

American Health Care Professionals

Home Health Care

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Joint Commission
on Accreditation of Healthcare Organizations

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Memo to all Clinicians

Please Note: Clishia Taylor RN, MBA-Administrator and Beatriz Arroyave – Assistant Administrator will be out of office 1/22/10-1/31/10

Alternate Administrator is Molly Hairston - Board Sec

Director of Nursing/DON is Ruth Meagher, RN

Director of Client Services is Kei Dall, MA

Please direct all payroll questions to Jocelyne Spellman – Business Office Assistant/Non-Skilled Dept or non urgent issues can be left on Beatriz Arroyave voice mail at ext. 208.

All non urgent issues can be left on Clishia Taylor voice mail at ext. 204

Kaiser Re-Authorization Process

Please read carefully and if you have any questions please call and get clarification from the office staff

- Step 1 Rehab and nursing **must** call and get authorization number (confirmation number) from Kaiser Re-authorization Dept.
- Step 2 For Rehab: If you decide to fax for re-authorization, fill out check box form provided by Kaiser with the amount of visit requested along with a fax cover sheet (do not write your assessment on the fax cover sheet).
- Step 3 For Skilled Nursing: If you decide to fax for re-authorization, you must provide the latest 1-2 visit notes, and fill out fax cover sheet (do not write your assessment on the fax cover sheet) with the additional amount of visits you are requesting.

The Vision and Mission of American Health Care Professionals (AHCP):

AMERICAN HEALTH CARE PROFESSIONALS WAS ESTABLISHED WITH ONE GOAL IN MIND: TO PROVIDE COMPASSIONATE, HIGH-QUALITY, SAFE, AFFORDABLE HOME HEALTH CARE TO THOSE IN NEED.

Quality Improvement

Missed Visit Communication:

(NEW POLICY)

When you miss visits it is very vital the doctor is communicated with via Physician's Order with date and reason for missed visit. This requires their signature and will let us know they received it.

It is also VERY vital that you are turning this in timely so the physician

is inform before it's too late. This is the way to communicate with the Physician about what's going on with the client. This serves as your "communication note"

We also have noticed that paperwork documentation has not been arriving in a timely fashion by everyone. Please be reminded that **SOC/ROC is due every 72 hrs and 48 hrs for follow-ups**, it is not due just on the weeks of

payroll.

Notice of Medicare Provider Non-Coverage (pink form)

- please be reminder that this form MUST be signed AT LEAST 2 days prior to discharging. This will force you to plan ahead and not wait until last minute. Keep in mind this form can be filled out early on in the course of treatment

by MaryK & Kei

Payroll / Billing / Non-Skills

Happy New Year Everyone!!!!

We trust you all had a wonderful holiday season and are ready for another awesome year and for the weather to warm up ☺



In-service

We will be offering an another Oasis Time line in-service **January 21 @ 1pm** for ALL clinicians to help you have a better understanding of how crucial time sensitivity in turning in paperwork and TDR's are. Please do everything in your power to attend this in-service. If you are unable to make it please contact Beatriz

or Jocelyne and we will schedule an individual meeting to accommodate your schedule.

Holiday Pay

During Holiday season it is VERY crucial that you are communicating with the office if you are planning on making a visit on one of the holidays that we recognize (Christmas Day, New Years Day, Labor Day & Thanksgiving Day) to get authorization for Holiday pay. For private pay clients, if you make arrangements with the client to see them on a holiday (that we observe) you must communicate that with the office and it is our responsibility in the office to contact the client to verify they want you to go on that day and help them understand that they also will be billed time & a half. Lack of communication and the refusal for client to pay the time and a half will also preventive you from getting

by Beatriz & Jocelyne

paid time and a half. AUTHORIZATION IS REQUIRED!!!

Visit Notes

Please be reminded that visit notes MUST be completed at the clients home PRIOR to collecting their signature. By them signing they are verifying that the information you can completed is correct.

Visit notes cannot be pre-filled out and signed in advance, this is a violation of state licensure and regulations.

Kindness

“By this shall all men know that ye are my disciples, if ye have love one to another.”
John 13:35

Thank you for your simple act of kindness, the entire card said. My brain began to sputter, and I tried to remember what act of kindness I had performed to merit a thank -you note.

My eyes caught the work *simple*, so it must have been something small - did I open a door for someone who didn't expect it? Did I help pick papers up from the floor for someone who tripped and dropped them? Was it a phone call or a God bless you to a sneeze? What simple act had I done?

For two days I racked my brain trying

to think of what I did and whom the note was from. I was relaying the story to a friend, when she tipped her head and said, “Shouldn't you always be guilty of simple acts of kindness? Wow - that caught me off guard. It was then that John 13:35 poked at my heart, “By this shall all men know that ye are my disciples, if ye have love one to another.”

I had to let that sink in; even when I don't want to show love, when I don't feel like showing kindness, by this I will be known. If I truly want to be a

disciple or follower of Jesus, I need to show love to everyone around me at all times. There needs to be an overwhelming desire to exhibit Christ and show kindness in all I do.

As my friend challenged me, I do want to be guilty - guilty of kind words and acts to everyone around me. I don't want it to be a surprise or special event; I want it to be who I am.

Intake / Staffing Dept

Document Tracking Sheet

The office has began to implement a Document Tracking log which keeps track of when paperwork is due in the office based upon each clinicians schedule. Please be advised that any SOC's are due into the office within **72 hrs** of the initial start date. Any follow up visits, resumptions, recerts, discharges etc are due into the office within **48 hrs** of the visit date. We encourage all clinicians to hand in their paperwork on a weekly basis as we are able to keep up with the patients care on a consistent basis. This also helps out when a doctors office calls inquiring about any labs, visits etc.

Schedules

Would like to thank those of you who have been turning in your schedules every week. Not only is this beneficial to the agency but it is also beneficial for the clinician as it keeps you in compliance with the agency policies. For those who have yet to turn in a schedule, please do so right away.

Each pay roll a bi-weekly schedule is mailed out to each clinician. This schedule may not be accurate as it is generalized. You are responsible to make corrections to that schedule and return it to the office via phone call, fax, email, or drop off. As new patients are admitted we will add them to your schedule accordingly.

In-Services

As you all may know, each clinician is required to have 12hrs of in-servicing. These in-services can be done here within the agency or may also be done outside of the agency. If in-services are completed outside of the agency we would need proof and verification that you attended the in-service. This can be done via sign in sheet, certificate of completion etc. The 12hrs are based upon your hire date. So if you were hired on 8/17/09 you would be expected to have the 12 hrs by 8/17/10. As a cheat reminder, the Innovative Team In-Service meets every first Thursday of the month. If you attend each meeting you will have

by Tja Fort

received your 12 hrs for the year. Most importantly, you can provide vital input for new company initiatives.

Any clinician who is found to be out of compliance with this regulation will have their cases re-assigned to a person who is in compliance, until your required hours are met. This is the Home Health Care regulation by the state. In-services and meetings are always posted in the Newsletter and each clinician is encouraged to attend any and/or all of the meetings. If you are not sure of how many hours of in-servicing you have please feel free to contact Tja and she will be glad to assist you with that.

We would like to recognize

Edith Sanchez HHA, Jocelyn Owens PT, Amelia Finney RN, Diana Haverlack PT and Ruth Meagher RN

for have completing their 12 hrs of in-servicing. GREAT WORK!!!!!!



Innovation Team Updates

We are excited to launch out on our first venue of community service *Food Bank*. We are partnering up with “Our Daily Bread’s Food Bank” in Vienna, VA. A box will be placed in the front office for anyone who would like to contribute non-perishable food items. At any time during regular business hours (8:30-5pm; closed for

lunch between 12-1pm) to drop off your donation. Food Gift cards are also welcomed to help families purchase perishable items. A separate box will be set aside for those who would like to contribute but hasn’t been able to stop by the grocery store, you may leave monetary donations as well and Trish Spencer will stop by the store and purchase groceries. If

you would like to get involved on a more personal level please get in contact Jocelyn Owens, Coordinator (703-231-7766) or Trish Spencer, Assistant (703-620-2205).

Next Innovation meeting
February 4, 2010



Select Data

We are pleased to announce that we have received the 2010 forms. Any patient that was opened in 2009 but has been recerted, transferred, resumed and/or discharged in 2010 MUST be completed on the new 2010 forms. If you are unsure of what form type to use PLEASE be sure to contact Tja or Jocelyne immediately. We want to make sure that we are submitting the correct forms in a timely fashion.

Addendum & Assessment Tools

Select Data provides numerous of wonderful assessment tools to better assist you will administering high-quality care to each client. We have provided all of our clinicians with these tools in binder form. Please come by the office to pick it up.

Select Data New Paperwork Training

For any of you who were unable to attend the new paperwork training session for either or both Session I & II they informed us

that they were planning recording a training session to make it available. We will let you all know when it is available and you can come by the office and we will set it up for you, contact Jocelyne. Keep in mind this will go towards your in-service hours (12 hours are required per year of hire date)



January

Monday	Tuesday	Wednesday	Thursday	Friday
				1 New Years Day Office Closed!!
4	5	6	7 Innovation Team Meeting 12pm -1pm Time line In-Service (RN & PT's) 1pm-2pm	8 Payday
11	12 HHA / CNA In-Service 12pm	13	14 HHA / CNA In-Service 4pm	15
18	19	20	21 Time line In-Service (RN & PT's) 1pm-2pm	22 Payday
25	26	27	28	29

***Watch for dates in February for mandatory in-service for all AHCP Rehab (PT etc.) from Kaiser Permanente Rehab authorization staff via web ex ***

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American Health Care Professionals (AHCP), a division of the American Health Home Care Group, Inc., was established in 1995 in the State of Virginia. AHCP is one of the leading providers of comprehensive home health care services in the Northern Virginia area. AHCP participates in Medicare / Medicaid, commercial insurance, private pay, and personal care waiver.

AHCP is a single source for skilled nursing, physical, occupational, speech and social work, disease management education, help with daily living activities, as well as other therapies and services.

A CHRISTIAN COMPANY GUIDED BY CHRISTIAN PRINCIPLES.

For further information, please contact Clishia Taylor RN, MBA - Administrator ext. 204

Community

EMPLOYEE OF THE MONTH (January 2009)



Biographies

Edith Sanchez, HHA was born in Lima, Peru.

Edith relocated to the United States 14 years ago, the first few years were very difficult but she states that things are really good now and she is very happy.

Edith is married and has a son who is a student at George Mason University.

Edith is a Home Health Aide and has been part of our team for almost 2 years.

Office

EMPLOYEE OF THE QUARTER (January-March 2009)



Biographies

Tja Fort, Administrative Assistant - born and raised in Alexandria, VA and graduated from West Potomac High School in 2003. There she attended and completed academy courses in ASL, PT/OT, as well as Medical Terminologies. Working primarily in a hospital setting for 5 yrs. She ventured off into the world of Home Health Care in Nov. of 2007.

Tja is an owner of a cat, dog (American Eskimo) and 2 snakes (Columbian Red Tail boa and a Dumeril Boa). Her interest in the health care field stemmed from her passion of loving and always wanting to cater to the needs of others as well as animals. She one day plans on becoming an OB/GYN as well as a Veterinarian.

We want to hear from YOU!!!! If you would like to nominate someone to be the employee of the month please email Mary K @ maryk.johnson@ahcpofva.com for community staff and Clishia @ clishia.taylor@ahcpofva.com for office staff. Also, please email a mini biography (just something you would like for us to know about you) to Mary K as well . Thank you!!