

Nursing Personnel Homecare EMPLOYEE NEWSLETTER

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Employee News

We continue to receive praises from our clients and business partners as to how pleased they are with your job performance and your professionalism.

Remember that staying healthy is very important. Always get an annual physical examination from our contractor Mobile Health or your Primary Care Physician.

Listed below are some helpful tips in preventing *Influenza*

- Eat a healthy diet of fresh fruits and vegetables daily.
- Avoid over-crowded areas with limited airflow.
- Don't smoke.
- Reach and maintain a reasonable body weight
- Engage in exercise as recommended by your physician.
- Be physically active everyday.

Message From The CEO

This issue of the newsletter will cover June through August. I will be communicating with you through this newsletter on a quarterly basis. I will continue to provide you with information about changes in the company, new rule and regulations, industry news, employee profile, news from HR, Birthdays and Anniversaries, office closure due to Holidays and upcoming Events.

My team and I will continue to work very hard to ensure that your voices are heard and that we continue to serve your needs.

Just a reminder, we need you to continue to assist us in preventing and reporting actual or suspected Medicaid/Medicare Fraud Waste and Abuse. If you see something or hear something call Alecia Grant, Compliance Officer at 718-534-6230 or 877-210-1013 24 hours x 7 days. You can also call and report anonymously without fear of intimidation or retaliation.

Thank you for your time and dedication that you have provided to our clients since your employment at Nursing Personnel Homecare.

Sincerely,

Walter Greenfeld

CEO



Department Profile: Nursing

The promotion of quality and patient safety is a driving force throughout Nursing Personnel Homecare that helps it achieve a vision as a patient-centered integrated Licensed Home Care Service Agency (LHCSA). NPH's Nursing Department and its team of nurses is a dynamic, interdisciplinary group that strives to achieve the outcomes established annually by the agency's leaders and its Board of Directors, designed to foster a culture that supports the highest possible quality patient care.

The Nursing Department fosters a commitment to the pursuit of quality through education of and participation of staff at all levels in interdisciplinary performance improvement efforts

The Nursing Department highlights the direct contribution of the nursing profession to the achievement of quality patient outcomes through the identification and trending of nurse sensitive indicators

The Nursing Department identifies care issues that benefit from performance improvement efforts utilizing honest, data driven assessment and reassessment

We persevered and today the system is working better than ever.



*Like snowflakes,
memories of winter gather and dance amidst
steaming teacups, warm, cozy sweaters and the
quiet murmurs of the city.*

*Winter
is Mother Nature's season of intimacy and
reflection, of kind and forgiving, and of good
times.*

Industry News

The Homecare industry is still a growing and thriving business. Our clients will always be in need of your services.

We will continue to provide you annual in-service on topics that are relevant to taking care of your clients, yourself and your family. Some of the topics are listed below:

- **Infection Control/Hand Washing**
- **Flu Vaccination**
- Fall Prevention
- Reminding/Assisting patients with medication
- Preventing High Blood Pressure
- Diabetes

Employee Profiles

Congratulations to everyone mentioned below. We looked forward to profiling many more of you over the next several months.

Siping Luo, LPN: Siping has been employed by NPH for a year and a half as the Nursing Coordinator. Adept in different dialects of China, she communicates well with nurses, patients, aides and case managers in our ever-growing Chinese population. She is also resourceful and hardworking as said by her peers.

Aris Inoa Santana: Aris has been employed by NPH for over a year as a Home Health Aide. She received her certificate from Excel. Aris' coordinator stated that "She is a good aide. She is caring, punctual and very respectful to her patients and peers."

Tahiratou Diallo: Although relatively newly-employed by NPH as a Home Health Aide, Tahiratou has already garnered praises from her patients, coordinator and co-workers alike. She received her training/certificate from ADL Institute. "She is one of my best aides. Hardworking, punctual and dedicated to clients," as quipped by her NPH coordinator.

Bing Jiang, RN: Bing has been employed by NPH for almost a year as a visiting nurse. Bing's nursing supervisor stated that, "She is hardworking, goes everywhere she is asked to go, dedicated and loyal to her client's and NPH."



Compliance Q & A

NPH code of Conduct provides guidance for you so that you can respond properly when compliance-related issues arise.

- (a) True
- (b) False

Answer: A

Lessons to be learned:

Over the past several weeks, the Compliance Officer had the daunting task of investigating and terminating some employee's because they did not follow Nursing Personnel's Code of Conduct. I will share the story with you to inform you of our zero tolerance for such behavior.

Employee A: Employee A has been employed by the agency for almost 2 years. She has attended at least two code of conduct training and has received in-service on Medicaid/Medicare fraud waste and abuse. However, that did not stop employee A from working for Agency Z on a live-in case from 8am on June 27, to 8am on June 28th and claimed to have worked for Nursing Personnel's client from 10 am to 4pm on June 27th. You just cannot be in two places at the same time. The aide's employment was terminated from Nursing Personnel.



Birthdays and Anniversaries

Acevedo Duarte, Natividad	12/23	Aleksandrovsky, Yuriy	01/09	Adames, Maria	02/11
Azizova, Asiya	12/03	Barry, Khadijatou	01/23	Barry, Asatu	02/10
Berthony, Marie	12/24	Chen, Shuizhen	01/11	Cen, Feng Mei	02/09
Desir, Maricia	12/25	Ernest, Yolette	01/17	Eugene, Eliane	02/22
Ishakova, Berta	12/17	Jean Philippe, Manite	01/01	Henry, Marie	02/25
Leitner, Yoel	12/08	Li, Shui Mei	01/10	Ma, Yuqiao	02/22
O’Bryant, Jerome	12/30	Mamudov, Fozil	01/07	Ma, Yuqiao	02/22
Thaw, Tin Tin	12/01	Quinones, Luz	01/19	Phanord, Martine	02/24
Wrobel, Wieslawa	12/18	Vega Rojas, Yaniris	01/01	Soares, Eveth	02/27
Zheng, Bi Lin	12/29	Zakirov, Radiy	01/01	Wright, Desiree	02/02

Upcoming Events

Advent	December 2 nd
Channukah	December 8 th
Christmas	December 25 th
Kwanzaa	December 26 th
New Year’s Day	January 1 st
Groundhog Day	February 2 nd
Chinese New Year	February 10 th
Ash Wednesday	February 13 th
Valentine’s Day	February 14 th
Purim	February 23 rd

The Office Will Be Closed On:

Chrstitmas Day	December 25 th
New Year’s Day	January 1 st

2012

DECEMBER						
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29	30	31				

2013

JANUARY						
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2013

FEBRUARY						
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