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## Headline News for Inspired Readers

### BREAKING NATIONAL NEWS & UPDATES

From the dangerously high temperatures across the southern US and the continuing unhealthy air quality caused by the Canadian fires among the eastern (and now some midwestern) states, to Washington DC and the decisions made in Congress regarding home healthcare reimbursements, Inspired HomeCare leaders are keeping a watchful eye on current events affecting our agencies and they are taking action as needed. Be sure to read the most current breaking news from our leaders in the *Headline News for Inspired Readers* section of this newsletter.

### EMERGENCY PREPAREDNESS

We believe that it is the responsibility of every member of our company to ensure that our clients and our employees are prepared for emergency events. We have developed an Emergency Management Plan (EMP) which is updated annually and includes actual events and drills to prepare our teams for emergency events. The Air Quality Alerts experienced in Maryland and Illinois recently are examples of how emergent events are communicated and managed by the Inspired teams. Another example is the education of our clients on emergency preparedness upon admission where we also provide resources for reference. Be sure to review the EMP regularly and make sure everyone knows what to do in case of emergency events. ~ Chris Sdrenka

*(Headline News continues on page 5.)*

## AGENCY UPDATES

### Jonathan Kline, Patient Care Liaison, Inspired HomeCare of Illinois



Inspired HomeCare of Illinois is very pleased to welcome Jonathan Kline as Patient Care Liaison in its Palatine agency. Jonathan is a graduate of Bloomsburg University in northeastern Pennsylvania, where he graduated with a Bachelor of Science degree in Business Management and Administration. As the Director of Marketing for Connolly Care Home Health in Las Vegas, Nevada, Jonathan facilitated the rapid, organic growth of the company. In addition to Home Healthcare experience, he also has been involved in palliative, hospice and caregiving business development.

Jonathan prioritizes quality family time with his wife Kristin, daughter Brynn and son Syllas, whether it be outdoor sports or bike riding around the neighborhood. Growing up on a fruit orchard in Catawissa, Pennsylvania, Jonathan has learned the value of a good work ethic as well as managerial experience while overseeing operations of the family business, Kline's Farm. Now, as Patient Care Liaison for Inspired Homecare, Jonathan is dedicated to providing the highest level of care and making a positive impact in the home healthcare arena.



## STAR RATINGS

*Outcomes and Process Measures: 01/01/23 – 06/30/23*

*Utilization Outcomes: 01/01/23 – 06/30/23*

	AZ	IL	MD	TX
STAR RATING	4.0	5.0	5.0	4.0

## Value Base Purchasing (VBP) Sourced from CY 2023

*(PIPR) Pre Implementation Performance Report published [04/27/23](#)*

*OASIS 1/1/22 to 12/31/22*

*HHCAPS 1/1/22 to 09/30/22*

	AZ	IL	MD	TX
VBP	2.181	2.731	2.692	2.100

# HHCAHPS SUPERLATIVES

*"This agency is outstanding. They are making this difficult time much easier!"*



**Grateful for the Help**  
**Really Stepped Up**  
**Well-trained**  
**Receptive to Requests**

**Very Knowledgeable**  
**Cared About My Well-being**  
**Know What They're Doing**  
**Very Respectful**

**Extremely Helpful**  
**Always Professional**  
**Very Considerate**  
**Explain Everything**

## Satisfaction Survey Results HH-CAHPS 2/01/23 – 5/31/23

**Randi H. – SA Nurses Home Health Agency – San Antonio, TX**

"Randi H. really stepped up to be my advocate of the infection on my right hip. Several times she was able to identify the infection and was able to immediately notify my doctors, She always stayed on top of doctor instructions."

**SA Nurses Home Health Agency – San Antonio, TX**

Encounter for attention to colostomy: "Grateful for the help your agency provided for me and my wife."

**Inspired HomeCare – Baltimore, MD**

"This agency seems to have well-trained, experienced aides and nurses who know what they're doing and what to do. The agency is very receptive to requests. I haven't used them for very long but intend to continue to use them longer as I was very satisfied with their service."

**Brian – Inspired HomeCare – Phoenix, AZ**

"Brian.- the physical therapist was excellent, the best. Second time Brian was here! Can't thank him enough!! Thank you, Jay and Joann"

**Sankar & Yvette - Inspired HomeCare – Lincolnshire, IL**

"My therapists were Sankar and Yvette. They were both very knowledgeable and cared about my well-being. They were very helpful, and I looked forward

to their visits."

**Inspired HomeCare – Naperville, IL**

"All my helpers were very respectable and extremely helpful and explained what and how to do the exercises I was to work on. They were here when they said they would be back to help."

**Betsy, RN & Donna, OT - Inspired HomeCare – Naperville, IL**

"I was very pleased with the care I received from Inspired H. H. Betsy, RN, was always professional, kind and caring. Donna, the OT, was excellent with her advice and guidance to regain use of my hand. Excellent service, wonderful, caring, professionals! Thank them please!"

**Alma - Inspired HomeCare – Naperville, IL**

"Nurse Alma is very kind, concerned and thorough in her care. Therapists are also very considerate and explain everything."

**Inspired HomeCare – Naperville, IL**

"Inspired has helped my 93 year old client with CHF, dementia, Alzheimer's, and AFib. This agency is outstanding. They are making this difficult time much easier on my 24/7 caregivers and the son."

**Donna B. - Inspired HomeCare – Naperville, IL**

"I had many health questions, especially regarding a constant problem with constipation. Donna B, was very helpful. Overall, I was very pleased with service received by nurse, occupational therapist and the physical therapist.

## MESSAGE FROM OUR PRESIDENT & CEO, RON HOGAN



Team, colleagues, and patients, Happy Summer to you! Amazingly, we have reached the latter half of the 3<sup>rd</sup> quarter of 2023. As we continue to serve in obedience, demand excellence, and grow in scope, we do so in an ever-changing healthcare environment. The provision of home delivered healthcare services is so different from 5, 10, and 15 years ago, that it is sometimes difficult to recognize it as the same industry. One thing that is constant, and on which our focus should never waiver, is that our patients, clients, and referral sources need us.

As a young and evolving homecare delivery network, Inspired's role in each market and service line must continue to morph and adapt. An opportunity to serve a unique patient need may arise quickly today, but it may also disappear just as quickly. We bring speed to respond and a willingness to serve to our communities, often much faster than our peer providers—this speed is one of our primary strengths. Let's utilize it at every opportunity. Our call to serve is often unique compared to other providers in our markets, and our unique strengths and responsiveness make us even more valuable and important to our referral sources, patients, colleagues, and each other.

Along this line, we became aware of a few opportunities to reach underserved patient populations, for which we will deploy resources over the next few weeks and months. More details to follow! Please stay curious and watchful for any service opportunities for which Inspired can reach, connect, and serve new patient populations and needs. Requests to serve are always an honor and a privilege of which we should be ever mindful.

Nationally, home health care continues to be under growing financial pressure around proposed reductions in payment for services. Communications from CMS about upcoming cuts in reimbursement are nothing new, but they are real. We, together, collectively, must always focus on delivering the highest quality, most efficient homecare possible. We have no choice. The current structure allows little room for error and demands efficiency. The mandate for efficiency should never be forgotten; on the contrary, it should always be embraced. Our network is small but can achieve greatness through a very simple approach: remember our core values, serve our patients'/clients' needs before our own, demand excellence of ourselves and fellow providers, seek to be more efficient at all times. Keeping the mindset of being specific, intentional, and urgent, in all we take on, will drive efficiency of thought and action.

Inspired Team, as we adapt and change, remember that our best days are just around the corner!

# Headline News for Inspired Readers

## SMOKE FROM CANADIAN WILDFIRES CAUSING UNHEALTHY AIR QUALITY

Some agencies in our company are in areas where poor air quality has become a concern and

A Code Red Alert for poor air quality is especially concerning for people in health-sensitive groups such as the elderly and those with lung and heart issues.



ABC7 Chicago

Chicago air quality: More Canadian ...



ABC News

Canadian wildfire smoke ...



The Hill

Canadian wildfire smoke pushes Chicago ...

*Screenshot taken from Google Search "Chicago smoke Canadian wildfire" on 7/19/23 at 4:05PM*

precautions issued by state and local health agencies should be taken very seriously. Inspired HomeCare of Maryland and Inspired HomeCare of Illinois have been on varying levels of air quality alerts since early June.

On June 7<sup>th</sup>, the state of Maryland received a "Code Red" air quality alert by the Maryland Department of the Environment due to an unhealthy amount of smoke coming from Canadian wildfires.

<https://mayor.baltimorecity.gov/news/press-releases/2023-06-07-mayor-scott-city-officials-caution-community-canadian-wildfires>

News from the Associated Press highlighted smoke from the Canadian wildfires causing unhealthy air quality conditions in Chicago, Detroit and most of the Great Lakes region, reportedly having among the worst air quality in the world.

[https://www.chicago.gov/city/en/depts/mayor/press-room/press\\_releases/2023/june/UpdateOnChicagoResponseToPoorAirQuality.html](https://www.chicago.gov/city/en/depts/mayor/press-room/press_releases/2023/june/UpdateOnChicagoResponseToPoorAirQuality.html)

As late as July 24, news reports have indicated that the smoke from Canada continues to linger over sections of North America, with Minnesota reporting unhealthy air quality. States from Illinois to Florida are reporting moderate air quality.

According to health officials, when air pollution levels are elevated people should make every effort to avoid going outside as much as possible. Homes that are equipped with heating and air conditioning systems, portable air purifiers, and other ventilation systems can provide filtration for some pollutants.

Like our own home care service providers, many people must venture outside during smoky conditions. Those people are urged to take extra care to avoid inhaling the polluted air. Consider protecting your lungs by wearing a mask such as an N95, making sure it is on your face properly. (In order for a mask to be most effective, it should fit over your nose and under your chin so that it can seal tightly to your face.) When possible, turn your car's air conditioner on and use the inside air circulation option.

Our air quality is always a concern for maintaining a good quality of life. Make sure you are doing your part by watching for air quality alerts from your local and state health authorities, as well as notifications from your company leaders. And always follows the guidelines provided in your company Emergency Management Plan to insure best care for yourselves and for our patients.

## **EXCESSIVE HEAT BAKES ARIZONA**

The National Weather Service (NWS) and the Arizona Department of Health Services both issued excessive heat warnings for Central Arizona for most of the month of July. Temperatures in Phoenix reached 118°F on July 18<sup>th</sup>, according to NWS, breaking the record of 115°F set in 1989. Even worse, however, was that the temperatures during this excessive heat did not come down significantly at night with hottest overnight low temperatures holding at 95°F, providing little to no relief.

Although no one can control the weather, we can control how we react to these excessive weather conditions. Excessive heat puts everyone at greater risk for illnesses like dehydration, heat stroke, even death.

### **Watch for symptoms of heat related illness.**

According to the CDC, everyone is at risk for heat-related illness, no matter how healthy you are or how long you've lived in very hot places.

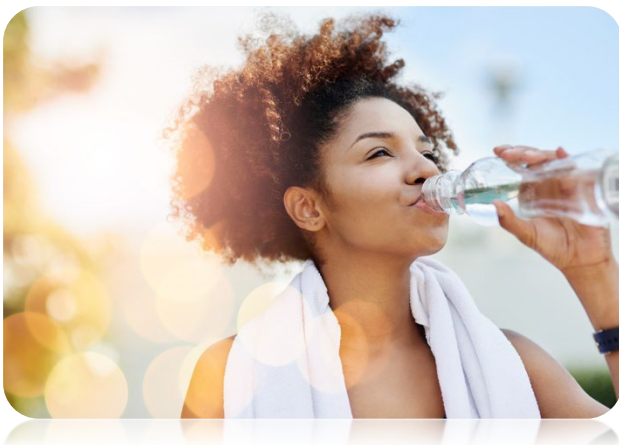
#### ***DID YOU KNOW?***

*"Hot weather can cause you to lose important salt and minerals through heavy sweating. You need those in your body to function properly. However, it is crucial that you do not take salt tablets unless directed by your doctor. The best way to replace them is by eating foods that contain them. Instead of just water, try drinking some fruit juice or sports drinks while you exercise or work in the heat."* (AZDHS.gov)

**For more information from the Arizona Department of Health Services visit their website at [www.azdhs.gov](http://www.azdhs.gov)**

**Or go to this link:**

<https://www.azdhs.gov/preparedness/epidemiology-disease-control/extreme-weather/heat-safety/index.php#heat-home>



## **Protection From Dangers of Excessive Heat**

*Tips from the Arizona Department of Health Services*

Heat Exhaustion	Heat Stroke
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>ACT FAST</b> <ul style="list-style-type: none"> <li>Move to a cooler area</li> <li>Loosen clothing</li> <li>Sip cool water</li> <li>Seek medical help if symptoms don't improve</li> </ul> </div> <div style="display: flex; justify-content: space-between;"> <div> <p><i>Dizziness</i></p> <p><i>Thirst</i></p> <p><i>Heavy Sweating</i></p> <p><i>Nausea</i></p> <p><i>Weakness</i></p> </div> <div style="text-align: center;"> </div> <div> <p><i>Confusion</i></p> <p><i>Dizziness</i></p> <p><i>Becomes Unconscious</i></p> </div> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>CALL 911</b> <ul style="list-style-type: none"> <li>Move person to a cooler area</li> <li>Loosen clothing and remove extra layers</li> <li>Cool with water or ice</li> </ul> </div>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <b>ACT FAST</b> <ul style="list-style-type: none"> <li>Move person to a cooler area</li> <li>Loosen clothing and remove extra layers</li> <li>Cool with water or ice</li> </ul> </div> <div style="text-align: center;"> <p><small>Heat exhaustion can lead to heat stroke.</small></p> <p><small>Heat stroke can cause death or permanent disability if emergency treatment is not given.</small></p> </div>
<p>Stay Cool, Stay Hydrated, Stay Informed!</p>	

*Graphic: AZDHS.gov*

### **Stay Cool**

- Limit your outdoor activity to when it's coolest, like morning and evening hours.
- Find your nearest cooling center for free access to air conditioning and water.
- Do not leave children or pets alone in a parked car. The temperature inside can rise quickly and become deadly.

### **Stay Hydrated**

- Drink plenty of water throughout the day
- Avoid alcohol and drinks with high caffeine or sugar.
- Check the guidelines for adequate hydration when doing moderate activities in the heat.

### **Stay Informed**

- Look out for signs and symptoms of heat related illnesses.
- Check the weather forecast for temperature, humidity, and UV index.
- Learn more about NWS today's heat risk map.
- Check in regularly with friends, family, and neighbors who may be more vulnerable to heat exhaustion or heat stroke.

### **Be SunWise**

- Limit sun exposure with sunglasses, hats, and lightweight clothing.
- Use SPF 30+ sunscreen to protect your skin from UV rays.

## LET'S CELEBRATE YOU!

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

### BIRTHDAYS June – September

#### ARIZONA

Leslie Collier	June 20
Brian Bentrup	June 26
Susan Marie Grove	Aug. 03
Eduardo Powell	Aug. 30
Mami Morita	Aug, 28
Amy Lee Cowgill	Aug. 15
Latasha Hildreth	Sept. 18
Selpha A, Koyier	Sept, 28

#### ILLINOIS

Rebecca Westra	June 01
Lauren Maria Natalino	June 04
Renjan Karottu	June 10
Alma Pavilionis	June 16
Amy Young	June 19
Bonnie Pyatt	July 30
Linda Jane Williams	July 21
Maria Gachalian	July 28
Elizabeth Eileen Connors	July 15
Cheryl Kurtz	July 05
Ramonda Johnson	July 17
Thomas E. Brady	July 05
Andreanna Cecchini	July 04
Jorge Fernando Ochoa	July 20
Vic Rhettzen Perez	Aug. 28
Ricardo Roman Mendoza Ariston	Aug. 18
Mary Jane Paredes	Aug. 17
Kelly Chmielewski	Aug. 07
Lena Christudhas	Aug. 06
Vanessa Maria Luchok	Aug. 29
Kristine Schaefer	Aug. 03
Benjamin A. Kribs	Aug. 04
Erick Sdrenka	Aug. 22
Mahekkumar Desai	Sept 14
Jaime Rodriguez	Sept. 29
Ahmad Hamdan OTR	Sept, 20
Donna L. Beata	Sept. 11
Barbara Lynn Shoemaker	Sept. 21

#### MARYLAND

Deneen A. Hopkins	June 21
Madgna Cherry	June 23
Ora Toni Linzer	June 28
Mrs. Keisha Kerry ann Laidley Cross	July 14
Lavern Hill	July 14
Fatima Roumeliotis Anguile	July 15
Tasha Dabney	July 27
Rachel Gross	July 12
Tawanda Jeter	July 10
Elaine Terrelonge	Aug. 05
Chanell Parker	Aug 04
Evatta M. Hackworth	Aug. 10
Jeanette Histon	Sept. 08
Kristin Andrea De Vries	Sept. 23
Tamira Davis	Sept. 29
Naamah Grossman	Sept. 14

#### TEXAS

Wilma Day	June 06
Ruth Garcia	June 17
Randi Hamilton	June 26
Jessica Laguerre	June 28
Lisa Alarcon Amador	July 05
Maria Garcia	July 09
Crystal Lozano	July 19
Beatrice Garza	July 29
Raquel Rodriguez	July 29
Angeliz Yulaiza Ayala	Aug. 01
Robert Starratt Parker	Aug. 21
Manuel Martinez	Sept. 02
Anna Maria Rodriguez	Sept. 03
Tiffany Salinas	Sept. 07
Danita Jean Corby	Sept, 19

#### FINANCE/ AUGUSTA, GA

Sharon Chiavichien	June 19
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## COMPANY ANNIVERSARIES

### June – September

#### ARIZONA

Susan Marie Grove	June 2021 - 2 years
Brian Bentrup	Aug. 2022 - 1 year
Latasha Hildreth	Sept. 2022 – 1 year

#### ILLINOIS

Sandra Morello	July 2011 – 12 years
Sharon Ruedel	Sept. 2015 – 8 years
Elizabeth Eileen Connors	June 2017 – 6 years
Emil Francis J. Ballano	Aug. 2020 – 3 years
Cary Tice	July 2021 – 2 years
Sharon A. Allen	June 2022 – 1 year
Nidhiben Patel	June 2022 – 1 year
Ryan Kilian	July 2022 – 1 year
Vanessa Luchok	Aug. 2022 – 1 year
Adil Patel	Sept. 2022 – 1 year
Jerico Montano	Sept. 2022 – 1 year
Lauren Natalino	Sept. 2022 – 1 year
Kate Tompkins	Sept. 2022 – 1 year

#### MARYLAND

Elizabeth Watkins	July 2003 – 20 years
Kimberly Smith	Aug. 2015 – 8 years
Elizabeth Achereko	July 2017 – 6 years
Olawumi Esther Adetoyese	July 2021 – 2 years
Olumide Olutoye	Sept. 2021 – 2 years
Keishsa Laidley Cross	Sept. 2021 – 2 years
Kedeshia Peynado	June 2022 – 1 year
Olubunmi Opeyemi Idowu	July 2022 – 1 year
Esther (Estie) Kupfer	Aug. 2022 – 1 year
Rachel Gross	Sept. 2022 – 1 year

#### TEXAS

Wilma Day	July 2019 – 4 years
Julissa Urbina	Aug. 2019 – 4 years
Rasheed Khan	July 2021 – 2 years
Maria Garcia	Sept. 2021 – 2 years
Janie Jaquiz	Sept. 2022 – 1 year