



# PHH Media



## We Want to Celebrate You!

Every day, nurses step forward embracing new technologies, resolving emerging issues, and accepting ever-changing roles in their profession. Nurses lead the way for their patients, colleagues, organizations, and the health care industry as a whole.

This year's theme, "[Nurses: Leading the Way](#)," recognizes nurses as leaders and patient advocates at the bedside, in the boardroom, throughout communities and in the halls of government. Wherever health care is provided, a nurse is likely to be there — hospitals, ambulatory care centers, private practices, retail and urgent care clinics, nurse-managed health centers, homes, schools, nursing homes, and public and nonprofit agencies.

Source material provided by [The American Nurses Association \(ANA\)](#). ANA advances the nursing profession by fostering high standards of nursing practice, promoting the rights of nurses in the workplace, projecting a positive and realistic view of nursing, and by lobbying the Congress and regulatory agencies on health care issues affecting nurses and the public. To learn more about the American Nurses Association, visit [nursingworld.org](http://nursingworld.org).

We thank you and celebrate **YOU!!** Please stop by your local PHH office and pick up this year's gift of appreciation.

*Pediatric Home Healthcare Team*

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## Tyler Office

Volume II: Issue 3: 2014

May

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### Special Points:

- ☺ Nurses Week
- ☺ Upcoming Events
- ☺ Honors

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## Points from QA:

Just a few reminders for you guys: Remember that the **State** requires us to have all documents corrected and in the patient's chart within **14 days**. With that being said, please be sure to get your notes into the office immediately following the week worked to ensure that we stay in compliance. The same goes for documentation errors. When you are emailed regarding corrections, you have **7 days from the time you are notified** to get into the office to complete corrections. You are notified 3 times (whether by email or text) before any disciplinary action is taken. For those of you who cannot come into the office during our normal business hours, we will work with your schedule if there is a conflict.

Corrections can be made on weekends, by appointment only, please call the office to set your appointment. Continue the great job that you are doing with your documentation.

We appreciate all of your efforts.

**LaVon Hackworth, LVN**  
Quality Assurance



## Message from the crew

We now have Dallas North and South, it is exciting to see the growth **Adam Aaron**, has been promoted to Account Manager of South office! We would like to **congratulation** him and introduce you to the new recruiters!

**Julie Ellis**

I moved to Texas after I graduated from Harding University, my major is Criminal Justice. I was working at Girl Scouts as an executive assistant before coming to **PHH**. I'm excited to be a part of the **PHH** because of love for kids and being able to work with others who also share the same passion. I really wanted to be an elementary teacher so I could help kids learn but with **PHH** I get to see kids make full recoveries and receive the love and care they deserve.

**Rachel Fletcher**

I was born in West Texas, but I grew up in DFW. I got my Bachelor of Arts in English: Rhetoric & Professional Writing from the University of Cincinnati. I graduated at the end of April 2013 and then moved back to Texas. I am very excited to have joined the team at **PHH** because I love children and I love helping others.

*Staffing Coordinator/Recruiting Team*

## Directors Directive

Have you caught **SPRING FEVER** yet? **GO AWAY** rain and crazy temperatures - East Texas is ready for all the trees and flowers to bloom! **SPRING FEVER** makes me want to get everything organized in the office and at home. Please take this time to get your patient care areas cleaned up and organized.

Our Tyler Office had the DADs surveyor come in February for our initial survey. We did well! We do have some areas we can improve upon.

- Please be sure to review the entire most current POC in your patient's home chart. It's important that we document to this POC. Pay particular attention to Sections 10, 16 and 21 as these are the sections that tend to change most frequently.
- In addition to the POC, make sure you review any orders that have been written after the physician signs the POC. Our POCs are revised every 90 days.
- Please be thorough with your documentation. We have a short time limit in which to have all paperwork filed in the patient chart. If you are notified that you have corrections to complete, you need to get them completed within 1 week. Remember - if you don't document it, it didn't happen.

Thanks to all of you for your continued EXCELLENT Care that you provide all of our patients!

**Pam Hanson RN, MBA, BSN**

*Director of Patient Care Services*

Greetings from Tyler,

Springtime is approaching and it can't come soon enough. It is also allergy season and I would like to recommend eating local honey for those who don't like feeling drowsy. Depending on the allergy it can be a very effective home remedy and you won't have to worry about sleeping on the job.

Our **PHH** family is growing, we will be opening up our **Houston** office June 1st! With that office opening we have promoted **Aubree Coats** to Account Manger from our Fort Worth team. Congrats to Aubree and her new role in Houston. From the Houston area, we hope to gain families from smaller towns between East Texas and surrounding counties along the way!

As always we would like to remind you of our referral program if you know of anyone interested, especially with the new office and possible new areas for open shifts! Also we have staff available throughout the East Texas area if you hear of any families in need of our services.

Please note that Memorial Day is a holiday, you will receive time and a half for working that Monday. The office will be closed **May 26th** and there will be **NO** mail delivery!

**Cody Nelms**

*Account Manager*



## Honors and Celebrations

Nurse of the Month: **Jeanine Hensley, RN**

Jeanine, has done an excellent job opening up our new patient Madison. She has been on top of her charting and corrections as well as communications to the Doctor's office.

The family is new to home healthcare and she has made this a very comfortable transition for them.

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



Hawaiian Falls is having Champions Day on **June 21, 2014**. From 8:30-10:30 the park is designated for Special Needs kids. The child is free and it is \$5.00 for anyone else coming with the child.

We will sponsor **2 people** (a nurse and caregiver) to go with each of our PHH kiddos, however as many of the family that wants to go is welcome..

They are welcome to stay all day at the park, but 8:30 -10:30 is just for them.

We will need a head count by **June 9**, so they need to RSVP to me via email: [candice@pediatrichomehealthcare.com](mailto:candice@pediatrichomehealthcare.com) or call 972-935-3323.

## Office

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## Where Kids Come First!



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

## Events & Training

### Family & Professionals:

May 17th 11am-2pm @ Dr. Pepper Park in Frisco  
Kids teach Kids Expo

[www.ridersbaseball.com/kidsteachingkids](http://www.ridersbaseball.com/kidsteachingkids)

June 14th 10am-2pm @ North Park Mall

**Stephanie's Day** resource fair for families

June 21st 8:30am-10:30am all Hawaiian Falls locations

**Champions Day** - visit their website for details

### Trach & Vent Class:

Please contact your local office regarding upcoming classes & sign up prior to attending

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# ...And Another Thing

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

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.

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