St. Patrick’s Day

Cabbage  QFRMBYNCWIRISH
Kiss  IDEXNIEWFPGSVRV
Celtic  SEVAKLTERBDRSPO
Leprechaun  LAKONTPBREAYOIX
Charm  ECLIPFBDCNQDAK
Lucky  PQQDUNQLOCHGCL
Clover  RACTKXAREGMNU
Pinch  H1PMUMRHNJUDXC
Dance  CNGVIGXKEAVVCAK
Pot  HBPENSHMIVMBTL
Emerald  AOQCTOKXESSBHOX
Rainbow  UWHLEQI0KAYLPO
Green  NCCDLEQBOKAPWH
Shamrock  BCHARMAKUYDDXU
Irish  BCHARMAKUYDDXU

St. Patrick’s Day Renubin Dip Recipe

Ingredients
• 2 packages (2 ounces each) thinly sliced deli corned beef, finely chopped
• 1/2 package (4 ounces) cream cheese, cubed
• 1/2 can (4 ounces) sauerkraut, rinsed and drained
• 1/2 cup (4 ounces) sour cream
• 1/2 cup (2 ounces) shredded Swiss cheese
• Rye bread or crackers

Directions
• In a 1-1/2-qt, slow cooker, combine the first five ingredients. Cover and cook on low for 2 hours or until cheese is melted; stir until blended. Serve warm with bread or crackers. Yield: about 2 1/2 cups.

Submitted by: JoAnne Wong
An employee recently reported the following: “When I arrived at my client’s home today he played me a message from his answering machine. The caller stated they were from the US Treasury and that he owed money. They went on to say he would be sent to court, and even jailed if he failed to comply!” As you can imagine, her client was very worried, and he consulted with the person he trusted – HIS FAITHFUL AHC CAREGIVER. Fortunately, the caregiver immediately recognized this as a scam, preying on older people, and was able to reassure her client. What would you do if your client had a similar experience? Or if they reported someone was going to “re-pave their undamaged driveway” or “re-roof their newer home”? How would you respond if your client was distraught over unexpected taxes they suddenly owe? What if you noticed your client suddenly started receiving many new magazine subscriptions? Or sweepstakes offers? What would you do if you overheard your client reading credit card information to a caller over the phone?

All of these, and many more, scams happen every day. All of us are vulnerable, but older people are especially targeted. Consumers lose billions of dollars each year to fraud. People over age 50 are especially vulnerable and account for over half of all victims, according to AARP. People who commit these crimes, “con criminals,” often target older people knowing they have spent a lifetime earning their savings. Con criminals go wherever they can to find money to steal. They use everyday tools – the mailbox, the telephone, the internet – to reach into your pocketbook.

What can you do to protect your client and prevent fraud? Be aware, ask questions, and talk to your supervisor if you suspect something isn’t right. Remember, you are a mandated reporter, and if you have reason to believe your client is being abused, exploited or neglected you must report to authorities first, and then call your supervisor.

To report abuse or neglect of a vulnerable adult in Washington State, call the Adult Protective Services office in your area:

877-734-6277 In Pierce, Thurston, Mason, Kitsap and Lewis Counties
866-221-4909 in King County

For more information on senior fraud visit this website: http://www.atg.wa.gov/senior-fraud

Congratulations to Lynda - 20 Years!

This month we are honored to recognize Lynda Parra, our first 20 year employee! Lynda joined Advanced Health Care in February of 1995, and has worked continuously since that time. For many years Lynda provided live-in care for a client with very significant disabilities. Because of Lynda, this client was able to remain at home, despite her prolonged and debilitating disease.

Currently Lynda provides care seven days a week, twice a day, for another client, who also would not be able to stay home without Lynda’s kind and gentle assistance. We are so proud of Lynda’s devotion and hard work. Congratulations on 20 years with Advanced Health Care!

Scope of Practice - Answers

We would like to thank Lori W. and Roxana B. for sending in their responses to last month’s Scope of Practice questions! As a reward, both Lori and Roxana will be receiving a $25.00 gift card! For correct answers to the questions, see below:

1. You provide care for a veteran who receives 12 hours of home care each week, paid for by the Veteran’s Administration. You provide personal care, meal preparation and light housekeeping as directed on the care plan. One day you arrive and the veteran requests you drive him and his spouse to a medical appointment for the spouse. What do you do? Call the office and ask how to handle this situation.

2. A new client asks you to clip their toenails. You look on the care plan, and there is no reference to nail care. What do you do? Would your actions change if the client had a diagnosis of diabetes? Clipping toenails is out of the scope of practice for a nursing assistant. It will not be on the care plan. You can explain to your client you are unable to clip his nails. You may call the office for clarification. The diagnosis of diabetes makes no difference in this case – although diabetics are at especially high risk for foot complications, which makes nail clipping very hazardous, even when done by a registered nurse or podiatrist.

3. The wife of one of your long term, well liked private pay clients, tells you that she is ill, and needs your assistance during your shift. She specifically asks for help with mobility and transfers. How do you respond? The spouse of your client is not on service, and you cannot provide care, or offer advice. (You may call 911 if you believe her conditions warrants immediate medical attention). Call the office and speak to a nursing supervisor who will advise the family on how to proceed.

4. The family of your client surprises you on your birthday with a cake, flowers, balloons, and $50 cash. What is your response? Thank the family for their kindness, and politely decline the $50. If you encounter opposition to the return of the money, call the office.

5. The care plan lists medication supervision for your client with a diagnosis of dementia. When you go to the medicine cabinet you notice that today’s pills are missing. The client tells you not to take any medicine today. You also note that there are some pills left from yesterday, and the client tells you he forgot to take his medicine yesterday. How do you handle this? Call the office and speak to a nursing supervisor who will advise you on how to manage this situation.

6. You have finished all tasks required on the care plan and documented carefully. Your client’s needs have been met and she is resting comfortably. Your shift doesn’t end for another 30 minutes. Can you ask your client for permission to leave early, since all your work is complete? You should review the care plan and find something else to do for the final 30 minutes. If you have difficulty knowing how to fill your time, call the office and ask for assistance from a nursing supervisor.

Employee Referral Program

Thank you to Roxana B., Oge U., Chandra H., and Ann R. for referring your friends to AHC! We hope you each enjoy your $100 referral bonus!
Get to know your Nursing Supervisors

Advanced Health Care offers many services that make us unique to the private duty in home care industry. The most important service, and the one we are most proud of, is our nurse supervision. We are fortunate to have three full time and three part time RN supervisors at Advanced Health Care.

Our three full time nurses, Debra Jones, Charles Hitztaler, and Sharla Bode, work Monday through Friday, and rotate on-call supervision on weekends and evenings. These three nurses are the direct supervisors for our employees. All six nurses provide ongoing supervision, training, and assistance for employees and clients. We realize we have had some changes over the last year, and want to be sure everyone knows our nurses!

Debra Jones, RN - RN Supervisor - Deb has been a nurse with Advanced Health Care since 2000, and a, RN Supervisor since 2003! She has been in nursing for 32 years. She is from Canada, and enjoys knitting and bike riding. Deb is extremely organized and proficient, and is a wonderful addition to our nursing supervising staff.

Charles Hitztaler, RN, BSN - RN Supervisor - Charles has been with Advanced Health Care for the past six months. Before coming to AHC, Charles worked as a physical trainer, an exercise physiologist, and a nurse at a local hospital. Each position he has held in the past has made him an even better nursing supervisor. He is very passionate about education and health promotion. Charles is a great fit to AHC!

Sharla Bode, RN, BSN - RN Supervisor - Sharla has worked with AHC for the past three months, but has a vast knowledge of Advanced Health Care as the daughter AHC founders Ron and Pat Bode. Sharla has been a nurse for 22 years, and came to AHC with a background in the hospital setting as a charge nurse and clinical manager. We are happy to have Sharla as a RN Supervisor with Advanced Health Care.

Part Time Nursing Supervisors

From left to right: Eunice Bennett, RN, BSN Maggie Shannon, RN, BSN Julie Chase, RN, BSN

Our part time nursing supervisors provide so much support for all of us. Eunice Bennett and Maggie Shannon have years of experience in Hospice, and Julie Chase worked in Long Term Care for years. All three nurses are based out of our Olympia office, and make an incredible impact on our clients and staff at Advanced Health Care.
**Upcoming Class**

**Pressure Ulcers & Bed Mobility**

Join our March class series on... This month, our very own RN Supervisor Debra Jones will be presenting a class on pressure ulcers & bed mobility in both our Tacoma and Olympia offices. This class is for all employees, new and experienced. Sign up today!

**Wednesday, March 18, 2015**
5:30 pm - 6:30 pm
AHC Tacoma Office

**Friday, March 20, 2015**
12:00 pm - 1:00 pm
AHC Olympia Office

To reserve your spot, please call the office at 253-675-7794 or e-mail info@advanced-healthcare.com.

**AHC Caregiver Forum**

“For the Caregivers - By the Caregivers”

Join our AHC Employee Representatives Paula B. and Jan G. at our very first AHC Caregiver Forum! Ask questions and gain support from the caregivers that know exactly what you go through every day! Please RSVP to the office, so we know how many people to expect. Pizza and refreshments for all who attend.

**Tuesday, April 21st**
5:00 pm - 6:30 pm
Tacoma Office

**Thursday, April 30th**
5:00 pm - 6:30 pm
Olympia Office

If you have any topics that you would like discussed at the forum, please feel free to e-mail them to info@advanced-healthcare.com.

**Difficult Behaviors & Communication in the Home**

Join RN Supervisor Sharla Bode as she dives into a very important topic in home care - Difficult Behaviors and Communication in the Home. Please RSVP if you’d like to attend this class by calling the office or e-mailing info@advanced-healthcare.com.

**Tuesday, April 14th**
4:00 pm - 5:30 pm - Olympia Office

**Wednesday, April 15th**
12:00 pm - 1:30 pm - Tacoma Office

**New PAR Procedures**

This past month, our schedulers have implemented a new system with receiving, approving, and returning PARs to employees. Instead of sending the original signed copy of the PAR in the mail back to the employee, PARs are now e-mailed back to employees as soon as they are approved or denied.

**Scheduling will review and approve/deny PAR requests within two days of receipt.** If you do not receive an e-mail with the PAR within two days of turning one in, please make sure to contact your scheduler ASAP. Thank you!