

PHHCI SPRING-SUMMER 2008 NEWSLETTER

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PACIFIC HOME HEALTH CARE SPRING 2008

Spring Message by Leticia J. Jimenez, RN, Administrator



The Administrator on the phone with a valued patient.

Spring time, time for sprucing up our environment with flowers and greenery. It is also time to continue to spruce up Pacific Home Health Care, Inc. On its 7th year of successful existence, we thank everyone for all the support.

To our most valued patients, we thank you for entrusting your care to PHHCI. The entire organization will continue to pursue its mission to render with compassion and quality care to all those we serve.



“I never saw a wild thing sorry for itself. A small bird will drop frozen from a bough without ever having felt sorry for itself.”

- D.H. Lawrence

The Christmas that was A Blast! By Raymond S. Corres, Office Manager

The 6th annual Christmas party was held at Holiday Inn Skokie on December 6, 2007.

It was graced by staff, family and friends. There were 224 guests. There was a surprise number by the Brazilian Dance Troupe with the collaboration of the resident DJ.

It was an unforgettable evening by honoring Best Admin Employee to Maila Cabrera, Best Field Nurse to Christopher Suñiga and Best Field Home Health Aide to Emma Washington.

The affair was hosted by Raymond and Maila. There were lots of give-

aways, raffle prizes to both guests and staff. The kids received great gifts from the company too. Games were played. It was truly an affair to remember...

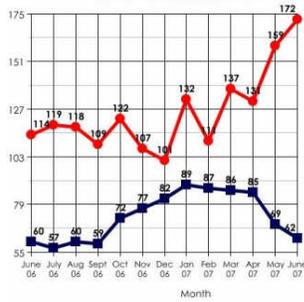
We'll see you on the 7th annual Christmas party.

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Special points of interest:

- Seniors Beat the Summer Heat
- Top 10 Tips to keep Seniors safe from the Heat



OBQI by Ramil Boragay, Data Entry Coordinator

Acute Care Hospitalization (AHC)* is the leading cause of most home health care agencies' decline based on "Risk Adjustment Outcome Report" by CMS.

Respiratory problems, such as SOB/difficulty breathing, is one of the main reasons why Pacific Home Health Care, Inc. (PHHCI) patients visit the emergency room or are transferred to an Inpatient Facility which result in an increase in AHC percentage.

Management of respiratory problems at home has

*** ACH**

Current	48.7%
Adjusted Prior	42.7%
National Reference	24.4%

- The lower the percentage, the better outcome.

been a big challenge for the agency and the skilled nurses and although increased percentages of skilled nursing visits have been given to high risk patients, the PHHCI Improvement Team has concluded "in between" skilled visits is the critical time in which hospitalizations occur.

Remediation strategies created by the Improvement Team with their existing Plan of Action (POA)* as been upgraded especially directed to patients and patient caregivers who lead the care "in between" skilled visits. Patient and patient caregivers are provided more informative and outcome based educational materials to enhance care education, such as regular web seminars and teleconferences to its staff to enhance quality measures to meet national reference target outcomes.

*** POA**

- telemonitoring
- uploading visits
- educational materials
- telehealth
- web seminars

Seniors Beat the Summer Heat (from the wires)



Summer provides an excellent opportunity for seniors to get outside, increase their activity, and avoid a year-round sedentary lifestyle. But summer also holds risks - such as heat, skin cancer and even tetanus -- that may strike seniors more often than the general population.

Older people are disproportionately affected by prolonged heat waves of over-90 degree temperatures with high dew points. Factors include age, disease and even medication.

Many medications often taken by seniors for high blood pressure and heart disease, for example, are diuretics -- they remove salt and fluid volume from the body. Coupled with perspiring from high temperatures, diuretics can lead to dehydration, which, in turn, can lead to discomfort, confusion, damage to major organs, and even death.

Most healthy individuals will naturally replenish their body's fluids when they get thirsty. But for many

older adults, the thirst mechanism is not as finely tuned as in younger people. And for those seniors who have suffered from a stroke, Alzheimer's or another brain disease, their thirst mechanism is even less likely to direct them to consume enough fluids.

In addition, seniors' bodies are not as able to regulate temperature. Check in on frail seniors frequently during the summer to make sure they're taking in enough fluids, their homes are properly ventilated and their mental state is normal. Confusion is a sign of heat exhaustion and dehydration. If a senior has a fever or exhibits behavioral changes from the heat, take him or her to an urgent care facility immediately for treatment of possible heat stroke and dehydration.

Seniors should be on the lookout for skin cancer as well. Age is a factor in many types of cancer, including skin cancers -- basal cell, squamous cell and melanoma. Look for moles that change color or whose borders change, or for rough, raised areas of skin that do not heal, even after applying moisturizers and first aid creams. In the meantime, protect yourself from the sun's rays, particularly if you're fair-skinned or have a history of skin cancer. During a regular checkup, have your physician examine your body for possible skin trouble spots.

“Top Ten Tips” to keep Seniors safe in the Summer Heat.



1. Drink plenty of liquids -- eight or more 8-ounce glasses per day and or fruit juices -- every day to stay hydrated. Encourage older people to drink frequently throughout the day by having bottled water visibly available and people/systems in place prompting them to drink.
2. Avoid caffeinated and alcoholic beverages. These are diuretics and can cause dehydration.
3. Dress appropriately. Wear

loose- fitting clothes in natural fabrics like cotton. These will breathe easier than synthetic fabrics such as polyester. Also dress in light colors that will reflect the sun and heat instead of darker colors that will attract them.

4. When outdoors, protect your skin from damage by wearing hats, sunglasses and a sun-screen of 30 SPF or more.
5. Stay indoors during extreme heat. Avoid the outdoors altogether during extremely hot days and/or during the hottest part of the day - the late afternoon. A room with air conditioning is best.
6. If you do not have air conditioning in your apartment, go somewhere that does. A movie theater,

the mall, a friend or relative's home or a community senior center are all good options.

7. If you need to get out of the house and don't drive a car, call a taxi, a friend or a transportation service. Do NOT wait outside for the bus in extreme heat.
8. If you are absolutely unable to leave the house and do not have air conditioning, take a cool bath or shower to lower your body temperature on extremely hot days.
9. Temperatures inside the home should not exceed 85 degrees Fahrenheit for prolonged periods of time.
10. Know the signs of heat stroke and take immediate action if you feel them coming on. Signs include flushed face, high body temperature, headache, nausea, rapid pulse, dizziness and confusion.

Nurses' Week, May 9, 2008

It was a big success during the Nurses week held at the Conference Room on Friday, May 9, 2008. Luncheon was provided thru the generosity of Pacific Home Health Care, Inc. Management and lovely T-shirts were given to all our visiting nurses as a token of appreciation.

Thank you to all PHHC employees for setting the luncheon table and food!!!!

To all Field and Administrative Nurses who are fully dedicated and loyal we salute you all for choosing the right career. Thanks for all the support and for being compassionate to all our patients. Without your healing hands Pacific Home Health Care, Inc. would not achieved the mission of the company. Keep up the good work!



L-R: Mike, Consor, Maila, Norie, Bernie, Thea, Letty, Terry, Rowena & Remelyn

Certified Nursing Assistants' Week, June 13, 2008



On Friday, June 13, 2008 Nurses week was celebrated with five (5) dedicated HHA Employees. T-shirts was given to the following HHA employees as recognition for a job well done and whose hardship was greatly appreciated.

Maria Manlapaz, Emma Washington, Loretta Henderson, Sherrod Harris, and Olivia Apayart we thank you so much without your caring touch to our patients we won't be here.

In Services

On July 11, 2008, there was an in-service held at the conference room. Pacific Home Health Care, Inc. field staff nurses attended this educational and informative in-service. The purpose of this event is to keep- up to date all the field skilled nurses their knowledge in collecting specimen to avoid hemolysis, avoid multiple blood draw, safe technique in proper handling and disposal of needle and to communicate with the laboratory agency. The phlebotomist demonstrated some skills and techniques on how to draw blood correctly to all seniors. He stated that it is common to all seniors that the veins rolled or collapsed. At the end of the session a brave skilled staff nurse volunteered to had his blood drawn and it was a success. Thanks Romy!

Another in-service provided by the Pacific Home Health Care, Inc. to all field staff is the **CARDIO PULMONARY RESUSCITATION**. It is required by Illinois Department of Public Health that all field staff nurses should have a current CPR certification. The in-service was held on July 25, 2008 at the conference room.

It was well attended and lasted for 2 hours. A dummy was used to demonstrate the new technique and the importance of ABC and written exam was performed. The new CPR certification was given after passing the written exam. Thanks Ana!

On August 1, 2008, another in-service was held at the conference room. Medline Industries sales representative demonstrated to all field staff nurses on how to use the portable PT/INRatio. This portable machine is very helpful to all field staff nurses to acquired immediate result similar to the glucometer machine. It was well attended by the field staff nurses and very informative and educational event. Thanks Ryan!



Kudos!

Why not?

Thea Pingue the part time biller and part time nursing student celebrated her (--th) birthday and graduation party together held at their residence. To Thea, this is the beginning of your journey to the world of Nursing. In addition, congratulations for passing the recent Nurses' Board Exam.

We wish you all the best in all your nursing endeavor GOOD LUCK!

Congratulations to Paulette, PHHC Field Staff nurse for giving birth to a healthy 7 pounds and 4 ounces Baby Boy Gabriel last August 6, 2008.

It's your Birthday, Big Day!

JULY
Olivia, Field HHA
Maila, Referral Coordinator
AUGUST
Brannon, Field Nurse
Shannon, Field Nurse
Emma, Field HHA
Nettie, Field LPN

SEPTEMBER
Muhammad, Field PT
Hameed, Field PT
Fatima, Field Nurse
Sherrod, Field HHA
Evangeline, Psych Nurse
Romy, Payroll

Welcome Aboard!

We would like to welcome the new Pacific employees:

Thea Pingue, RN
 Amparito Flores, RN, Field Nurse
 Dianne Marrero, RN, Field Nurse
 Basil Jon Raya, Systems Administrator

*Happy Birthday to all celebrants!!!
 May all your wishes come true and Birthdays to celebrate.*

*Welcome aboard the happy Pacific Family.
 Ride High with the Tide!!!*