

inspired homecare Q2 2023 newsletter

*the heart of
compassionate
service*

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WELCOME SPRING!

After a long and often confusing winter of unpredictable weather in most areas of our great country, spring has finally arrived. With it comes an opportunity to do some much needed spring cleaning. Now is the time to clean out those closets and wipe down those baseboards. It's time to get outside and plant a garden or visit one, at least. Time to open the windows and let the air in – or not! Not in some places, at least, where pollen lays thick and one open window brings sleepless nights of sneezing from allergies. Ah well, we take the good with the bad.

Spring is a time of new beginnings. It is a time to assess where we need to improve and where we need to “close the windows” to keep the good air in and the bad air out. We can do this in our work lives, our home lives and in a renewal of healthy living habits, both physically and mentally. It's springtime. Let's get started! ~Diana Porter



WELCOME NEW INSPIRED HOMECARE LEADERS!



Jennifer Martinez, BSN, RNC-NIC, San Antonio Nurses Home Health Agency



Jennifer Martinez, BSN, RNC-NIC, joined the San Antonio Nurses Home Health Team this February 2023 as the Administrator / Executive Director. Before joining the Inspired Team, Jennifer's most

recent role grew from a field RN to CTM to Administrator, all while rebuilding a new team. Through hard work and education, her team turned a 2.5 STAR AGENCY into a 5 STAR agency!

Jennifer rose from the ranks in nursing as an LVN first in 2003, where she built her fundamentals in Skilled Nursing Rehabs, Oncology and Med Surg floors before moving to the NICU in 2008.

She is a graduate of the University of Texas at Arlington, where she earned a Bachelor of Science in Nursing. Jennifer received a National Certification in 2020 through the NCC-National Certification Corporation in Neonatal Intensive Care.

"I enjoyed my time in the NICU and cared for Level 4 preemies," says Jennifer. "My venture in home health was a calling that fell in my lap and the second I saw the elderly in their homes and the families desperate for help, I knew that God was calling me to build a process to improve this delicate area of nursing into a model that reflects the integrity and safety of a Level 4 NICU."

I look forward to building relationships throughout the Inspired Team and hope to set deep roots to facilitate the teamwork driven in safety, quality and fun that Patients, Families and Clinicians deserve."



Hailey Hines, Patient Liaison / Relationship Development Leader for San Antonio Nurses Home Health Agency



Hailey Hines is a recent graduate of the University of Texas at San Antonio. ("Go Roadrunners!") In her free time, she enjoys spending time with family, (especially her nephews,) watching Netflix and hanging out with her two cats that she adores. To keep active, Hailey recently joined a volleyball league and plays every Thursday.

"Since I graduated," says Hailey, "I have been blessed with this opportunity and am ready to serve my community. I am happy to be a part of this team and look forward to all the new friendships I will make on this new journey!"



Julie DeJarnette, Senior Accountant, Business Services, Augusta, GA



In January, Inspired HomeCare's Business Services welcomed Julie DeJarnette to the Finance Team as Senior Accountant. Julie has experience in nearly every aspect of the Accounting Cycle as well as various Human Resources responsibilities. Most recently, she worked as the Accounting Manager at St. Thomas Aquinas Church in Atlanta's suburbs.

Julie moved with her family from the suburbs of Atlanta to the small town of Lincolnton, Georgia last spring. She enjoys running, working out on her Peloton bike and treadmill, cooking, baking, reading, and spending time with her family.

"Julie is a welcome addition to the Augusta Office," says Sara Klepal, VP of Finance, "not only for her accounting and finance knowledge, but also for her exceptional baking skills!"



St. John's Hospice & Palliative Care

a subsidiary of Inspired Hospice Holdings

Pamela Lerma, Administrator / Relationship Development Leader for St. John's Hospice & Palliative Care, San Antonio, Texas.



Pamela Lerma has served more than 15 years in leadership roles within the healthcare industry including two hospital systems and has served in hospice and home healthcare more than 12 years. She is originally from the Rio Grande Valley and has lived the past four and a half years in San

Antonio .

"Hospice care truly is a blessing and a special calling, which I feel blessed to lead," says Pamela. "I am blessed with a wonderful and supportive family. My husband and I have a wonderful daughter who is a travelling pediatric nurse. My husband is extremely supportive and believes wholeheartedly in the hospice philosophy. As a family, we have experienced first-hand the true meaning of hospice care. I want to serve patients and their families at the most important time of their lives, providing them support to care for their loved one and to assist their loved one as they transition to God's final calling. I am extremely honored and blessed to be a part of the Inspired Team in San Antonio, TX."



St. John's Hospice & Palliative Care

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Norma Lee Aguilar, RN, BSN, Supervising RN/ / Director of Nursing for St. John's Hospice & Palliative Care, San Antonio, Texas.



Norma Aguilar has served in the nursing profession for 46 years and has dedicated her services to the hospice side of healthcare for 13 of those years.

Her strong faith in God is her driving force behind her dedication to her patients and their families at

a time when compassion and empathy are most needed – end of life.

She is married to her high school sweetheart, Mando, and they have one son. A native of the Rio Grande Valley, Norma enjoys crafting and "going junking."

"I know that service in the hospice side of healthcare is truly my divine calling," says Norma. "There can be no greater calling than serving my fellow man as they prepare for end of life. I am truly blessed by them and strive to be a blessing to them, as well."

"In times of stress, the best thing we can do for each other is to listen with our ears and our hearts and to be assured that our questions are just as important as our answers."

– Fred Rogers



***National Stress Awareness Month
Learn more on page 8.***



HHCAHPS SUPERLATIVES

"They always inform us ahead of time when they will arrive ... I am so happy!"

**Fantastic
Awesome
Wonderful
Kind**

**Helpful
Professional
Excellent
The Best**

**Skilled
Cheerful
Personable
Efficient**

Satisfaction Survey Results 9/01/22 – 11/30/22

Betty R. – Inspired – Naperville

"Jessica (Hernandez), our caregiver, was fantastic – a caregiver and friend. We hope to have her back in a month or two."

Catalina P. – Inspired – Naperville

"I am so happy with the care I have received! Sherry (Allen), the nurse, is awesome! Tom Brady helped me so much with PT. Bonnie (Pyott), OT, is always helping and guiding me and also my family. Sherry is so kind and very professional. They always answer all questions, and they always inform us ahead of time when they will arrive. I am so happy! Thank you!"

John O. – Inspired – Naperville

"Wonderful care from Alma (Pavilionis) – a RN – she is excellent."

Linda G. – Inspired – Naperville

"My caregiver is the best I could ask for – skilled and cheerful and kind, personable and efficient."

Robert H. – Inspired – Tempe

"Overall, I am very pleased with the people who have come to the house to help my husband."

Satisfaction Survey Comment Review 10/01/2022 – 12/31/2022

Survey 3– Inspired – Naperville

"Thank you, Inspired Home Health for providing care to my wife. The nurse and therapists were very professional and passionate about their job. They were very friendly and took the time to care for my wife and answer any questions I had. I would highly recommend Inspired Home Health to anyone."

Survey 5 – Inspired – Naperville

"All the workers were helpful and kind in their attitude. Kate (Thompson) is a great nurse!"

Survey 6 – Inspired – Phoenix

"Sue (Groves) did an excellent job!"

Visit InspiredHomeCare.net/testimonials to see more!



DOCUMENTATION!

Understanding Its Importance

by Diana Porter



“Our patients change daily, so each encounter brings a fresh set of physical, mental, emotional, social, and spiritual needs, each of which we are called to address. In addition, the imperative that we fully, completely, and immediately document all aspects of each encounter has never been more real. As we let our professional curiosity direct us to a higher understanding of our patients’ needs, that understanding must be shared with our fellow team members for optimal care delivery. Delays in documentation can no longer be allowed to occur—we can and will do better!”

Ron Hogan, CEO & President, Inspired HomeCare, emailed weekly message 3/20/23

Proper Documentation is Mandatory

Code of Federal Regulations: Title 42 CFR Part 484.110¹

“The HHA must maintain a clinical record containing past and current information for every patient accepted by the HHA and receiving home health services. Information contained in the clinical record must be accurate, adhere to current clinical record documentation standards of practice, and be available to the physician(s) or allowed practitioner(s) issuing orders for the home health plan of care, and appropriate HHA staff. This information may be maintained electronically.

¹ <https://www.ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-484/subpart-C/section-484.110>

(a) Standard: Contents of clinical record. The record must include:

- (1) The patient's current comprehensive assessment, including all of the assessments from the most recent home health admission, clinical notes, plans of care, and physician or allowed practitioner orders;
- (2) All interventions, including medication administration, treatments, and services, and responses to those interventions;
- (3) Goals in the patient's plans of care and the patient's progress toward achieving them;
- (4) Contact information for the patient, the patient's representative (if any), and the patient's primary caregiver(s);
- (5) Contact information for the primary care practitioner or other health care professional who will be responsible for providing care and services to the patient after discharge from the HHA; and

...

(6)(c): Standard: Retention of records.

- (1) Clinical records must be retained for 5 years after the discharge of the patient, unless state law stipulates a longer period of time.

[82 FR 4578, Jan. 13, 2017, as amended at 85 FR 70356, Nov. 4, 2020]"

Reasons Why Proper Documentation Is Vitally Important In Home Health Care



Optimal Care Delivery – Proper documentation provides “a higher understanding of our patients’ needs.” Our sole purpose for being in the home healthcare field is to provide the highest level of care possible for our patients.

Reduced Hospital Readmissions – Proper documentation ensures that all caregivers are apprised of the patient’s current status so that they always receive the proper care and thus reduce the chance of readmissions.

Improved Communication – Proper documentation, when done in a timely and accurate manner, helps with improved scheduling and smooth communications. Proper care plan documentation builds strong relations with referral sources, patients and their families.

Administrative Tasks And Billing – Proper documentation ensures proper billing so that our company is paid for services rendered. It also ensures payroll is accurate when hours and visits are documented thoroughly.

Julie Taitsman, Chief Medical Officer for the US Department of Health and Human Services, Office of Inspector General further explains the value of proper documentation in her audio podcast:

Importance of Documentation:

"Why is proper documentation so important? What can you do to make sure your documentation practices are correct? Proper documentation, both in patients' medical records and in claims, is important for three main reasons: to protect the programs, to protect your patients, and to protect you the provider."

Good documentation is important to protect our programs. Accurate documentation ensures the Federal health care programs pay the right amount—not too much and not too little—to the right people.

Good documentation is important to protect your patients. Good documentation promotes patient safety and quality of care. Complete and accurate medical recordkeeping can help ensure that your patients get the right care at the right time. At the end of the day, that's what really matters.

Good documentation is important to protect you the provider. Good documentation can help you avoid liability and keep out of fraud and abuse trouble. If your records do not justify the items or services for which you billed, you may have to pay that money back."

Delivering quality care for our patients is our highest calling. Proper and timely documentation of care is an absolute necessity to achieve this calling and needs to be as automatic in our work life as breathing. Because, just like breathing, we will not succeed without it! ~DP



APRIL IS INTERNATIONAL STRESS AWARENESS MONTH



Stress kills. According to the American Heart Association (AHA), people with high levels of chronic stress are more likely to contribute to death by many causes including heart disease and stroke. It is also linked to major depression and other anxiety disorders. Stress has been around since the beginning of time, but as times have become more advanced and more complex (city life, work demands, constant communications via Internet and cell phones, COVID, etc.) stress has become more prominent and has been called an epidemic. Stress is a worldwide problem and that is why April has been designated as Stress Awareness Month across the globe.

If you are feeling the pressures of stress, the AHA has some “Stress Busters*” to help.

****Fight stress by focusing on your physical and mental health.***

- *Get out of the house: Take a walk in nature and enjoy the sights and sounds.*
- *Sleep tight: Set a regular bedtime and wakeup routine and turn off or dim electronic screens as bedtime approaches.*
- *Use your network: Reach out and connect regularly with family and friends.*
- *Put your mind to it: Explore mindfulness, a type of meditation that focuses your attention on your present experiences without interpretation or judgment.*
- *Lean on a furry friend: Pets may help reduce physiological reactions to stress.*
- *Work it out: Regular physical activity — a recommended 150 minutes of moderate activity, 75 minutes of vigorous activity, or a mix of both weekly — can relieve tension, anxiety and depression and give you an immediate exercise “high.”*

For more tips on the mind-heart-body connection, visit heart.org/BeWell”

MESSAGE FROM OUR PRESIDENT & CEO, RON HOGAN



Spring has sprung! What a great expression, which immediately brings visions of green grass, sunshine, warmer weather, and an uplifted spirit of renewal, vitality, and excitement. In addition, it brings baseball season. All-in-all, you can't beat spring. Those emotions and feelings of hope brought out by spring are quite similar to the emotions evoked by Inspired HomeCare to the patients and clients we serve. Patients utilizing our homecare and home health services often have progressed from an acute care setting to one of home based care, thus creating the unique opportunity for needed care to be delivered in the comfort of their homes. Patients and families utilizing our hospice services face the latter stages of their earthly journeys. They have been

blessed by the love, support, and comfort that we present, also creating a unique sense of renewal and peace. We, Inspired team, are much like spring, and are blessed to be so!

Over the course of the next few months, our opportunities to reach new service areas and approaches can expand, if we choose to do so. If each of us, as loyal, all-in Inspired clinicians, support staff, and leaders fully grasp the role that we play—relationship development, growth and expansion will be an organic outcome. Yes, we have a relationship development team in our markets. The reality, however, is that each one of us is responsible for relationship development. Our clinicians are obviously developing key relationships with our patients, clients, their families, and our direct referral sources. Our support staff interact with patients and families, and also play a vital role in supporting hands-on clinicians and caregivers. Market leaders and executives enjoy the opportunity of setting the pace and tone of service delivery, thus impacting everyone in a tangible way. In short, every day, each one of us is responsible for the development of relationships that will serve to drive the growth of our patient and client loads, and even the opportunities to expand some of our services. While our RD team in each market is tasked to drive hands-on connectivity with referral sources, we each are ambassadors for Inspired!

Today, we are initiating our market-by-market quality score presentations in this forum. You will see our recent scores on the following page. To be clear, our goal, without fail, is to achieve 5-Star scoring in each metric. While 3-4 stars may not be bad, it is not our best and not the expectation for this organization. Our task and calling are to care for each of our patients and clients as if they were our loved ones. In other words, Inspired team members are required to serve from the heart out.

Inspired HomeCare team, our calling to serve is a mighty one, and it can only be answered by those that are strong of heart, body, and spirit. Let's attack each day, with the spoken desire to serve our patients, clients, and each other as if we are ambassadors of Inspired...because we are. Thank you for your amazing work, and amazing heart to serve! Ron





Assessment Period: 1Q 2023

Scale--1-5 Star Ratings Metrics:

Process of Care Indicator:

-->Timely Initiation of Care

Care Outcome Indicators:

-->Management of oral meds

-->Ambulation

-->Bed Transfer

-->Bathing

-->Dyspnea

-->60-day readmission

Real-Time Star Ratings Preview - Quality of Patient Care

Inspired Homecare Entity

Inspired Homecare of Illinois

Inspired Homecare of Arizona

San Antonio Nurses HHA

Inspired Homecare of Maryland

Average Adjusted Rating Rounded



Overall HHC Star Rating



Maryland had insufficient data for SHP star ratings for 1Q2023.

Raw scores equated to 5-star rating for timely initiation of care process

Raw scores equated to 3.0-4.5-star ratings for the following care outcome indicators:

-->Management of oral meds

-->Ambulation

-->Bed Transfer

-->Bathing

-->Dyspnea

LET'S CELEBRATE YOU!

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

BIRTHDAYS

FINANCE OFFICE

Julia Anne DeJarnette	February 25
Jennifer Britton	March 15

ARIZONA

Kasey Grimes	March 30
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ILLINOIS

Marisand Valdez	February 5
Jeremy Adeszko	February 9
Elizabeth Conroy	February 11
Adil Patel	March 3
Jerico Montano	March 7
Sandra Skawski	March 10
Kathleen Tompkins	March 11
Kandaswamy Sankar	March 16
Sara Sondergaard	March 21
Lauren Hackl	April 1
Abby Nelson	April 16
Sharon Ruedel	April 18
Theresa Remias	April 19
Betsy Jolly	May 6
Gagandeep Cheema	May 31

MARYLAND

Florence Onyekaonwu	February 1
Esther Kupfer	February 10
Kate Ayomor	February 15
Jennifer Owusu	February 21
Stanley Agbarakwe	February 22
Abiola Oyewole	March 19
Kimberly Dorsey	April 22
Cheryl Wilson-Charles	April 26
Olumide Olutoye	May 25

TEXAS

Krystal Robb	February 1
Pamela Lerma	February 7
Hailey Hines	February 20
Karen McMan	March 15
Beatrice Trimble	April 6
Roxie Rhoden	April 22
Anna Mendez	April 26
Nicole Sparks	April 26
Susan Oldcorn	May 14
Elizabeth Molina	May 23
Michael Carreon	May 24
Julissa Urbina	May 27

♪ Happy Birthday to you! ♪

COMPANY ANNIVERSARIES

ILLINOIS

Jaime Rodriguez	Feb. 2012 - 11 years
Lisa Rosen	April 2012 – 11 years
Theresa Remias	May 2013 – 10 years
Linda Williams	Feb. 2015 – 8 years
Alma Pavilionis	May 2016 – 7 years
Betsy Jolly	April 2021 – 2 years
Tammy Brust	April 2021 – 2 years
Bonnie Pyatt	March 2022 – 1 year
Jane Tyrrell	March 2022 – 1 year
Faith Mitchell	April 2022 – 1 year
Abby Nelson	April 2022 – 1 year
Martha Viveros-Guzman	May 2022 – 1 year

MARYLAND

Tamira Davis	Feb 1999 – 24 years
Elaine Terrelonge	Feb 2008 – 15 years
Florence Onyekaonwu	Feb 2012 – 11 years
Marilyn Edwards	May 2018 – 5 years
Stanley Agbarakwe	April 2019 – 4 years
Laverne Hill	May 2019 – 4 years
Tiffany Cloude	Feb 2020 – 3 years
Deneen Hopkins	April 2021 – 2 years
Abby Ntiamoah	May 2021 – 2 years
Jeanette Histon	Feb 2022 – 1 year
Chanell Parker	April 2022 – 1 year
Abiola Oyewole	April 2022 – 1 year

TEXAS

Karen McMan	April 2021 – 2 years
Madalyn Manahane	May 2021 – 2 years
Tiffany Salinas	March 2022 – 1 year
Krystal Robb	April 2022 – 1 year
Rick Lott	May 2022 – 1 year