



PHH Media

Message from Toby

There are many exciting things going on with **Pediatric Home Health Care, LLC**.

This time of year is very busy and there are a lot of community events. We hope that you take advantage of this, please visit our Facebook page to learn more about the events in the area and **PHH** involvement. We will be having an in-service for **Cough Assist**, **IPV Machine**, and **IV** classes this month. Please check your phone for texts and e-mails on the dates of these events. We want to be rated the #1 agency in the state of Texas when it comes to the quality of care for our patients. It's going to take a team effort to make this to happen!

We have a large amount of nurses in the **Tyler area**. If you know of anyone that may need our services in that area please let us know.

The transition into **Fall** is here and with the weather change comes illness and with our kiddos this can be a very tough time of year. Please make sure that we are always washing our hands and in tune with any symptoms we feel or notice from our patients and family. We are excited to have such a great team of clinical staff so please let us know what you need from us and please **take advantage** of the trainings mention above. We welcome any feedback or request for additional training as well.

As always, my door is always open. And thank you in advance for your hard work!!



Toby Price
President / CEO

Fort Worth Office

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October

Special Points:

☺ Message from Toby,
President & CEO

☺ Community Events

☺ Nurse of the Month

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Points from QA

We, as nurses, need to be ever mindful of the impact our documentation has on our patients, our families, and our careers.

Our documentation is what **maintains** our patients nursing hours (and our jobs). The more information that we can provide to document our patients disabilities and the nursing skills needed to care for them, the more likely it is that we will be able to justify maintaining nursing services. We understand that some of the things that we are asking you to document seem redundant; however, this helps to **illustrate the need for nursing** due to chronic conditions. When we are doing our documentation, the goal is to try to paint the most complete picture of our patients on paper for anyone that needs to review our notes; whether that is DADS, TMHP, insurance companies, TX BON, or an attorney.

We appreciate that
you have been so
open and welcoming
to our feedback

When we send off a patient's recertification request in order to get an authorization for PDN hours, we often are asked to submit nursing notes and other documentation. They will usually ask for the **last 15 days**, or sometimes they will ask for specific dates of service. Unfortunately, we don't have the luxury of handpicking what we send. The people reviewing those notes **DO** have the luxury of picking and choosing which notes that they will use in making the decision to keep or cut a patients hours. We appreciate that you have been so open and welcoming to our feedback, and we've seen so many of you take that initiative and run with it, **THANK-YOU!** We have been implementing documentation in service, which we are hoping will give our wonderful nurses the opportunity to address any questions or concerns about documentation that you may have. We've also made a **sample packet** with suggestions for documenting in different situations, and there's an example of what we are ideally looking for in our charting. Please feel free to stop by and pick one up, or for convenience, we can mail one out to you, just let us know!!

Thank you all again for all of your hard work, and the extra thought and effort that you've been putting into your documentation!!

Together, we can make a positive difference in our kids' lives!

Lois Cantrell, LVN & Jodi Simpson, LVN
Quality Assurance

Message from the crew

School is full swing, and **Fall** is now here, which means one thing: the holidays are fast approaching!

It's been a great year at **PHH**, and the office is excited about the upcoming holiday season. If you need off or would like to pick up any additional work in the coming weeks, please notify the office. We want to make sure our nurses and families have the best possible care during the **holiday season!**

We also have openings in our upcoming trach and vent classes. If you are interested in learning or would like a refresher, please contact the office! We would be happy to reserve you in a spot in one of our classes.

Thank you for all of your hard work!

Staffing Coordinator/Recruiting Team



Directors Directive

Autumn Greetings!

The changing colors and falling leaves inspire me to thank all our nursing staff for their patience while weathering process changes in our drive for excellence in patient care and documentation. Every day I hear from Quality Assurance that nursing documentation is improving. We appreciate the effort so many put forth in obtaining feedback about how to improve not only their documentation, but their nursing care. I am sure that, even if it's unspoken, your patient and their family appreciate your dedication.

I also want to thank the many nurses who have and continue to reach out to myself and the other clinical office staff for guidance. We are here to help you! Your feedback, patient updates, or concerns about any issues in the home help the entire team at Pediatric Home Healthcare provide the best for our patients and their families. This valuable input is being incorporated to help us to improve not only the way we serve our clients, but our nursing staff as well, so please continue to contact us with your questions and concerns.

In this age of rapid communication and technology, it's hard to find anyone who doesn't carry a multi-tasking mobile phone or other electronic gadget. I'm not knocking technology—we have clarified medication orders with mobile phone pictures, some of our nurses use translation apps to bridge language barriers and some of our recent admissions were facilitated with the assistance of text messaging. I just want to remind everyone at PHH to not let our technological devices get in the way of what we do best.

Our Kids Come First! There should be no question or perception that anything distracts from providing patient care, including documentation, or meeting the needs of our families.

Please continue to let us know how to better serve our patients, families and nurses.

Have a safe and Happy Halloween!

Rebekah Diaz, RN
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Hello **Pediatric Home Healthcare** Fort Worth!

I cannot believe it is already October. Just a reminder that flu season starts this month... Be sure to stay sanitized! This can be a stressful time for families due to the "what if" factor. Remember, we provide gloves and germ-x so if your supplies are running low please let us know! Wanted to update you all on something we started doing. As you know our goal of our office is to educate families about the services we provide.

Moreover, we have now branched out to new nurses as well. Our office has gone to both TCC and TCU here in Fort Worth. We have been able to educate nursing students on home health and how it can be another option for their future. As the students are going through clinical training they have noticed how they do not have a chance to establish much rapport with the patient and families. We have educated them on continuity of care and finding a home that may fit their desires. Also, as these new nurses come through our doors it enables you to have them trained the way you want them trained. They are less likely to have bad habits.

Most Creative Pumpkin Contest - Please submit a picture of the creative pumpkin and patient to me for judging. We welcome your visit to the office as well, the office will be ready for trick or treating with snacks and games.

Finally, if you have any questions or concerns please let me know. Our office is constantly trying to improve so any suggestions will be greatly appreciated!

Mike Stine
Account Manager

Honors and Celebrations



Nurse of the Month for September: **Loretta McElroy**

The office would like to recognize **Loretta McElroy** as our nurse of the month. **Loretta** has positivity and has been great in her communication with the clinical and staffing teams.

She's been incredibly helpful, and we are happy to recognize her efforts.

Thank you Loretta!!

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

From the Desk of **YOUR** Respiratory Therapist:

Remember: On the LTV 950/1150 ventilator, the only settings that the patient is receiving are the settings that are **BRIGHT KIWI GREEN**. All **dull green** settings are not in use, the patient is not getting them and should not be charted. Put a line thru the blanks for those settings, on the vent flow sheet. Questions concerns, email me!

O2 TANKS IN THE HOME

You **MUST** check the O2 tanks on each shift. Regulators on tanks have diaphragms that can get weak and allow slow leakage of oxygen to occur! Full tanks are around 2200psi.

FYI: 1 lpm = 10 hours of use for "E" cylinder of O2

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Where Kids Come First!



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

Events & Training

Families and Professionals:

IPV & Cough Assist class **TBD**
RSVP: candice@pediatrichomehealthcare.com

Trach & Vent Class:

Oct 24th at the Fort Worth office, please sign up prior to attending

Most Creative Pumpkin Contest

Oct. 31st, all contest photos must be into the office for judging. Please visit the office, we welcome trick or treating & have games & snacks for all!!

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

Classroom D8 from 1p-3p

The next class will be on **Nov. 12th**

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

No cost, except parking, which is \$2

Chartered in 1905, **American National Insurance Company** has evolved into an industry leader, ranking among the largest of life insurance companies in the United States.

Today, the company and its subsidiaries provide personalized service to more than five million policyholders throughout all 50 states, the District of Columbia, Puerto Rico, and American Samoa.

Directly and through subsidiaries, the company offers a broad line of insurance products and services, including; term, whole life, accident, and cancer insurance, as well as annuities. We have been scheduled to be with you on the following dates **Oct 15th-17th** from **12-4** to discuss with you some options for your insurance needs.

If you would like more information regarding this please contact Toby Price at (972) 630-4810.

