

American Health Care Professionals

Home Health Care

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Farewell MaryK



MaryK has served with American Health Care Professionals for the last 5 years. She has given of her time and effort to make sure that Quality Improvement has been of high priority.

MaryK has served diligently and selflessly to better assist the clinicians as well as the clients that we provide care for. She has been such a terrific example to the rest of us as she has provided *compassionate, high-quality, safe and affordable home health care to those in need.*

We are now saying farewell to not only a good worker but to a team player and family member of AHCP.

MaryK, you will truly be missed by the staff at AHCP. We wish you all the best in your future endeavors!!!



Joint Commission
on Accreditation of Healthcare Organizations

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Quality Improvement

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 to be in compliance 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!!!

Missed Visit Communication:
(NEW POLICY)

When you miss visits it is very vital the

by MaryK & Kei

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 that 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.

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.

ELDER LINK

A Free Senior Referral Service



Parent • Grandparent • Aunt • Uncle • Brother • Sister

ELDERLINK is a FREE senior referral service that can assist and guide families to understand what options are available to them.

This may be one of the most important decisions a family can face. We are always available to help.

Some of the most often asked questions are: How will I know when my parent no longer can live alone? Who will take care of my parent? Who is going to pay for their care? How long can they stay at the facility? Are there other people like my parents in the facility? Who can give me the right information?

There is no right or wrong answer. Each situation and Senior will have different needs. Some of the concerns are the following:

- Poor Nutrition • Dehydration • Lack of Personal Hygiene • Falling • Loneliness • Depression • Confusion • Forgetfulness • Wandering
- Not Taking medications • Making Irrational Decisions • Not Paying Bills • Repeated Questions

ElderLink will be conducting an In-Service on February 23, 2010 @ 10:00am for all who like to sit in and gain some insight.

Remembered as a Child

By Anita K. Randall

“Train up a child in the way he should go: and when he is old, he will not depart from it.”

Proverbs 22:6

I can remember as a child having a deep love for God. Every night I would tell God that I loved Him with my whole heart, soul, bones, mind, cells, and everything else I could think of. My mother only stayed in church for one year, but that was a very beneficial year for me. It was the year someone instilled in me a love for God and the knowledge of His name, Jesus.

As I grew up, I grew away from God, but He never grew away from me. He

was always there guiding me, waiting until I would someday find my way back to Him. I often wondered why God had been so merciful to me, since I had forgotten Him. One night at church He told me that He had kept me, because He remembered me as a child, because someone had looked ahead to the future of my soul and placed something in my heart about Jesus and the power of His name.

When Satan reared his ugly head to destroy me, Jesus would look back at

the time when a little girl was crying out, “Jesus, I love you with all of my heart. Jesus, I love you with all of my mind.” He would look back and say to the adversary, “No, I just can’t let that happen to her, I know that little girl. I will not let you destroy her. “ Jesus saw the grown woman who would once again cry, “Jesus, I love you with all of my heart.” The Lord would then inform the adversary, “I remember her as a child, and I know her as she will be. You can’t have her.

Intake / Staffing Dept

Attention all clinicians:

Please be advised that since we have started using the new 2010 Oasis Forms there has been a few minor changes made. Please be sure that you take note of these changes as you are completing your paperwork.

Visit Note

On all SOC/ROC packets and evaluations you no longer need to submit an additional visit note. The last page of the SN and PT care plans (pg. 10), and the OT and ST care plans (pg. 6) have the visit notes component on the bottom of the page you must complete and submit. Please fill out the corresponding Physicians Order as well.

For any REC, RESUMP. and/or DC you must complete an additional visit note as well as a Physicians Order.

If you transfer a patient please be sure that you note which hospital the patient was admitted to and report it to the agency.

Although an additional visit note is not necessary during SOC/EVAL the bottom portion of a visit

note is still required when you recert/resum/discharge a patient.

Physician Orders

Physician Orders must be filled out for all of the following: SOC’s, evaluations, transfers, recerts, discharges, resumptions, missed visits, lab test, new or change in original orders, requesting additional services, DME etc. Physicians Orders are a means of communication with the physicians as well as proof of authorization. You may also contact the physician directly for a verbal order in which the verbal order would need to be documented on a Physicians Order.

Discharge Reason

On the new 2010 Discharges there is no longer a designated space to state the reason for discharge, please write reason on the last page.

Communication

We have begun to implement a better means of communication between each discipline involved in a patients case. If there are more than one discipline in a patients case on the patient inquiry sheet under the Notes section there will be the name of the

by Tja Fort

clinician, their specialty as well as their contact phone number. We have done this to ensure better means of communication for case conferencing. This way you do not have/need to involve a third party in on any concerns you may have unless it is necessary. We ask that each clinician utilizes this implementation as it would increase the quality of care for each patient. This does not replace communicating concerns with the office.

Schedules:

Schedules are due EVERY FRIDAY. Even if you have a census of 2 patients we still need you to submit in your schedule. You can submit your schedules one of many ways. Fax, drop off, mail, and/or email. If you already have an AHCP Email Address account you can log into that email and enter your schedule on the calendar. This calendar is associated and shared with all other staff members who also have an AHCP email account. Those of you who have been submitting your schedules in THANK YOU, we greatly appreciate that. We are continuing to work with each other to better improve the quality of patient care and coordination. Keep up the 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

accepted. Non-food items are also welcome such as; cleaning supplies, shampoo, toothpaste/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
March 4, 2010**



Select DataSM

SMART Software. QUALITY Services.



Select Data

Episode Timing:

In auditing SOC/ROC's I have noticed many times that MO110 (episode timing) is answered incorrectly and maybe it's because there is lack of understanding on how to answer this question. 1- Early would be indicated if the client is receiving home care for the first time; 2-Later would indicate that the client has previously had homecare or if the client is being resumed or recerted. Depending on how M0110 is answered there is a large reimbursement difference so it's very important that this is answered as accurately as possible.

Duplicate copies:

We have noticed that many of you are turning in the duplicate copies for the CM-2 (Med profile), CM-3 as well the care plan. Please be reminded that DUPLICATES MUST BE LEFT IN CLIENTS HOME this is required by joint commission.



February

Monday	Tuesday	Wednesday	Thursday	Friday
1 Payroll deadline by 1pm	2	3	4	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 Elder Link In-Service 10:00am	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 *****

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Clinician



EMPLOYEE OF THE MONTH (February 2010)

Biographies

Daniel Garcia, Certified Nurse Aide - born and raised in Puerto Rico in 1937. He joined the US Army in 1962. He studied nursing in 1967 and worked in the operating room for 15 years in Puerto Rico. He moved to the United States in 1981 and worked in a psychiatric hospital in Washington DC for 15 years.

He enjoys playing Dominos, being out in nature and studying the Bible and sharing his faith with others. He particularly likes sharing how the Lord has helped him work through all of life's problems.

He began working for AHCP June 2001 and said the most important and beautiful experience for him was meeting and working with Clishia and Beatriz all of these 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 Jocelyne @ jocelyne.spellman@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 Jocelyne as well . Thank you!!