

Home Health Responds to America's Current Healthcare Concerns

When Faith, a cancer patient, started her treatment she was faced with major surgery, several hospitalizations, had complications to manage, and a lifestyle change to incorporate. "I had just been released from the hospital for the third time in a month, following my initial surgery... The large incision on my stomach was badly infected and I was quite frightened."

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Educating the Patient

by Lauta Gangis, RN, and Sally Staehle, M.Ed.

Moving patient care for acute and chronic illness from the hospital to the home setting requires a strong educational component for the patient and his or her caregiver. Patients who once experienced longer hospital stays played a more passive role in self care and recuperation. Today patients have a more active role as they are discharged home sooner and with more responsibility for self care.

Home health clinicians provide services for the homebound patient after a referral for home care has been made for treatment of a very specific condition. The intent is to support the patients well being both by treating the condition and by teaching self care to

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Home Health Solutions to Leading Cause of Injury and Death with Seniors

By Lori Krausz, RN

According to the Centers for Disease Control, 1 out of every 3 adults over the age of 65 falls each year. Adults over the age of 75 are 4 times more likely to fall than those aged 65-74. Among this age group of 65 and older, falls are the leading cause of injury death, and among the most common cause of nonfatal injuries and hospital admissions. In 2000, direct cost for falls was over \$28 billion dollars.

Some nonfatal injuries include cuts, fractures, and head trauma. The most common fractures are hip, spine (vertebrae), arm, and pelvic bones. After a fall, whether there was an injury or not, the physician may refer the patient to a home health agency for nursing and therapy safety evaluation.

Some causes of falls may include leg weakness, an underlying neurological disorder such as a stroke or Parkinson disease, cardiac medications that lower your heart rate or blood pres-

sure, pain medications that cause dizziness, diabetics who have low or high blood sugar, vision impairments, and home environmental hazards-such as poor lighting, clutter in walkway, scatter rugs, lack of rails/grab bars

The evaluation by the nurse will include review of medications that may make a person prone to falls- such as cardiac, neurological, and pain medications (such as narcotics). The nurse will also perform a home safety evaluation to determine any safety hazard that could contribute to a fall. The physical therapist performs an environmental evaluation as well as evaluation of muscle strength, coordination, ambulation, and ability to safely perform activities of daily living. Based on these findings the home health team will then develop a plan of action to educate the patient on fall prevention. It is important for the patient/caregiver and health care team to work together to prevent patient falls.

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Fortunately for Faith, home health care was available to assist her on her road to recovery. Read details of this journey on page three.

As trends in the reform effort continue to reshape America's healthcare delivery system, advances in medicine are creating technology and treatment protocols that are lengthening our lives. Hospital stays are getting shorter. At the same time, treatment protocols and more sophisticated technology refine the precision with which disease and acute illness are managed. Patients are discharged home sooner with increasingly more complex care plans. These and other factors converge to set the expectation for home health care today.

With help from the right resources, Faith recuperated at home and found her way back to good health. Today she is recovered from her illness. Thanks to a precise treatment plan and the community resources to manage these factors from home, Faith has resumed her life style, including holding a full time job.

By bringing the knowledge generated through research and increasingly sophisticated equipment to the home setting, home health workers are educating American families to live longer, healthier lives. Over the 17

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the patient and the caregiver. Teaching is the primary focus of home care and is oriented towards prevention of complications.

When a medicare certified home health agency accepts a patient, the required clinician makes a home visit to assess the patient's condition and the implications in that particular home setting. This allows for the provision of precise instructions for care to both the patient and the caregiver. The clinician must observe the patient's situation and instruct or perform care tasks as required, teaching those tasks by demonstration. Continuously, the clinician evaluates the outcome of these instructions, making any adjustments needed for success.

At P-B Health these teaching clinicians include Skilled Nurses, Physical, Occupational and Speech therapists. One of these professionals is designated as the case manager who coordinates the Plan of Care with other professionals and non-professionals such as the home health aide.

Patients can also be seen by a Medical Social Worker who will provide education about commu-

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years that P-B Health Home Care Agency has been delivering home health services, clinicians have visited over 27,000 homes in the Baltimore metropolitan area, both treating and placing patient care in the hands of the patient and their families.

Recognizing Social Work Services in Home Health Care

The National Association of Social Work designates March as National Professional Social Work Month. This designation highlights the vast array of services provided by Social Workers in a wide variety of settings, including Home Health Care. "The Home Health Social Worker assists with the short and long term planning for each home health patient," states Sheryl Lerner, MSW at P-B Health.

"Having a Psychosocial Assessment points to factors that impact the patients healthcare plan. It helps determine the type of services that will most benefit recovery," states Ms. Lerner. "We consider what is needed to meet the goals set in the health care plan. We assist with the community resource planning, and help encourage family support."

nity resources available to the patient. The social worker also helps patient and caregiver to make adjustments to lifestyle impacted by illness.

Home health care today provides treatment for many conditions that were once treated only in a

hospital or clinic. Each homebound patient requires a head-to-toe physical assessment. Other services provided may include wound care, ostomy care, urinary catheter care, intravenous therapy, phlebotomy and safe use of equipment such as oxygen, ventilators, respiratory therapy devices as well as other equipment ordered for use in the home.

While managing the disease processes and equipment of these many conditions require the patient to demonstrate a high skill level, it also places the responsibility for maintaining the most healthy and independent lifestyle possible with the patient. Patient and caregiver responsibility is a vital part of the equation for success.

The May Issue of this newsletter will take a more in-depth look at education in home care.

Patient Faith

Spotlight on Employees and Patients

The P-B Health Family is made up of employees and patients from every walk of life in the Baltimore metropolitan area. Here we feature Ms. Arveta Dandridge and letter from a patient Faith.

Ms. Arveta Dandridge, QA Nurse

When Arveta Dandridge comes to work as a Quality Assurance nurse at P-B Health she brings her natural compassion for people, an unwavering commitment to quality patient care and 40 years of experience in home health nursing.



veys, monitoring the follow up of incident reports, infection control reports and patient complaints.

Over the years Ms. Arvetas' daily efforts have directly helped to shape the Agency values to uphold the highest standards possible.

Rooted in the ethics training she received as a young nurse, Ms. Arveta grew and developed over the years as organized nursing changed. In her continuing part time work today, Ms. Arveta never loses sight of the quality of the patient experience.

To more fully articulate the essence of a woman whose nursing career has spanned 40 years, Ms. Arvetas career will be highlighted in the Nursing Issue of this newsletter.

Below is the story from one patient whose home health care experience happened under Ms. Arveta's watch.

Patient Letter from Faith

Two and a half years have passed since patient Faith [who wishes to remain anonymous] faced cancer treatment and placed her post hospital care in the hands of our clinicians. Faith relied on home health services to aid her recuperation as day-by-day she built the bridge back to good health. Today, this patient is fully recovered and has resumed her daily life including a full time job. Excerpts from her letter to P-B Health describe the journey.

As my family recently celebrated Thanksgiving, your Agency and its wonderful team of nurses were among our many blessings. The professionalism, exceptional care and compassion I received while recovering from cancer surgery was EXTRAORDINARY!

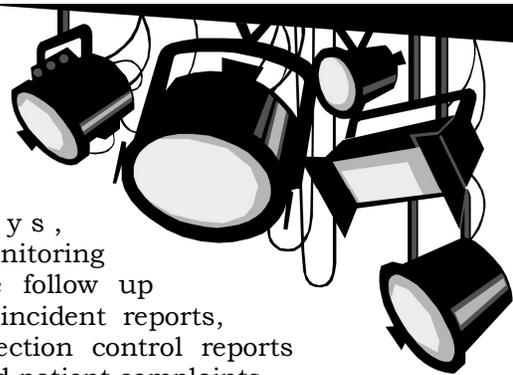
I was welcomed into your agency on October 3, 2009 by a delightful nurse named MS. Mae Benbow. I had just been released from the hospital for the third time in a month, following my initial surgery on September 1, 2009. The large incision on my stomach was badly infected and I was quite frightened. However, nurse Benbow patiently answered my many questions and informed me that Nurse Angela Lewis and Nurse Theresa Davis were assigned to my case. And what a blessing they were!

Nurse Lewis was my regular nurse and I looked forward to her daily visits. In addition to her outstanding nursing skills and compassion, she was very encouraging and taught me so much about health care. Nurse Lewis is a little ball of positive energy! She would enter my house with a huge smile and effortlessly run up my two flights of stairs. Although I was left in the dust, she cheered me on as I dragged myself up the stairs. In the beginning, I dreaded our daily work-outs. But running after nurse Lewis helped immensely in my recovery, and soon I began taking daily 30 minute walks.

Nurse Davis (or 8,000 as I called her) arrived once a week in a chauffeur driven truck. As I opened the door, it was like she arrived on a "sleigh of sunshine", as we immediately started joking about our shared lives. In addition to her excellent nursing skills, she also shared tips on nutrition. However most importantly, nurse Davis provided much needed laughter amid the cloud of cancer.

Thanks to these extraordinary professionals, my wound has completely healed and on November 16th, I returned to work. I am forever grateful to them and your entire team of committed health care providers for being instrumental in my journey.

Sincerely, Faith



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*Special People,
Special Needs,
Exceptional Care*

News Among Our Staff

- Employees of P-B Health were treated to an appreciation luncheon on Wednesday March 7, 2012. **Jackie Bailey**, CEO made introductory remarks regarding the value of P-B Health's employees. This was followed by an awards presentation to 10 selected employees, with Norman Kellam, Manager of Human Resources officiating. All employees were then honored with a catered lunch. Special awardees are **Norman Kellam, Angela McKnight, Ronette Monroe, Deborah Bailey, Anthony Newport, Lorraine Moore, Darlene Colbert, Barbara Travers, Stephan Lieske and Danielle Hodges**. Congratulations all!
- **Lorraine Moore and Darlene Colbert** have been selected as one of six teams who will participate in Extreme Brickover 5, a weight loss competition sponsored in part by Brick Bodies. Contestants will compete in an 8 week program to lose the largest percentage of body weight. Winners will qualify for cash prizes. Good luck Darlene and Lorraine!
- When **Erica Cornish** showed up at Anne Arundel Community College to teach a three session adult master class in West African Dance, she found quite a surprise. Not only did she have approximately 30 adults show up for the class but there were also in attendance 30 children, all who wanted their own class too! Calling on her 17 years experience in West African Dance, Erica put together a class for the children and taught both at once. Erica found it to be both rewarding and interesting to teach two dance classes at one time!

Mr. Jim Reports on Employee Sports Activities

by Jim Griffin

Elaine Parker, PTA here at P-B Health, was recently looking for an activity to make herself fit and healthier. She started playing tennis against yours truly, Jim Griffin. In those games I would win consistently. This sparked her competitive spirit to become a better tennis



player. Elaine began taking tennis lessons and started playing on a regular basis. Finally she was able to win against me.

Last year Elaine played tennis in several tournaments. In June she won second place in women's singles, first place in women's doubles and received Sports person of the Year award in the Druid Hill Park Alpha Phi Alpha tournament. In August 2011, she participated in the annual Tennis Association Tournament in Atlanta Georgia and won second place in women's singles and doubles and first place in mixed doubles.

Now, on Saturday mornings and after school, Elaine teaches tennis lessons to kids 10 years and older. She will participate in a Fort Lauderdale Tennis Tournament later this year.

Look out Serena and Venus!

Jackie Bailey and P-B Health Home Care Agency Receive the J4P Small Business Visionary Award for 2012

Black History Month of 2012 brought recognition for Jackie Bailey and P-B Health Homecare Agency. Jackie, along with 5 other Baltimore area minority business owners was honored for the success of her visionary actions in establishing and running P-B Health. This Small Business Visionary Award was given by J4P Associates, a real estate development company based in New York but with holdings in Baltimore.

Nominees were qualified by their fortitude in reinventing themselves and their business' to succeed in challenging times. The J4P selec-

tion committee chose winners from 5 sectors of the Baltimore business community.

The award was presented by Mr. Peter Handal, at the J4P Associates 7th Annual Black History Month Ceremony. The ceremony and luncheon was held on Feb 15, 2012 at the Eastside State Complex in East Baltimore. It was attended and enjoyed by representatives from the Baltimore area business community as well as representatives from the offices of United States Senators Barbara Mikulski and Benjamin Cardin.

P-B Health Employee Receives Zeta of the Year Award

Charlotte Bullock, who has been the Manager of Outreach Operations at P-B Health for 7 years, received the Zeta of the Year award at the Zeta Phi Beta Sorority, Inc., Alpha Zeta Chapter's Finer Womanhood celebration. The event was held on Sunday March 4, 2012 at the Marriott Hunt Valley Inn. Scholarship, Service, Sisterly Love and Finer Womanhood have been the guiding values of this Sorority for 92 years. Congratulations Charlotte! Baltimore is a better place because you are here.

