



PHH Media

Message from Toby

The past few months have been great for PHH and the growth of all 3 of our offices! This in a big way is thanks to all the hard work each and every one of you does in the home and with each other. We are already into **September** and the holidays will be here before you know it. Please communicate with the office as soon as possible in regard to any upcoming schedule changes so that we can ensure great coverage for our families during that time. We are also working on new items for the website, the newsletter is available on **Our News** tab and we look forward to adding additional links, we welcome any feedback from you!

There are many exciting things happening at PHH this month. **Candice Lockhart RRT, RCP** joined our family as our **in-house Respiratory Therapist**. She will be in charge of our respiratory education and support our field staff and our families. She has **15+ years'** experience as a Respiratory Therapist and **10 years** dedicated specifically to pediatrics. Many of those years she trained the families of respiratory compromised patients. **Welcome** to the family Candice!

It was a strange month in that we had **5 employees** that had Birthdays.
Happy Birthday to

Toby, Adam, Julie, Lee, and JJ!

We have several training opportunities that will be available soon. Please keep an eye out for texts from the office on these opportunities.

And remember my door is always open!

Toby Price
President / CEO

Fort Worth Office

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September

Special Points:

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

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Points from QA

The importance of documentation and charting

One of a nurse's greatest fears is to realize: you have received a subpoena concerning the care you gave a patient a year ago. Would you be able to remember the details of that patient's care?

Nurses have always faced the challenge of reconciling documentation with **quality patient care**. Some would argue that paperwork interferes with time spent caring for patients. However, with proper documentation in the patient's chart, you would have the information you need to ensure quality care and to defend that care in court, should that be necessary.

Effective documentation provides a record of proof demonstrating nursing care given and the patient's response to that care.

Documentation in nursing notes should reflect communication among professionals from different disciplines and on different shifts. It provides information so that health care providers can deliver care in a coordinated manner.

Reimbursement from Medicaid and insurance companies are based in on the nursing documentation.

A patient's record serves as a **legal document** that may be entered into courtroom proceedings as a record of care the person received.

Documentation should reflect that the individual's health status evaluation is based on the information received and analyzed as a result of nursing assessment.

Nursing interventions developed to address the patient's needs or problems be are included in the Plan of Care.

Documentation should reflect that the plan of care meets the needs/problems and is being implemented.

The nursing notes should reveal that treatment rendered is consistent with the nursing plan of care.

The nursing notes should include information about the situation or problem, the treatment rendered, and the patient's response to treatment.

Medication Administration Records (MARs) should be completed at the time medications are given and treatments are completed.

Nurses may consider documentation their foe; because it steals time from direct patient care, or their friend, giving direction and ensuring quality in patient care. The time and effort you devote to the patient's record allows the documentation to be pertinent, up to date, correct and complete. Balance the time spent with your patient and documenting care. Lack of documentation means you're either unaware did not take appropriate action. In today's litigious culture, effective and complete documentation is a matter of professional survival.

Lois Cantrell, LVN

Quality Assurance

Hello all!

September is here and school has begun. We have been ushering in a few new processes here in the Fort Worth office. We are continuing to try to improve our services. We now have a full time Respiratory Therapist on staff. This will help with our current patients as well as new patients being discharged from the hospital. It helps us to stay current with our Plan of Cares and gives us another resource in tough situations. We know how difficult and stressful it can be going home so having a profession at hand will really help out.

Let's continue to improve! If you have any suggestions please let me know. Have a great month!

Mike Stine
Account Manager

Directors Directive

It's hard to believe it's Back to School time already! As everyone gets back into a school routine, we'd like to remind you that assistance with nursing issues and refreshers for documentation can be provided by our clinical office staff.

We'd like to thank everyone who took advantage of our extended hours on August 15th-17th to complete nursing corrections and address concerns with documentation. We'd also like to thank our nurses who have taken the time to touch basis with our QA team to get feedback to improve their nursing documentation. It exemplifies a dedication to excellence and a commitment to providing the best patient care possible.

Please remember, we are here to help you be successful and can assist you with any nursing care and documentation concerns. If you cannot meet with us during office hours, please contact us so we can arrange a time to provide you with the information and guidance you need perform your nursing duties. Also, if you have any feedback of how we can improve to assist you, please share it with us.

We hope everyone has a safe and happy Labor Day!

Our Kids Come First!

Heidi Garcia, RN
Director of Nursing Care Services
Heidi@pediatrichomehealthcare.com

We're Going Back To School



Message from the crew

Hi all!

We've had some questions lately regarding your paystubs and how to view them online, so we wanted to provide everyone with the login information for Paychex so you can view and print paystubs, and also view your tax information at the end of the year.

The website is: <https://eservices.paychex.com/secure/>
The Company ID: 0472 F128

Your username is the first initial of your first name, followed by your full last name, all lowercase (Ex. John Smith - jsmith).

The first time you login, your password will be the first initial of your first name, the first initial of your last name, both of which are capitalized, followed by the last four digits of your Social Security number (Ex. JS1234).

Once you've logged in for the first time, you will be prompted to change your password. If you have forgotten your password and need us to reset it for you, please feel free to call the office! We're available to help with Paychex from 8:00am-5:00pm, Monday through Friday. If you have never logged in, now is the time for you to give it a shot.

I hope everyone enjoyed their summer, and thank you for everything you do!

Staffing Coordinator/Recruiting Team

Honors and Celebrations



Nurse of the Month for August: **Kristen Blakeman**

Kristen, we thank you and appreciate your continues support and professionalism. The families you work with and the Fort Worth office are successful because of the passion and dedication of people like you!

We applaud you and we're so glad you're apart of the PHH team!!!

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



Supporting our PHH family

We are showing our support and getting active in the community with the **2013 Komen Dallas Race for the Cure**. Raising funds for Komen Dallas County helps our uninsured neighbors gain access to breast health screening, diagnostic, treatment and transportation services. One of our very own field nurses and friend needs support, **Terri**, and the **PHH Care** page can be found here:

http://dallas.info-komen.org/site/TR/RacefortheCure/DAL_DallasCountyAffiliate?px=14396998&pg=personal&fr_id=3268



Terri has been a nurse with PHH since the company was in it's infancy, and her dedication to children and critically ill children is unmatched, so please show your support for **Terri** and breast cancer survivors. **Terri** recently hit her **one year breast cancer** free and we are so excited to celebrate this and show our support on **October 19th!**

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Where Kids Come First!



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

Events & Training

Families and Professionals:

IPV & Cough Assist class **Sept 17** 11:00 - 1:00 Dallas office. Refreshments served!
RSVP: candice@pediatrichomehealthcare.com

Healthy Child Healthy Community Fair **Sept 27th**

Register at www.eccnt.org

Trach & Vent Class:

Sept 9th at the Dallas office, please sign up prior to attending

We have **IV classes** @ Children's Medical Center (Downtown Dallas Campus)

Classroom D8 from 1p-3p

The next class will be on **Sept 10th**

Nurses will receive 2 CNE credits if the ENTIRE class is attended.

No cost, except parking, which is \$2

...And Another Thing

If you have **CPR** cards expiring we can help you find a class; It needs to be **BLS** healthcare provider **CPR**. Either American Red Cross or American Heart Association.

Gwen Marshall is another lady we refer to, her contact info is 817-566-4899, and her cost is \$35.00

<http://ahainstructornetwork.americanheart.org/AHA/ECC/classConnector.jsp?pid=ahaecc.classconnector.home>

Just a reminder that if you need to be out for whatever reason the **minimum** notice we need is 6 hours. This is best for our patients to assure they have coverage, and of course any additional notice is appreciated very much.