

“Making a difference in the lives of others.”



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January: A Letter from your Directors

Dear WellsBrooke employees,

Let us start by thanking all of you for a wonderful 2009.

We've all experienced highs and lows, we've had personal successes as well as losses and we've all faced the fiscal challenges of a struggling economy. We've mourned the loss of some of our dearest clients and celebrated the successes of those who met their rehabilitation goals and no longer need our services. As we enter 2010, one thing remains unchanged: WellsBrooke is committed to providing the highest quality home health care services possible.

Caring for each client is a team effort

and we're very aware that one of the most important roles on that team is that of the field employee. WellsBrooke home health aides, nurses and therapists have demonstrated a strong dedication to this service and to our mission to consistently supply personal and compassionate care to our clients.

We are always looking at how we do things and how we can improve our processes.

One of the biggest changes that occurred late last year was the implementation of the new Weekly Client Care Notes and timesheet form. Everyone has

done a great job in transitioning to the new paperwork. While there have been a few bumps along the way, we know that this charting will streamline the Payroll/Billing process and benefit the environment by decreasing our paper usage. With regard to the new charting, there are a few things to keep in mind:

- ☑ The new charting is for HHA / HTA's. Nursing staff and therapists will use the regular Timesheet and Progress Note forms.
- ☑ The Progress Note will continue to be available if more space is required.
- ☑ Each employee is responsible for submitting his/her own paperwork on a weekly basis.
- ☑ Either the client's signature or initials are acceptable on the new timesheets.

For WellsBrooke to function properly, communication is vital.

We are fortunate to have four extremely capable Staffing Coordinators. They are responsible for scheduling several thousand hours a week, so they must be able to facilitate active communication among employees, clients and families.

It is crucial that they have your current phone numbers and that you respond in a timely manner to all messages. If you have not received your next month's work schedule by the 20th of the current month, let your coordinator know immediately. Once you receive your schedule, check it to make sure there are no errors. If you have any questions or concerns regarding the schedule, contact your coordinator right away.

It is essential to remember that none of us is perfect

and that mistakes happen. If you notice an error in scheduling or with payroll, please contact us and relay the details in a courteous manner. We will do our best to expedite the situation.

Thank you again for your hard work and dedication in 2009. We look forward to a successful 2010 and wish you and your loved ones a happy and healthy New Year!

Sincerely,

Cheryl Nagel
Executive Director

Karla Rouland RN, BSN
Director of Nursing

January Birthdays

Marcella Burns	Shelly Friedrich	Beth Krauziewicz	Jennifer VanDenBoom
Sandalita Carter	Sherika Gantt	Myesha Lewis	Kimberly Whalen
Sheila Ellison	Deborah Goddard	Denise Morse	
Renee Entsuah	Amy Kirkendall	Robin Stanley	



Nurses' Corner: Winter Weather Reminders



With the winter weather season upon us, we at WellsBrooke would like to remind our staff to allow extra drive time to ensure safe and timely arrival for scheduled shifts. Please be

courteous if your relief staff is running late due to the weather. You cannot leave clients by themselves; you must wait for relief staff to arrive. Call the After Hours Support phone if you are running late because of winter weather so that we can inform the client and staff. Be careful — we want everyone to arrive at their destinations safely.

Employees are **NOT** to shovel any snow or ice for the client. Clients should have a company, family member or neighbor in charge of snow removal. If no one is set up to perform this duty, please inform the WellsBrooke office. It is alright

for employees to spread ice melt or salt, if necessary.

Remember that client safety is of great importance and be aware of icy or slippery conditions when taking your client out. Provide “stand by assist” or use a gait belt or some type of assistive device (i.e. ,walker, wheelchair) to ensure client safety. If transporting clients to appointments, allow extra travel time to guarantee safe arrival and keep an emergency kit in your car (i.e., blanket, small shovel, flashlight, road flares, extra gloves, hat).

Please call the WellsBrooke office at 734-468-1770 if you have any questions or concerns.

Thank you,

Karla Rouland RN, BSN

Director of Nursing

Recipe

Hungarian-Style Cube Steak

- 1 lb. beef cube steak
- 2 tablespoons oil
- 2 medium onions, chopped
- 1 large clove garlic, crushed
- 2 tablespoons paprika
- 1 16 oz. can tomatoes w/juice
- 1 cup water
- 1 ¼ teaspoon salt
- 1 teaspoon sugar
- ¼ teaspoon caraway seeds
- 2 cups egg noodles
- ¼ cup sour cream
- 1 tablespoon chopped parsley

Cut cube steak into 1/2 inch wide strips. Heat 1 table-spoon oil in skillet over medium heat. Cook steaks 1 to 2 minutes each side, until well-browned. Remove meat to plate. Add 1 tablespoon oil to skillet, add onions and garlic and cook until translucent. Stir in paprika and cook 1 minute.

Add tomatoes, 1 cup water, salt, sugar and caraway seeds. Bring to a boil, reduce heat to low and simmer for 10 minutes. Stir in uncooked noodles. Bring to boil and reduce heat to low. Cover and simmer 6 to 8 minutes or until noodles are tender. Stir in sour cream and cube steak. Heat through. Garnish with parsley.

From Cooks.com

Employee of the Month: Courtney Garland

Because of her excellent care and communication skills, WB staff has chosen **Gold Level Caregiver Courtney Garland** as our Employee of the Month. Courtney loves playing a part in enriching the lives of her clients. A mother of two with number three on the way, Courtney is a real “people person” and enjoys spending time with family, reading and doing crafts. She grew up in Haslett, MI, but, given the option of vacationing anywhere in the world, she would choose, “anywhere with a warm beach” because she really dislikes cold weather!



Thank you, Courtney for going above and beyond what is required.

Reminder: Continuing Education Hours



This is just a friendly reminder that the beginning of the New Year is a great time to complete your continuing education hours.

It is WellsBrooke’s policy that all HHA’s successfully complete at least 8 hours of in-service continuing education every 12 months. WellsBrooke orientation does not apply toward continuing education hours. Employee’s in-service continuing education is carefully tracked by coordinators in our StaffMed database along with other QC’s. Failure to comply will result in non-utilization of the

employee or removal from current assignment until requirements are fulfilled.

On the MHHA website where you take your yearly OSHA tests, there are 4 courses that we highly recommend:

- 1 What do I do? Managing Physical and Emotional Symptoms of Dying (HOSP HA2010)
- 2 Approaching Care for Dementia (HHDC 2010)
- 3 Supporting Proper Food and Fluid Intake (HHPF 2010)
- 4 Skin and Wound Care for Health Care Paraprofessional (NASK 2010)