

# American Health Care Professionals

Home Health Care

VOLUME 1, ISSUE 113

JANUARY 22, 2010

## 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



Joint Commission  
on Accreditation of Healthcare Organizations

Inside this issue:

Memo to all Employees	1
Kaiser Re-Auth Process	1
Quality Improvement	1
Billing/Payroll/Non-Skills	2
Faith Overcomes Earthquake	2
Intake/Staffing Dept	2
Innovation Team Updates	3
Select Data	3
Calendar of Events	3
Employee of the Month	4



## 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.

## 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've 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 and must be complete for ALL insurances.

QI In-Service

The QI Team is looking forward to meeting with all clinicians and aides to hear any concerns you may have, ways we can help resolve any issues in order for us all to work together to best care for our clients. There are many requirements to be met in order

by MaryK & Kei

to be in compliant with documentation in a timely fashion and we understand this adds to your challenges. Please plan to attend and bring your ideas on how we can best resolve such things as referrals, supplies communication and any other concerns you want to discuss.

Please choose one of the two dates listed below to attend and let the office know which one you choose.

Monday Feb. 8th, 12pm - 1pm or Thursday Feb 11th, 12pm - 1pm

Refreshments will be provided!!!

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.

## Payroll / Billing / Non-Skills

### Documentation deadline

We are finding that many of you are still not turning in your paperwork within the time frame that are policy states: SOC - EVERY 72 HOURS; all other documentation is due EVERY 48 HOURS.

Many of you are turning in your paperwork once a week and even though we appreciate your consistency by doing so you are out of compliance and need to turn them in according to the policy time frame. Please be proactive by correcting it on your own. However, if we do not notice a change, greater measures will be used. It is VERY vital that EVERYONE is being compliant. Please help us out by turning your paperwork in!!!

### 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 prevent you from getting 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 have completed is correct.

\*Visit notes cannot be pre-filled out and signed in advance, this is a violation of state licensure and regulations. Also note that visit notes should not be signed by the client prior to being filled out either\*  
ei- ther\*



## Faith Overcomes Earthquake

By Kekelwa Nyaywa, \* 2010

*“On Christ, the solid  
Rock I stand, all other  
ground is sinking  
sand”*

I prayed a lot and I never lost my Faith, declared the young woman, as rescuers pulled her from underneath the rubble of the building that collapsed in the massive earthquake that devastated Haiti. Still covered in dirt as rescuers lifted her onto a stretcher, she continued, I'm the only child of my parents and I would like my parents to know that I'm still alive!

My eyes filled with tears and my lips quivered as I watched the Earthquake horror on television; humbled by such strong Faith in God by the woman emerging from a tomb the Earthquake dug for her and thousands more who lost their lives, were seriously injured, or still buried beneath collapsed homes, schools, hospitals and office buildings. What incredible affirmation of Faith! And unwavering belief in God despite dire circumstances

and catastrophe!  
The woman in Haiti trapped for days beneath the Earthquake grave brought to my mind the words from the Hymn,

*On Christ, the solid rock I  
sand, all other ground is  
sinking sand.*

Her Faith Overcame the  
Earthquake!

## Intake / Staffing Dept

### Document Tracking Sheet

The office has begun to implement a Document Tracking log which keeps track of when paperwork is due in the office based upon each clinician's 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, resumption, recerts, discharges etc are due into the office within 48 hrs of the visit date. We encourage all clinicians to hand in their paperwork according as we are able to keep up with the patients care on a consistent basis and to stay compliant. 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 or 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 12 hrs 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 12 hrs 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 compliant 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 has been made available in the front office for anyone who would like to contribute non-perishable food items. Our Daily Bread suggestions items such as: oil, flour, sugar, biscuit mix, rice, pasta sauces, breakfast cereal, canned beans, canned fruit, snacks for lunches, dinner kits (tuna helper, hamburger helper, pizza kits, etc). NOTE: Items that have been opened, past expiration date or /and dented cannot be

excepted. Non-food items are also welcome such as; cleaning supplies, shampoo, tooth-paste/brushes, laundry detergent, dish detergent, paper towels, toilet paper, baby wipes, soap, diapers, deodorant. Food gift cards are also helpful for families to purchase perishable items such as daily products and meat. At any time during regular business hours (8:30-5pm; closed for lunch between 12-1pm) you are welcome to drop off your donation. A separate box will be set aside for those who would like to contribute monetary donations

and Trish Spencer will purchase groceries or gift cards. 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 and have actively been using them. Any patient that 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 without you doing extra unnecessary work.

### Addendum & Assessment Tools

Select Data has provided 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. If you have not yet received your book 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 on recording the training sessions 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 as long as you do it in the office it will go towards your in-service hours (12 hours are required per year of hire date)

### Care plans:

You will notice that the care plans has duplicate copies, please leave the yellow copy in the home with the client. This will also serve as a great resource to the other disciplines working in the same case. Side Note: because they are duplicate copies it's very important that you do not write over other forms because it will bleed through, same goes to say for the CM-2 & CM-3



# February

Monday	Tuesday	Wednesday	Thursday	Friday
1 Payroll deadline by 1pm	2	3	4 Innovation Team Mtg 12-1pm	5 Payroll
8 QI In-Service 12-1pm ALL CLINICIANS AND AIDES	9	10	11 QI In-Service 12-1pm ALL CLINICIANS AND AIDES	12
15 Payroll deadline by 1pm	16	17	18	19 Payroll
22	23	24	25	26
29	30	31		

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

Page 4

HOME HEALTH CARE SERVING  
NORTHERN VIRGINIA  
120 Beulah Road #201Vienna, VA

Phone: 703-319-3801

Fax: 703-319-3805

E-mail: [ahcp.info@ahcpofva.com](mailto:ahcp.info@ahcpofva.com)Website: [www.ahcpofva.com](http://www.ahcpofva.com)Intranet: <http://intranet.ahcpofva.com>

## 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.

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

## Clinician

### EMPLOYEE OF THE MONTH (January 2010)



#### 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 2010)



#### 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](mailto:maryk.johnson@ahcpofva.com) for community staff and Clishia @ [clishia.taylor@ahcpofva.com](mailto: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!!