



WellsBrooke

PREMIUM HOME CARE SOLUTIONS SM

“Making a difference in the lives of others.”

Documentation is *not* a dirty word

You’ve probably heard the saying: “if it wasn’t documented, it wasn’t done”. At WellsBrooke, we take this statement very seriously. Here is a bit of information on documentation. We will cover more in next month’s newsletter.

Vital Signs: Document the time done and record the vital signs. If vital signs are not ordered, there is no need to put anything in those boxes.

Personal Care: Check the care plan for personal care ordered. Check only those items done. Please mark with a C (Completely done by aide), an A (Assisted by aide) or an S (completely done by client). If you did not do something that was ordered, please state why in the comments section. Be sure to mark if a shower chair or bench was used. There is no need to mark the areas that



“ If it wasn’t documented, it wasn’t done.”

were not ordered in the care plan.

Activity: Check care plan for activity ordered or permitted. If there is an exercise program, please note the number of times it was performed on your shift. If range of motion (ROM) was ordered, please note the number of times the program was done on your shift.

The term “bed rest” means that the client is unable to get out of bed (bed bound).

- Noelle Jones
- Yatama Magee
- Jamie Pease
- Lisa Rainey
- Connie Scott
- Stacie smith

All the participants were treated to a delicious lasagna luncheon along with beautiful gift bags full of prizes! **Good job ladies!**

If client is to be turned and positioned at night, please note times this was done. If a client is non-weight bearing, then a transfer will be done by transfer board or lift. Your documentation should state if lift or board was used for transfers.

If the client is full or partial weight bearing you need to note amount of assistance needed for transfers (standby/mod/max) and circle manual transfer.

Please follow these documentation guidelines carefully. This information helps the nurses assess the client’s progress and insures that the client is receiving the care they need. It’s all part of providing excellent care for your client!

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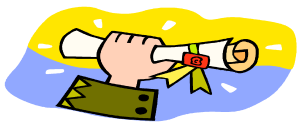
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We’re on the Web!
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Congratulations Bronze Grads!



We’d like to congratulate the following WellsBrooke employees for successfully completing the **Bronze** Level Caregiver Conduct Training course.

- Evelyn Eking
- Susan Haggard



Meet Your Coordinators: Laura Welsh

Laura Welsh has been a staffing coordinator for WellsBrooke for about a year now. She lives in a rural community in the area, near a water canal. Her husband of 16 years, John, works as a tool maker at Ford, and they have 3 children.

Laura's oldest son, Weston, is currently training in Texas to become a flight medic in the army. Her daughter, Megan, just graduated from high school in June and will be beginning her studies at Oakland Community College in the fall. The youngest, Jacob, who is just about to begin his first year of high school, loves to fish.. According to Laura, "He catches 32-inch pike and 16 to 18 inch bass all the time".

Laura is an animal lover. Her 2 cats "Inky" and "Stains" are a lot of fun, and keep her company.

Laura and her husband also love to travel. She says their next trip will probably be to Oregon in the summer. They enjoy going to national parks and forests, in addition to visiting historical attractions. Their dream is to someday go to Europe or some other exotic location, such as Egypt, to experience the amazing sights.



In Laura's free time, she enjoys selling Lia Sophia jewelry, barbecuing, hanging out with friends and spending time with family.

Employee of the Month: Herschell Camberlen



Herschell Camberlen is a dependable, reliable aide at WellsBrooke. She has made the staffing coordinators' lives much easier by

being willing to work many cases with short notice. She's caring and compassionate, understanding of the client's needs and patient with the more difficult cases. She's known as someone who's always in a good mood and has excellent communication skills.

Erin Krey, Staffing Coordinator, has a very strong opinion about Herschell. Here's what she had to say about her: "She's just all around super! That's why she should be Employee of the Month....every month...forever!"

Way to go, Herschell! Because of your excellent work ethic and your commitment to your clients and to WellsBrooke, you have been chosen as the Employee of the Month for September!

Congratulations Herschell!



Happy Birthday to You!



Kristina Childress
Linda Ciminelli
Laura Dorsey
Shantelle Hawkes

Syoloa Huffman Lorinda Moore
Laura Isaacs Jennifer Parker
Rachel Klotzhuber Stacey Rall
Cynthia Last Diane Seegert
Angela Light LaKeisha Steele
Yatama Magee Jessica Taylor

Shachaesharone Thomas
Cheryl Walen
Mary Zychowicz

The “Domino Effect”

Sometimes it’s easy to overlook how your actions affect your clients, your co-workers, even yourself. Here are some examples of how your behavior can cause “the Domino Effect” for yourself and many other people.

When you call off on a shift, the staffing coordinators need to find a replacement. The replacement person has to change their plans to take your place; the client has to prepare for having another person that they might not know, to be in their home. The dominoes are beginning to fall!

This chain of events, just like a row of dominoes, might cause the client to have a bad day because they’re uncomfortable with this new person. In turn, they may become frustrated with you for calling off. So, the next time you go to work with them, they are more on edge, which then comes back to affect your relationship with them and, in some cases, your job satisfaction. Can you hear those dominoes crashing to the ground? What a mess!



On the other hand, when you are consistently on time for an assignment, and you strive to provide quality care for your client, the dominoes stay

firmly in place. The client knows when to expect you and has confidence in your reliability and consistency. Your co-workers know they can count on you to relieve them at a certain time, and WellsBrooke’s reputation remains intact. The results: many positives for you as a person and as an employee of WellsBrooke.

When you do your best to contribute to the team, you have the satisfaction and peace of mind that comes from doing an excellent job; you might even be nominated for Employee of the Month!

Don’t Stress Out

According to the Ohio State University Department of Aging, “People today are feeling tremendous pressure to ‘do it all’, taking care of children and aging parents while maintaining career and home. Instead of having a sense of accomplishment, many people feel guilt when they run out of energy to handle all of the tasks.”

As a caregiver, you provide a meaningful service to your clients and their families, but your work can also create stress at times. There are some preventive measures that you can take.

Possibly the best defense against burn-out is taking time to develop other relationships.

- Positive relationships can make a huge difference.
- Nurture your closest relationships such as those with your partner, children or friends.
- Connect with a cause or a community group that is personally meaningful to you.
- Practice healthy communication by expressing yourself to others who can listen, but not judge.

Find ways to take care of yourself by connecting with others and taking breaks from the activities that create the most stress in your life.



Cheryl’s a Grandma!

Bill and Cheryl Nagel are the proud grandparents of a new baby girl! Cheryl has been the Executive Director of WellsBrooke since its inception 10 years ago.



Cheryl and Bill’s son, Joel, and his wife Beth are happy to announce the birth of their new daughter, Genevieve Grace Nagel. She was born on August 16, 2007 at Sparrow Hospital in Lansing. She weighed 8 pounds 7 ounces, and was 21 inches long.



Here is the proud grandma with her precious baby granddaughter.

Congratulations

Cheryl!



HOW TO USE CARE PLAN FOR DOCUMENTATION



The client's care plan is your guide for documentation. Each section of your care plan matches a section on your client care record.

Vital Signs: Document the time done and record the vital signs. If vital signs are not ordered, there is no need to put anything in those boxes.

Personal Care: Check the care plan for personal care ordered. Check only those items done. Please mark with a C (Completely done by aide), A (Assisted by aide) or S (completely done by client). If you did not do something that was ordered, please state why in the comments section. If something in this section is not ordered, there is no need to mark anything in that box. Be sure to mark if a shower chair or bench was used.

Activity: Check care plan for activity ordered or permitted. If there is an exercise program, please note the number of times it was performed on your shift. If ROM ordered, please note number of times program was done on your shift. Bed rest means that the client is unable to get out of bed (bed bound). If client is to be turned and positioned at night, please note times this was done. If a client is non-weight bearing then a transfer is done by transfer board or lift. Your documentation should state if lift or board was used for transfers. If the client is full or partial weight bearing you need to note amount of assistance needed for transfers (standby/mod/max) and circle manual transfer.

Environment: Check care plan or chore list for what is ordered. Please mark only those items you did on your shift. If it was not ordered or done on your shift, please do not mark those boxes in any way. If ordered and not done, please note in comments why an item was not done.

Elimination: Please check care plan for orders about bowel program. Please check only those items you did or occurred on your shift. Please always ask the client if they have voided or had a BM on your shift. Please document number of BM's and number of times voided on your shift. Follow bowel program schedule and catheterization schedule. If client is catheterized on a regular basis, please note amount and color of urine on urine output flow sheet. If there is no order for catheterization or bowel program, there is no need to mark these sections at all. If an item is ordered but is not done, please document in the comments sections why it was not done.

Nutrition: Check care plan for diet ordered and note that on the client care record. Always note fluid intake on each client per shift. If client is not on a fluid restriction, mark nothing in that box. If on a fluid restriction, please note the specifics in the space provided. If you need information on a specific diet, please let the scheduler know so the nurses can provide you with needed information.

Change in Client Status: These boxes are to be marked only when there is a change in the client's condition. If client goes to the ER, please notify WellsBrooke Office. If there is no change in status, there is no need to mark these boxes. If there is a change in status, note in comment box what the change is and any action taken or who was notified of the change.

Always sign your documentation and make sure you write in the time and date. Client care records must be turned into the office weekly. Always fill out a client care record whether you work 2 hours or 12 hours.

Below are explanations for some of the terms used in the client care record.

"Personal Care" section	"Activity" section	"Elimination" section
C = completely done by aide	Manual Transfer =assisted by aide, no	Incontinent =unable to control
A =assisted by aide	Lift =a lift of some type is needed to	Continent =Able to control
S =completely done by client		BSC = Bedside commode