

Professionalism in Home Health

Full Service Home Health Agencies are structured with an array of health care professionals who group and regroup into teams that serve the unique needs of individual patients. At P-B Health these professionals are credentialed and trained and highly qualified to fulfill their role. In this issue of the PULSE we highlight the services of Nurses and Speech-Language Pathologists as we celebrate National Nurses Week from May 6 to 12 and Better Speech and Hearing Month in May. In addition, the National Stroke Association designates May as Stroke Awareness Month.

Speech-Language Therapy in Home Care

By Stuart J Trippe, MS, CCC-SLP #271

Speech-language pathology services include the full spectrum of communication, cognitive and swallowing disorders. While services are typically provided to adults and children, home health services deal primarily with the adult population. Disorders associated with CVA (stroke), dysarthria (speech disorder), cognition (thinking skills, reasoning, and orientation) and dysphagia (swallowing disorders) can be successfully treated in the home. Other disorders, such as laryngectomy, progressive neurological or neuromuscular disorders effecting speech, language, cognition and swallowing can also be seen in the home, but methods of therapeutic intervention are different from a stroke or trauma to the brain.

(Continued on page 2)

My Inspiration for Nursing

By Jackie Bailey, RN

Many nurses will tell you how they were inspired to join the nursing profession. My inspiration came from a community nurse who still may not know the impact she has had on me.

I will never forget growing up in the Deep South in a place called Hattiesburg, Mississippi. I came from a family of 12 and we were frequently visited by the community nurse. I can still remember her blue striped uniform. This community nurse took our heights, weights, our temperatures, and all kinds of specimens. She made certain that we were well nourished and that we did not have any communicable diseases. I wanted to be like her.

This nurse not only discussed our health status, but she also did some career counseling. She was a registered nurse and stressed the importance of this to me. "If you are to become a nurse, she said you must become a registered

nurse". At the time, I of course had no idea of the significance of becoming a registered nurse. She was my introduction to nursing. The entirety of this grand old profession was represented to me by this one community nurse. From that introduction, I have never wavered in my desire to serve humanity through becoming a nurse. Here, today, I stand as a registered nurse and as the Chief Executive Officer of a home care agency. I am graced with the continuing opportunity to serve my community.

I was inspired by the work of this single community nurse who long ago demonstrated the very service that my fellow nurses and I provide today. In this memory and in memory of your own inspiration, I salute you, my colleagues, during this National Nurses week. I recognize and appreciate the work you do as you continue the tradition of the many that have gone before us.

INSIDE THIS ISSUE:

Educational Component of Home Health	2
Employee Spotlight: Ms. Arveta Dandridge, part 2	3
Patient Letter: Beverly Ann Brown	3
News Among our Staff	4



Stuart J Trippe, MS, CCC-SLP

The Educational Component of Home Health

By Lauta Gangis, RN and Sally Staehle, MEd

In the last issue of P-B Health Pulse, we began a discussion of what is involved in moving patient care from the hospital setting to the patient's home. Education becomes a major component as patients take on a greater, more active role in their own recovery. Instructions provided by the visiting clinician cover a wide variety of topics. While most are planned, the clinician must be prepared to address the issues that spontaneously arise during the teaching process. Each discipline has its own focus.

The Focus of Skilled Nursing

Skilled nurses must instruct the patient and caregiver in the medically based, hands-on care so that the patient has a successful recuperation and reaches the highest level of independence possible. Depending on the diagnosis, the nurse must be prepared to teach about disease process, the medication regimen, signs and symptoms requiring report to the physician or home health nurse, infection control in the home, safety precautions, and prevention of complications as well as how to access emergency services.

With the complexity of delivering home care in today's environment, the teaching doesn't end with the hands on care. Clinicians must successfully convey the purpose of home care, provisions and restrictions placed on the visits based on the patients particular insurance, how to access the home care agency, as well as the State and independent regulators to resolve concerns or clarify questions related to home health care.

Instruction is given initially regarding what the patient or family does in case of failure of a

piece of equipment until the equipment can be repaired or replaced. The nurse also instructs the patient and caregiver in how to obtain supplies and equipment after the home health clinicians are no longer visiting.

The Focus of Therapy

Therapists instruct the patient and caregiver in the effects of the disease process on the patient's ability to remain physically functional in the home and the community. Instruction to the patient and caregiver focuses on the impaired function, how to strengthen the body, the use of appropriate equipment and assistive devices and rehabilitation to prevent or slow the loss of use of the affected area.

The patient's ability to perform activities of daily living is also addressed in order to help the patient remain at home. The patient's ability to communicate is assessed where necessary and patients can be taught to use devices to facilitate communication. Where impaired abilities exist, therapists teach safe swallowing, how to use adaptive equipment and assistive devices to support the safe physical function of the body.

Fulfilling the Intent

If Home Health clinicians are to fulfill the intent of home care, the teaching and treating must be infused with compassion for the patient. When the patient and caregiver connect with the clinician, the relationship allows a more ready access to treatment issues as they relate to the patients home setting. Treatment and rehabilitation is advanced.

Speech-Language Therapy, continued from page 1

After a patient has been evaluated by the Speech-Language Pathologist, specific orders and goals are written for physician approval. Once the orders for SLP services are received back from the physician, therapy services can be scheduled by the home health agency. When the patient reaches the goals of treatment, he or she can be referred to outpatient services for further follow up and care.

Many times patients present with a combination of swallowing, language, speech or cognitive disorders. Each disorder is handled separately with a specific care plan. Disorders are rated according to priority level. Normally, swallowing disorders are addressed first as this disorder can affect the patients' health and well being. If necessary, patients are referred for a Modified

Barium Swallow study or an MBS study. This study is conducted in a hospital on an outpatient basis. This exam is necessary to fully delineate the type and severity of swallowing difficulty and identifies specific compensatory treatment approaches to treat the patient more effectively.

Some indicators for anticipated improvement in SLP services include age, duration of difficulties, co-morbidities, patient motivation and caregiver involvement.

When the goals of treatment are met or when the patient is considered to have reached their maximum benefit from services, they are discharged from this service to self care, to their caregiver, or they are recommended for continued services as an outpatient.

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 a letter from Beverly Ann Brown, the wife of a P-B Health Patient.

Ms. Arveta Dandridge, QA Nurse

Throughout her 40 years as a nurse, Arveta Dandridge has had a continuous progression of increasingly more responsible positions in the nursing and home health industry. Fresh out of Baltimore City Hospital's School of Practical Nursing in 1969 Ms. Arveta began her career as a Staff Nurse at City Hospitals geriatric unit. It wasn't long before she progressed to Evening Supervisor at Augsburg Lutheran Home for the Aged. In Arveta's next job in 1972, she entered the home care industry and worked for 1 year as a Field Staff Nurse with Instructive Visiting Nurse Association of Baltimore City.

For the next 22 years of her nursing life Arveta worked at Sinai Hospital's Home Care/Hospice, first as a Liaison Nurse and then as the Head Nurse and Clinical Manager. This was Baltimore City's first Hospice program. After this position, from 1995 through 1998, Arveta worked at Bon Secours Home Health as a Clinical Coordinator, also



Arveta Bains on the steps of the Nursing Building at City Hospitals, 1968

serving as Interim Aide Supervisor and Acting Clinical Director. It was at this juncture, in 1998 that Arveta came to P-B Health Home Care Agency as the QA Coordinator. She was to work here for the next 14 years and counting.

When asked what has made her career successful, she answered "Faith and trust in God, hard work and perseverance. The quality of her work was based on her natural respect for others. "I treat people the way I want to be treated," Arveta simply states. This naturally came out in the quality of patient care she gave and again in the quality of work she expects from those under her supervision. Says Ms. Arveta, "I didn't pursue the advancements, they just came."

Patient Letter from Beverly Ann Brown

Dear Mrs. Jackie Bailey,

I just wanted to thank you and your staff for the wonderful services that you and your agency provided to my husband, Charles L. Brown and me.

His nurse, Teresa Davis was the most professional and caring person that I have met in a very long time. She was interested in her patients, and she cared about their well being and the well being of me. I was truly blessed to have had her as a nurse for my husband. I was beyond doubt pleased with the services she provided to my Charles. He liked her and he responded well to her. We loved her.

His health aid Daona Vick was excellent. She came faithfully to my husband. He loved her because she gave her all to him and me. She bathed him, changed his bed, gown, undershirt and diaper. She was exceptional. And I will be grateful for her.

Tom, the occupational therapist was very good. He did everything he could do to help Charles and me. We truly appreciate him. He was there when Charles was dehydrated; he stayed right with us until the emergency attendants arrived. I thank him.

Connie Boykin was the best physical therapist we ever had. She worked with Charles wonderfully. She did a lot with him and for him and I appreciate her. When she went on vacation and Susan came to take her place, we thanked you. Each and everyone that came here was wonderful and I don't know how I could have made it without you and your staff. I thank you.

Mrs. Bailey I thank you for your services. Charles passed away on February 23, 2010. He was here at home. He had Lewy Bodies Dementia. Enclosed are a program and a prayer card of my husband. If you chose not to keep it please return it me to me. Again I thank you.

Sincerely,

Beverly Ann Brown

**P-B Health
Home Care Agency, Inc.**

2535 St. Paul Street
Baltimore, MD 21218

Phone: 410-235-1060
Fax: 410-235-1309
<http://www.p-bhealth.com>

Edited by: Sally Staehle
Design by: Stephan Lieske

*Special People,
Special Needs,
Exceptional Care*

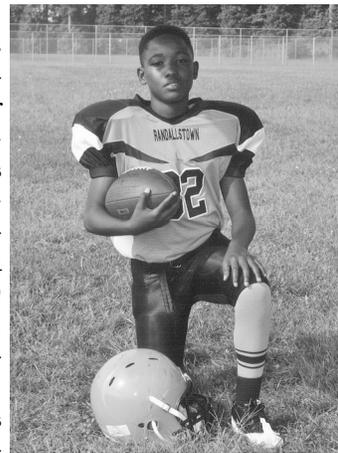
News Among Our Staff

- The current employee weight loss competition came to a conclusion in May. **Darlene Colbert** came in as the first prize winner with the largest percentage of body weight lost, taking home the first prize of \$1,000. **Norman Kellam** ranked second place with the second highest percentage of body weight lost. Norman took home a \$500 prize. Finally, **Lorraine Moore** won \$300 for finishing in third place.
- The Phi Beta Sigma Fraternity, Zeta Sigma Chapter honored **Jackie Bailey** for her achievements with P-B Health Home Care Agency. Jackie was one of 5 Honoree's at the Fraternity's Annual Dare to Dream Awards Banquet. The event was held on April 26, 2012 at the Forum Caterer on Primrose Ave. There were 10 P-B Health employees in attendance to share the honor.
- Employees at P-B Health paid tribute to our nurses during National Nurses week by having a dinner and program in their honor. All P-B Health nurses were invited to the event in the Main Conference Room on May 9, 2012. **Kiesha Byers** facilitated and **Jackie Bailey**, RN, CEO, delivered a tribute to the nurses. **Delegate Shirley Nathan Pulliam** also spoke.

Mr. Jim Reports on Employee Sports Activities

by Jim Griffin

Kiandre' Murphy is the middle son of Kiesha Byers, one of our clinical managers at P-B Health. Kiandre's biography is an athletic story worth telling. He was born weighing 2 lbs, 9 ounces on July 30, 1998. Kiandre' experienced his first two major surgical procedures before age 1. He received his food nutrition through his stomach during that time. Physicians thought he would never eat by mouth. No one imagined Kiandre' would become a great football player.



Kiandre' has always admired football. He learned the sport from his older brother Kianté'. The first

year he tried out for football he played quarterback for Pop Warner's little league team. Kiandre's accomplishments include "MVP in 2005 and Offensive Player of the Year in 2009. His team won championships in 2005 and 2007. His athletic gift earned him a spot for two consecutive years on Baltimore's All Star traveling football team, Shut Down Academy.

Kiandre' will attend Mount St. Joseph or St. Francis Academy this fall. He is an example of a student athlete who had dreamed the impossible and became an outstanding athlete despite all the odds against him at birth.

Patient Record Review for SLP Treatment

To insure proper delivery of Speech-Language Pathology services at P-B Health, quarterly audits of patient charts are conducted. At P-B Health, this function is fulfilled by Ms. Iona Johnson through the Utilization Review Committee. Ms. Johnson is a Clinical Assistant Professor at Towson University in the Department of Audiology, Speech Language Pathology and Deaf Studies. Ms. Johnson is a Speech Language Pathologist who has over 25 years experience working with adult populations. Her current research interests center around quality of life and life participation of stroke survivors. "Many people are surviving stroke and I think it is important for them to be able to achieve a good quality of life in the years ahead" states Ms. Johnson. Ms Johnson is currently



Iona Johnson, MS, CCC- SLP

pursuing her doctoral degree in gerontology.

Iona calls our attention to May being Stroke Awareness Month. The National Stroke Association highlights this condition and its treatment efforts throughout the month of May. Please see <http://www.stroke.org>.

Employees Welcome New Baby to the Family

The P-B Health family grew by one on March 29, 2012, when Hannah Elaine Lieske was born to Stephan Lieske and his wife Laura Sinche. Hannah weighed 7 lbs and 1 oz and was 20 inches long. Mother and baby had a healthy birth.



P-B employees welcomed Hannah to the world with a surprise baby shower on April 16, 2012. Everyone enjoyed the gift opening followed by a catered lunch. There is a beautiful newborn at Stephan's house!