

### West Des Moines

- 2 – Marketing meeting, 9 a.m.  
Managers meeting, 1 p.m.
- 3 – QA department meeting, 8:30 a.m.
- 4 – Mandatory in-service, 9 a.m., 1 and 5 p.m.  
Welcome Home staff meeting, 3 p.m.
- 5 – Psych training, 11 a.m.
- 6 – Education Committee meeting, 8:30 a.m.
- 9 – New Team Member Orientation  
Marketing meeting, 9 a.m.
- 10 – New Team Member Orientation  
QA department meeting, 8:30 a.m.  
Grieving Process, 5:30 p.m.
- 11 – Welcome Home meeting staff, 3 p.m.
- 12 – Home Care 101, 9 a.m.  
Administrative staff meeting, 9 a.m.  
Make-up Mandatory in-service, 3 p.m.  
Staffing meeting, 3 p.m.
- 13 – Education Committee meeting, 8:30 a.m.  
Home Care 101, 9 a.m.
- 16 – Marketing meeting, 9 a.m.  
Performance Improvement meeting, 1 p.m.
- 17 – QA department meeting, 8:30 a.m.  
Preceptor meeting, 11 a.m.
- 18 – Patron  
Lifeline Kick Off, 11 a.m., 12 p.m.  
Welcome Home staff meeting, 3 p.m.
- 19 – Office review, 8:30 a.m., 1 p.m.  
Professional staff meeting, 11 a.m.
- 20 – Education Committee meeting, 8:30 a.m.
- 21 – CPR training, 8 a.m.-4 p.m.
- 23 – New Team Member Orientation  
Marketing meeting, 9 a.m.
- 24 – New Team Member Orientation  
Point of Care Refresher, 8 a.m.  
QA department meeting, 8:30 a.m.
- 25 – Customer service training, 9 a.m., 1 p.m.  
Welcome Home staff meeting, 3 p.m.
- 26 – Home Care 101, 9 a.m.  
Home Health Aide meeting, 1 p.m.  
Point of Care Refresher, 3 p.m.  
Staffing meeting, 3 p.m.

- 27 – Education Committee meeting, 8:30 a.m.  
Home Care 101, 9 a.m.  
Corporate staff meeting, 10 a.m.
- 30 – Memorial Day – Office closed
- 31 – QA department meeting, 8:30 a.m.  
Marketing meeting, 9 a.m.

### Fort Dodge

- 2 – Professional staff meeting, 8 a.m.
- 10 – Patron
- 16 – Administrative staff meeting, 8 a.m.
- 18 – Performance Improvement meeting, 1 p.m.
- 24 – All Staff In-Service, 12 p.m.
- 30 – Memorial Day – Office closed

### Marshalltown

- 4 – Nurses' meeting, 12:30 p.m.
- 6 – Nurses Luncheon, 11:30 a.m.
- 10 – Office staff meeting, 2 p.m.
- 11 – Patron  
Nurses' meeting, 12:30 p.m.
- 18 – Nurses' meeting, 12:30 p.m.
- 19 – Performance Improvement meeting, 2 p.m.  
Home Health Aide In-service, 5 p.m.
- 25 – Nurses' meeting, 12:30 p.m.
- 30 – Memorial Day – Office closed

### Boone

- 2 – Administrative staff meeting, 8 a.m.
- 5 – Scheduling meeting, 8 a.m.
- 9 – Administrative staff meeting, 8 a.m.
- 12 – Scheduling meeting, 8 a.m.
- 16 – Administrative staff meeting, 8 a.m.
- 17 – Patron
- 19 – Scheduling meeting, 8 a.m.
- 23 – Administrative staff meeting, 8 a.m.
- 26 – Scheduling meeting, 8 a.m.
- 30 – Memorial Day – Office closed

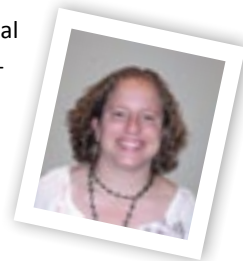
### May Birthdays! YOU ARE A YEAR OLDER!!!

- |                       |                        |
|-----------------------|------------------------|
| 1 – Jamie Kennedy     | 19 – Rachel Gettman    |
| 2 – Marcus Goodson    | 21 – Shanna Thompson   |
| Kayla Hinders         | 22 – Nicole Loew       |
| 4 – Shahna Witter     | Kim Muldoon            |
| 5 – Kay Munneke       | Theresa Van            |
| 6 – Michelle Arbuckle | Waardhuizen            |
| Brian Kenner          | 24 – Lorrae Hutchinson |
| 9 – Julianne Nelsen   | 27 – Shannon Camden    |
| 12 – Jayna McGuire    | 28 – Deana Asher       |
| 13 – Mandi Bidwell    | 29 – Martha Grosz      |
| Amanda Marquez        | Ashlee Mesner          |
| 14 – Abby Burkett     | 30 – Patricia Sturges  |
| 16 – Steve See        |                        |

### Start! Heart T-Shirt Contest Winner: Lindsey Lawrence, Clinical Data Specialist, Marshalltown

Contratulations to Lindsey Lawrence, Clinical Data Specialist in Marshalltown, on submitting the winning t-shirt design for the 2011 Start! Heart Walk.

Lindsey's design included angel wings and the slogan "We're resting our wings to walk for heart." The design is being finalized by the t-shirt company we are working with and will be ready for the Start! Heart Walk on June 18. It's not too late to sign up for the walk or to just order a t-shirt. Just contact Jenny McCuen at the Corporate location: 515-222-2285.



May 2011

## In This Issue

- Nurses Week
- dsm Unveiling
- Start! Heart Walk T-Shirt Contest Winner
- Meet the Safety Committee
- Billboards
- Fort Dodge Advisory Board Meeting
- Strategic Planning

## Nurses Week - May 6-12

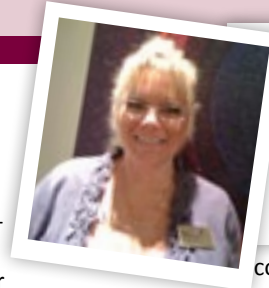
By Rebecca Stovie, RN, Clinical Operations Manager, West Des Moines

All across the United States, nurses are being saluted. On May 6, 2011, Iowa Home Care is joining the American Nurses Association in celebrating Nurses Trusted to Care as part of National Nurses Week, which is held May 6-12 every year.

The purpose of the week-long celebration is to raise awareness of the value of nursing and help educate the public about the role nurses play in meeting the health care needs of the American people.

In honor of the dedication, commitment and tireless effort of the nearly 3.1 million registered nurses nationwide to promote and maintain the health of this nation, the

ANA and Iowa Home Care are proud to recognize nurses everywhere on this particular day for the quality work they provide seven days a week, 365 days a year.



composed in 1893 by Mrs. Lystra E. Gretter and a Committee for the Farrand Training School for Nurses in Detroit, Michigan. It was called the Florence Nightingale Pledge as a token of esteem for the founder of modern nursing.

Iowa Home Care loves and values our nursing staff. Your patients appreciate the care you provide. Thank you for all you do.

In honor of Nurses Trusted to Care, all registered nurses in America are encouraged to proudly wear the official ANA pin or any other pin that clearly identifies them as nurses, and/or their nurses' uniform on May 6, 2011. Iowa Home Care will have special recognition of our exceptional nursing staff during this week of professional celebration.

of our exceptional nursing staff during this week of professional celebration.

**Florence Nightingale Pledge**  
This modified "Hippocratic Oath" was

I solemnly pledge myself before God and in the presence of this assembly, to pass my life in purity and to practice my profession faithfully. I will abstain from whatever is deleterious and mischievous, and will not take or knowingly administer any harmful drug. I will do all in my power to maintain and elevate the standard of my profession, and will hold in confidence all personal matters committed to my keeping and all family affairs coming to my knowledge in the practice of my calling. With loyalty will I endeavor to aid the physician in his work, and devote myself to the welfare of those committed to my care.

## dsm Magazine Unveiling Party

By Jenny McCuen, Executive Assistant, Clive



On April 26, Iowa Home Care hosted the unveiling of the May/June/July dsm Magazine, with a Senior Living feature at the West Des Moines location. More than 400 people attended the event, learned about the importance of home care and saw a little bit of what we do every day.

Visitors went on staff-led tours of the building, mingled in Ticceo' and the Civic Center conference

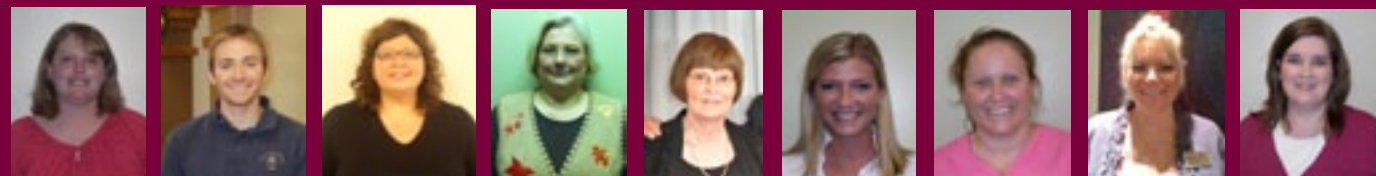
room and watched dsm Magazine staff unveil the latest dsm Magazine issue. The group got the first glimpse of the magazine before it went out to the public.

**Photos:** **1)** Steve Weber with former Iowa Governor and Mrs. Robert Ray; **2)** The Civic Center Conference Room during the event; **3)** Rachel Edge, Kasi Wares, Preeti Acharya, and Kim and Steve Weber; **4)** Kevin Menke giving a tour of the building; **5)** Cathy Parsons, McKenzie Schmitt and Elisa Hutchinson; **6)** Becky Stovie, Angie Wells, Erin Watson, Theresa Welch and Spring Breckenridge.



## Meet the Iowa Home Care Safety Committee

By the Iowa Home Care Safety Committee



### Members

#### Pictured from left to right:

Jennifer Glauner (Boone)  
 Ryan Krabbe (Corporate)  
 Dawn Jansen (Fort Dodge)  
 Margaret Sue Bryant (Marshalltown)  
 Marsha Chaplin (Marshalltown)  
 Rachel Edge (West Des Moines)  
 Shelly McGinn (West Des Moines)  
 Rebecca Stovie (West Des Moines)  
 Kasi Wares (West Des Moines)

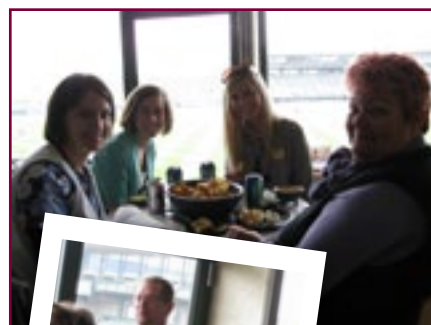
### Mission

The Iowa Home Care Safety Committee will focus on minimizing health and safety risks by recommending educational opportunities and process improvements for Iowa Home Care staff and clients alike.

### Objectives

- Workplace Safety Policy/Process Review
- Focus on Patient as well as Employee Safety Concerns

- Emergency Preparedness
- Fire/Tornado Coordination, Drills
- Calling Tree
- Emergency Contacts
- Field Emergency Coordination
- Identify Company-Wide Safety Educational Needs
- Create Exposure for Current Safety Issues
- Act as a Resource for Employee Safety Comments/Concerns



## Strategic Planning at the I-Cubs with Special Guest - Iowa Energy Head Coach Nick Nurse

By Jenny McCuen, Executive Assistant, Clive

The April Strategic Planning meeting was action-packed: a double header Iowa Cubs game, an inspirational speech from Iowa Energy Head Coach Nick Nurse and strategic discussion of how to take Iowa Home Care to the next level.

After the first game ended, Nick Nurse spoke to the strategic planners with tips and pointers for having an award-winning team. He began his talk with a story about a summer he spent coaching basketball in Great Britain. The team was in Israel and an interpreter joined them for their stay. After a game lost by what Nurse and the other coaches thought was a bad call, they asked their guide what he thought. He said, "In

life, there is balance. This time you lost, but you'll get the call next time." In time, they did.

As the Energy finishes up a winning season, Nurse sees this balance playing out. Nurse talked about how even when the team loses, they keep looking toward the next game. Their goals are: 1) to win, and 2) to make the players more money by moving them up to the next level. Much of the focus is on the players' personal development. Nurse explained that he has a very democratic leadership style. He gives his players direction and then lets them develop the skills.

How does he keep his team motivated? "We don't accept defeat until the buzzer goes off," Nurse says. "It doesn't hurt to fight all the way to the end."

Nurse also tells new players that they need to adopt the "Iowa Energy Way" if they're going to do well.

"We have defeats," Nurse says. "We have losing streaks. The games go fast and it gets really tough. The hardest part of our job is when our plane gets out of control and we have to get it level again. You have to get it going level. And what comes out of that is toughness. We're ready to go to work again the next day."

## Steve Weber Travels to Washington D.C. to Promote Home Health Care!

By Steve Weber, MBA, CHCE, Executive Vice President

On March 27-30, Steve Weber, Executive Vice President, attended the National Association of Home Care's (NAHC) 2011 March on Washington and Law Symposium Conference and Exposition in Washington D.C. At the conference, NAHC and the attendees identified these as the top home care legislative priorities for 2011.

### 1. Secure the central role that home care plays in health care delivery reform.

- Ensure home care participation in transitions in care, accountable care organizations, chronic care management, and other health care delivery reforms.
- Allow Nurse Practitioners and Physician's Assistants to authorize home health plans of care (Home Health Care Planning Improvement Act).
- Conduct Medicare pilot projects to provide support for home health agencies to utilize telehomecare technology (Fostering Independence Through Technology Act).

### 2. Defeat the "Sick Tax" – Oppose efforts to impose a fee to be paid by patients to access Medicare home health services.

### 3. Ensure adequate and appropriate Medicare payments for home health services to protect access to care.

- Block CMS regulatory "case mix creep" cuts and require a new process for calculating case mix adjustment (Home Health Care Access Protection Act).

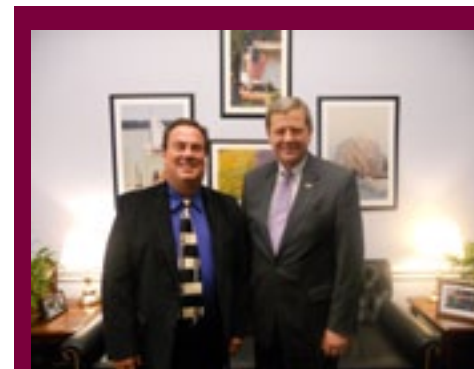
- Establish reasonable standards for rebasing Medicare home health services payment rates.
- Ensure full market basket updates to Medicare home health.
- Monitor payment revisions to Medicare hospice benefit.
- Enact program integrity measures carefully targeted at fraudulent providers.

### 4. Repeal or reform Medicare home health face-to-face encounter requirements to balance care access and benefit integrity.

### 5. Protect and expand access to home care services under Medicaid.

- Establish Medicaid home care as required benefits.
- Secure rebalancing of long term care expenditures in Medicaid programs in favor of home and community based care.

In addition to participating in the conference, Steve spent time on Capitol Hill expressing the above priorities and met personally with Senators Harkin and Grassley and Representative Latham, and met with the health care staff of Rep. Boswell, Rep. Loebsack and Rep. Braley. The lobbying efforts are extremely important as the industry looks at more federal cuts in payments to the home health industry. Steve sits on the NAHC Finance Managers Advisory Board and also currently serves as the Vice President of the Iowa Alliance in Home Care Board of Directors.



Steve Weber and Representative Tom Latham



Senator Chuck Grassley and Steve Weber



Senator Tom Harkin, Former Iowa Alliance in Home Care President Chris Grundmeyer and Steve Weber

## Heart Health Update

By Donette Klepsteen, RN, Administrator, Fort Dodge



Your heart and your relationships: what's the connection? People who feel insecure about their attachments to others might be at a higher risk for cardiovascular problems than those who feel secure in their relationships, according to the American Psychological Association.

In this first study to examine adult attachment and a range of specific health conditions, it was found that people who

felt insecure in relationships might be at a higher risk of developing several chronic diseases.

Participants rated themselves on three attachment styles: secure, avoidant and anxious. Secure attachment refers to feeling able to get close to others. Avoidant attachment refers to difficulty getting close to others. Anxious attachment refers to the tendency to worry about rejection, feel needy and find others are reluctant to get close to you. The participants answered a questionnaire about their health as well.

The authors found that avoidant attachment was associated with conditions defined primarily by pain. Anxious attachment was associated with a wider range of conditions, including some defined by pain and several involving cardiovascular system. It seems the more we learn about the mind-body connection, the more important connections we find.

Iowa Home Care gives all of us the "Loving Care" opportunity through coworkers and the clients we care for. That's good for our hearts!

## Taking Iowa Home Care to New Heights

By Shelly Jordan, Iowa Home Care Intern

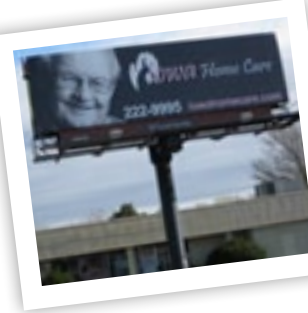
If you look up in the sky traveling north on Merle Hay Road in Des Moines or in your community, you'll see a familiar logo in a new way - billboards!

billboards debuted in Des Moines, Boone, Marshalltown and Fort Dodge.

The billboards "move" about every six to eight weeks, so you never know where you might see one next.

We are proud of the care we provide and we want everyone to know; our marketing initiatives educate potential clients, possible future team members and the community at large. Thank you for helping us spread the word about Iowa Home Care.

Iowa Home Care is letting our state know about our loving, compassionate, professional care and how we can help! The



### Fort Dodge Professional Advisory Board Meeting - April 27



Front Row: Donette Klepsteen and Joleen Hibbing  
 Second Row: Dr. Janet Secor, DO, Adrienne Peters, Shelly Escobedo, Judy McGee, Terri Spaulding and Preeti Acharya  
 Not Pictured: Renee Anderson and Brian Schmidt

## Wellness Tool Available to Iowa Home Care Employees

All Iowa Home Care employees have the opportunity to have a free membership to MyEWellness.com.

Mercy Medical Center's MyEWellness.com features a wide array of health and fitness information to help improve your quality of life. The membership gives you access to a comprehensive resource to help you

achieve your personal health and wellbeing goals regardless of age, gender or level of fitness.

Participants will receive daily wellness articles, individual home fitness programs, assessment calculators, disease prevention studies, health tips, guidance on nutrition, weight loss and exercise, as well as addition-

## New Team Members

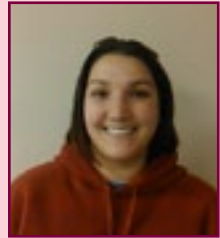
Please give a big Iowa Home Care welcome to our newest team members!



**Sylvia Chelimo**  
 Clinical Operations Assistant  
 West Des Moines



**Julie Coltrain**  
 Document Control Clerk  
 West Des Moines



**Mandi Gifford**  
 Home Health Aide  
 Boone



**Kim Schrodt, RN**  
 Case Manager  
 West Des Moines



**Karen Walker**  
 Home Health Aide  
 West Des Moines

al links to other health-related sites.

To access this benefit, go to [www.myewellness.com](http://www.myewellness.com) and go through the following steps: New User/Click Register Now/Click Been Given a Membership Code/Use Code: IAHome.

## May Marketing Events

### Fashion Show - May 6

To celebrate Nurses' Week, Iowa Home Care will host a Spring Preview and first-ever Fashion Show. The Fashion Show will take place from 2-4 p.m. on Friday, May 6, and feature apparel from Ticceo'.

Please join us for the fashion show in the Civic Center Conference center on May 6! Mother's Day special guests are welcome. Please invite your mother, grandmother, aunts, sisters, daughters and friends to see the exciting new apparel line.

Tea and sweets will be provided. RSVP to Jenny McCuen at the Corporate Office: 515-222-2285.

### Upcoming Events

**May 17** – IHC Booth at the Ames Resources for Life Senior Expo at the Quality Inn & Suites, 9 a.m.-3 p.m.

**May 18** – IHC Booth at the Polk County Senior Fest at the Iowa State Fairgrounds, Varied Industries Building, 9 a.m.-1:30 p.m.

**May 26** – Hawkeye Valley Agency on Aging Walk – IHC Marshalltown is a sponsor and will provide a nurse at the aid station, location TBD, 10 a.m.



### Skills Fair - April 6 West Des Moines



## Pay Yourself: Understanding Your Finances

By Rachel Edge, Human Resources Generalist, West Des Moines, and Steve Hall, Certified Financial Planner

Have you ever said, "I've got to get my financial house in order," and, one year later, realized that you had not

made progress on this important goal? Will Rogers said it best when he said, "Most people are aiming at nothing, and hitting it with remarkable accuracy."

In a typical household, we pay our bills each month. First, the house payment or rent. Then utilities, phone bill, credit card, etc. Usually the person paying the bills is paid last (or not at all). Why not turn that around? If you find yourself with a desire to

make financial progress, Iowa Home Care is providing an opportunity for you to learn important concepts that will help.

Steve Hall, Certified Financial Planner, will be conducting a workshop from 6-7 p.m., on May 17th. In the upcoming workshop, Steve will provide strategies that make it possible to "pay yourself first." The IHC 401(k) is just one way to pay yourself first (plus the matching contribution from IHC). Please join us to hear more ideas on how to pay yourself first. Steve, who has been a Financial Advisor for 28 years, will review the important steps required to begin the

process of organizing your finances and prioritizing steps you need to take in order to have ownership of your financial picture.

At the end of the workshop, Steve will offer a free consultation for employees who would like to discuss specific circumstances. We strongly encourage you (and your spouse) to participate in this workshop. In addition to the 401(k) and other benefits, we want to help you make the most of your financial situation. Please plan to attend and gain great insight on how to organize and prioritize your finances, which will in turn lead to less stress in your daily life!