



- Accredited Nursing Services
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Another Accolade: ACCREDITED RECOGNIZED AS ONE OF THE NATION'S HOME CARE ELITE

The awards keep coming for Accredited! The 2006 HomeCare Elite compilation of the most successful home care providers throughout the United States recently named Accredited Home Health Services as one of the nation's elite.

To create the list of top performing, OCS, a nationally-recognized research firm specializing in healthcare insight, used publicly available data from Home Health Compare (Medicare) and CMS Cost Reports. Three domains of performance were included in the score calculation: quality of care, quality improvement and financial performance.

"To achieve elite status in a very competitive industry is something that our clinical and office staff should be very proud of," noted Accredited president and owner Barry Berger. "This accomplishment reflects the dedication of the entire company to deliver the highest quality of care and to continue to seek ways to improve on the services that we deliver."

The accolade comes on the heels of another equally impressive announcement from Fazzi Research Associates, which ranked Accredited amongst the top ten percent of agencies nationwide when evaluating the percentage of patients who need urgent, unplanned medical care.

HOLIDAY TIMECARDS REMINDER Deadlines for timecard submission never take vacations, so please remember to submit your timecards on or before Monday of each week—including the two upcoming holiday weekends.

Our offices will be closed on December 25 and January 1, but our numerous fax machines will be on and ready to receive your faxed timecards throughout the weekend and on these holidays.

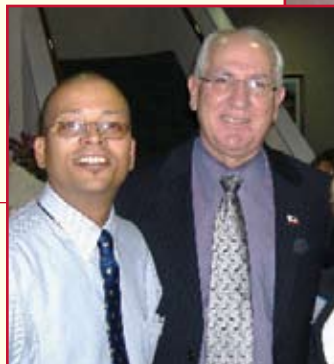
ACCREDITED named CAHSAH Grassroots Advocate of the Year

Outstanding grassroots efforts by members of the California Association for Health Services at Home were recently recognized across several service categories. Accredited Nursing was presented with the Organization Achievement Award as CAHSAH's Grassroots Advocate of the Year, chronicling our agency's ongoing commitment to inform our state and federal elected officials about issues that have a profound effect on our industry.

"Affordable health care—and specifically home care—is becoming a critical issue to California's aging population," explained Accredited president owner Barry Berger. "In addition to legislation that might impact patients' rights, we also lobby on issues that effect our employees and our industry in general. It's important that our elected officials understand how, if passed into law, certain bills could depend positively or adversely affect the home care industry and its patients."



District 44 Assemblyman Anthony Portantino (third from left) is greeted by Accredited's James Field, Millette Arredondo and Romelia Garcia.



Darrin Carey (left) talks home care one-on-one with Senator Tom Harman.

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From the PRESIDENT'S Office

2006: A GREAT YEAR FOR ACCREDITED



The arrival of the holiday season means a time to reflect. It's a time to think back on things we might have done or failed to do. Not too long ago, I spent some time thinking about our company's accomplishments throughout 2006... for the Accredited Family

of Home Care Services, it's been truly a great year.

When I refer to 2006 as great, I'm not referring to revenues or profit margins. The greatness in our company is measured in two other ways that are equally important to our success:

1. The Accredited Family has established itself as one of the leading health care agencies throughout California, with a profound commitment to providing the highest quality home care to our clients
2. The 2,000+ employees that make up our Accredited Family aspire to greatness, and they evidence their commitment through acts of generosity, compassion and community service

With California's baby boomers reaching retirement age, the demand for quality home care services continues to grow. Consumers have more and more options when selecting an agency, and healthcare professionals can now seek employment from any of a large number of providers.

It gave me a tremendous sense of pride when I learned that the clinical and office staff of Accredited Home Health was recently named amongst the nation's HomeCare Elite. This announcement came on the heels of a similar award by Fazzi Associates, who recognized Accredited as amongst the top ten percent of agencies when evaluating patient hospitalizations.

While our licensed Home Health agency was specifically named for these two awards, I absolutely believe that their professionalism and dedication transcends to all aspects of our company and across all of our service offerings. Our entire field staff and management team are truly gifted, and through continuing education, cutting edge technology and other innovations, our employees' knowledge and performance will continue to set us apart. I am extremely proud of every Accredited employee as our agency is bestowed with these accolades.

I expect our reputation as an industry leader will allow us to accomplish even greater things in the years ahead. Accredited has been contracted to provide services to the developmentally disabled through 15 of the state's Regional Centers. I am pleased to announce that, as a result of the great work of our employees, we have recently established similar agreements with two more: Redwood Coast and North Bay. This will allow Accredited to service hundreds more developmentally disabled consumers and their families.

Our employees' greatness in the field was equaled by similar feats throughout the year in our community and within our organization. With the support of extended members of the Accredited Family (including many of our business partners), we orchestrated our first annual Toy Drive for underprivileged children and delivered hundreds of toys to local Regional Centers. Our first ever holiday office décor contest challenged our branch offices and departments here at the corporate office, and as evidenced by the photos, our employees rose to the challenge!

In addition to monetary gifts and acts of team spirit, our employees gave of themselves in other ways. In a spirit of community outreach, our caregivers provided day care to children at the annual Lowe's Conference in San Diego, so that parents could learn more about the disease that afflicts a growing number of boys throughout the country.

Our greatness extends into the community that we serve. Several employees visited with local elected officials, introducing them to our industry and the issues that affect our patients and all of us. As a result, Accredited was recognized by our state trade association and presented the Organization Achievement Award as CAHSAH's Grassroots Advocate of the Year.

And in a campaign of incredible generosity (detailed elsewhere in this edition of The Accredited Buzz), our employees donated thousands of dollars to enable one of their own to realize her final wish before succumbing to a terminal disease. While we mourn the loss of a beloved colleague, we realize that this great act of compassion shines at the top of our list of achievements for the year.

As a company and an extended family, Accredited continues to do great things on a daily basis to improve our industry, to support the community in which we live, and most important – to touch the lives of the disabled, the elderly, and the homebound.

To you and yours, Taffy and I offer our wishes for a safe and joyous holiday season, and for a prosperous new year.



IN LOVING MEMORY

Guak Eng Goh

Most of our employees never met Guak Eng Goh, a file technician here at our corporate office. Though she had been diagnosed with a terminal disease last year, Eng continued to report to work every day, even when severe pain limited her mobility or when medical treatments left her weakened. She displayed an incredible sense of dignity and a desire to contribute, even as her health continued to decline.

Realizing that her time was short, Eng was asked if there was anything that she wanted to experience with what time she had. She expressed a desire to visit Malaysia, to say goodbye to loved ones and to her homeland.

Through the generosity of her peers—your Accredited co-workers—and our employer, sufficient funds were raised to transport Eng and two sisters to Kuala Lumpur. To make Eng as comfortable as possible throughout the 16-hour flight, business class tickets were purchased, after the Malaysian consulate convinced the airline to waive some of the advance notification ticketing requirements.

It was an emotional send-off for us all as Eng and her sisters left on their journey in early September. Through her sister, Goik, who continues to work in our payroll department, we kept track of Eng's voyage home and her final days in Malaysia. Eng spent approximately two weeks with her family before succumbing to cancer.

Although Eng's passing was a very sad day for us all, we will remember Eng with a sense of joy—the joy we felt in contributing to something so meaningful. And the joy we all experienced in seeing Eng smile through her pain.

Congratulations to our HOME HEALTH HONOR ROLL

The following nurses, therapists and home health aides were presented a Certificate of Achievement after receiving especially good comments on patient surveys received during the third quarter of 2006. Great work, everyone!

WOODLAND HILLS ADULT CASES

Sandy Berger, RN	Patty Chan, PT
Hayuta Cohen, RN	Maria Garcia, CHHA
Leddy Hoffman, RN	Patti Howard, RN
Rodrigo Rivas, PT	Lorin Paschal, RN
Debi Speer, RN	Marcie Spetner, RN
Erin Trubey, PT	Dorit Vampan, PT
Susan Vereb, PT	

WOODLAND HILLS PEDIATRIC CASES

Dana Marx, RN	Margaret Soles, RN
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WEST LOS ANGELES ADULT CASES

Vanessa Gaviola, RN	Maria Greco, RN
Mike McFarland, RN	Kitty Murphy, PT

ACCREDITED MEDICAL EQUIPMENT

Our On-line Store and Lifeline are Here

We are pleased to announce our online medical equipment store is now open for business at www.accreditedmedicalequipment.com. Be sure to tell your friends, family, colleagues and, especially, the families of your patients. Items are competitively priced and the product selection is fantastic!

Use the coupon code "ACCSTAFF" to receive an additional 20% off all purchases. Use this code as often as you'd like.

And if you can't find the item you need, you can always call us toll-free at (800) 974-1234 and speak directly to customer service representatives Sheila Amado (ext. 141) or Diane Blair (ext. 127).

Accredited has added Lifeline to its growing menu of services provided. Founded in 1974 by Drs. Andrew & Susan Dibner, Lifeline has become the leading Personal Emergency Services supplier, helping elderly or disabled people live independently in their own homes.

With nearly five million customers, Lifeline is increasingly being added to care plans for elderly patients in a healthcare climate demanding cost-effective and complete care. Lifeline is offered by over 2,500 healthcare and community organizations. We are proud to become part of this wide provider network to further enhance the care we provide to at-risk individuals.

ORANGE CO. OFFICE *relocates to* COSTA MESA

On October 1, Accredited Nursing Care moved its Orange County branch office from its original location in Orange (down the street from Angel Stadium and The Honda Center) to a spacious new suite adjacent to Southcoast Mall in Costa Mesa.

The expanded office includes a training/conference room and other state-of-the-art amenities, and has ample on-site parking. Employees wishing to drop off timecards or collect paychecks will no longer have to battle traffic destined for an Angels baseball game or Ducks hockey game; instead, our staff can hit the mall located next door on South Coast Drive!

ACCREDIBLES: The Next Generation

Congratulations to our recent honor roll of Accredited Nursing Care nurse's aides, companions and caregivers.

JULY

Maria Forbes – West L.A.
Rosanna Galan – San Diego County
Shantrice McGee – Pasadena
Griselda Robles – Woodland Hills
Marie Walton – Orange

SEPTEMBER

Hilary Berger – San Diego County
Paula Huckelby – Woodland Hills
Marvel Matthews – Pasadena
Jeff Noh – Orange

AUGUST

Antonio Bartulo – Woodland Hills
Kimberly Basore – West L.A.
Phelix Holland – San Diego County
John Smith – Pasadena
Bertha Talamantes – Orange

OCTOBER

Joselito Bantog – San Diego County
Nancy Barriga – Woodland Hills
Patty Garcia – Pasadena
Judith Meyers – Costa Mesa
Mattie Wade – West L.A.

And a very special congratulations to our employees of the quarter—each received a \$100 gift card:

SECOND QTR • Nestor Montero (Pasadena Office)

THIRD QTR • Bertha Talamantes (Orange/Costa Mesa Office)

HOME HEALTH SOCIAL WORKERS: A vital community resource

When we talk about home healthcare professionals, we immediately think of nurses, therapists and nurse's aides. But we often overlook the vital role played by home health social workers, who are also healthcare professionals trained to assist within the home care setting.

Social workers provide counseling services to patients (and families of patients) who exhibit symptoms of depression or anxiety. These symptoms often arise following a lengthy or unanticipated hospitalization; sudden awareness of a newly diagnosed illness; or a substantial change to a patient's lifestyle.

In addition to the immediate benefits of counseling, social workers are also an extremely important community resource for the disabled, elderly or homebound. They assist with placement in facilities, can arrange transportation or meal services, and they are familiar with state and governmental assistance and support programs, such as Medicare, Medi-Cal, In Home Supportive Services (IHSS), State Disability, Social Security Disability and Food Stamps.

Staffing Coordinator Marie Boissiere puts the final touches on Accredited's new Orange County location in Costa Mesa.



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What to do when a gift is too good to be true

Every once in a while someone stands out and reminds us how character really counts. There are many of you out there, who provide quality care to our patients day in and day out, making a significant impact in their lives. Some of you are recognized by families in letters sent to our offices, telling us how your contributions have been invaluable to the entire family.

Accredited's greatest asset is the care you provide to our clients, and at times, this may seem like a thankless job. And then there are other times.....

One caregiver in particular deserves a special mention. Melissa Moore (of our Costa Mesa office) made such an impact that her client presented Melissa with a \$5,000 check. Because of her training and observation skills, Melissa recognized that this particular client may not have fully understood the implications of such an extraordinary gesture.

Tempting as it may have been to keep the check, Melissa immediately reported the gift to her branch manager (as described in our CNA/Caregiver Employee Manual) and asked for guidance. To protect both Melissa and the client (and to avoid any future misunderstanding), Melissa deposited the check and obtained a cashier's check made payable to Accredited for the full amount. Accredited in turn issued a company check (again in the full amount) payable to the client along with a letter explaining our policy.

Why not just hand back the original check you ask? So we can protect you and our client.

As a caregiver, you never want to place yourself in a situation that could come back to haunt you. Any gift—clothing, books, picture frames, etc.—may have sentimental value to other members of a client's family (completely unbeknownst to you). The client you service may not remember giving you the gift, and you could later be accused of taking the item (you could even be accused years later, after the client has passed). In Melissa's case, our company has a paper trail that protects her and the client should a family member question why such a large amount of money was issued to her. We also have proof that the money was returned and that the caregiver did not wrongly take advantage of an elder.

While modest gifts during the holidays, for a birthday, etc. are acceptable, any gift from a client (or the client's family) that could be deemed excessive or exorbitant must be immediately reported to your manager.

And remember, the best reward you will ever receive is the knowledge that you have made a difference in helping a disabled, elderly or homebound client maintain their independence and dignity while remaining at home.

Well done, Melissa...we are proud of you!

Did you Know? Accredited employees are eligible for membership in the Matadors Credit Union in Northridge. Like banks and other financial institutions, credit unions offer numerous savings plans and different types of consumer loans...but often, at more competitive rates!

IN OUR NEXT ISSUE:

- *Local politician gets first-hand look at home care*
- *Disaster Planning: Preparing an Emergency Supply Kit*
- *Sharps disposal: Do's and Don'ts*



**FROM THE EMPLOYEES OF ACCREDITED'S CORPORATE OFFICE
WOODLAND HILLS, CALIFORNIA**