



The Heart of the Season



Q4 2022 Newsletter
Holiday Edition

October 2022 through
January 2023

COMPANY-WIDE HIGHLIGHT

Christina Sdrenka, Vice President of Operations



Chris Sdrenka, formerly VP of Operations - Extended Region, has accepted the position as company-wide Vice President of Operations for Inspired HH Holdings, LLC, and will lead operations for all agencies in our company.

Chris joined the Inspired HomeCare team in August 2021 with the acquisition of the NavCare Health at Home agencies. Her extensive experience in post-acute settings spans over 30 years, with executive leadership positions in the home health industry for almost 15 years. Her track record speaks for itself and is evidenced by the 4.5- and 5.0-Star Quality ratings held by the Inspired agencies today. Congratulations, Chris!

AUGUSTA OFFICE HIGHLIGHT

Ivy Wiley, Accounting & HR Asst., Joins Reserves



Congratulations and thank you to **Ivy Wiley**, Accounting and Human Resources Assistant in our Augusta Support Center, who enlisted in the US Air Force Reserves on October 5th. As an American owned and operated healthcare company, Inspired is honored to support our

employees who choose to serve our country as members of the Reserves or National Guard. Members dedicate one weekend a month and two weeks every summer to training and can be called into full-time service at any time. We are profoundly grateful for your service, Ivy!

SA NURSES HOME HEALTH AGENCY HIGHLIGHT

Krystal Robb, RN, Director of Nursing



Congratulations to **Krystal Robb**, RN, who has accepted the position of Director of Nursing for SANHH. Krystal joined the team earlier this year serving as hospice RN for San Antonio. Her prior experience includes NICU, PICU, home health and hospice.

ARIZONA AGENCY HIGHLIGHTS

Kristina McKinzie, RN, BSN, Executive Director



Congratulations to **Kristina McKinzie**, RN, BSN, who was recently promoted to Executive Director for Inspired HomeCare of Arizona. She had been serving as a per diem RN with the company prior to her promotion.

Kristina launched her healthcare career in the hospital as an LPN. Eventually, she progressed to obstetrics after earning her Lactation Certification. She became intrigued with home healthcare when she was offered a position in the field by another company, as a Home Health Clinical Manager, which she accepted. Since joining Inspired HomeCare, Kristina has begun clinical training and is actively pursuing an Advanced Practice Nursing License.

Kristina relocated to Arizona from California along with her husband and four children. They live in San Tan.





ARIZONA AGENCY HIGHLIGHTS

Isabella Murphy, Patient Care Liaison



Inspired HomeCare of Arizona welcomes **Isabella Murphy** as their new Patient Liaison. Isabella's extensive career is rooted in advertising and marketing including a long history in multi-media for the housing industry. However, five years ago, she moved into marketing as a patient liaison for home health and hasn't looked back.

After living all over the US, Isabella moved back to Arizona in 2019 to marry her high school sweetheart, Michael. The couple reunited on Facebook, after 40 years living separate lives, and are celebrating their 2nd anniversary. Together their blended family includes three daughters, one son, two grandchildren – and one on the way. With so much going on in their lives, including a wedding coming up for one daughter in May 2023, they still find time to enjoy multiple hobbies like golf, biking, Orange Theory, football, and lots of travel.

Latasha Hildreth, Business Services Manager



Welcome to **Latasha Hildreth** who joined the Inspired HomeCare of Arizona team in September this year, serving as Business Services Manager. Prior to moving to Arizona with her family, Latasha lived in New Mexico and worked with Genesis

Healthcare as the Business Office Manager in their skilled nursing facility for six years.

"I am very grateful for my new job with Inspired HomeCare," says Latasha, "and look forward to working with everyone and moving forward together, as a team!"

Latasha enjoys Arizona's warm weather, spending time with family, and hiking.

ILLINOIS AGENCY HIGHLIGHT

Ashley Perkins, Patient Care Liaison



Inspired HomeCare of Illinois welcomes **Ashley Perkins** to the team as Patient Care Liaison for the Northwest region.

Ashley's background includes directing a memory care department and working with seniors and their families to ensure smooth transitions to senior living communities. She says, "I'm glad to be a part of the Inspired team!"

MARYLAND AGENCY HIGHLIGHT

Evatta Hackworth, Business Services Manager



Inspired Homecare stands behind our Core Values and **Evatta Hackworth**, Business Services Manager for Inspired HomeCare of Maryland, exemplifies our Core Value of Commitment.

Recently, Evatta was challenged with managing the office while the staff were away. Thanks to her commitment "to the relentless, passionate delivery of healthcare of the highest quality," she not only maintained the office smoothly, but with the upmost focus on customers. We appreciate Evatta's hard work and continuous commitment!

Our Core Values



Commitment to the relentless, passionate delivery of healthcare of the highest quality



Respect for the inherent dignity of our patients and their families, our team members, other healthcare providers, and ourselves



Compassion for the human condition and challenges faced by each person



Accountability to deliver efficient, high-quality healthcare, while upholding our commitments to our patients & their families, team members, communities, and ourselves



Gratitude for our God-given gifts and talents, challenges faced, and opportunities to serve



Servant Leadership by humbly and joyfully inspiring our fellow team members and our communities in the passionate delivery of the highest quality healthcare



MESSAGE FROM OUR PRESIDENT & CEO, RON HOGAN



Inspired Team Members--Happy Holidays! At this time of joy and celebration, we continue to be honored with each opportunity to provide high quality skilled home health, private duty, and hospice services. Our calling is one of attention to detail, easing pain, recognizing achievement, and inspiring the sick to strive forward with equal gratitude and focus. Each day, as our schedules increase with the hustle and bustle of the holidays, we also have patients and their families that are going through the same rush of emotions and anxiety, sometimes filled with sadness and loneliness. Please be vigilant and attuned to the subtle points that may indicate our patients, clients, fellow employees, and fellow providers are struggling with such challenges. Our calling is not only to be a healing and comforting touch for the visible infirmities, but also for the infirmities buried deeply within our human spirit. A few extra moments of connectivity, compassion, laughter, and tenderness cost us nothing, but give the recipient a priceless gift.

Across our great nation, the value and reach of homecare services is growing in both volume and acceptance. While this development is certainly a positive one, it also comes with a new set of challenges. The need for additional staffing, the competitive nature of interaction with our peer organizations, and the ever-changing regulatory environment are just a few of those challenges that our leadership team wrestles daily. With that in mind, the recent cuts in payments as approved by the Centers for Medicare & Medicaid Services (CMS) are especially challenging to all home service providers. Please join our Inspired leadership team in reaching out to our elected officials in all of our markets, to urge their support of two bi-partisan initiatives to delay these payment cuts until 2026 (Senate Bill 4605/House bill 8581)*. Both bills are co-authored by and supported by multiple Democratic and Republican Congressional leaders. Your word of encouragement to your elected federal leaders will be crucial to gaining their support to ensure our seniors continue receiving the home-based care so vitally needed.

Finally, I offer you each two simple words--thank you. Healthcare overall, certainly including our small place in the system of home delivered services, is not easy. Our patients and clients typically have readily identified needs, but meeting those needs is less straightforward. Thankfully, Inspired HomeCare has each of you to meet the complex needs that our patients and clients possess, doing so in a manner that reflects our mission, vision, and core values so well. What a blessing each of you are, to our patients, clients, fellow employees, and fellow providers.

Again, I wish you each a joyous Holiday Season. Let's stay focused on providing the highest quality homecare services to the patients and clients that we are blessed to serve!

* <https://www.usa.gov/elected-officials>



NOVEMBER IS NATIONAL HOME CARE & HOSPICE MONTH

By Chris Sdrenka, Vice President of Operations



November is National Home Care & Hospice Month. It's one of my favorite times of year, and it's appropriate that it falls in the same month as Thanksgiving. We should all be thankful to be in such an honorable profession! Think about what we do every day. In-home care providers serve high-quality, compassionate care to more than 5 million Americans every year and travel almost 8 billion miles to do so. Furthermore, 90% of Americans polled say that they prefer to age in place, in the comfort of their own homes.¹ On a worldwide level, the number of people aged 80 and over is expected to triple from 143 million in 2019 to 426 million by 2050.² Is it any wonder that home healthcare services are in the fastest growing healthcare sector of Medicare in the country?

This is the month to raise awareness of the services we provide. It is also a time to honor the people whose jobs make such a great difference in the lives of patients and families all across our great country. Our home care and hospice teams include dedicated nurses, home care aides, therapists, and social workers whose duties providing quality in-home services are 24-hour commitments. Unlike those who serve in offices, hospitals and other facilities, our work provides the added comfort of allowing the patient to remain in the place they call home. Whether home is a room in an assisted living facility, an apartment in a senior living community, a condo or a house, home is where we are most comfortable and the place where most people recover most effectively. The care we provide is tailored to meet the needs of each individual patient and focuses on patient independence while avoiding unnecessary hospitalizations.

The work we do every day may seem tedious at times. We may sometimes feel as though no one notices how hard we work, our dedication, our sacrifices, and our love for those we serve. However, every single thing we do affects at least one person we touch in this world. To that person, we are lifesavers. In addition to home healthcare, we provide comfort, security, and the knowledge that someone cares. For some people, we are the only people to whom they speak regularly.

So, let's celebrate our work this month and every month. Let's share what we do with the people we meet every day. Be proud of what we do because we serve a higher calling – caring for those most vulnerable.

I am thankful to work with each of you and I look forward to watching our company grow while providing the best service possible for the people we serve. ~ Chris

To learn more about National Home Care & Hospice Month, visit NAHC.org.

¹ National Association for Home Care & Hospice

² https://www.marketsandmarkets.com/Market-Reports/home-healthcare-equipment-market-696.html?gclid=EAlaIqobChMI-Y2yitSz-wIVTLGGCh076gqQEAAAYBCAAEgI4vD_BwE



WHOSE AGENCY WILL BE THE WINNER OF A PIZZA PARTY?



From the desk of Chris Sdrenka, Vice President of Operations -



Effective Q1 2023 Inspired will be recognizing the Agency with **most improved scores** on their Value Based Purchasing metrics. The Q1 baseline will come from their Q4 2022 scores in the following areas:

- ◆ Functional
- ◆ Rehospitalization
- ◆ HHCAPS

The most improved VBP metrics Agency at the end of Q1 WINS a Pizza Party!

DOMAIN	QUALITY MEASURES	SOURCE OF DATA
OASIS-based (weighted 25%)	Improvement in Dyspnea	M1400
	Discharged to Community	M2420
	Improvement in Management of Oral Meds	M2020
	Total Normalized Composite (TNC) Change in Mobility	M1840, M1850, M1860
	Total Normalized Composite (TNC) Change in Self-Care	M1800, M1810, M1820, M1830, M1845, M1870
Claim-based (weighted 35%)	Acute Care Hospitalization During the First 60 Days of Home Health Use	NQF 0171
	Emergency Department Use without Hospitalization During the First 60 Days of Home Health	NQF 0173
HHCAPS Survey-based (weighted 30%)	Professional Care, Communication, Team Discussion, Overall Rating, Willingness to Recommend	NQF 0517



LET'S CELEBRATE YOU!

Celebrating staff birthdays, anniversaries, special occasions, family events, and other joyful things.

BIRTHDAYS

CORPORATE

Ivy Wiley, Accounts and HR Assistant	January 5
Chris Sdrenka, VP of Operations	January 24
Ron Hogan, CEO & President	January 25

ARIZONA

La'Keya S. Chambers, Aide	October 5
William Gregory Oliver, PT	November 6
Samuel Appiah, Aide	November 24
Shekinah S. Carrasquillo, RN	December 15
Andrea Kalectaca, Aide	December 24
Carson Ray Wyatt, Aide	January 6

ILLINOIS

Sandra L. Morello, Admin.	October 3
Ashley Perkins, Admin.	October 10
Sharon A. Allen, RN	October 12
Emil Francis J. Ballano, RN	October 21
Ryan Kilian, PTA	October 22
Orlito Bernardino, RN	October 25
Abigail Ocon, PT	October 30
Alyson Kintscher, PTA	November 12
Faith Mitchell, OT	November 23
Cary Tice, Admin.	November 28
Lisa Rosen, RN	December 12
Ashley Quiles, RN	January 1
Estrella Cabanban Hufana, Aide	January 1
Griselda Sanchez, OT	January 9
Tammy Brust, RN	January 11
Nidhiben Patel, RN	January 17
Jane E. Tyrrell, OT	January 26

MARYLAND

Elizabeth Achereko, Aide	October 2
Geoffrey Onyekaonwu, Aide	October 5
Blessing Attah, Aide	October 6
Tiffany T. Cloude, Aide	November 1
Daisha D. Taylor, Aide	November 4
Rachelle Little, Aide	November 14
Adina Heyman, RN	November 16
Kimberly Smith, Aide	November 18
Olawumi Esther Adetoyese, Aide	November 27
Kellandra Hartsfield, Aide	December 10
Elizabeth Watkins, Aide	December 10
Olubunmi Opeyemi Idowu, Aide	December 16
Marilyn Edwards, Aide	December 17
Bessey Ikem, Aide	December 26
Damika Willis, Aide	December 26
Wanda Lewis, Aide	December 30
Abimbola Oludele, Aide	January 1
Marissa Peart, Aide	January 1
Kedeshia Peynado, RN	January 5
Abena Pokua Ntiamoah, Aide	January 9
Dasola A. Salami, Aide	January 20
Cynthia Sankar, Aide	January 26

TEXAS

Rick Lott, PT	October 23
Karin Block, PT	October 29
Kim Belshaw, LVN	November 7
Gayla Gregory, LVN	December 15
Gilbert Solis, Office Manager	December 15



Happy Birthday to you!





COMPANY ANNIVERSARIES

CORPORATE -----

Sharon Chiavichien, Billing & Collections Specialist,
October 2014 – 8 years
Jennifer Britton, Revenue Cycle Coordinator,
December 2017 – 5 years
Ivy Wiley, HR and Accounting Assistant,
January 2022 – 1 year

ARIZONA -----

Shekinah Carrasquillo, RN
January 2022 – 1 year

ILLINOIS -----

Thomas E. Brady, Physical Therapist
November 2020 - 2 years
Benjamin A. Kribs, Marketing
November 2021 – 1 year
Donna Beata, RN
December 2014 – 8 years
Ramonda Johnson, RN
December 2022 – 2 years
Estrella Cabanban Hufana, Aide
January 2019 – 4 years

MARYLAND. -----

Bessey Ikem, Aide
October 2021 – 1 year
Favour Elendu, Aide
October 2021 – 1 year
Jennifer Osei Owusu, Aide
October 2017 – 5 years
Cynthia Sankar, Aide
October 2002 – 20 years
Cheryl Wilson-Charles, Aide
November 2007 – 15 years
Vivian I. Udoma, LVN/LPN
November 2021 – 1 year

MARYLAND (continued) -----

Selpha A. Koyier, Aide
December 2018 – 4 years
Blessing Attah, Aide
December 2021 – 1 year
Damika Willis, Aide
December 2021 – 1 year
Comfort Ogbonna, Aide
December 2021 – 1 year
Evatta Hackworth, Business Services Manager
January 2018 – 4 years
Orah Linzer, Executive Director
January 2022 – 1 year
Wanda Lewis, Aide
January 2020 – 3 years

TEXAS. -----

Michael Carreon, Occupational Therapy Asst.
October 2021 - 1 year
Manuel Martinez, Physical Therapy Asst.
October 2019 - 3 years
Bob Parker, Physical Therapist
November 2021 - 1 year
Raquel Rodriguez, LVN/Care Coordinator
November 2020 - 2 years
Crystal Lozano, RN
November 2019 - 3 years
Gilbert Solis, Office Manager
November 2019 - 3 years
Susan Frechette, Physical Therapist
December 2021 - 1 year
Randi Hamilton, LVN
December 2020 - 2 years
Kim Belshaw, LVN
December 2018 - 4 years
Beatrice Trimble, CNA
January 2021 - 2 years
Karin Block, Physical Therapist
January 2021 - 2 year

Thank you!



KEEP WARM EVEN WHEN INSIDE

“Shake, shiver and shovel!” That’s what The Farmers’ Almanac says about the coming Winter weather which predicts a colder than normal winter with more snowfall than usual this year.³ Although most meteorologists don’t put much stock in the almanac, many people do. Whether the weather is or is not colder than usual, it is important for seniors to be aware of the temperature in their environment. According to the National Institute on Aging (NIA), seniors can be more vulnerable to hypothermia because their bodies can lose body heat faster than when they were younger.⁴ Hypothermia is defined as abnormally low body temperature and is caused by prolonged exposures to very cold temperatures. When a person’s body temperature gets below 95°F, it can incur health issues like heart, kidney or liver problems. Too low body temperature affects the brain, as well, making it difficult for a person to think clearly or move well.



The Centers for Disease Control and Prevention (CDC) says that “while hypothermia is most likely at very cold temperatures, it can occur even at cool temperatures (above 40°F) if a person becomes chilled from rain, sweat, or submersion in cold water⁵.” Hypothermia is not just for the great outdoors. It can happen inside, often without the victim realizing it is happening. For people who are suffering from illness or special problems, even temperatures between 60°F and 65°F may not be enough to keep warm. This can be a problem for people who live alone, too, since there is no one else there to recognize when the room temperature is too cold. A good rule of thumb for seniors and those with health issues is to keep the room temperature for heat to at least 68°F to 70°F and to dress warmly.

The NIA provides these tips to keep warm while inside:

- Set your heat to at least 68–70°F. To save on heating bills, close off rooms you are not using. Close the vents and shut the doors in these rooms and keep the basement door closed. Place a rolled towel in front of all doors to keep out drafts.
- Make sure your house isn’t losing heat through windows. Keep your blinds and curtains closed. If you have gaps around the windows, try using weather stripping or caulk to keep the cold air out.
- Dress warmly on cold days even if you are staying in the house. Throw a blanket over your legs. Wear socks and slippers.
- When you go to sleep, wear long underwear under your pajamas, and use extra covers. Wear a cap or hat.
- Make sure you eat enough food to keep up your weight. If you don’t eat well, you might have less fat under your skin. Body fat helps you to stay warm.
- Drink alcohol moderately, if at all. Alcoholic drinks can make you lose body heat.
- Ask family or friends to check on you during cold weather. If a power outage leaves you without heat, try to stay with a relative or friend.

To learn more, visit <https://www.nia.nih.gov/health/cold-weather-safety-older-adults>

³ <https://www.farmersalmanac.com/extended-forecast>

⁴ <https://www.nia.nih.gov/health/cold-weather-safety-older-adults>

⁵ <https://www.cdc.gov/disasters/winter/staysafe/hypothermia.html>



The Heart of the Season

From our family to yours,
may you enjoy
happiness, love and enduring peace
during this season and
throughout the coming year.



inspired homecare
the heart of compassionate service