

AHC Going Regional

July 2011

Volume 1, Issue 1

ON THIS ISSUE

AHC Going Regional

On the News

Customer Service

MN Government Shutdown

Mental Health Behavioral Aide

Client Care Updates

Documentation

Employee Handbook

Dress Code

401k Information

Many Thanks

Dedicated Years of Service

Education Edge

Upcoming Classes

Orientation

Weekend Reminder

Supplies

E-Learning

Upcoming Events



We are pleased to finally resurface our newsletter after far too many months! We apologize for the delay, but hope you find this new format more informative.

In addition to all of the work we have been doing to improve employee benefits, lobby for home care to be deemed an essential paid service by the government and provide the best service to our clients, we have also been working on a new regional office model. Over the next twelve months, we will be adding additional offices around our service area of MN, IL and IA. Our regional offices will continue our personal touch philosophy with regional directors, staffers, client services, human resources and clinical managers to help meet our client and employee needs.

Our new customer service center will be fielding calls and helping answer questions to allow the regional teams to dedicate themselves to staffing clients fully and ensuring employee's goals are being met. Streamlining processes is our goal!

We are also in the process of choosing an electronic medical record provider for all our home charting. While this will be a new learning curve for us all, we are excited to bring faster service to all of you.

AHC is now a Durable Medical Provider and able to provide certain supplies for clients. If you are running low or need to order new supplies, please contact our office so we can get the order place and delivered to the home. We will be happy to help clients get the supplies they need going forward.

Finally, all of our paperwork has been submitted to achieve AHC Accreditation and deemed Medicare Status in MN. This will enable us to offer a variety of new services to current and new clients. We are awaiting our survey to be officially granted this status, which should be within 6 months. If you are interested in working on the Skilled Nurse visit team in any of our service area, please contact the office so we can ensure you are in our system to call.



Reminder!

**AHC Offices will be closed
Monday, July 4, 2011**

Call on-call for urgent needs

Customer Service

AHC was built on providing the best customer service to all we have the pleasure of helping everyday. This is why we are launching a new customer service call center on July 15 filled with our knowledgeable staff with one focus- to provide superior customer service with minimal transfers and voicemails. This is our first step in going regional. Our goal is to ensure a local presence in the communities we serve. The call center will allow local staff to focus on the client and employee needs on the detailed level required with the sole purpose of ensuring all needs are being met. Throughout the next 12 months, we will be opening several new offices across our region. It's about our customers and we value you now and in the future! Thanks for your contributions each day!

Amy

ON THE NEWS

MN Government Shutdown- What it means to you

AHC has been diligent about getting information about the potential MN Government shutdown. While we are promoting everyone to contact their local representatives to come to an agreement, we are committed to our clients and employees and will continue providing service and paying employees during the shutdown. We have a good relationship with our bank and have good financial backing to withstand this issue; however it is not something anyone wants to sustain for too long. If you have any questions or want to clarify rumors, please contact us or visit our website for the latest information.

New Mental Health Behavioral Aide Service

We are pleased to announce our Children's Therapeutic Services and Supports Certification from the MN Department of Human Services to provide Mental Health Behavioral Aide Services to children in Sherburne and Wright Counties. We have partnered with Central Minnesota Mental Health Center in Monticello and will be adding other counties as soon as the program is proven successful. If you are interested in becoming a Mental Health Behavioral Aide, please contact our Human Resources Department to schedule an interview with our Mental Health Practitioner Jennifer Sharp.

Client Care Updates Hotline

Client care updates are an important part of our Clinical Management team staying on top of the needs in the homes. We now have a new dedicated number for all staff to call and leave the updates on for their Clinical Manager. Your update will then be transcribed and given to the appropriate team members so follow up can be done. Updates can be given by calling **877-867-4500**. We hope you will find value in this new service as you can call 24/7.

Documentation

Documentation is a key to proving what was done during a shift. All cares, medications and treatments must be documented. With every new medication or treatment change, nurses need to be educating the client and or family in the medication or treatment change. Please do so and give yourself credit for the education by documenting it on the assessment record. All signatures must be accompanied by a date. Please be sure to include a date on anything that you sign related to documentation.

Employee Handbook

The complete 2011 Employee Handbook can be viewed on the Accurate website. All employees must sign off stating they have received and read the Employee handbook. Please contact your local office and ask to speak with a Human Resources representative if you need to obtain your Username and Password to gain access to the Intranet.

Appearance/Dress Code

Accurate Home Care does not require a uniform. However, as an employee of Accurate Home Care, you are a representative of our company and your clothing choice should always be professional and appropriate. Examples of unacceptable clothing include: shirts that bare midriff, shorts and skirts of an inappropriate length, clothing with holes or tears, open-toe or high-heeled shoes, etc. It would be appropriate to speak with the client at orientation on what their preferences are for **appropriate apparel**. Some clients prefer their nurses to wear scrubs and others prefer they do not. The Staffing Team and/or clients will inform you of any special requests clients may have in their homes.

401k Enrollment

Investing in your future is an important step for most people. For more questions on how to take advantage of the Accurate Home Care's 401k plan, contact our 401k Representative Steve Rowan Minneapolis Financial Group 888-492-6038 x377 or 612-492-9377 Email: srowan@finsvcs.com



EDUCATION CORNER

Classes

Education for all staff

CPR: Basic Life Support for the Health Care Provider, Full Course
(for nurses with expired card)

July 19	Tuesday	11am - 3pm	Peoria
July 20	Wednesday	1pm-5:30pm	Elk River
July 27	Wednesday	8am-12pm	Elk River
Aug 10	Wednesday	8am-12pm	Elk River
Aug 20	Saturday	9am- 1pm	Peoria

CPR: Basic Life Support for the Health Care Provider Recertification
(for nurses, CNAs or PCAs with current card)

July 12	Tuesday	2pm-5:30pm	Elk River
July 13	Wednesday	9am-12pm	Moline
July 13	Wednesday	1pm-4:30pm	Elk River
July 15	Friday	12pm-3:30pm	Elk River
August 2	Tuesday	2pm-5:30pm	Elk River
August 17	Wednesday	6pm-9pm	Moline
August 23	Tuesday	2pm-5:30pm	Elk River

Tracheotomy Fundamentals

July 6	Wednesday	9am - 12:30pm	Elk River
August 17	Wednesday	12:30pm - 4pm	Elk River

Pulmonetic Dent Training

July 13	Wednesday	9am - 12pm	Elk River
August 10	Wednesday	1pm - 4pm	Elk River

Advanced Trach Class

July 6	Wednesday	1pm - 3pm	Elk River
--------	-----------	-----------	-----------

DO Training

July 5	Tuesday	9am - 1pm	Elk River
July 20	Wednesday	8am - 12:30pm	Elk River

Dent Training-Reliable Medical-Brooklyn Park

July 6	Wednesday	1pm - 4pm
July 19	Tuesday	1pm - 4pm
August 2	Tuesday	1pm - 4pm
August 16	Wednesday	1pm - 4pm
August 30	Wednesday	1pm - 4pm

Nurse Orientation

All new employees are required to attend Employee Orientation. Orientation is a time when new employees learn about the benefits and expectations of being an Accurate employee, gastrostomy basics, oxygen safety, tracheostomy fundamentals and emergency protocol.

This is a valuable training that we want our new and current employees to encompass. Since orientation has changed over the years, we are inviting all active employees to attend this orientation if you have not attended in the past. Nurse Orientation is held every Thursday at the Moline and Elk River offices, every Wednesday at the Peoria office, every Tuesday for PCAs in Elk River and various dates for CNA Orientation in Moline. Staff are paid and receive a free gift and CEUs for attending. We would like to have all active employees complete the Orientation within one year of this notice. Please call the office to sign up!

Weekend Requirement Reminder

Accurate requires all employees to be available to work the following weekend shifts:

- Full-time employees (30-40 hours per week) must work three shifts on the weekends per month.
- Part-time employees (10-29 hours per week) must work two shifts on the weekends per month.
- Casual employees (0-9 hours per week) must work one shift on the weekend per month.

Within a one-month period if you are unable to work your required weekends, you **must** call the office and speak with the scheduling department to arrange alternative plans. If you are unable to fulfill your weekend requirements due to other commitments, such as other employment, we do require that you submit documentation in a schedule form or a note from a supervisor stating that you are working somewhere else on these days. This notification will be kept and documented in your personnel file and will allow you to be excused from working your weekend requirement until the prior engagement has ended. This policy is in effect in order to better serve all of our clients and their needs. Please note that in the event that clients do not request weekend coverage or others have picked up weekends, you will not be required to work the weekend. In the event that neither is true, you must be willing to work open weekend shifts that you have previously communicated to staffing as being available. If you have any questions with regard to this policy, **please** call the office and speak with one of the staffers.

Supplies

AHC is now a Durable Medical Equipment provider. If your client is in need of supplies and would like to order, we are more than happy to help coordinate this. In addition, with the cutbacks of health care looming, we encourage optimizing the equipment and supply utilization. Each client is different and requires different needs. Please contact your Clinical Manager to understand what, if any, supplies or equipment can be better utilized.

E-Learning

To access the E-Learning website, please go to www accuratethehomecare.com and click on the eLearning Login. Please contact Human Resources for your username and password to login to the E-Learning website.

All staff must complete the following courses annually:

- **HIPAA Regulations: Confidentiality and the Law**
- **Infection Control for the Professional Clinician**

These courses can be found under the Professional Healthcare Continuing Education heading. Employees will be paid for the online training courses once completed.

Years of Service Accomplishments (December 2010-July 2011)

1 year

Rhiannon R.	Gregory S.	Tracey D.	Marie D.	Teri V.	Tom Y.	Jackie L.	Nicole L.	Michael B.	
Matilda K.	Carlea S.	Jennifer T.	Mary D.	Jessica L.	Shaelynn W.	Michelle F.	Lisa R.	Alicia M.	Shari B.
Victoria H.	Emily T.	Rebecca W.	Susan F.	Johna N.	Jennifer W.	Sally G.	Megan T.	Angela M.	Leann D.
Robyn H.	Jenna T.	Terry W.	Betty J.	Barbara A.	Emelia W.	Karen J.	Mary U.	Jawahir M.	Martha J.
Maggie H.	Sarah W.	Paulette H.	Dallas J.	Nicholas A.	Sherry B.	Rhonda M.	Kristine W.	Frank N.	Kayla J.
Christina J.	Joelle A.	Brandi L.	Jarrod J.	Amanda B.	Shawntel E.	Heather M.	Michele Z.	Kelly O.	Michael B.
April K.	Taylor A.	Karen L.	Trudy J.	Jodie B.	Michelle G.	Barbara K.	Chimuka K.	Lori W.	Shari B.
Ashley K.	Gerald B.	Jami M.	Catherine K.	Kathryn B.	Jill H.	Robin R.	Ambuck N.	Ogbitse A.	Leann D.
Carol N.	Sara E.	Chad P.	Brittany L.	Linda C.	Ella H.	Katie H.	Monica S.	Laurie D.	Martha J.
Troy S.	Tiffany E.	Melody S.	Linda L.	Sharon D.	Velma M.	Roger A.	Debra V.	Kari G.	Kayla J.
Jocelyn V.	Julie F.	Lucille Z.	Renee L.	Erin E.	Debra R.	Joan K.	Angela W.	Kevin J.	Jennifer K.
Sheri A.	Aaron J.	Susie G.	Shelia L.	Kaycee H.	Pamela S.	Elizabeth S.	Tanya D.	Kindra M.	Sydney M.
Melanie B.	Camille K.	Amanda H.	Justine L.	Samantha H.	Ellen S.	Marissa G.	Cheryl H.	Stacey N.	Collin O.
Heidi D.	Sarah M.	Carol I.	Janine L.	Sareth I.	Desiree T.	Angelique L.	Betty B.	Sara S.	Rita P.
Amy E.	Debra T.	Julie P.	Amanda M.	Jeannie J.	Debra Y.	Marianna M.	Gloria D.	Bobbi V.	Kassidy P.
Zako I.	Nichole W.	Kristina H.	Trista M.	Karen J.	Amanda M.	Jonathan O.	Kristy H.	Sarah W.	Anna S.
Angela J.	Promphan W.	Janet K.	Ashley M.	Babette J.	Nancy C.	Alicia S.	Aleshia H.	Merle F.	Natasha T.
Katherine K.	Sheryl Y.	Jessica K.	Dena M.	Frisco K.	Michelle G.	Madeline H.	Sam H.	Theresa L.	Angela W.
Helen L.	Denise B.	Rokhia D.	Lydia O.	Irina K.	Melanie B.	Torrey H.	Jennifer H.	Charyl S.	Susan W.
Roselene O.	Kari C.	Elizabeth O.	Rhonda R.	Kayla K.	Carol L.	Brooke H.	Dary H.	Nicole B.	Suzanne J.
Beatrice S.	Jacqueline M.	Rebecca W.	Carl R.	Wanda L.	Robin L.	Deeqo J.	Pamela K.	Kari E.	Kristine L.
Andrea S.	Mark N.	Stephanie B.	Terria R.	Genevieve L.	Corrina S.	Allen J.	Donette M.	Lindsey M.	Pamela M.
Tracy Z.	Lisa C.	Allison T.	Jamie R.	Heather M.	Lubov A.	Heather K.	Douglass M.	Iesha M.	Eveline N.
Janet S.	Christine C.	Shannon D.	Julie R.	Judyanne M.	Jessica A.	Marsha K.	Ashley R.	Linda M.	David P.
Shalha A.	Janet G.	Amanda M.	Gail S.	Maria M.	Jody B.	Doreen K.	Alyssa R.	Misty N.	Jennifer W.
Laurie C.	Dorothy H.	Amber S.	Judith S.	Amanda N.	Allison B.	Alice M.	Shannon S.	Charles S.	Hillary S.
Trina D.	Montrine M.	Carmen S.	Wendy S.	Patricia N.	Kayla D.	Nicole M.	Edith C.	Krystal C.	Totianna P.
Robin H.	Rachael M.	Christina A.	Cassandra S.	Ann O.	Nick E.	Karen N.	Mary G.	Victoria E.	Erin S.
Janeen J.	Tammy A.	Julia M.	Marian T.	Cindy P.	Casey G.	Jonathan P.	Rebecca H.	Laurie W.	Boniface M.
Lauren M.	Jesse B.	Amelia C.	Sara Z.	Amanda P.	Becky H.	Morgan S.	Kelly R.	Robyn N.	Diana W.
Maria M.	Lorin C.	Margaret F.	Nicole B.	Pamela P.	Sueann H.	Jessica S.	Beverly W.	Rosemary F.	Debbie H.
Diana R.	Laura D.	Donna L.	Danielle C.	Anna R.	Tena H.	Mary S.		Susan F.	Kathy N.
Molly R.	Sarah D.	Sarah M.	Amanda D.	Leonie R.	Katie J.	Beverly S.		Ashley L.	Mary S.
Gira V.	Brenda K.	Sarah O.	Ann E.	Stephanie S.	Jennifer K.	Gail T.		Melinda M.	April S.
Ashley W.	Nancy L.	Serah O.	Maria G.	Deborah S.	Sasha L.	Krystle T.		Ounheuane R.	Margaret U.
Michelle B.	Roxanne L.	Kayla W.	Linda J.	Teresa S.	Lydia L.	Rena W.		Emily S.	Barb J.
Kristen B.	Michelle L.	Amanda A.	Tiffany K.	Laura S.	Carly M.	Heidi B.		Kelly W.	Erin H.
Zakaria C.	Mearel M.	Rachel A.	Jessica O.	Marjorie S.	Alex N.	Kristen B.		Paula B.	Nichole S.
Maria G.	Christopher M.	Barb A.	Jessica T.	Susan T.	Amy N.	Christina D.		Mary C.	Kathryn A.
Henry K.	Martha N.	Cynthia B.	Oralea B.	Tonya T.	Christine R.	Tasha F.		Nancy H.	Nichole C.
Heather L.	Cara O.	Desiree C.	Larry B.	Elizabeth T.	Erasmus W.	Megan H.		Patricia P.	Pamela C.

2 years

Years of Service Accomplishments (December 2010-July 2011)

Maria Jo D.	Ayesha C.	Judith C.	Joshua F.	Ashley E.	Vivia M.	Danielle S.	Donald W.	Martha F.	Martha N.
Dori G.	Stefanie M.	Joseph K.	Elyn K.	Janessa H.	Gloria W.	Ann E.	Cathie R.	Tiffany R.	Carol B.
Samantha S.	Andrea P.	Maureen K.	Jonathan M.	Jessie H.	Augusta D.	Breeayna R.	Tonara H.	Wendy K.	Stacy T.
Katelyn S.	Callyn S.	Winnie N.	Tracy N.	Betty W.	Paulette S.	Grace B.	Joan H.	Peggy R.	Amy W.
Katie S.	Matthew V.	Lucy N.	Alicia P.	Renata C.	Carol W.	Elizabeth M.	Allyson N.	Marianne B.	Christine B.
Natasha C.	Vicki W.	Philomina O.	Usha T.	Jessica S.	Loriann E.	Sharon B.	Jessica P.	Cherie A.	Paula D.
Alyson K.	Danette W.	Cami S.	Patricia A.	Erin H.	Kay G.	5 + Years	Paula G.	Diane B.	Melissa E.
Faith O.	Evelina B.	Cortney S.	Karen H.	Pamela V.	Carol D.	Erica L.	Cherisse R.	Kathy D.	Calla G.
Arijeta R.	Margaret B.	Amanda Y.	Susan R.	Jaclyn B.	Kathy M.	Bonnie S.	Christine D.	Brenda B.	Dawn B.
Tonie C.	Jessie C.	Julie Z.	Amy B.	Melinda C.	Cheryl B.	Jane T.	Carol P.	Taunya B.	Carmen G.
Josette G.	Tia D.	3 years	RoseAnne R.	Christine K.	Deana T.	Jared G.	Julie T.	Janelle G.	Nick P.
Jessica R.	Marie E.	Abiel A.	Jessica R.	Jacqueline M.	Janet F.	Destanie M.	Eva B.	Tammy S.	Debra H.
Nancy W.	Cynthia M.	Tess B.	Jeffrey A.	Shelley N.	Rose S.	Felicia D.	Kathleen E.	Heather G.	Nancy N.
Carol H.	Natasha S.	Amanda B.	Janessa C.	Robin S.	Amy W.	Karen L.	Lou L.	Holly D.	Lorri P.
Isabel K.	Debbie V.	Jason S.	Andrea D.	Stacey Y.	Ruth F.	Philip M.	Vidella J.	Deloris H.	Rachel W.
Kari K.	Kristina W.	Robyn U.	Titus J.	Ashley Z.	Alice G.	Heidi R.	Gail B.	Becky P.	Kelley H.
Linda M.	Sarah A.	Louellyn K.	Mariah M.	Michele C.	Helen H.	Linda S.	Suzanne H.	Mary C.	Darlene D.
La Donna S.	Jennifer P.	Michelle T.	Elizabeth S.	Jilian O.	Nancy R.	Sharon G.	Barbara S.	Marilyn I.	Vickie H.
Cathy S.	Karen C.	Debra V.	Shauna S.	Amber P.	Dana S.	Brenda B.	Andrea S.	Tammy S.	Chandra B.
Maria C.	Sharon H.	Lorraine R.	Cheryl K.	Katherine H.	Jan P.	Lisa E.	Lana C.	Barbara W.	Angie M.
Kathleen N.	Maureen A.	Carol S.	Debra D.	4 years	Lynnette S.	Linda H.	Brenda F.	Sherifat O.	Rachelle F.
Rose S.	Hean M.	Debra W.	Rebecca L.	Catherine H.	Karen B.	Hannah H.	Lori R.	Donna S.	Lynn D.
Leah S.	Sheila T.	They-linh T.	Andrea S.	Georgia M.	Dean C.	Patricia S.	Nicole S.	Lupe R.	Jodi B.
Evan S.	Kellie C.	Hannah B.	Brenda B.	Florence K.	Carrie C.	Helena O.	Lee V.	Kim T.	Janet R.
Kelley V.	Eileen D.	Kayleen M.	Judy K.	James M.	Pamela L.	Sally C.	Julienna D.	Pat H.	Rosie K.
Bradley V.	Kaitlyn D.	Angela M.	Travis D.	Doris N.	James L.	Vickie V.	Josephine O.	Kimberly S.	Dawn S.
Sharrell W.	Borak H.	Tina M.	Robin H.	Bridgett S.	Steven L.	Tammy A.	Dawn W.	Mark L.	Diane S.
Deanna T.	Katherine L.	Heather O.	Michelle M.	Dylan H.	Susan M.	Jared F.	Edith A.	Michael S.	Galina D.
Eva V.	Elizabeth M.	John-Mark P.	Penny D.	Nadine H.	Peggy P.	Mardel F.	Emmanuel F.	Hirma V.	Valarie C.
Debra A.	Tracy M.	Joel R.	Stephanie G.	Jammie J.	Colleen S.	Betty M.	Evelyn H.	Lori S.	Deb H.
Hesper N.	Megan N.	Karla R.	Jennifer I.	Jennifer B.	Suzanne L.	Ashley S.	Kristen E.	Kristi H.	Tina M.
Kathleen R.	Jenifer N.	Shane W.	Karrie N.	Alysa K.	Anastasia M.	Virginia M.	Ryan C.	Mary M.	Kim W.
Shelly B.	Cherie O.	Corey W.	Elizabeth J.	Lauri G.	Laurie R.	Nathan P.	Robin K.	Jackie I.	Mary P.
Margaret I.	Amy P.	Amy Z.	Carol T.	Shuri N.	Amy A.	Celeste H.	Julia M.	Adalynn H.	Angie H.
Theresa S.	Dawn S.	Rebecca O.	Kenneth B.	Heidi O.	Krystal W.	Cheryl W.	Janet S.	Dayna W.	Mark M.
Rachel B.	Beth S.	Melissa P.	Deb K.	Andrew J.	Pam B.	Karen H.	Char M.	Marilyn H.	Paula W.
Dawn M.	Jacob W.	Mandy G.	Diane K.	Brittany A.	Orina M.	Leah P.	Randy C.	Barbara V.	Rada H.
Ruth M.	Marlys W.	Mattyshia R.	Jason F.	Elissa C.	Ruth M.	Katie S.	Nancy G.	Deanna G.	Brenda B.
Leanne O.	Alaba A.	Donna P.	Kristie R.	Barbara H.	Karissa S.	Ryan W.	Denna H.	Brenda A.	
Amy R.	Dieudonne A.	Kenneth B.	Sheila R.	Vicki J.	Rita H.	Catherine L.	Kathleen J.	Wanda W.	
Amanda B.	Linda B.	Heather D.	Bryan B.	Susan K.	Marilyn P.	Patty M.	Ruthann C.	Mindi L.	

UPCOMING EVENTS

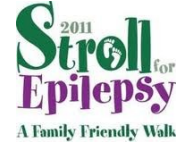
Cooks for Kids

AHC will be serving dinner to families at Children's Hospital- Minneapolis campus on July 25, 2011 and August 23, 2011. Volunteers are needed for preparing, cooking and serving. Please contact the office if you are interested.



Stroll for Epilepsy

The Epilepsy Foundation's Stroll for Epilepsy in St. Cloud, MN will have an AHC team again this year. Volunteers to participate in the stroll are needed for the August 11, 2011 date. If you are participating in another stroll across the region, please send in your pictures!



Relay for Life



We will once again be participating in the American Cancer Society's Relay for Life in Elk River. Volunteers are needed for the AHC Team at the Elk River High School Relay for Life August 5-6, 2011. If you are interested, please call the office. If you are participating in another Relay for Life, please send us your pictures so we can show our support to you as well!

Camp Get A Well A



Gillette Hospital and Camp Get A Well A are counting on AHC again this year to make Camp a great experience for in-patient kids and those coming to the clinic. Camp is August 8-13, 2011. Events will be daily. If you are interested, please call our office to sign up!

AHC at the MN State Fair

Come see us at the Fair this year! AHC has a booth on Monday, August 29, 2011 in the Education Building. Added Bonus: It's Kids and Senior discount day!



Do you know of a charity that needs volunteers? Submit your requests today so we can support other charities!

July 2011



19021 Freeport Street, Suite 400
 Elk River, MN 55330
 866-214-3800
 www.accuratehomecare.com