inspired homecare

the **heart** of compassionate service

Holiday Edition

Q4 - Newsletter
December 2023

Happy Holidays to the Great Team of Inspired HomeCare!

Ron Hudson, Pres./CEO

Chestnuts Roasting on an Open Fire… Joy to the World the Lord has Come … Oh Little Town of Bethlehem … Feliz Navidad… Oh The Weather Outside Is Frightful …

The list of holiday tunes is endless, and the first lines to each are emblazoned into the memories of anyone that has listened to a radio in December. To each of us, the holidays provide memories of all types, some good and some otherwise. Overall, the season represents an enhanced opportunity to celebrate and connect with family, friends, and, as healthcare providers, with patients and their families. Just as these Christmas carol first lines are so easy to recognize, so are committed healthcare providers. The passion, diligence, attention, and empathy of high-quality homecare providers stands out—commitment is easy to spot. Inspired Homecare is recognizable!

Across the country, homecare providers are joining forces in large ways, many merging to form even larger organizations and conglomerate providers. Healthcare is a dynamic industry, continually changing and adapting to regulatory, financial, and operational constraints and challenges. At Inspired Homecare, we will continue to do the same. We will continue to adapt and seek ongoing opportunities to grow, expand, morph, and touch lives in new markets and with new services.

As we prepare to wrap a bow on 2023, I simply want to acknowledge what a great team of clinicians, support staff, and leaders we have within Inspired Homecare. Each day, the home health, hospice, and private duty patients and clients of Inspired HomeCare have been blessed to receive care from this team, and we will continue to faithfully delivery high quality homecare in each of our existing and new markets to come.

Merry Christmas, Happy Hanukkah, and Happy New Year…bring on 2024!

Ron

WHAT'S INSIDE

- Finance Highlights
- Star Ratings & VBP Performance Report
- Flu Season Infection Control
- Patient & Caregiver Comments
- Community Events
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- Anniversaries

FINANCE HIGHLIGHTS

From Sara Kleppel

Welcome Madison Massey

The Augusta team is pleased to welcome Insurance Verification and Authorization specialist, Madison Massey!

Originally from Florida, Madison relocated to South Carolina after earning a B.S. in Business Studies from Webber International University in 2018, and she now resides in Georgia.

Madison comes to us from Medical Services of America, where she's spent the last three years working in Home Health and Hospice. Madison will focus primarily on Benefits and Authorization for SA Nurses, and she's eager to learn more!

In her free time, Madison enjoys traveling, seeking new food and dining experiences, and reading.

Fun Fact: Madison is an identical twin!

ENSURE YOUR W-2 IS CORRECT – ACCESS YOUR iSOLVED ACCOUNT TO VERIFY & UPDATE!

As year-end (aka tax time) approaches, the Finance department requests that all employees access their iSolved self-service account to ensure their names, addresses, SSNs and all tax information is accurate.

Please visit your applicable website and log in with your email address, which is most likely a personal account, not an Inspired or SA Nurses one.

For AZ, GA, IL, and MD: whirks.myisolved.com

For TX: payrollvault.myisolved.com

If you've never logged into your self-service account, or you can't remember your password, please email payroll@inspiredhomecare.net to request assistance.

STAR RATINGS

Outcomes and Process Measures: 07/01/23 – 11/30/23
Utilization Outcomes: 07/01/23 – 11/30/23
**ID – Insufficient Data*

	AZ	IL	MD	TX
STAR RATING	**3.5**	**5.0**	**ID**	**2.5**

Value Base Purchasing (VBP) Sourced from CY 2023

(PIPR) Pre Implementation Performance Report published July 2023
OASIS 1/1/22 to 12/31/22
HHCAPS 1/1/22 to 12/31/22

	AZ	IL	MD	TX
VBP	**2.181**	**2.6727**	**2.692**	**2.099**

PREVENTION OF SPREAD OF INFLUENZA FOR HOME HEALTHCARE WORKERS

By Diana Porter – excerpts from CDC.gov website
https://www.cdc.gov/flu/professionals/infectioncontrol/healthcaresettings.htm

Winter is upon us and with it comes a plethora of colds, viruses, and seasonal influenza. According to the Centers for Disease Control and Prevention (CDC) "seasonal influenza activity is elevated in most parts of the country". In its weekly report on 12/15/23, the CDC estimates that there have been "at least 3.7 million illnesses, 38,000 hospitalizations, and 2,300 deaths from flu so far this season."

Symptoms of influenza include fever, cough, and sore throat. According to the CDC, "each year, 5% to 20% of US residents acquire an influenza virus infection … In addition, more than 200,000 persons, on average, are hospitalized each year for influenza-related complications."

People who work in a healthcare setting are on the frontlines in the battle against contracting the flu, as well as colds and COVID-19. The CDC has given core prevention strategies for the prevention of the flu and other infectious agents within the healthcare setting.

Core Prevention Strategies for Prevention of Spread of Influenza for Home Healthcare Workers
[excerpts from "Prevention Strategies for Seasonal Influenza in Healthcare Settings Guidelines and Recommendations", CDC, last reviewed May 13, 2021. For full report, visit: https://www.cdc.gov/flu/professionals/infectioncontrol/healthcaresettings.htm]

1. **Promote and administer seasonal influenza vaccine**. Annual vaccination (*for patients and healthcare professionals) is the most important measure to prevent seasonal influenza infection. **[*NOTE: Inspired HomeCare agencies will be obtaining and entering our patients' COVID/FLU vaccinations and will be tracking this data in 2024.]**

2. **Take steps to minimize potential exposures before arrival, upon arrival, and throughout the duration of the visit**. Measures include screening and triage of symptomatic patients and implementation of respiratory hygiene and cough etiquette.
    - **a.** When scheduling appointments, instruct patients and their caregivers/family to inform the healthcare professional, upon arrival, if they have symptoms of any respiratory infections (e.g., cough, runny nose, fever) and to take appropriate prevention actions (e.g., wear a facemask upon entry, follow triage procedure).
    - **b.** Upon entry and during visit to a healthcare setting – take steps to ensure all persons with symptoms of a respiratory infection adhere to respiratory hygiene, cough etiquette, hand hygiene, and triage procedures throughout the duration of the visit.
3. **Monitor and manage ill healthcare personnel.**
    - **a.** Healthcare professionals (HCP) who develop fever and respiratory symptoms should be instructed not to come to work or if at work, to stop patient-care activities, don a facemask, and promptly notify their supervisor before leaving work.
    - **b.** Exclude HCP from work until at least 24 hours after they no longer have a fever without the use of fever-reducing medicines such as acetaminophen.
4. **Adhere to standard precautions for preventing transmission of infectious agents in all healthcare settings.**
    - **a.** Hand Hygiene. Perform hand hygiene frequently, including before and after all patient contact, contact with potentially infectious material, and before putting on and upon removal of personal protective equipment, including gloves.
    - **b.** Gloves. Wear gloves for any contact with potentially infectious material. Remove gloves after contact, followed by hand hygiene. Do not wear the same pair of gloves for care of more than one patient. Do not wash gloves for the purpose of reuse.
    - **c.** Gowns. Wear gowns for any patient-care activity when contact with blood, body fluids, secretions (including respiratory), or excretions is anticipated. Remove gown and preform hand hygiene before leaving the patient's environment. Do not wear the same gown for care of more than one patient.
5. **Implement environmental and engineering infection control measures**. Standard cleaning and disinfection procedures (e.g., using cleaners and water to preclean surfaces prior to applying disinfectants to frequently touched surfaces or objects for indicated contact times) are adequate for influenza virus environment control.

All healthcare workers should be trained on preventing transmission of infectious agents, including influenza. Key aspects to be emphasized include influenza signs, symptoms, complications, and risk factors for complications. More information on this topic can be found on www.cdc.gov

PATIENT & CAREGIVER COMMENTS
SHP SURVEYS REPORTED 12/4/23 & 12/7/23

ARIZONA

Brandi - A physician's office calling with new orders told VP of Ops Brandi the nurse the family stated she is wonderful!

AZ - Physical therapist arrived to patient home for visit and there was no answer at the front door or by phone. Patient`s daughter was notified who advised this physical therapist to check back door. There was no answer to back door, but patient was heard through the door asking for help. Therefore 911 was called and fire department arrived and had to break down the door to access the home. Patient was found on the floor and complained of wrist and back pain. Paramedics transported patient to hospital.

ILLINOIS

RN Lena - I just spoke with this patient's sister. She said, "Lena is one of your best employees". She really likes her. Good job, Lena!

Tom, PT - Earl client called on Saturday and just raved about how great Tom PT was. He said he was professional and very, very, good. I am sure if we send him something to fill out, he would do it as he really liked Tom.

MARYLAND

MD Team - The staff at Inspired Homecare of Maryland very professional and caring. Private Duty new case son's comment.

TEXAS

SANHHA - All of the nurses and therapists were very professional and kind.

SANHHA - To me it was the best home health care. Everybody was so nice & helpful. Thanks to everybody that helped me. I'll miss you all.

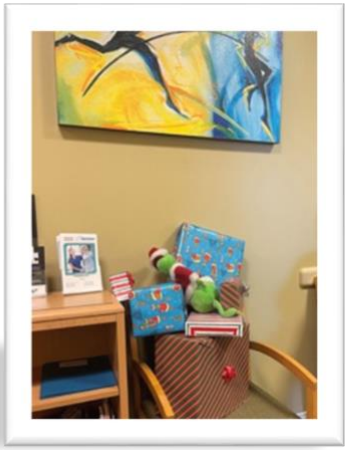
SANHHA – All the nurses were so nice, understanding, and kind. I would recommend them to anyone.

SANHHA – Clayton – My PT is excellent, and I would like to commend him. I was very fortunate to have had Clayton.

SANHHA - Excellent short term care with wound dressing.

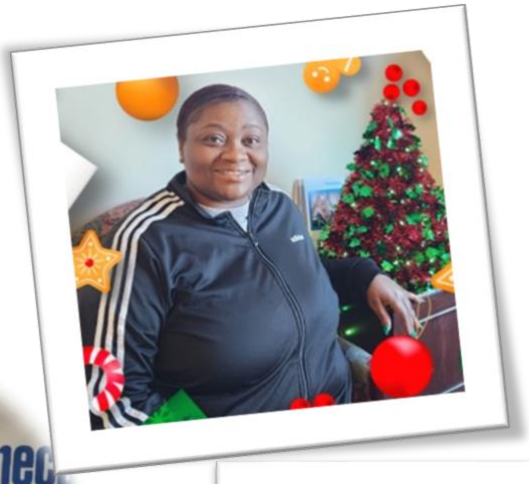
COMMUNITY EVENTS ACROSS OUR AGENCIES

inspired homecare of Arizona, LLC



SAGEWOOD (AZ) – Nancy Horrie, RN; Lizbeth Moroyoqui, CNA (decorated the office); and Lynn Pike, LPN.

inspired homecare of Maryland, LLC



MARYLAND

COMMUNITY EVENTS ACROSS OUR AGENCIES *(continued)*

inspired homecare of Illinois, LLC

HANOVER PLACE (IL)

WELLNESS (IL)

inspired homecare
the heart of compassionate service
San Antonio Nurses HHA
the heart of compassionate service
St. John's Hospice, LLC
a subsidiary of Inspired Hospice Holdings

LET'S CELEBRATE YOU!

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

BIRTHDAYS

REGIONAL & AUGUSTA

Madison Massey, Ins. Verification	October 26
Chris Sdrenka, VP of Operations	January 24
Ron Hogan, CEO & President	January 25

ARIZONA

Lynn Pike, LPN	October 1
John Pozdol, PT	October 2
Kathryn Koch, RN	October 27
Nancy Horrie, RN	November 12
Lizbeth Moroyoqui, Aide	December 14
Caden Alexander, PT	December 21
Unyime Udofia, RN	December 23
Ekop Udofia, PT	January 19
Sharee Payne, LVN	January 30

ILLINOIS

Sandra L. Morello, Admin.	October 3
Jillian Hildebrand, RN.	October 10
Nicholas Ferrebee, PT	October 12
Julie Caley, RN	October 19
Jonathan Kline, Pt. Care Liaison	October 30
Miranda Soegomo, RN	October 31
Christina Gozzola, RN	November 2
Kristen Shimek, RN	November 8
Marlene Enriquez-Cortes, RN	November 11
Tania Tisdale, RN	November 18
Rowena Rivera, RN	November 24
Cary Tice, BSM	November 28
Teanna Cogwell, Aide	November 29
Barbara Linxweiler, ST	December 5
Lisa Rosen, RN	December 12
Mary Jane Paredes, OT	December 17
Yvette Jurkowski, OT	December 31
Estrella Hufana, Aide	January 1
Tammy Brust, RN	January 11
Nidhiben Patel, RN	January 17
Jane Tyrrell, OT	January 26

MARYLAND

Elizabeth Achereko, Aide	October 2
Andrea Wright, Aide	October 12
Tiffany Cloude, Aide	November 1
Catherine Chilaka, Aide	November 4
Kimberly Smith, Aide	November 18
Tracey Tyler, Aide	November 19
Vivian Clinton, Aide	November 23
Olawumi Adetoyese, Aide	November 27
Elizabeth Watkins, Aide	December 10
Olubunmi Idowu, Aide	December 16
Marilyn Edwards, Aide	December 17
Sundiata Sims, Aide	December 21
Bessey Ikem, Aide	December 26
Wanda Lewis, Aide	December 30
Kedeshia Peynado, RN	January 5
Abena Ntiamoah, Aide	January 9
Patricia Lee, Office Supp. Sp.	January 13
Cynthia Sankar , Aide	January 26

TEXAS

Roxanne Luna, RN	October 1
Raquel Barnes, RN	October 6
Kerri Roy, RN	October 16
Mariselle Hungerford, Aide	November 3
Kimberly Belshaw, LVN	November 7
Dubelia Salinas, LVN	December 6
Crystal Smith, RN	December 12
Gayla Gregory, LVN	December 15
Eustacio Alvarado, RN	January 12
Kathy Winkfield, Intake Coor.	January 12
Ryan Madro, RN	January 27

COMPANY ANNIVERSARIES

FINANCE ----------

Sharon Chiavichien, Patient Payments Specialist,
October 2014 – 9 years

Julie DeJarnette, Senior Accountant
January 2023 – 1 year

REGIONAL ----------

Chris Sdrenka, VP of Operations
October 2011 – 12 years

ILLINOIS ----------

Thomas E. Brady, PT
November 2020 - 3 years

Benjamin A. Kribs, Patient Care Liaison
November 2021 – 2 years

Donna Beata, RN
December 2014 – 9 years

Ramonda Johnson, RN
December 2020 – 3 years

Mary Jane Paredes, OT
December 2022 – 1 year

Elizabeth Conroy, ST
December 2022 – 1 year

Star Hufana, Aide
January 2019 – 5 years

Yvette Jurkowski, OT
January 2023 – 1 year

Kandaswamy Sankar, PT
January 2023 – 1 year

Sara Sondergaard, Pt. Care Liaison Assistant
January 2023 – 1 year

MARYLAND ----------

Bessey Ikem, Aide
October 2021 – 2 years

Jennifer Osei Owusu, Aide
October 2017 – 6 years

Cynthia Sankar, Aide
October 2002 – 21 years

Cheryl Wilson-Charles, Aide
November 2007 – 16 years

Selpha A. Koyier, Aide
December 2018 – 5 years

Kimberly Dorsey, Aide
December 2021 – 1 year

Damika Willis, Aide
December 2021 – 1 year

Evatta Hackworth, Business Services Manager
January 2018 – 6 years

Wanda Lewis, Aide
January 2020 – 4 years

Toni Linzer, Executive Director
January 2022 – 2 years

Kris DeVries, RN, Case Manager
January 2022 – 2 years

TEXAS. ----------

Manuel Martinez, PT Asst.
October 2019 – 4 years

Robert Parker, PT
November 2021 - 2 years

Raquel Rodriguez, LVN/Care Coordinator
November 2020 - 3 years

Crystal Lozano, RN
November 2019 - 4 years

Randi Hamilton, LVN
December 2020 - 3 years

Kimberly Belshaw, LVN
December 2018 - 5 years

Anna Mendez, LVN
December 2022 – 1 year

Beatrice Trimble, CNA
January 2021 - 3 years

Karin Block, PT
January 2021 - 3 years

Anna Rodriguez, RN
January 2023 – 1 year

Elizabeth Molina, ST
January 2023 – 1 year

Wise men still seek him today.

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San Antonio Nurses HHA
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