



February is American Heart Month

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We generally don't spend much time thinking about the health of our hearts unless there's a major problem. But there are so many preventive steps we can take to maintain good heart health.

Consider managing your cholesterol and lowering your risk of heart disease and stroke by making some lifestyle changes. Regardless of whether your plan includes drug therapy, you can do a number of things every day that can positively impact your cholesterol — and your overall health:

Eat a heart-healthy diet

A diet rich in vegetables, fruits, whole grains, high-fiber foods, lean meats and poultry, fish at least twice a week and fat-free or 1 percent dairy products — and low in saturated and trans fats and cholesterol — is a delicious way to help your cholesterol levels.

Get moving

Enjoy at least 30 minutes of physical activity more days than not. Walk, bike, swim, jog, dance — whatever you love to do, do it.

Avoid tobacco smoke

If you smoke, your chole-

sterol level is one more good reason to quit. If you don't smoke, avoid exposure to secondhand smoke.

Tips for Success

Following a healthy diet and lifestyle can give you the edge in the fight against heart disease and stroke — take an active part. Follow your doctor's advice carefully, and if you don't understand something, ask. Let your doctor be your coach in combating heart disease and stroke. It's your health. It's your heart.

(American Heart Association)

- CPR for aides and nurses in May!
- See training calendar: p. 4
- Focus: Customer Service
- Attend the Bronze, Silver or Gold training in 2008!

January Bronze Training Graduates

We'd like to congratulate **Sarah Lupinski, Jennifer McCloud, Herchell Camberlen, Julie Bachi, and Karrie Cook** for successfully completing the Bronze Training course. This training focuses on

respect, integrity, etiquette, customer service, and more.

For their efforts, they were treated to a delicious luncheon along with a certificate and beautiful gift bag full of fun prizes. *Congratulations!*



Documentation: You gotta do it!



Documenting your patient’s care is just as important as providing the care. You’ve probably heard the saying: “If it wasn’t documented, it wasn’t done”. At WellsBrooke, we take this statement very seriously. Unfortunately, some of you have NOT been properly documenting your work.

Many other members of the WellsBrooke team rely

on your documented information to make decisions about your client’s care including: Nurses and doctors, insurance officials, WellsBrooke managers, and other WellsBrooke staff who may work the case at another time. Please don’t be negligent in providing the needed information in writing every time you work a shift.

Here is a reminder of some

of the documentation guidelines:

- Follow guidelines on printed flow sheets.
- Provide detailed explanations, as needed.
- Don’t assume we understand your abbreviations—use standard healthcare abbreviations, or spell it out.
- Document, even if the client refuses care.

Employee of the Month: Jaquese Grayson

...Jaquese somehow manages to juggle school and work with incredible grace.

Jaquese is a one of a kind. She is that person who shows up 15 minutes early for every shift and is the first one to volunteer to cover call offs, even at the last minute.

Even though she is a petite woman, she says that one of her favorite things to do is

hang out with friends and eat—pizza and cookies! She even does some baking on occasion—her specialty is oatmeal chocolate chip cookies!

A full time student at Mott Community College where she is studying dental hygiene, Jaquese somehow

manages to juggle school and work with incredible grace. That is why we are proud to designate her the February Employee of the month.



Congratulations Jaquese!

February Birthdays



Carmesha Barney
Amy Gelso
Jodi Gelso
Rebecca Hilliker
Tiffany Jones

Megan Kaump
Deanna Koen
Valerie Lampkin
Cheryl Nagel
Ivy Nelms

Cheryl Oz-Durbal
Laverna Patrick
Jennifer Patterson

WellsBrooke Policy Reminders: HIPAA

With all the regulations surrounding privacy and confidentiality, such as HIPAA, we have a great responsibility to our clients to keep their private information “private”.

This means being extra careful when:

- Having conversations with friends and relatives
- Storing client’s documents—making sure they are kept in a concealed location (like a drawer or file cabinet) when visitors drop by.
- Interacting with passersby (in doctor’s offices, grocery stores, etc.), being careful not to mention any private information about your clients.
- Talking to other clients—not discussing

other clients you work with.

For more detailed information on protecting your client’s privacy, visit the HIPAA website at www.HIPAA.org



The Power of Team: Lessons learned from geese

Here are some actual facts about the habits of geese who fly together in perfect formation, and what we can learn from their “teamwork”.

- When the lead goose gets tired, it rotates back into the formation and another goose flies at the point position.

Lesson Learned – It pays to take turns doing the hard tasks and sharing leadership.

- As each bird flaps its wings, it creates uplift for the bird following. By flying in a “V” formation, the whole flock adds 71 percent greater flying range than if one bird flew alone.

Lesson Learned – People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the strength of one another.

By flying in a “V” formation, the whole flock adds 71 percent greater flying range than if one bird flew alone.

Tips for Dealing with “Difficult” People

Here are some tips to help you get through some of those sticky situations with other people:

- Rethink the situation: If you think you are dealing with a **difficult** person, it will be difficult. If you think you are dealing with a **challenge**, it can be invigorating.
- Use the Stephen Covey rule “seek first to understand”. Often the simple act of understanding the person will be cathartic enough to have the person deal with you civilly. Try to “put yourself in their shoes”.
- Leave stubbornness (and ego) at the door. You can’t resolve issues if both sides are set in their perspective.



"Making a difference in the lives of others."

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Conduct Training Schedule

- February 27—Bronze Training 10-2
- March 20 —Silver Training 10-12:30
- April 24—Gold Training 10-2

Upcoming CPR Training —

- May 15 — 9:30-12:30
Call and reserve your place by April 25.
Advance payment of \$25 can be deducted from your paycheck or paid in cash no later than May 2.

For more info, call Luanne at 734-742-0167

We're on the Web!

www.wellsbrooke.com



Excellent Customer Service



Excellent customer service is no accident. It requires dedication from employees who are willing to provide the following:

- **Seamless Service** means providing everything the customer needs, not just what is required to meet the minimum standards. It's about making sure that they don't have to wait and wonder. Customers will appreciate a smooth, seamless process.
- **Attentive Service** means paying attention during and after the initial contact. Attentiveness should run through every customer service experience, from listening carefully to the customer's concerns to following up after the exchange is over to make sure their needs have been met.
- **Resourcefulness** means finding solutions when there appear to be none. Resourceful customer service representatives know that there is always a way to move beyond the standard procedures in order to make a customer happy. Resourcefulness involves finding a solution when a solution isn't apparent.
- **Pro-Active Service** means not waiting for the customer to come up with a solution that you simply follow through on. A proactive customer service representative anticipates the needs of the customer and follows through.

(taken from "Six Keys to Creating 'Wow' Customer Service" by Robert Moment)