



PHH Media

Message from Toby

I hope that everyone had a fantastic Thanksgiving!

The offices have been very busy, as PHH is growing at a fast pace. Please keep in mind that we have an abundance of staff in the Tyler area and surrounding counties. If you know of any families that may need our services please pass our information along.

Remember PHH looks at our services as that we have two clients. Our families that we take care of, and our nurses that we want to be happy. We are a team, and if there is anything that you need our door is always open. We have invested in many education classes that will be announced soon. I challenge you to take advantage of these great opportunities. These will improve your skills and instill confidence in your clinical abilities.

PHH is devoted to being the best agency a nurse can join and continue to grow with, while providing top notch care to our kiddos. We will have **Christmas gifts** for you in each office. We will notify you when the gifts arrive. Please stop by and pick those up.

Thank you for all of your hard work. Have a **Merry Christmas!**

Toby Price
President / CEO

**Happy
Holidays!**

Dallas Office

Volume I: Issue 25: 2013

December

Special Points:

- ☺ Message from Toby, President & CEO
- ☺ Upcoming Events
- ☺ Nurse of the Month

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Points from QA:

Attention nurses,

A huge thank you to all that have taken the time to come into the office to complete your corrections. **We have seen a dramatic decrease in errors.**

Please be aware that it is your responsibility to read the Plan of Care and Physician's Orders EVERY shift. Changes are constantly being made and it is your job to be aware of what is going on with your patient. **Each patient's POC is different.** I have noticed that the nurses that work multiple cases will have the same documentation on each patient's note that is submitted to the office. Please pay close attention to your patients parameters and document them according to the POC.

Also, please remember that narrative charting should be done every 2 hours. Please be very descriptive in your notes when documenting the care provided to your patient (wound care, trach care, g-button care, etc.). When you are carrying your narrative over to a 2nd page, please **write "cont." and initial your narrative.** That lets us know that you have a 2nd page. Lastly, please remember to sign your notes at the end of the narrative. That closes your note and leaves no room for any additional information to be added.

Once again, thank you all. You guys are doing a wonderful job.

LaVon Hackworth, LVN & Danielle Jenkins, LVN
Quality Assurance



Message from the crew

We hope everyone had a safe and happy Thanksgiving holiday.

I know that as staffers we are thankful for all of our nurses with our company and greatly appreciate the good work that each and every one of you do with our kids here at **PHH**. Just a couple things as we go into the holiday season:

Please make sure you call the office well in advance if you will need days off to give us enough time to find our patients another nurse so they receive the best care possible. Another thing that we are asking from all of our nurses is that you please arrive to your **shifts at least 15 minutes before your actual start time.** This is a small but big thing because it allows for a good transition between shifts and for adequate time to be able to give report to the oncoming nurse. (It also is a company policy)

We believe that this only helps us provide our patients with the best care possible! As always please call the office with any questions or concerns! We hope that everyone has a great holiday season and enjoys this great time of year! Thank you for all of your hard work!

Sincerely,

Staffing Coordinator/Recruiting Team *"the shark tank"*

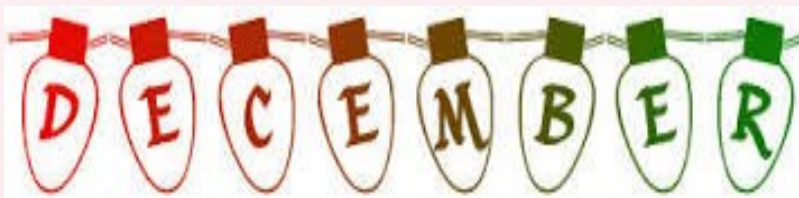
Directors Directive

Season's Greetings!

We hope everyone had a wonderful Thanksgiving! We are certainly thankful for the wonderful nurses that make up our PHH family and their dedication to our special patients!

Though the holidays are meant to be a time of love, happiness and cheer, the reality is that the even the joys of the season can bring about stress. Even if you don't have a long list of gifts to buy or places to be, it is impossible to escape the hustle and bustle in the surrounding environment and weather changes. We ask that you anticipate changes in traffic, weather and holiday plans and make the necessary changes in your routine to ensure our patient needs are met.

We would like to take this time to underline the importance of taking care of **you**. We're sure you excel at taking care of your patients and families, but caregivers can be notorious for putting the needs and desires of others before their own. Please be safe, take care of your health and sanity. We count on you to do so. As always, we are here to help you! We truly depend on you and so do our special kids, so please let us know if there is anything we can do. Your success and satisfaction are important to us. *Our Kids Come First!*



Rebekah Diaz, RN
Director of Patient Care Services

During this busy holiday season, we wanted to send out a friendly reminder about payroll for the weeks of **Christmas** and **New Year**:

The week of Christmas we will be closing the office on Christmas day, and the week of New Year's we will be closing the office on New Year's Day. These are both Wednesdays, so we will be needing your notes **NO LATER** than **Monday December 23rd, 2013** & **Monday December 30th, 2013** respectively. We need your help getting your notes in early to assure that you get paid for that week, so it is very important.

We need your help recruiting wonderful nurses to our staff. If you know someone who is amazing at what they do, and has been an RN or an LVN with 6 months experience please send them our way. Help us staff our kids with the best nurses and get paid, what could be better?!

The week of **Christmas** don't forget to come by and see us and pick up a gift from the **PHH** Staff (and maybe catch up on some credentials or corrections?) We went through our nursing roster at the beginning of the month asking about days you will be needing off for the holidays, but if you didn't connect with us please let us know what days you will be needing so we can get all our families covered.

I want to take this opportunity during the holidays to express my gratitude and admiration for you, our nursing staff. Thank you, for caring and being there for our families, without amazing nurses PHH would never of grown to what it is today. Have a happy holidays, and be safe. As always, feel free to stop by and see us anytime.



Austin Burton
Account Manager



Honors and Celebrations

Our very own **Michael Gilder, RN** is graduation with her **BSN** in December!! **And.....**

She is graduating **VALEDICTORIAN** of her CLASS!!
CONGRATULATIONS, MICHAEL!! All of us here at PHH are very proud of you!

Time to celebrate you and your success!

You can receive a **referral bonus**:

After a nurse works 160 hours, you can receive a referral bonus of **\$400 for RNs** or **\$200 for LVNs**.

The staffing coordinators can provide job applications and answer any questions.

We have part-time, full-time, and PRN work available.

If you are looking to work any additional hours or have any schedule changes, please notify the office.

Staffing Coordinator/Recruiting Team



We are still in **RSV season** please keep your hands washed and all bedding, toys, etc. often!

SIGNS and SYMPTOMS

If you see any of these RSV disease warning signs, call your baby's doctor right away:

- Coughing or wheezing that does not stop
- Fast breathing or gasping for breath
- Spread-out nostrils and/or caved-in chest when trying to breathe
- A bluish color around the mouth or fingernails
- A fever

To get more information visit www.RSVprotection.com



Candice Lockhart, RRT, RCP
Respiratory Therapist / Education Liaison

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Where Kids Come First!



<https://www.facebook.com/PHHcare>

Events & Training

Trach & Vent:

Dec. 19th 10a-3p - Please contact your local office for more information & sign up prior to attending

CPR:

Make an appointments in Dallas office (\$50 cash)

Schedule with: candice@pediatrichomehealthcare.com

We have holiday gifts for you!! Please come by your local office to pick up your gift later this month. **Merry Christmas!!**

We also welcome any feedback regarding trainings you would like us to provide in the future.

Meet one of our newest Dallas patients, Ricky! We are very excited to work with him and his family!!

