

### West Des Moines

- 1 – New Team Member Orientation
- 2 – Home Care 101, 9 a.m.;  
Mandatory in-service: Employee handbook, 9 a.m., 1 and 5 p.m.;  
Welcome Home staff meeting, 3 p.m.
- 3 – Home Care 101, 9 a.m.; Safety Committee, 2 p.m.
- 7 – New Team Member Orientation
- 8 – New Team Member Orientation; Scheduling 101, 12 p.m.
- 9 – Home Care 101, 9 a.m.;  
Professional wound care, 11 a.m.;  
Welcome Home staff meeting, 3 p.m.
- 10 – Home Care 101, 9 a.m.;  
Administrative staff meeting, 9 a.m.;  
Make-up in-service: Employee handbook, 3 p.m.
- 14 – New Team Member Orientation
- 15 – New Team Member Orientation; Budget meeting, 10:30 a.m.
- 16 – Welcome Home staff meeting, 3 p.m.
- 17 – Professional staff meeting, 8 a.m.;  
Home Health Aide Reunion, 1 p.m.
- 23 – Strategic Planning, 1 p.m.;  
Welcome Home staff meeting, 3 p.m.
- 24 – Home Health Aide meeting, 1 p.m.
- 28 – New Team Member Orientation
- 29 – New Team Member Orientation;  
Scheduling department meeting, 10 a.m.
- 30 – Welcome Home staff meeting, 3 p.m.; Wellness screening, 4 p.m.

### Fort Dodge

- 3 – Safety Committee meeting, 2 p.m.
- 7 – Administrative meeting, 8:30 a.m.
- 10 – In-service: Infection control and blood borne pathogens, 12 p.m.
- 14 – Nurses' meeting, 8:30 a.m.
- 15 – Budget meeting, 8 a.m.
- 16 – Performance Improvement Plan meeting, 1 p.m.
- 21 – Administrative meeting, 8:30 a.m.
- 23 – Advisory Board meeting, 5:30 p.m.
- 28 – Nurses' meeting, 8:30 a.m.

### Marshalltown

- 3 – Safety Committee meeting, 2 p.m.
- 7 – Administrative meeting, 8:30 a.m.
- 10 – In-service: Infection control and blood borne pathogens, 12 p.m.
- 14 – Nurses' meeting, 8:30 a.m.
- 15 – Budget meeting, 8 a.m.
- 16 – Performance Improvement Plan meeting, 1 p.m.
- 21 – Administrative meeting, 8:30 a.m.
- 23 – Advisory Board meeting, 5:30 p.m.
- 28 – Nurses' meeting, 8:30 a.m.

### Boone

- 3 – Safety Committee meeting, 2 p.m.
- 7 – Administrative meeting, 8:30 a.m.
- 10 – In-service: Infection control and blood borne pathogens, 12 p.m.
- 14 – Nurses' meeting, 8:30 a.m.
- 15 – Budget meeting, 8 a.m.
- 16 – Performance Improvement Plan meeting, 1 p.m.
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- 23 – Advisory Board meeting, 5:30 p.m.
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March 2011

## IN THIS ISSUE

- Steve and Kim Weber Receive CHCE Credentials
- Coverage Area Expands
- Do You Snore?
- Compliance Program
- Employee Spotlight
- Rookies of the Year (2010)
- Donette Klepsteen, Fort Dodge Administrator
- Rachel Edge, West Des Moines Human Resources Generalist

## Iowa Home Care Presents An Angel's Touch 2011

An Angel's Touch is an annual community awareness event hosted by Iowa Home Care to celebrate the angel in our direct care providers. The event was held with all fanfare at the downtown Holiday Inn – Top of the Tower.

The featured charity was Hawthorn Hill which operates housing programs for homeless families with children that help them obtain permanent housing and to provide services to help families achieve economic self-sufficiency.

Keynote speaker was Talia Leman who is CEO and Founder of RandomKid, an award winning organization that is changing the world one random individual at a time.

The event was also attended by the Lt. Governor, Kim Reynolds, who was highly appreciative of the difference home health care makes in the lives of our fellow citizens.

The event also celebrated the life of Mother Teresa by awarding Mrs. Martha Grosz, RN, BSN with the coveted third annual Mother Teresa Caring award. The event was well attended by over 200 guests. The night closed with dinner and dancing to the live band Seven.

Preeti Acharya, Director of Operations, unveiled the 2011 Strategic Plan, which focused on 2011 Strategic Goals:

1. Providing exceptional WOW cares to our clients, our employees, our community, our regulators, our partners
2. Continuing to have 100 percent compliance in all areas of business with advanced technological systems to include Point of Care and Santrax (stay tuned)
3. Developing and implementing an organization-wide Education Committee focused on risk areas, compliance and outcomes
4. Continuing to sustain a self-sufficient local economy by creating multiple employment opportunities at every level of the health care continuum while retaining current workforce
5. Maintaining and strengthen the brand image for Iowa Home Care – create the next generation of home health care
6. Launching a marketing campaign to include a formal marketing program supplemented by targeted advertising
7. Covering the State of Iowa by December 2012 – it's our commitment to continue to serve the home health care needs of our fellow citizens



Talia Leman, founder of RandomKid and keynote speaker



Owners Kim and Steve Weber with Lieutenant Governor Kim Reynolds



Sergio Hernandez, Operations Manager for Hawthorn Hill's The Home Connection program



Lieutenant Governor Kim Reynolds



## Wellness Screenings in West Des Moines

Wellness Program participants in West Des Moines and Clive took part in a wellness screening February 23. The Civic Center conference room was transformed into biometric screening stations for blood pressure, height, weight and labs.

Full time employees who are eligible for health insurance had the opportunity to sign up for Iowa Home Care's Wellness Program when they selected their 2011 health benefits. Iowa Home Care is partnering with Mercy Medical Center's Workforce Health Initiative for biometric screenings, health risk assessment and programming. Participants will receive a personalized health assessment and attend wellness programming throughout the year.

Marshalltown's Wellness Screenings will take place on March 1.



## Ticceo Coffee Bistro Opens in West Des Moines

On Monday, February 21st, Iowa Home Care's newest venture, Ticceo, a coffee bistro "Where Life is Beautiful," opened. Ticceo offers a wide variety of items to serve you. Drinks consist of Coke products, fizzy drinks, teas and a wide variety of coffees, including mochas and lattes!

meals ready to bring home to your family at night if you order ahead.

There will be logoed apparel to order and gift cards for friends, family and coworkers. Don't forget to invite your friends to visit Ticceo.



Ticceo will also be serving breakfast items like bagels, cinnamon rolls and toast. Lunch items will include a soup, sandwich and salad of the day. You can order treats and lunches for meetings from Ticceo and have

Specials will change. Right now employees get 10 percent off coffee orders.

Stop by and truly enjoy the experience of "Ticceo~ Where Life is Beautiful" between the hours of 7:30 a.m. and 5 p.m.

We hope to serve you soon!

Doug Strawn, CFO

Preeti Acharya, DOO

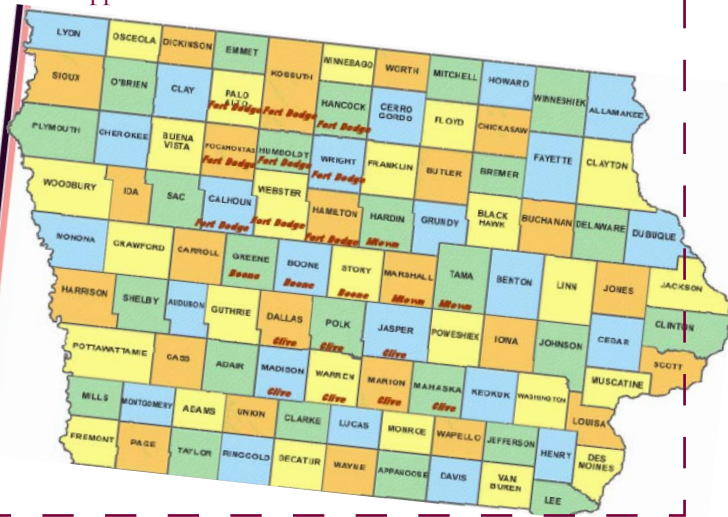
Dancing to music from Seven

## Iowa Home Care Adds Two New Counties to Current Coverage Area

Centers for Medicare and Medicaid approved the addition of two additional counties to the current coverage area for Iowa Home Care. These two counties are Greene and Mahaska.

- The West Des Moines location serves the counties of Dallas, Polk, Jasper, Madison, Warren, Marion, and Mahaska
- The Boone branch location serves the counties of Greene, Boone, and Story
- The Marshalltown branch location serves the counties of Hardin, Marshall, and Tama
- The Fort Dodge subunit serves the counties of Palo Alto, Kossuth, Hancock, Pocahontas, Humboldt, Wright, Calhoun, Webster, and Hamilton

We are looking to hire nurses and aides in all of our coverage area. Please refer your friends and family to Iowa Home Care for excellent employment opportunities.



## Meet Donette Klepsteen, RN, Fort Dodge Administrator

### Preeti Acharya, MBA, Director of Operations

Please join me in congratulating Donette Klepsteen, RN, on her recent promotion to Fort Dodge Administrator. Donette has been with Iowa Home Care since November of 2009 where she fulfilled the role of Clinical Supervisor. Donette played a key role in the Fort Dodge accreditation and Medicare certification process.

Donette has over 20 years of nursing experience with 15 plus in home care. She graduated with an ADN from ICCC in Fort Dodge in 1991. After graduation, she worked in a Skilled nursing facility, and then went into Public Health Nursing. There she realized that home care was her true calling. Donette

epitomizes patient advocacy and is much loved by all of her clients. She is a great educator and effectively manages a staff of 20 employees.

Donette and her husband Glenn have 6 children, Glenn Jr., Matthew, Jaffa Kay, Brenton, Lacie and Jaden. Donette is a proud grandmom and has 4 grandchildren, Avian, Niya, Alivia, Liam and a fifth little boy on the way with the name yet to be determined.

Donette's second greatest love in life are her Silken Windhound's, a rare breed of dogs, Harli, Gracie and Casanova or "Nova". She loves to take them racing. Rhey have won

several trophies. She enjoys spending time with friends and family, riding motorcycles, bicycles and camping in her motor home. Her dream is to travel and see the world with her husband.

We look to forward to Donette's leadership in helping us grow the Fort Dodge sub-unit while providing WOW cares to our clients and creating multiple employment opportunities to sustain our local economy.



## Steve and Kim Weber Receive Certified Home Care and Hospice Executive (CHCE) Credentials

Steve and Kim Weber have each recently received the elite distinction of Certified Home Care and Hospice Executive (CHCE). After attending the California Association for Health Services at Home's week-long executive class and conference in New York City, the Webers took and passed a test to earn their certification. Only a very small and elite percent of Home Care Executives are given this distinction, and it is the only certification designed especially for leaders in home care and hospice.

According to the National Association of Home Care's (NAHC) website, "CHCE certification represents achievement of a gold standard of knowledge for the operation of a home care or hospice organization. It signifies that the individual has attained a defined level of education, experience and knowledge."

The NAHC website sites these as the advantage of CHCE certification:

### To the Home Care Community

- Certification provides the opportunity to define the profession of home care and hospice executives by establishing and maintaining a uniform standard
- The certification program encourages continuing education and professional development of home care and hospice executives, which contributes to continuous improvement in home care leadership

### To the Consumer

- The certification program facilitates the delivery of quality home care and hospice services through promoting standards for professionals who lead organizations that provide such services
- Certification is a symbol to the public that the individual has attained a defined level of education, experience, and knowledge

### To the Individual

- Certification provides national recognition to home care and hospice executives who successfully meet the requirements for education, experience, knowledge, and professional conduct of the CHCE program

Iowa Home Care is committed to continuing education and having successful employees. If you see an educational opportunity you would like to pursue, please let your manager know.

## Point Of Care Tips By Theresa Welch, RN, Director of Clinical Services

Point Of Care Refresher courses have begun for all the Iowa Home Care branches and sub-units. Here are some tips to help each electronic medical records user at Iowa Home Care become as efficient as possible.

- To see previously entered information for a patient, go to the patient chart and select Care Plans. Highlight which task you would like to view and then you can then see all information entered for each task on each visit.
- Check your alert log each day on the top right hand side of the home page. It is required that you check this log each day to see if you have any warnings about HHA supervision or recertification dates.
- Don't forget you can add notes in about your patient by selecting "Patient" in the top row and selecting "Note" from the left hand side tree. Please remember these notes are part of the clinical record so you should only add pertinent information. These notes will

- show up on each visit for any nurse who is on device. Please think about things that another nurse covering your patient may need to know or would be useful during an on call situation: where patient medications are located, if the patient has a lock box for medication, code to enter the patient's home, etc.
- Be sure you are updating your device at a MINIMUM of 2 times a day: once in the morning before you see patients and once in the afternoon after you are done seeing patients. If you can perform an update more often that is even better!
- It is mandatory to check your email two times a day.
- When updating, please ensure that the date in the left hand box matches the current date and time.
- When performing a recertification you must still add the task of HHA supervision to that visit to the document. Please be sure you are documenting customer service,

- infection control, and overall skills. Don't forget that your HHA should be signing and dating the HHA care plan as well.
- Be sure you are capitalizing all medications (lisinopril should be Lisinopril).
- When doing verbal orders for medication you must also add that medication to the med profile.
- Each medication must also have a drug class
- You cannot delete any medications from the med profile. Instead, you must enter a stop date.

Please don't hesitate to contact me or Kasi Wares if you have any questions or if you have tips that you would like us to share with the rest of the nursing staff. We can be reached at 515-222-9995.



## Do You Snore? Melanie Ervin, RN, Branch Manager, Boone

Ninety million Americans over the age of eighteen snore; 37 million do so habitually. Snoring occurs when the uvula and/or soft palate vibrate against the throat or the tongue, usually more during inhalation than exhalation. Snoring occurs more commonly in men, people who are obese, those with a large tongue or uvula, or those with a receding chin.

Several things can make snoring worse: alcohol, tranquilizers, antihistamines, and some medications used to treat high blood pressure and prostate disease. For many individuals snoring is not a reason for alarm, but it could be a symptom of a more serious underlying condition - obstructive sleep apnea.

Obstructive sleep apnea affects both men and women. Although it is more common in those who are overweight, it can occur in people of normal weight and even children. Obstructive sleep apnea occurs when the muscles that support the soft tissue in the throat relax, especially during the deeper stages of sleep. In some people, this causes the airway to narrow, sometimes to the point of closing off. When the airway closes, apnea occurs and blood oxygen levels begin to drop. This is often noted by a spouse as quiet periods followed by louder snoring or choking sounds as the person resumes breathing.

Symptoms of sleep apnea include fatigue,

daytime sleepiness, irritability, high blood pressure, morning headaches, and difficulty concentrating. Talk to your doctor if you have loud snoring and other symptoms of sleep apnea. Testing called polysomnography can be performed to determine if you have sleep apnea. If your doctor determines that you do, it is very treatable. In mild cases of sleep apnea, simple lifestyle changes may be all that is necessary. These include:

- Losing weight
- Exercising regularly
- Avoiding alcohol, sleeping pills, and tranquilizers
- Sleeping on your side or abdomen rather than your back
- Using treatment recommended by your physician to improve breathing

For people with moderate to severe sleep apnea, lifestyle changes alone are often inadequate to correct sleep apnea. A medical device called CPAP (Continuous Positive Airway Pressure) may be recommended. By wearing a small mask over your nose, air pressure is delivered to your airways, preventing the collapse of the throat and apneas as previously described. With successful treatment, people with obstructive sleep apnea can enjoy more restful sleep and greatly improved health. The following quiz is an easy tool to assess whether or not you should see a doctor about your sleeping patterns.

### Epworth Sleepiness Scale

How likely are you to fall asleep in the following situations? Use the following scale to choose the most appropriate number for each situation.

- 0 = Would never do so
- 1 = Slight chance of dozing
- 2 = Moderate chance of dozing
- 3 = High chance of dozing

- \_\_\_ Sitting and reading
- \_\_\_ Watching TV
- \_\_\_ Sitting, inactive in a public place (e.g., theater or meeting)
- \_\_\_ As a passenger in a car for an hour without a break
- \_\_\_ Lying down to rest in the afternoon when circumstances permit
- \_\_\_ Sitting and talking to someone
- \_\_\_ Sitting quietly after lunch without alcohol
- \_\_\_ In a car, while stopped for a few minutes in traffic

A score of 10 or better may warrant further assessment such as a sleep study.



## Erin Watson, RN, and Marsha Chaplin, ARNP Caring All Star Rookies of the Year

Erin Watson, RN, West Des Moines, and Marsha Chaplin, ARNP, Marshalltown, were awarded the Rookie of the Year Caring award at Iowa Home Care's 2010 Christmas Party. Erin and Marsha both received the same number of votes from their peers. They are both very deserving of the award. Here are just a few reasons why:



### Erin Watson, RN

Admission Nurse, West Des Moines

- Erin has worked at Iowa Home Care since March 2010
- Erin lives the Iowa Home Care values on a daily basis
- Erin sets up excellent care plans for Iowa Home Care's new clients
- Erin goes above and beyond the call of duty for clients and their families
- Erin is a mentor
- Erin is dedicated
- Erin is an A-Player
- Erin is a great employee, wife, friend and mother

### Marsha Chaplin, ARNP

Clinical Supervisor, Marshalltown

- Marsha has worked at Iowa Home Care since June 2010
- Marsha has been a nurse for many years and a nurse practitioner in women's health
- Marsha has had a well-rounded career working for nursing homes, hospitals and IFMC in insurance review
- Marsha has worked in home care for 14 years
- Marsha is dedicated
- Marsha is loving
- Marsha is an A-Player
- Marsha lives in Ames with her husband in Ames and has two children, Andrew and Micah, and a dog named Sable
- Marsha loves golf and rooting for the Iowa State Cyclones



## Iowa Home Care supports the American Heart Association's Heart Ball

On February 12, several Iowa Home Care employees enjoyed an evening of elegance at the American Heart Association's Heart Ball at the Hy-Vee Convention Center in West Des Moines. Iowa Home Care was a Silver sponsor for the Heart Ball and sponsored the red carpet entrance.

Executive Vice President Steve Weber, MBA, CHCE, who is also chair of the Des Moines chapter of the American Heart Association, helped out as an emcee this year at the Heart Ball.

Steve and Kim Weber, Bill and Jean Fajen, Doug and Annie Strawn, Kevin Menke, Bui Vannaseng, Darleen Witzel, Sharon Harkness, Ryan Krabbe, Nikki Tewes, Rachel and Tyler Edge, Theresa Welch, Judy Troster, Kasi Wares, Preeti Acharya, Erin Watson and Angie Wells attended the event.



Steve Weber as emcee; Group photo

## March Birthdays!

YOU ARE A YEAR OLDER!!!

- |                       |                           |
|-----------------------|---------------------------|
| 6 – Carrie Brooks,    | 17 – Jody Losee           |
| Randee Taylor         | 18 – Cindy Guthrie,       |
| 7 – Kezia Sandstrom   | Judy Troster              |
| 10 – Erin Fox         | 26 – Angela Wells         |
| 12 – Bulakali "Kali"  | 28 – Lindsey Carlson,     |
| Muganza,              | Susan Duffey,             |
| Tina Murray           | Ryan Krabbe               |
| 15 – Jodi White       | 29 – Spring Breckenridge, |
| 16 – Kathleen Gordon, | Rikki McGregor            |
| Skylar Pierce         |                           |

## WOW~NOW: A Home Health Aide's Story

Catherine Martin, Home Health Aide, West Des Moines

These are a few of my methods to make sure every patient has a WOW~NOW experience while I am providing personal cares.

- I sing to soothe and calm patients at stressful times
- I tell a joke
- I bring a game from home for us to play (for example, "Wheel of Fortune" during a respite visit)
- I make it a priority to get to know something new about the client each visit
- I treat the patient's pet with utmost respect because pets are just as much a part of their lives as family
- I clip coupons
- I read aloud and read Bible scriptures or a devotional if the patient requests it
- I fold the toilet paper and hand towels in a special design like at a hotel when I leave
- I play the name that actor/actress game during personal cares if the patient is extra nervous about getting assistance

## Iowa Home Care Compliance Program

Preeti Acharya, MBA, Director of Operations



Iowa Home Care's Compliance Program is to promote understanding of and adherence to applicable federal and state laws and regulations and to make a sincere effort to prevent, detect and correct any fraud, abuse or waste in connection with federally funded health care programs and private health plans. Iowa Home Care is committed to conformance with the highest ethical standards and compliance with all governing laws and regulations not only in the delivery of health care but in its business affairs and its dealing with associates, contractors, volunteers, administrative staff, physicians, agents, payers and the communities it serves.

It is the personal responsibility of all who are associated with Iowa Home Care to honor this commitment in accordance with the terms and standards of business ethics and conduct / conflict of interest and related policies, procedures and standards developed in connection with the Corporate Compliance Program. At orientation, every new employee is educated on the Corporate Compliance Program and acknowledges the receipt of the corporate compliance hotline number, which allows an employee to anonymously report any organizational wrongdoing, including fraud, abuse, waste and violation of any federal or state laws. All reports to this hotline are reviewed and investigated thoroughly with appropriate follow up.

Specific examples (including but not limited to) of reportable events would include:

- Work place violence;
- Misuse of company property;
- Sexual harassment, abuse and discrimination;
- Knowledge that any field staff documented or requested payments for visits that were not performed;
- Knowledge that the organization is billing for services that were not performed;
- Knowledge that a patient that did not meet coverage guidelines for a Medicare episode was certified as such;
- Unauthorized release of proprietary information;
- HIPAA violations;
- Any other related event.
- The hotline number is not to be used an outlet for personnel problems. Those should be reported to the supervisor.

In addition to fulfilling its legal duty to ensure that it is not submitting false or inaccurate claims to government and private payers, Iowa Home Care implements a Corporate Compliance Program because it allows Iowa Home Care to be proactive in maintaining the efficacy of internal controls and fulfill its fundamental care-giving mission to patients and the community. Iowa Home Care implements a corporate compliance program for the following reasons:

- Concretely demonstrate to employees and the community at large Iowa Home Care's strong commitment to honest and responsible provider and corporate conduct;
- Provide a more accurate view of employee and contractor behavior relating to fraud and abuse;
- Identify and prevent illegal and unethical conduct;
- Improve the quality, efficiency, and consistency of patient care;
- Create a centralized source for distributing information on health care statutes, regulations, and other program directives related to fraud and abuse and related issues;
- Formulate a methodology that encourages employees to report potential problems;
- Develop procedures that allow the prompt, thorough investigation of alleged misconduct by corporate officers, managers, employees, independent contractors, consultants, nurses, and other health care professionals;
- Initiate immediate, appropriate, and decisive corrective action;
- Minimize, through early detection and reporting, the loss to the government from false claims, and thereby reduce Iowa Home Care's exposure to civil damages and penalties, criminal sanctions, and administrative remedies, such as program exclusion; and
- Enhance the structure of Iowa Home Care operations.

Each of us has a responsibility in ensuring that we are delivering and administering home health services in complete compliance with all local, state and federal laws and regulations.

The toll free number of the corporate compliance hotline is 1-877-222-6920

## Meet Rachel Edge, Human Resources Generalist, West Des Moines

Rachel has been married almost four years to Tyler, her high school sweetheart. They live in West Des Moines with their two Cavalier King Charles Spaniels: Winston and Olive, who are very much involved in the health care world when they visit patients for pet therapy at Fleur Heights Care Center.

Rachel has a degree in business administration from the University of Illinois. Rachel loves to read, swim, water ski, travel, cook, shop, go to sporting events with her husband, and spend time with her three sisters. Rachel has always had an interest in human resource management and enjoys working with people and getting to know them through the hiring process. Rachel is thrilled to be back at Iowa Home Care working with a great support team and a place of business with core values that are dear to her heart. We welcome back Rachel with wide open arms and are pleased that she is taking the lead in hiring for the West Des Moines location.

