



- Accredited Nursing Services
- Accredited Home Health Services
- Accredited Nursing Care
- Accredited Medical Equipment & Supply

## ACCREDITED HOME HEALTH AMONG TOP 10% OF AGENCIES NATIONWIDE!

In a recent study conducted by national research firm Fazzi Associates, Accredited Home Health Services ranked among the top 10% of home health agencies nationwide.

Medicare-certified home health agencies throughout the country are evaluated quarterly and their scores are compared for ten measured criteria, including "the percentage of patients who need urgent, unplanned medical care." For the first quarter of 2006, only 10% of Accredited Home Health patients required this type of care, well below the national average (21%), the California state average (18%), and the top 10% of agencies nationwide (12%).

"The results of the Fazzi study illustrate just how committed Accredited Home Health is to delivering the finest in-home patient care," explained Accredited president and owner Barry Berger. "Being named to the top 10% of agencies is an achievement that our field staff, quality assurance team and management should all be very proud of."

As one of the four companies that comprise *The Accredited Family of Home Care Services*, Accredited Home Health provides in-home skilled nursing and physical, occupational and speech therapy to patients throughout the San Fernando Valley and the westside of Los Angeles (and surrounding beach communities).

MEDICARE QUALITY INFORMATION EVALUATION SYSTEM DATA		September 2005	December 2005	March 2006	June 2006	California Average	National Average
%	Get better at walking/moving around	38	38	38	40	39	39
	Get better at getting in/out of bed	55	55	56	58	52	52
	Have less pain when moving around	66	64	65	67	63	62
	Whose bladder control improves	47	51	51	54	50	49
	Get better at bathing	63	62	62	64	65	62
	Get better at taking oral medicine	40	41	42	44	41	40
	Are short of breath less often	56	58	61	64	62	59
	Stay at home after home health care ends	75	76	76	77	74	68
	Had to be admitted to the hospital	22	21	22	20	23	28
	Need urgent, unplanned medical care	9	9	10	12	18	21

*\*Lower scores are better for these two criteria. All data obtained from www.medicare.gov.*

*This graph illustrates Accredited Home Health's superior scores—and continued improvement—across ten measurable outcome criteria established by Medicare.*

### IN THIS ISSUE:

- Just the Fax
- Congratulations to "The Accreditables"
- FREE CPR Classes: Sign Up Now!
- Safe Transfers: Use ACE Technique

## ACCREDITED EMPLOYEES go the extra mile for LOWE SYNDROME

Accredited Nursing extends special thanks to our caregivers who provided supervision and care to children at the Lowe Syndrome Association Biannual Conference, held June 23-25 at the Doubletree Hotel in San Diego. Our employees provided comfort, support and entertainment throughout the event. Great job, everyone!

Lowe Syndrome is a rare genetic condition that causes physical and mental handicaps, and medical problems. Also called the oculo-cerebro-renal (OCRL) syndrome, it was first described in 1951 by Dr. Charles Lowe and colleagues. In 1983 a handful of parents founded the Lowe Syndrome Association, an international, voluntary, non-profit organization made up of parents, friends, professionals, and others who are interested in Lowe syndrome, a rare genetic condition that affects boys.

Accredited Nursing employees (from left) Cora Orgeta, Carol Speakman and Celestina Morosi interact with some new friends at the 2006 Lowe Syndrome Association Conference.



# From the PRESIDENT'S Office



In the first edition of our newsletter earlier this year, I took you for a brief stroll down memory lane, to illustrate how our agency has grown over the past 25 years. Little did I know then that Accredited would evolve from a single-room, two-person operation to the four integrated companies, eight offices, and 2,000-plus employees that it is today.

That sustained growth has been the result of several factors, including: consistent delivery of the best possible care to our patients; fostering business relationships with medical facilities, social service organizations and Regional Centers; advocacy on issues that impact patients' rights and our industry; and most important—our ability to attract a large staff of quality home healthcare professionals.

I'd like to elaborate on this final factor. For the past decade, a nursing and caregiver shortage has challenged many home care agencies throughout California. Our nation's baby boomers are nearing or reaching retirement, and their determination to remain at home (not in nursing facilities) has created an incredible demand for home health nurses, therapists, aides and companions.

Fortunately for Accredited, we have attracted a very strong foundation of professional home healthcare providers, and our company's reputation continues to grow as a result of your dedication to providing superior care.

With your services in high demand, home care professionals have options, and I hope you understand how much we appreciate your hard work. Accredited recently introduced employee recognition programs for field nurses and caregivers. I would like to congratulate Mary Wright for being named Accredited Nursing Care's first Employee of the Quarter.

We ask a lot from our field staff, and I am pleased that we can offer certain benefits in return. We have established a shared-cost healthcare insurance program for employees who average at least 33 hours of service per week. All of our employees are eligible to join a credit union and enjoy the benefits that come with membership.

Perhaps the most important benefit we offer is our continuing education program, created to keep our field staff abreast with new technology and cutting-edge advancements in home care patient treatment techniques. Later this fall, we will introduce new components to this program, including nurse's aide seminars on relevant topics like better understanding Alzheimer's disease. These free training seminars will be offered throughout our branch offices.

With the increasing patient demand, we need to continue to attract qualified staff—and to do this, we need your help. In coming issues of *The Accredited Buzz* (and other communications), we will roll out an expanded Employee Referral Award Program that will enable our field staff to earn \$50, \$100, even \$500 when your friend or colleague joins **The Accredited Family of Home Care Services**.

For the past 25 years, my wife Taffy and I have done our best to make Accredited a great place for you to work. With your continued dedication, it will grow into one of California's best. I thank each of you for your professional service.

## CPR & FIRST AID TRAINING: Take advantage of our FREE Classes!

As a condition of employment with Accredited, all field staff (nurses, caregivers and respite workers) are required to be certified in CPR. That shouldn't be news to anyone, since we verified your CPR certification before hiring you to work for our agency. But you might not know that Accredited offers FREE certification classes on a regular and ongoing basis!

Free CPR classes for our nurses and caregivers are offered each month at our Woodland Hills, West Los Angeles, Pasadena and San Diego offices, and we offer classes at our Orange and San Marcos locations quarterly.

In addition to CPR, our regional center respite workers are also required to be certified in First Aid. As an added convenience to our staff, Accredited offers a FREE two-in-one class wherein respite workers receive BOTH certifications. Free classes are offered each month in Woodland Hills, West Los Angeles, Pasadena, Ontario, San Diego, San Marcos, National City, and on a regular basis in Redding, Stockton, Modesto, Palmdale, Fresno, Bakersfield and Long Beach.

It is your responsibility to make sure that your certifications are current and that we have copies on file. To schedule placement in an upcoming free class, please contact JoAnne Cuadros at (800) 974-1234 ext. 167.

### JUST THE FAX:

#### *An important number to remember!*

In addition to hand delivering them during office hours, Accredited accepts timecards and nursing notes via facsimile. Help us make sure that you get paid on time for all of your hours worked. Please take a moment to review the table below, to ensure that you are sending your documents to the correct fax machine for YOUR DEPARTMENT:

<b>REGIONAL CENTER RESPITE WORKERS</b> <i>(regardless of location)</i>	866-558-7732
<b>CAREGIVERS</b> Woodland Hills	818-986-9317 or 818-907-7839
West Los Angeles	310-446-9707
Pasadena	626-796-6562
Orange	714-289-2867
San Diego (Mission Valley)	619-291-1113
San Marcos (North County)	760-736-7000
<b>HOME HEALTH</b> Woodland Hills	818-728-4375
West Los Angeles	310-446-7817
Pediatrics	818-205-0548
LVN <i>(include Nurse's Notes!)</i>	818-907-7839

### Did You Know?

Accredited services 2,000+ clients on a regular and ongoing basis? We have established business relationships with 14 regional centers throughout the state. We accept cases through Medicare, Medi-Cal and dozens of managed care and long-term care insurance providers. And our intake department receives referrals daily from hospitals, social service organizations and physicians groups throughout four counties!

[www.accreditednursing.com](http://www.accreditednursing.com)

# ACCREDIBLES

## Award winners Announced

Meet the Accreditables—our honor roll of Accredited Nursing Care nurse's aides, companions and caregivers. Each was presented with a congratulatory letter and certificate of achievement – recognizing the recipient for going above and beyond the call in providing professional in-home care to their patients.

And from the 27 first-quarter nominees, San Diego caregiver Mary Wright received a \$100 gift check after being selected as our first Employee of the Quarter!

Congratulations and thank you to our Accreditables:

### JANUARY

Alicia Achaval - Pasadena  
Andre Breau - Woodland Hills  
Sonia Castillo - West Los Angeles  
Lydia Domingo - Pasadena  
Fatima Gill - West Los Angeles  
Mary Ann Guertin - San Diego Cnty  
Sonia Macias - Woodland Hills  
Francisca Renteria - Orange  
Rhonda Szpotanski - San Diego Cnty  
Maria Trinidad - San Diego Cnty  
Wanda Vasser - San Diego Cnty  
Arthur White - Orange

### FEBRUARY

Jackie Castillo - West Los Angeles  
Veronica De La Luz - Woodland Hills  
Della Eames - Orange  
Paralee Futch - Pasadena  
Juan Lopez - Orange  
Theola Lorenzo - West Los Angeles  
Frank Mathieu - Woodland Hills  
Carrie Ostrander - San Diego Cnty  
Brenda Russell - San Diego County  
Maxim Yu - Pasadena

### MARCH

Autoosa Adel - Orange  
Mayra Antonio - West Los Angeles  
Deborah Forte - Woodland Hills  
Shirley Ruiz - Pasadena  
Mary Wright - San Diego County

### APRIL

Arcelia Cruz - San Diego County  
Francisca Franco - Orange  
Angela Gonzalez-Benguche - West L.A.  
Maria Santos-Garcia - Woodland Hills  
Martha Williams - Pasadena

### MAY

Carolyn Baskin - Woodland Hills  
Maria Castellanos - San Diego County  
Vivian Lineberg - Orange  
Nestor Montero - Pasadena  
Martial Tagni - West Los Angeles

### JUNE

Paula Arana - West Los Angeles  
Mary Doe - San Diego County  
Mary McVay - Orange  
Lourdes Quijada - Pasadena  
Francien Warouw - Woodland Hills

# ACCREDITED

## MEDICAL EQUIPMENT

### Incontinence Care Update

Incontinence care includes more than changing adult diapers. Men and women with urinary incontinence are often at risk for rashes and skin breakdown, which lead to infection and other complications.

Effective daily care is important to prevent skin breakdown. Examine your patient's skin every day. After an incontinence episode, gently wash with a mild cleansing agent and be careful to avoid harsh rubbing or friction.

Use absorbent products that keep urine away from the skin, and use topical skin barrier products that protect the skin from moisture. If your patient stays in bed or sits in a chair most of the day, you need to protect the skin from moisture and avoid contact with broken skin and rashes.

Accredited Medical Equipment & Supply is your resource to obtain products for incontinence care. Here is a summary of products we can provide to your patients, family or friends:

**Adult Briefs:** Absorb and contain a full void of urine and contain feces.

**Bladder Control Pads:** Adheres to underwear to absorb more than just a dribble but not quite a full void of urine.

**Disposable Underpads:** Absorbent material with waterproof backing to protect a surface from urine/feces.

**Hand Sanitizer:** Lowers infection rates by killing germs that spread disease.

**Incontinence Briefs:** Keep the perineal skin dry—an important step in avoiding skin maceration and erosion.

**Medseptic:** for treatment of adult diaper dermatitis, denuded skin and minor burns.

**Moisture Barrier Ointment:** prevents moisture, urine and fecal matter from contacting skin.

**Liners:** End-to-end adhesive strip keeps the protective liner in place and provides a comfortable fit. A dryness layer guides liquid into the core faster, for better comfort.

**Pull-ups Underwear:** For moderate to heavy bladder control protection. Soft, cloth-like material is comfortable, yet provides security.

**Ready Bath Bathing Systems & Pre-moistened Wipes:** Eliminates soap and water washing which greatly decreases chance of contamination.

**Remedy 4-in-1 Body Cleanser:** No-rinse foam for head-to-toe cleansing, conditioning, protection against transepidermal water loss, and skin nourishment.

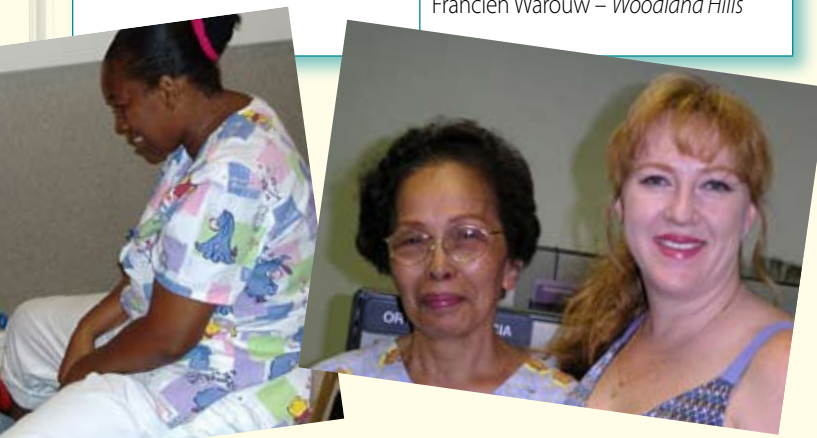
**Remedy Nutrashield:** Protects and helps relieve chapped or cracked skin related to diaper rash or denuded skin.

**Remedy Skin Repair Cream:** Prevents skin breakdown by restoring and maintaining skin's natural moisture balance while delivering vital nutrients.

Our products and services promote proper hygiene and home safety to avoid unnecessary hospitalization or facility placement. Please call (818) 205-0455 or (800) 974-1234 ext. 551.

## Did You Know?

Metro Orange Line bus service runs from North Hollywood to Warner Center, and makes two stops in close proximity to our Woodland Hills corporate office? For more information, including Metro Red Line connections to the Orange Line and the entire Orange Line route, visit [www.metro.net](http://www.metro.net).



Left: Employee of the Quarter—Congratulations to Mary Wright of San Diego!  
Right: Woodland Hills' June recipient Francien Warouw is congratulated by Branch Manager Cindy Sheller.



## About your Health: *Correct Transfer Techniques*

Using good body mechanics, teamwork when needed, and the right tools reduces the risk of injury. Use the ACE process (Assess, Coordinate, and Execute) to safely transfer patients between bed, chair, wheelchair, toilet, etc.

### **Assess:**

- Is more than one helper needed to complete the transfer?
- Can the patient help by pushing with feet or arms?
- Is the patient stronger on one side of his/her body?

### **Coordinate:**

- Locate a helper if needed.
- Choose appropriate side of the bed, position wheelchair and lock wheels, etc.
- Lower side rails and adjust bed height if necessary.
- Explain to the patient what you are doing.

### **Execute:**

- Fasten transfer belt around the patient.
- Help the patient slide/scoot to the edge of the bed or seat.
- Have a helper support the wheelchair and/or patient from behind.
- Put your arms around the patient's waist and grasp the transfer belt.
- Put one knee between the patient's legs; ask the patient to lean forward and push up with his/her arms, if possible.
- Lean back, shift your weight, and lift.
- Have the patient pivot toward the bed/chair as you continue to hold the transfer belt.
- Bend your knees and lower the patient onto the bed/chair.
- Support the patient's head and shoulders with your arm and hand.
- Position the patient's legs on the bed or in the chair.

Lifting devices should be used whenever coworkers or helpers are not available, if you need more than one helper, or if the patient is large, obese or cannot assist.

## Disaster Planning: *Keeping your family safe and prepared*

How quickly your family can return to its normal routine following an earthquake, a fire, a flood or a terrorist attack often depends on emergency planning done in advance of the disaster. When you consider that the number of declared major disasters nearly doubled in the 1990's compared to the previous decade, you realize that preparedness is a critical issue.

*The U.S. Department of Homeland Security asks families to do three key things:*

1. Develop a Family Emergency Plan
2. Prepare an Emergency Supply Kit
3. Be Aware of the Different Types of Emergencies

In future editions of *The Accredited Buzzz*, we will address how to prepare an emergency supply kit and how to become better aware of the different types of emergencies. Here are the U.S. DOH guidelines in formulating a Family Emergency Plan:

**Family Communications Plan:** Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations.

- It may be easier to make a long-distance phone call than to call across town, so an out-of-town contact may be in a better position to communicate among separated family members.
- Be sure every member of your family knows the phone number and has coins or a prepaid phone card.
- You may have trouble getting through, or the telephone system may be down altogether, but be patient.

**Emergency Information:** Find out what kinds of disasters, both natural and man-made, are most likely to occur in your area and how you will be notified. Methods of getting your attention vary from community to community. One common method is to broadcast via emergency radio and TV broadcasts. You might hear a special siren, or get a telephone call, or emergency workers may go door-to-door.

**Emergency Plans:** You may also want to inquire about emergency plans at places where your family spends time: work, daycare and school. If no plans exist, consider volunteering to help create one. Talk to your neighbors about how you can work together in the event of an emergency. You will be better prepared to safely reunite your family and loved ones during an emergency if you think ahead and communicate with others in advance.

For more information, visit the U.S. DOHS website created to assist with emergency planning: [www.ready.gov](http://www.ready.gov).

### IN OUR NEXT ISSUE:

■ **Disaster Planning:**  
*Preparing an Emergency Supply Kit*

■ **Social Workers:**  
*A Vital Community Resource*

■ **Credit Unions:**  
*Benefits of Membership*