received the **Thank You Award**  
for superb work

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

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

**Justina Sunderman**  
received the **Bright Light Award**  
for teamwork

**Stephaniana Preston, R. Jane Lake**  
received the **Wow Award**  
for impressing us by doing something  
extraordinary



## PHHC Awards



**Robert Ebeling**  
received the **Bright Light Award**  
for teamwork

**Valentine Kitur**  
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  
BRITTNEY BOGNER**

Brittney Bogner has been selected for PHHC DE October Employee of the Month. Brittney is being recognized for this honor for her professionalism and ability to provide care to PHHCs most acute clients. Hired in 2013, Brittney has grown into a top caregiver by showing a top tier respect for her clients and the care she provides, this includes her timely and accurate documentation of the care. As “they” say, “if it’s not documented, it wasn’t done” and Brittney ensures her care is complete, client-focused and well-documented.

On a more personal note, Brittney is probably one of the most polite people you’ll ever meet. There is no shortage of respect given as Brittney addresses everyone she meets as Mrs./Ms./Mr./Sir/Ma’am; this no doubt is a nod to her military upbringing. For fun, Brittney loves to spend time in the Colorado outdoors, hiking with her close friends.

# LONGMONT



**Employee of the Month  
JOSEPHINE SENA**

Longmont is proud to nominate Josephine Sena, CNA as our employee of the month for October. Josie has been a part of the PHHC family for over ten years now! And as if that wasn’t enough of a reason for recognition, Josie remains one of our most dependable and hardworking aides. She is always thinking about the needs of her clients and does a great job of advocating to get those needs met. Josie likes the difference she can make through CNA care and has a knack for motivating even our most stubborn clients.

Thank you Josephine for all of your years of service to PHHC and our clients!



## PHHC Awards



**Brenda Campbell, Gina Fernandez  
Luis Quintana**  
received the **WOW Award**  
for impressing us by doing something  
extraordinary

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

**Joleen Mendoza, Bonnie Boone**  
received the **Thank You Award**  
for superb work

**James Bergeson, Brenda Darnall  
Marlyn Melendez, Stacie Morales  
Joyce Nauman, Amber Tarin**  
received the **Peer To Peer Award**  
for recognition by co-workers



## PHHC Awards



# CORPORATE

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





# PUEBLO

## Employee of the Month

### DANA KNIGHT

Dana has come up through the ranks over the years, from PCP, to CNA, and RN! She has proven to be our top RN in efficiency, competence, and knowledge. She has had many of the same clients for years, and always helps with other clients that aren't even part of her caseload. Many say one of her best qualities is that she's a great listener. Her prize and joy is her daughter, Dayona, three years old. Dayona is as spunky as her mama and is non-stop excitement. Family is very important to Dana. She goes to her nieces' ballgames, and Dayona is quickly following her family's love of baseball by being on a T-ball team. We are so very fortunate to have such a loyal, capable nurse in Dana on our staff.

She most certainly deserves this award!



## PHHC Awards



- Jacquelyn Thomas**  
received the **Heart Warmer Award**  
for exceptional caregiving
- Nancy Griffiths**  
received the **Ray of Sunshine Award**  
for outstanding customer service
- Halee Spurlock**  
received the **Bright Light Award**  
for teamwork
- Will Knight, Alexia Simpson**  
**Wren Bosche, Clorinda Arguello**  
**Michael Gruber, Cathy McCormick**  
**Samantha Gaona**  
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

**Patricia Tapia**  
**Pueblo, 15 years!**

**Clorinda Arguello**  
**Pueblo, 11 years!**

**Kathryn Esquibel**  
**Boulder, 10 years!**

**Thomas Steele**  
**Boulder, 10 years!**

**Devon Rosenberg**  
**Denver, 9 years!**

**Dawn Gibbs**  
**Longmont, 9 years!**

**Debra Holycross**  
**Boulder, 9 years!**

**Conchita Harmon**  
**Longmont, 9 years!**

**Diane Baysinger**  
**Colorado Springs, 8 years!**

**Rebecca Ornelas**  
**Denver, 8 years!**

**Ana Rodriguez**  
**Denver, 6 years!**

**Ashley Rollo**  
**Pueblo, 5 years!**

**Katherine Dunbar-Morss**  
**Longmont, 5 years!**

**Catherine Martino**  
**Pueblo, 5 years!**

**George Dominguez**  
**Denver, 5 years!**

Best Wishes for a  
Wonderful Day!



**Pueblo**

Jeanne Storm  
Lenette Garcia

**Boulder**

Carmen Ramirez-Martinez  
Carolyn Dyker

**Corporate**

Tammy Lopez  
Kathy Ramsey

**Colorado Springs**

Christine Baca  
Heike Thomas  
Mary Atencio  
Chelsea Medina  
Michael Rose  
Genevieve Ortiz

**Denver**

Bonnie Boone  
Halida Probic  
Billie Bankston  
Debra Wenz  
Shareefa Wahdan  
Crystal Bolejack  
Mary Sena  
Melinda Enright  
Luisa Cisneros  
Elizabeth Peterson  
Sharon Bratton  
Tammy Griffith

**Longmont**

Catherine Hurt

