



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



Tyler Office

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November

Special Points:

☺ Message from Toby, President & CEO

☺ Upcoming Events

☺ Nurse of the Month

Inside this issue:

Points from QA	2
Message from the crew	2
Honors & Celebrations	3
Director Review	3
Events	4
PHH Family	4

Points from QA:

Thank you to all nurses that have taken the time to come into the office to complete corrections when notified.

For those that have not come in, please keep in mind the [new corrections policy](#) (write ups, state reporting, and removal from case) that was noted in last month's newsletter. Please do not let it get to that point.

Remember, that when your notes are reviewed, they are checked against the patient's Plan of Care. Your notes **MUST** reflect what is written on the POC. Please read the patient's POC thoroughly to ensure that you are documenting properly. Also, be sure that you are reviewing Physician's Orders [prior to each shift](#) to ensure that they are being documented as well. The POC and Orders are subject to change at any time so it is your responsibility to review them each time you work.

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Please also be sure to pay close attention to the following:

***Time in and out** - If your shift begins at 0700/1900, please arrive at the home 15 prior to the beginning of shift to receive report. Your time in should read 0700/1900 and your opening note should read 0700/1900. **THOSE TIMES MUST MATCH.** Your closing note must also match your time out. **DO NOT** overlap times with the nurse coming/going.

***Teaching** - teaching should be on each shift. We need for you to do more than check the NA box. If teaching is not done, please document why teaching was not provided.

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

LaVon Hackworth, LVN & Danielle Jenkins, LVN
Quality Assurance

Message from the crew

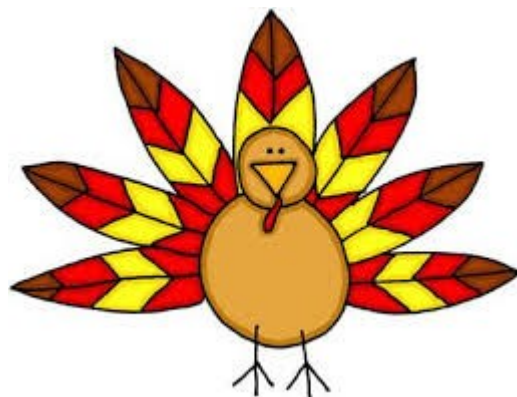
Hello [PHH](#) Nurses,

First, we would like to say thank you for everything you guys do for our company and our kids and families. We hope everyone is getting excited for the holidays but we would like to ask [PLEASE](#) let us know any days you will be requesting off [ASAP](#). We need to update our families on the changes to their schedule for Thanksgiving and Christmas!

For those nurses that work through the holidays, we [THANK YOU](#) in advance and our families do too!

We have several classes this month, please make sure and sign up!

Staffing Coordinator/Recruiting Team



Directors Directive

Wow, can you believe it's already November! Hard to believe that 2014 is just around the corner! I won't do a countdown of how many shopping days are left until Christmas for you....at least not yet.

As we get deeper into the **RSV / Flu / Cold season**, please remember that hand washing is an important means of preventing transmission of germs. No matter how well we all do with hand washing, we may still become ill. Please do not expose your patient to your illness. If you are contagious, you should not be working with any patients. If you are not sure whether or not you should work, call me and we can discuss. Protecting the patient and getting you healthy are important to all of us!

Please, please, please, get your FLU SHOT. This protects you, your family, your patient and their family.

A BIG THANK YOU to Candice Lockhart RCP, RRT! Candice is the Director of Education for PHH. She provided a Vent / Trach class here in Tyler during October. It was an excellent class. She is an AWESOME RT and Educator! Let us know what topics / issues (respiratory or anything else) you would like to have presented here in the Tyler office.

A few reminders about documentation:

- Your documentation should be **complete before** you ask the PCG or SN taking over care of the patient to sign anything.
- You must leave the **yellow copy of all** of your documentation with the patient before you leave at the end of your shift.
- Don't become complacent with your documentation, be thorough. Even if you are doing some of the same tasks every shift with your patient, you have to document **or it didn't happen**.
- **Education** should be provided every single time you work with your patient. The only time you should document **N/A for education is if you did not see the PCG at any point during your shift**. When our charts get audited or we have to provide additional information for a recertification, education is something that is looked at.

Keep up all of your great work! We have an excellent team and you have been providing wonderful care for all of our patients.

Pam Hanson RN, MBA, BSN
Director of Patient Care Services



Greetings from Tyler,

We would like to welcome our new employee to the PHH family, Bobby Carter, staffing coordinator/recruiter. Bobby enjoys sports, music, playing Xbox and being a father as he and his wife celebrated the birth of their first child **8 months ago**.

Also we would like to remind our nurses of our call out procedure. We understand life and emergencies happen but we ask that you call the **on call** phone with as much notice as possible if you will need to miss a shift.

All scheduling issues need to go through the office/on call employee so we can contact the family for you and make arrangements for your replacement.

Cody Nelm
Account Manager



Honors and Celebrations

Nurse of the Month for November: **Courtney Bancook**

Courtney has been reliable, had minimal corrections, and always gets her notes in on time.

Thank you for being such a great nurse!!

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



From the Desk of 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@pediatrichomehealthcare.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

Tyler Office

3200 Troup Highway
Suite 135
Tyler, TX 75701

T: 903-592-7442
F: 903-593-9917
W: pediatrichomehealthcare.com

Where Kids Come First!



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

Events & Training

Trach & Vent:

Nov 20th - Please contact your local office for more information & sign up prior to attending

IPV & Cough Assist:

Nov 18th in Fort Worth

RSVP: candice@pediatrichomehealthcare.com

Mandatory Meeting:

Nov 19th 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

