

# P-B HEALTH PULSE

WINTER 2012/2013

## **The Home Care Industry**

Health Care is understood to be a critical component of life in our country. Both political parties in the United States hold this issue as a central part of their platform. The Home Health Industry brings medical information and treatment into private homes, teaching patients and caregivers how to manage a whole range of conditions. This is widely recognized to be more cost effective than treating people in hospitals and in other institutions. Additionally, never before has there been so much technology supportive of this effort. Electronic medical records, hand held devices and remote patient monitoring systems keep patient, home care provider and physician all connected instantly. The convergence of these factors, and more, helps the home care industry prepare for the wave of patients that the next several decades will bring.

## **The Affordable Care Act and its Implications for Home Care**

By Matthew Bailey, JD, Chief Financial Officer

This year, the outcome of the Presidential election brought to our nation a renewed commitment to the Affordable Care Act (ACA). This act has implications for the Home Health Industry and for all Americans. It is an extremely positive piece of legislation that various leaders have tried to enact for at least 70 years. Roosevelt wanted a health care plan for the nation but with the New Deal, didn't think it would be sustainable. Both Presidents Kennedy and Clinton considered national health care plans. However, it was in 2008 that President Barack Obama outlined a plan that he had successfully enacted into law. This legislation was cast in a negative light and was called "Obama Care" by those who would reject any Government mandate for Health Care. Contrary to the thinking of these detractors, this legislation is one of the most

positive health laws ever to be enacted. It doesn't do everything for everyone but it is the most comprehensive health care plan our nation has seen.

The real intent of this law is to provide a health care safety net for the uninsured. It will also protect the poor and the disabled. Under this act, it is no longer legal for our health care insurers to discriminate among US citizens. Millions of uninsured citizens will now be eligible for health care insurance. One effect of this

*(Continued on page 4)*

## **From the Desk of the CEO**

Jackie Bailey, RN, MBA

I want to wish all staff, associates and patients a very Happy New Year! Thank you all for another successful year; it has been a banner year for P-B Health! Our activities in 2012 have been interesting and in many cases exhausting but very favorable. In 2012, we have seen an expansion in our patient care in spite of a very difficult climate. Our clinicians have served these patients with continued quality while at the same time stepping up our use

of technology. You will be hearing more about this in our next newsletter! During 2012 we implemented an expanded training program for our clinical staff. Additionally, we were again Accredited for another three years by the Joint Commission.

As we look forward to the challenge of 2013, a major focus will be an enhancement of our relationships with our partners in the Health Care Community, including hospitals, skilled nursing facilities and physician practices.

Thank you all very much for everything you do to make our work a success!

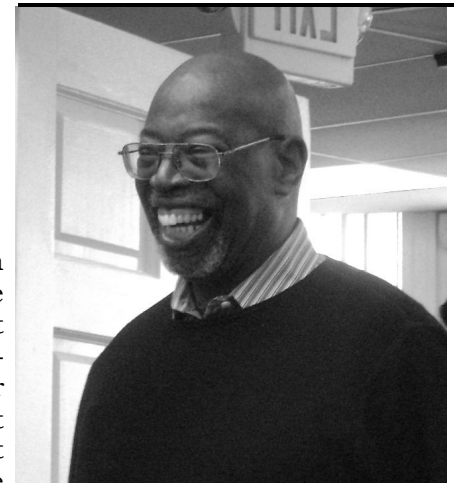
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Matthew Bailey, JD, CFO

***Everyone always has the right to choose their home care agency.***

## Home Health Care Providers

By Norman Kellam, Manager of Human Resources

During my tenure at P-B Health, I have held several positions. As the Manager of Human Resources, I've been exposed to the profession in a light not viewed by the general public.

One of my responsibilities is to bring quality clinical personnel to the agency. I recruit from all of my resources using very high standards. I look for providers who not only have exceptional technical skills, but a dedication to care-giving above all else. Unlike hospitals or other health care facilities, our clinicians must provide clinical services directly in our patient's homes. While physicians always order and supervise the delivery of home health services, they and their orderlies are not down the hall if things go wrong. The providers enter the home with no support other than their orders, their bag of supplies and a cell phone. If present, family members can be helpful, but when and where the family care giver lacks previous medical training, they rely on the guidance of the clinician to perform required medical tasks. To be effective in the home setting, the clinician must be self reliant.

Prior to arrival, a home care provider can never be sure of his or her work environment. P-B Health serves all patients, including those in the inner city, where safety can be at a premium. There may be protective pets, or a challenging home environment for implementing

## The M&M Committee

Norman Kellam, Manager of Human Resources formed a very important committee this year, The Morale and Motivation Committee. The task of this standing committee is to plan and execute events that help make and keep P-B Health a warm and friendly place to work. In its inaugural year, the committee planned and hosted several successful employee events; a Barbeque and a Christmas Party, as well as three additional projects.

The Barbeque was held on the back lot at P-B Health on a bright and sunny summer afternoon. The food was delicious and everyone relaxed and enjoyed themselves. The second event was the Annual Christmas Party. This was held in December in the Main Conference Room. The table was laden with food, gifts were given and the results of the office decorating competition were announced.

To help pay for these events the committee held two raffles. The first featured a Back-to-School basket that was won by Lorraine Tillman. The second raffle was a Ravens Fan Basket taken home by Sharon Davis.

medical protocols. Many times patients demand premature release from hospitals and recommended rehabilitation centers to get to the familiarity and comfort of their own home. While desirous of a good outcome, they can be noncompliant and at times difficult to manage.

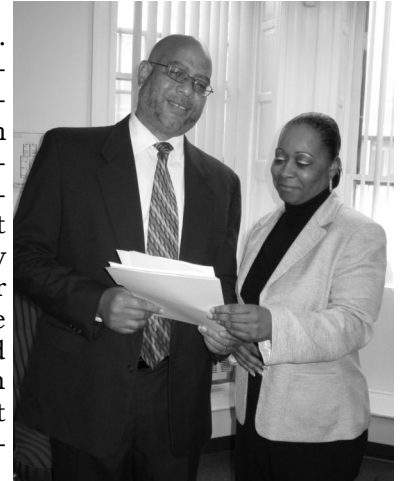
Clinicians must be prepared to navigate all of these factors and more. The level of dedication needed to be a home care provider is unique! Aside from the technical skill and medical training needed, the standard job requirements are dedication to the mission, professionalism, tenacity, and courage; the same qualities needed for police officers and other public servants!

I admire our providers. They are steadfast in delivering a much needed service to the often unsure environments in many of our communities. A good home health provider is more valuable to us than a fine cut diamond!

The third project is still in process and is in support of our patients who have diabetes. Patients who suffer from Diabetes must monitor their glucose to prevent poor circulation and nerve damage that can result in ulcers to the feet and more.

P-B health employees have collected new socks and are distributing them to patients with diabetes to help them care for their feet. This project was sponsored by the P-B Health M & M Committee.

Committee members are Barbara Travers, Sharon Davis, Lisa Marshall, Lorraine Tillman, Shannon Rice, LaKisha Jews, Geannine Williams, Delano Bailey and Norman Kellam. Honorary members are Matthew Bailey and Danielle Hodges. Thank you all very much!



Norman Kellam, Manager of Human Resources with Danielle Hodges, Manager of Payroll



## 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 Mr. Matthew Bailey, and Mr. Sylvester Brown, a P-B Health Patient.

### Matthew Bailey: Founding Employee, Chief Financial Officer, In-House Counsel

Matthew Bailey is blessed with a very fertile mind, capable of complex thought and able to integrate a wide array of variables into a single focus. He credits his mother, Myrtle Elizabeth with the cultivation of his character to develop these qualities and use them for the good.

Matthew was born in Baltimore City to Myrtle Queen Elizabeth Dalton Bailey and Henry Sailye Bailey on Feb 7, 1944. He is the oldest son of what became a family of 8 children. As a child, Matt describes himself as shy and not really a leader, but at 14 years of age, stepped into a leadership role in his family when his father passed away. With this defining event, Matt assumed he would graduate from High School and get a job. His mother, however, had different plans. Even in the face of requiring her eldest son to be the man of the house, Myrtle held the expectation that he would go to college and firmly told him so.

When Mr. Bailey attended Morgan State, he engaged the promise of his considerable talent by majoring in Math and Physics while he minored in Military Science and Education. These were eventful years for Matthew as he was identified as a very promising student and then was solicited by IBM. Mr. Bailey finished his studies, married his first wife Mary Elizabeth, and accepted a job with IBM, where he was to work for the next 25 years. During this tenure, Mr. Bailey worked in several diverse positions always with increasing responsibility. Additionally, during this time, his first marriage ended and he attended law school at George Washington University, earning a law degree. Later, Mr. Bailey was to meet and marry his second wife, Jackie D. Payton.

In 1989, while still working at IBM, Mr. Bailey

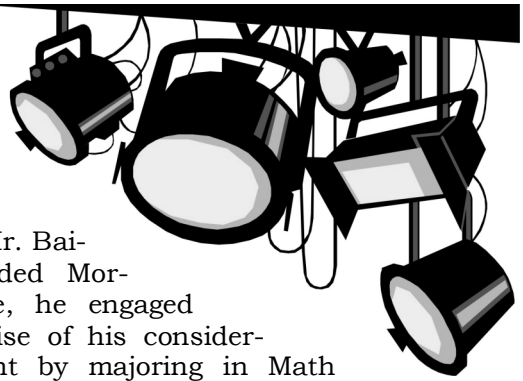
### Patient Profile: Sylvester Brown

Mr. Sylvester Brown was born in Baltimore City to Ivora Brown and Frank Valentine on Sept 14, 1960. He and his three sisters were raised in Dundalk and attended Baltimore City Schools. Life had its ups and downs for this family which saw the premature death of one of Sylvester's sisters. As a young man, Mr. Brown worked at several jobs, including seven years at St. Josephs Hospital in the Dietary Department. He also worked at All Right Parking where he recalls regularly parking Ben Cardin's car, before he became Senator Cardin. Along the way, Sylvester met Jennifer Jackson, who was to become his committed partner for the next 20 years and more. It was 12 years ago when Mr. Brown suffered a decline in his health. In 2001 he was diagnosed with an over-active thyroid and soon after, an enlarged heart with fluid buildup, or Congestive Heart Failure (CHF). As his health declined, so did



employment opportunities. In the years following this, it was often difficult to get proper health care since he did not have adequate insurance. Finally, Mr. Brown qualified for Disability and his access to health care improved.

Today, Jennifer and Sylvester are raising 2 children, a daughter 11 and a son 16. Mr. Brown continues to cope with chronic illness. In November of 2012, he underwent an emergency hospitalization where he was treated for CHF. As a result of this treatment, Mr. Brown returned home 23 pounds lighter, largely from fluid release. It was after this hospitalization that home care services were prescribed to help manage his CHF. "My nurse Craig helps me manage my medication, my diet and my fluid. I am allowed 2 liters of fluid each day. I weigh myself everyday and report it if I am 2 pounds over my regular weight. I watch my salt intake too. I have to stay motivated to exercise but I am feeling better every day. I like Craig, he is confident and relaxed and he helps me maintain." Mr. Brown is striving to live the most normal life possible. Understanding and proper management of his condition has given him the time to spend with his family. P-B Health is pleased to have given the care Mr. Brown needs for a future of healthy living and CHF management.



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*Special People,  
Special Needs,  
Exceptional Care*

### News Among Our Staff

- **Kiesha Byers'** oldest son, Kiante' Brantley was inducted into Phi Theta Kappa, an Honors Society, on December 5th 2012. Congratulations Kiante!
- The Manager you used to know as Lorraine Moore is now **Lorraine Tillman** as she was married in a beautiful church ceremony to Kevin, on September 22, 2012. We wish you a long and happy life together Mr. and Mrs. Tillman.
- Mrs. **Betty Gresham** and her husband James celebrated their 50th wedding anniversary on August 4, 2012. They honored the occasion with their children by renewing their vows in a second wedding at the Renaissance Hotel in Baltimore.

### Wishing Blessings Upon New Births!



- **Donald and La Verdis Green** delivered their first born, Donald Ezekiel Green III on November 13, 2012.



- Chance Adrian was born to **Shawna Artis** and Aubrey Paige on December 14, 2012, weighing 8 pounds and 5 ounces.

## Mr. Jim Reports on P-B Family News

by Jim Griffin

People who are drawn to the health care profession are usually by nature very caring and compassionate people who want to help others. This is particularly true with Connie Boykin, Physical Therapy Assistant at P-B Health. Mrs. Boykin expresses this kindness of nature in every aspect of her life. In addition to her full time work as a PTA, Connie found the time and energy to meet and marry her true love, Tyrone Boykin. "It has been a wonderful life, a wonderful marriage" says Connie. Connie and Tyrone studied together and each obtained their Doctorate in Clinical Christian Counseling at the Family Bible Seminary. They founded and now operate the Faith, Hope and Charity Christian Center Church. The couple also raised 4 children in the process.

Both Baltimore residents, Connie and Tyrone met over 30 years ago while they both worked at Sinai Hospital. They got married on May 14, 1983 and began their long standing commitment to each

other, their family and to their community.

Connie has been working as a PTA at P-B Health since September 10, 2001. Tyrone is also currently working as a PTA at Professional Health Resources. He previously worked at P-B Health from September 2009 through March 2011.



Connie and Tyrone Boykin

### Matthew Bailey Spotlight, (continued from page 3)

entered the health care arena by incorporating and going to work part time at P-B Health Services, later to be named Accessible Home Care. This would determine the direction and commitment of his life for the next 25 years and counting. At P-B Health Services, Mr. Bailey worked closely with Jackie Bailey, RN. He brought his business savvy to a fledgling health care concern, complementing the strong clinical skills of his wife. The two would eventually form the company that would become P-B Health Home Care Agency, Inc.

After retiring from IBM, Mr. Bailey focused his full time efforts, with his wife Jackie, on the development of P-B Health. The once fledgling agency today employs over 135 people who provide over 40,000 clinical and personal care visits per year to homebound people and the Agency is poised for continued growth.

In the near future Matthew Bailey anticipates two major life events, his retirement from his sec-

ond career at P-B Health and the celebration of his 25th Wedding Anniversary with Jackie D. Bailey. The anniversary celebration will be easy as the union has been joyous. The retirement from P-B is another matter. While his skill set can probably be replaced, it is that character, the personal qualities he brings to the table that will be so sorely missed.

### Affordable Care Act, Home Care (continued from page 1)

Act is that health care is now, to a degree, standardized as everyone has a right to receive it. Under ACA, the home health benefit has been expanded. The impact on the home health industry is yet unknown. However, it is speculated that the demands for home care will exceed the home health industry's capacity to provide home care. Also unknown is the level of reimbursement for home health visits.

Our next issue of the Pulse will include a discussion of the home health benefit under the Affordable Care Act.