



# PHH Media

## Message from Toby

The holiday season is here and we are so thankful for the families and nurses that came to visit us during our Halloween party! **Pediatric Home Healthcare** has so many reasons to give thanks this year, but we are most thankful for **all of you!** The passion and dedication you have for the families and the PHH mission are shown through the great job you do each and every day.

We have two mandatory meetings coming up. Rachel D. is a VERY good Dietician with Shield HealthCare and will be in **Dallas November 19, 2013** from 11a-1p and **FTW November 22, 2013** from 11a-1p to do an in-service (lunch included) on feeds. Immediately after the in-service there will be a roll out of our Occupational Accident Insurance from 1p-2p.

November is a National Home Care & Hospice Month plus National Family Caregivers Month.

For more information, see the [official proclamation by the President of the United States of America](#):

"Across our country, more than 60 million Americans take up the **selfless and unheralded work** of delivering care to seniors or people with disabilities or illnesses. The role they play in our healthcare system is one we must recognize and support. During National Family Caregivers Month, we thank these tireless heroes for the long, **challenging work** they perform behind closed doors and without fanfare every day, and we recommit to ensuring the well-being of their loved ones and of the caregivers themselves."

For more information, visit the [National Association for Home Care & Hospice](#), which provided source information for this article.

"People will seldom, if ever, face a more difficult time in life than when they are in home care and hospice," Halamandaris pointed out. "During this special month we **pay tribute** to **our talented home care** and hospice professionals who are there at that very trying time. They are among the reasons why home care is poised to play a key role in coming years as the center of health care in our country."

**Toby Price**  
*President / CEO*



## Fort Worth Office

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November

### Special Points:

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

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# Points from QA

Happy November!

We have recently completed our annual audit with DADS, and we got **FANTASTIC** feedback from the auditor on our **EXCELLENT** nursing documentation!

We wanted to share with you some of the recommendations that the auditor had for us:

She said that we need to be addressing all nursing skills in the plan of care, sections 21 and 22, in our narratives. As an example, if the POC says that SN will provide PROM 2x each shift, we need to make sure that we document that we have done so in our narratives, or address why it wasn't done.

We need to make sure that we are documenting suctioning in our narratives. We need to document the kind of suctioning (trach or oral) attempted, how often we are suctioning, and describe the secretions or lack thereof. Unless we document that we are suctioning a trach, State will not consider that task a nursing skill, which in turn, affects our patient's hours.

Times in and out must be reflected in your narrative. If your time in is 0800, your narrative and assessment needs to start at 0800. If your time out is 1700, your last entry needs to be at 1700. Those times should also reflect the times you receive and give report.

Please feel free to give us a call at the office if you have any questions about these recommendations, or if you have any questions on documentation and/or paperwork.

As always, we appreciate all of your hard work and dedication! Together, we can make a positive difference in our kids' lives!

Lois Cantrell, LVN & Jodi Simpson, LVN  
Quality Assurance

We have recently completed our annual audit with DADS, thank you all for your continued hard work!

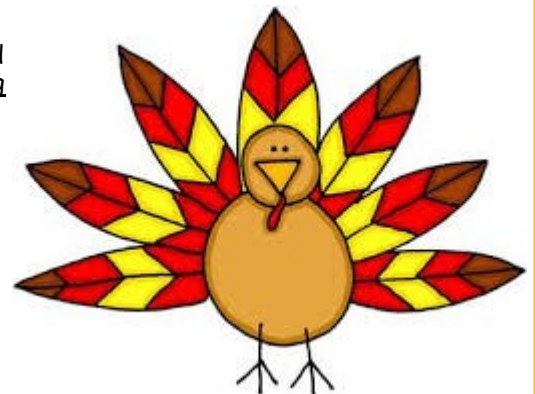
## Message from the crew

### Our Nurses Rock!

As recruiters, we want to say thank you for being on the **frontline and working** with our patient's day in and day out. We know that it isn't always easy, but you have a way of staying calm, cool, and collected. In our eyes, you are leaders. You are the glue that holds us together!

We appreciate all of our nurses for what they do. Your dedication and skills doesn't go without notice. Please check out all the great training we have schedule this month!

**L** LIFE -LONG LEARNER  
**E** EMPATHETIC  
**A** ADVOCATE  
**D** DECISIVE  
**E** EXTRAORDINARY  
**R** RESILIENT  
**S** SUPPORTIVE



Staffing Coordinator/Recruiting Team

## Directors Directive

You may not have known it, but in the past weeks, **our** charting (yes, even that of your friendly clinical office team) was under some high scrutiny by our accrediting body!

I am so happy to share that we received **overwhelmingly positive feedback** on the excellence demonstrated in our nursing documentation. We continue to be appreciative of your efforts and hope that you take as much pride in your work as we do. Keep up the great work!

Forms got you down? Not sure whether to use a Supplemental Physician's Order, Communication Note, Infection Control Report or whether you just need to call it in? Not to worry! We're here to help you!

Please know that your clinical office staff aims to make sure you are confident in completing any of our **documentation independently**. So while we encourage you to call for clarification as needed, please know that we will also guide you through form use and verbiage, as it is important you utilize documentation to illustrate that you communicated this information to the office.

Remember, if you didn't document it, it could be construed that it didn't happen and as your patient's bedside nurse, you are better qualified to accurately document or clarify patient specific information than the clinical office team. While these documents all make their home in the office, ensuring the accuracy and completeness of our patient's charts and information — Plan of Care, medication records, communication notes, physician's orders and more—is the responsibility of **every** nurse involved in the patient's care—**every** day, **every** shift.

From time to time, I receive feedback that our documentation requirements or other processes vary from other homecare nursing providers. I, too, have seen the differences firsthand. But I assure you, as was confirmed over the last weeks, hourly, accurate, detailed narrative documentation of the **nursing care** you provide, from the time you arrive until you leave, is an incredibly important way for you to advocate for your patient. As a member of our **PHH** family, you are part of an organization that strives every day to implement the best practices to provide and ensure services for our special patients.

Our Kids Come First! We are so glad you are a part of the team!

Rebekah Diaz, RN  
Director of Patient Care Services



Happy November everyone!

It's time to remember how blessed we are to be alive. We also get to stuff our faces and connect with family for Thanksgiving.

**PHH** hopes you enjoy it and we want to be here in any way to make it less stressful. If you are in need of any days off coming up please let us know. That way the kiddos have a nurse in place while you are out. Furthermore, if the patients are going out of town we are able to find work elsewhere if need be. Our office will be closed **November 28th & 29th** but someone is always on call!

We have a **mandatory meeting** at the office on November 22nd, please get with us to coordinate.

Lastly, Thanksgiving and Christmas count as holiday pay... time and a half. Thank you all for your continued hard work!

**Mike Stine**  
Account Manager

## Honors and Celebrations



Nurse of the Month for September: **Karen Bryant**

Karen is a fantastic nurse that has been on board since June of 2013. Her outstanding charting helped to save our patients hours.

She is very **flexible and helps** out as much as possible. Karen has always been very responsive to the office. We truly appreciate her patience and caring spirit that she has in the office and in the field.

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 or YOUR Respiratory Therapist:



Signs of Respiratory Distress

*Change in secretions, Elevated RR, Elevated HR, Nasal flaring, Retractions - mild, moderate, severe, Cyanosis (blue/gray lips).  
Take action if any of these signs appear!*

**Remember:** When using the IPV machine on your patient, you **CANNOT** leave your patients' side. This is extremely dangerous! It is also, not acceptable practice. **November 18th** we have IPV/Cough Assist training in Fort Worth from 11AM to 1:30PM, please RSVP and join us!

If you need **CPR certification (\$50.00)** have any questions/concerns please email me at: [candice@pediatrhomehealthcare.com](mailto:candice@pediatrhomehealthcare.com)

We have several classes this month, please take a look on page 5 for upcoming events!

**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:

Nov 13th & 25th - Please contact your local office for more information & sign up prior to attending

### IPV & Cough Assist:

Nov 18th

RSVP: [candice@pediatrichomehealthcare.com](mailto:candice@pediatrichomehealthcare.com)

### Mandatory Meeting:

Nov 22nd Hosted by Shield Healthcare (lunch provided)

Nutrition / Gbutton / Gtube In-Service 11A-1P

**AND** Accidently Occupational Insurance roll out 1P-2P

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

Classroom D8 from 1p-3p on Nov. 12th  
Nurses will receive 2 CNE credits if the  
ENTIRE class is attended.

No cost, except parking, which is \$2

## Our Fort Worth Staff & Friends

