

# PENN HIGHLANDS HEALTHCARE AT HOME MAY 2023 REWARDS & RECOGNITION HONORS

**Monday, May 8, 2023**

Celebrating Home Health

**Tuesday, May 9, 2023**

Celebrating Hospice and Adult Day

**Wednesday, May 10, 2023**

Celebrating Home Care/Home  
Support

**Thursday, May 11, 2023**

Celebrating Home Health and  
Hospice Administrative Support Staff

**Friday, May 12, 2023**

We recognize and Celebrate Nurses  
Day and Awards Day for Create a  
Hero, The Bee Award, Most Named,  
and The Daisy Award

Each department of Penn Highlands Healthcare at Home was celebrated on a designated day

Each day, the employees in the recognized group, were entered to win a PHH logo item.

# REWARDS & RECOGNITION

Penn Highlands Healthcare at Home Newsletter

May 2023

"My father's last remaining days under the guidance & expert care of the hospice team, brought him comfort and peace."

"Thank you for caring about me!"

Let's talk about:

## SERVICE EXCELLENCE

Our patients and their care givers are sent a survey after we discharge them. These surveys provide us with a direct reflection of their experiences with us. Whether it be the direct care provided by our nurses and therapists, or the service they received from our billing team & the voice they hear when phoning the front desk; every interaction with our patients makes an impact and creates the perception they hold in their minds of the care we provided.

"Never had better health care"

### FY23Q4 Service Excellence Ratings

Overall Rating of HH & HO Services– Rate on a scaled of (worst care possible) 0-10 (best care possible)

- ◊ Home Health= 87% of patients/patients families scored their care as a 9 or 10. (406 surveys returned)
- ◊ Hospice=97% of patients/patient's families scored their care as 9 or 10. (38 surveys returned)

Will Recommend our Services?- Patients/ patient's families can choose from the following answers when asked if they would recommend our services to friends and family: definitely no, probably no, probably yes, & definitely yes.

- ◊ Home Health= 79% of patients/patient's families stated "DEFINITELY YES"
- ◊ Hospice+ 92% of patients/patient's families stated "DEFINITELY YES"

"I could not have managed to go down this journey without them. They are the best."

"I thank God for Hospice Community Nurses. All of them treated my father like family"



## Most Named Award

The Most Named Award is given to our team members who were mentioned in our CAHPS surveys the most times, *by name*. This award shows how very impactful the care that the patient received was, all thanks to a special team member. This award goes to show how caring, informative and excellent you are.

### 4th Quarter Winner

Sherry Miceli– PTA

"I couldn't ask for better service. They were wonderful."

# REWARDS & RECOGNITION

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Super Hero



## Create a Hero Award

We all have a HERO in our heart. These nominations are from staff who recognize the great work that you do.

### 3rd Quarter Winner

- Jackie Cline– Personal Care Aide

"She handles all situations, whether good or difficult, professionally, compassionately, and shows great empathy to all clients. She does her best to exceed all expectations within her job requirements and responsibilities."

Service Excellence

## The BEE Award

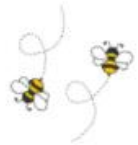
The BEE Award was created to recognize team members who go above and beyond to ensure that every patient or resident receives excellent care and has a positive experience. All employees outside of nursing are eligible. The Rewards & Recognition Committee will review nominations and present awards at each facility.

*Be Extraordinary Everyday*

### 4th Quarter Winner

- Sherry Hauber- Personal Care Aide

"Sherry took excellent care of my mother, and went above and beyond for her"





Tamica Dawson, LPN  
Healthcare at Home-DuBois



Kaytlyn Rossi, RN  
Healthcare at Home-DuBois



Betty Wonderling, RN  
Healthcare at Home- DuBois



Cynthia DeNoon, RN  
Healthcare at Home- DuBois



Emily Shannon, RN  
Healthcare at Home - DuBois

# ABOUT PHH @ H

## HOME HEALTH

Home health care is a wide range of health care services that can be given in the client's home for an illness or injury. Home health care is usually less expensive, more convenient than and just as effective as care you get in a hospital or skilled nursing facility. Since persons working in the Home Care Industry often work alone it is important that they should be excellent problem solvers that work well independently.

Did you know? Out of 496 patient surveys answered, 87% of them scored their care as a 9 or 10.

## PHH HOME HEALTH POSITIONS

**Home Health Aides** are certified or licensed professionals that care for a client in their home. they provide assistance to clients with everyday tasks such as bathing, dressing and meal prep in addition Home Health Aides take vital signs, provide basic care, infection control and emergency procedures.

**Home Health Nurses** responsibilities include assessing patient needs and develops a plan of care with the physician. They collaborate with the client, family, physician, and additional support staff to provide individualized care. They provide oversight to clients care, administer medications, monitor vital signs and perform tests, care for wounds or injuries, assess healing and administer treatments.

**Physical Therapists** are responsible for assessing, planning, organizing and participating in rehabilitative programs to improve patient mobility, relive pain, increase strength, and improve or correct disabling conditions form disease or injury.

**Certified Physical Therapist Assistants** work under the directions and supervision of Physical Therapist and treat patients through exercise, massage, gait and balance training. They record the patients progress and report the results of each treatment to the Physical Therapist.

**Occupational Therapists** allow the client to become more independent in their own home, improves the client's quality of life and ensures that skills are developed and maintained for increased independence. For many people. Occupational therapy is a lifeline.

**Certified Occupational Therapist Assistant** carry out activities and exercises with clients based on a treatment plan developed by an occupational therapist. They monitor a client's activities to ensure they are preformed correctly and provide encouragement and record the progress for use by the occupation therapist.

**Speech Therapist** develop verbal and nonverbal communication systems that include pictures or icons to allow patients to communicate effectively, they educate using oral motor and breathing exercises, compensatory strategies and educations to family members. They also help their clients improve essential skills such as swallowing, processing information and communicating.

**Medical Social Worker** their role in home health care is to provide one-on-one education about health and wellness, tailored to the client's needs, home routines and goals. They provide counseling for emotional or mental health concerns and support with coping skills. May also provide case and care management or interventions designed to promote health, prevent disease and address barriers to access to healthcare.

NEWSLETTERS

## HOSPICE

**Hospice** care focuses on the quality of life for those who have been diagnosed with a terminal illness. Hospice care includes specialized care by a team of professionals who are trained to manage physical, emotional and spiritual comfort for those who are in the last stages of a chronic illness. The hospice team walks alongside patients and their loved ones to help navigate those last month's so they can live comfortably and in the way that is most meaningful to them.

## PHH HOSPICE POSITIONS

**Quality RN Participates** in monitoring of the quality of medical services and quality improvement

**Hospice RN** develops care plans for individual patients, monitor patients' conditions, and provide guidance and support to patients and their families.

**Hospice LPN** provides support and comfort to the clients, they focus on managing pain and symptoms, they are compassionate, thoughtful and sensitive to the needs and wishes of the client.

**Volunteer Bereavement Coordinator** involved in volunteer training and placement and community-based and professional education in a support role.

**Medical Social Worker** they advocate for each clients end of life wishes and help individuals address the emotional aspects of late stage illnesses.

**Spiritual Counselor** is responsible for the provision of spiritual care services to clients and families/caregivers either directly or through coordination of care with the hospice team members.

Did you know? Out of 38 patient surveys answered, 97% of them scored their care as a 9 or 10.

## HOME HEALTH & HOSPICE

### ADMINISTRATIVE SUPPORT

There are many people that work behind the scenes to ensure that the persons working "in the field" can do their part with as much ease as possible. These positions often go unnoticed, but are such a big part of our team. Without the dedication to their position, many patients would not receive the care they deserve from our field, Home Health & Hospice staff. These positions are as follows:

**Communication Specialist**-Provide general office support with a variety of clerical activities and related tasks. Responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, scanning, faxing, filing as well as additional clerical duties.

**Customer Service Assistant**- Completes all Referral Customer Service and Coordination processes and procedures in cooperation with the Billing Department, Authorizations and Verifications Department, and Home Health and Hospice Scheduling

**Scheduler**- Coordinate/assign visiting disciplines to patients including but not limited to: nursing, physical therapy, occupational therapy, speech language pathology, medical social services, dietician, home health aides. Coordinates schedules between multiple providers and disciplines to assure optimal patient care, efficient utilization of services, and compliance with physician orders.

**Oasis Reviewer**- Provides guidance, regulatory compliance and support for OASIS documentation accuracy.

**Medical Coder**- responsible for oversight of ICD coding to insure compliance with agency and industry standards and applicable state and federal regulations. Responsible for appropriate coding of home care plans following the current coding conventions.

**Medical Records Coordinator**- develops, supervises, monitors and evaluates the information, documentation, and communication processes associated with medical records; physician orders; and Face to Face encounters; such that services provided to Penn Highlands Community Nurses' patients.

**Medical Records Specialist**- Provides support in collecting, organizing, storing and retrieving all Medical Records

**Staff Development Specialist**- Mentor and resource to the clinical managers, supervisors and staff regarding staff development program responsibilities including orientation, preceptor program oversight, in-service education, and clinical IT liaison support.

You complete our  
team

## HEMOCARE

Home Care is provided to individuals, who are elderly, disabled or recovering from surgery. The services include personal care, meal prep, laundry, housekeeping, medication reminders, errands, and companionship.

### Positions that make up Home Care:

**Personal care aides** are a trained care giver who assist clients with everyday tasks, they monitor the conditions of clients with disabilities or chronic illnesses.

**Office Coordinators**- responsible for planning, coordinating, managing and directing the business activities and programs related to the recruitment, hiring, orientation, supervision and development of Personal Care Aides, as well as coordinating and monitoring client care needs for home care services. Assists with scheduling responsibilities as needed.

**Scheduler**- responsible for managing the scheduling process including establishing and maintaining positive relationships with customers and referral sources, responding to customer requests and concerns and managing the schedule.

**Operations Supervisor**- responsible for planning, coordinating, managing and directing the business activities and programs related to the recruitment, hiring, orientation and development of Personal Care Aides. This position is also responsible for the direct supervision of clerical/scheduling staff and office/care coordinators.

**Authorizations and Verifications**- responsible for providing courteous customer service, performing clerical duties, scheduling duties and related work as required.

Caregivers provide  
support in a number  
of ways

## UNIQUE ADULT DAY SERVICES

### ADULT DAY CENTER

Adult day is planned care program of activities in a professional care setting designed for older adults who require supervised care during the day. These centers enable older adults to socialize and enjoy activities, while still receiving needed health services. They also offer family caregivers respite from caring for their loved one and knowing that their loved one is in a safe place.

Kelsey Perryman, LPN is continuing on with the tradition that Charlotte Beimeel, RN provided with informative, and fun, detailed schedules of the happenings over at our Adult Day Center. It is so great to see all of the various activities that our team plans for their clients. See the current May schedule:



Some special May events:

Thursday 5/4: Let's make [lemon flower tarts](#) for dessert!

Wednesday 5/10: BINGO! Plus a visit from [Puddles](#) the duck

Friday 5/12: [Mother's Day "spa day"](#) and [brunch](#). A visit from the podiatrist, Dr. Marc at [1:00pm](#).

Thursday 5/18: Let's try [Teaberry!](#) Communion with Deacon Andy at 11:15.

Friday 5/19: Let's plant our [flower](#) garden!

Monday 5/22: [Drago](#) the therapy dog

Thursday 5/25: Rosary with Samantha

Friday 5/26: [MEMORIAL DAY PICNIC!](#)

Monday 5/29: [Closed](#). Happy Memorial Day!

Wednesday 5/31: Let's make [strawberry shortcakes!](#)

### Adult Day Staff

Coordinator: Danielle Heiberger

LPN: Kelsey Perryman

Lead Aide: Samantha Nunamaker

Personal Care Aides: Kathy Ford & Patty Pearson

§ If you know of someone who may benefit from our program, contact 814-781-8253