September 2014

Elder Options, Inc.

Employee Newsletter

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HAPPY BIRTHDAY!!

Rena Jackson	2nd
Terry Nelson	8th
Julie Henry	9th
Deanna Flood	12th
Maria Macias	13th
Rachel Carter	13th
Agnes Knight	14th
Pat Orr	23rd
Diana Smart	28th

On-Call Schedule*

9/3 Jamie 530.957.3751
9/10 Julie 530.957.0973
9/17 Jessica 530.957.3751
9/24 Jamie 530.957.3751

* *Each On-Call starts Wednesday at 5pm and ends the following Wednesday at 8am. Use this schedule only if office phone lines are down. Scheduled CM and number subject to change without notice!*

Do You Have Health Insurance?

Would you like to have Health Coverage?

With the changes in the law with the Affordable Care Act, health insurance is available to more people and families. California residents with Adjusted Gross Income reported on federal tax return of up to $15,856 for an individual can now be covered by an expanded version of Medi-Cal.
Elder Options also offers health insurance benefits through Kaiser or Anthem Blue Cross with several plans available to employees who work a minimum of 20 hours/week. Coverage is up to $350.00/month for employee coverage with the option of family coverage with employee contribution.
A third option is reviewing the health insurance plans offered by Covered California when annual enrollment opens again October/November 2014. If you are not eligible for Medi-Cal benefits and cannot afford E.O. coverage even with the employer contribution, you may be able to find a low price plan through Covered California. For those of you with health insurance through your spouse or through Medicare, join with me to encourage all of our employees to reach this goal.
We encourage you to look into the possibility of having health insurance. As we get closer to Open Enrollment, Elder Options will be available to help:

Answer questions you have about health insurance coverage.
Where and how to apply.
How to evaluate the health insurance plan choices in our area.
Putting you in touch with the right people to get you (and your family) insured.

The Elder Options' goal is to have 100% of its employees with health insurance! Look for more information on how to help us reach this goal by January 2015.

Investment Services: 401K Meeting at Office

DATE: 09/9/2014
TIME: 11:00AM-12:00PM
LOCATION: PLACERVILLE SITE

Elder Options will be having an investment specialist, Alex Brown from Genovese, Burford & Brothers in our office on Tuesday, 9/9/14 to talk about our company's 401K plan and answer investing questions with employees.

There will be a sign up sheet by employee paycheck area, or you can call the office and R.S.V.P. that way as well if you are planning on attending the meeting.

In-Service Training: Safety, Boundaries, & Communication

DATE: 09/24/2014
TIME: 9:00AM-11:30AM
LOCATION: PLACERVILLE SITE

Topics will include: Types of boundaries, communication tools, and coping skills. The meeting will begin with a presentation from Elder Options Worker's Compensation specialist on safety.
For employees who have a legitimate excuse and cannot attend (working Elder Options shift, school, illness) you can "checkout the DVD" from the Elder Options University and receive partial payment for training. RSVP to the Placerville office. Remember the door prizes and snacks.

Pat on the Back: Tammy Curbello

Elizabeth Heape Caldwell, BS

Tammy has been with Elder Options for ten years. Tammy has numerous years of experience providing care to ALTA families, older adults, and hospice clients. In all the years of working with Elder Options, Tammy has received praise from clients and their families on numerous occasions. She is praised for her intuitiveness, caring, empathy, and ability to work with difficult clients.

Tammy is highly requested among clients and she is greatly appreciated for all she does. Tammy also regularly completes a fill in shift when her schedule allows and has rarely called in. Tammy is truly an asset to Elder Options and we are thankful to have her continue to be a part of our team.

We Are Hiring – Don't Forget You Get A $100 Bonus for Your Referral!!!

We are particularly looking for providers who are willing to work 24's (especially weekends).

Do you know of someone who provides care like you are but doesn't work for us? We are actively recruiting for good, reliable individuals and are particularly interested in with those who have experience caring for elderly or disabled adults. Refer your friends, contacts and community colleagues and receive a $100.00 referral bonus. Application is available at www.elderoptionsca.com or office.

12 BASIC RULES OF DOCUMENTATION

By Liz Caldwell, BS

1. Date and time each entry. Sign the entry with your first initial and last name, followed by the initials of your title.
2. Try to document in chronological order. Do not skip lines or leave spaces. If you happen to omit an entry, write the time the
3. documentation is being done and show the time the care was given in the note.
4. Never erase or use whiteout. If you make a mistake, draw a line through it, write "error", and include your initials. Then write the correct information with the date and your signature.
5. Document information as close to the time care was given as possible. Never document in advance. Avoid leaving charting to be done at the end of the shift. Your mind may be too tired at that time to remember all the information you need to chart. Keep personal notes on care as you go through the shift to use when you are able to chart.
6. Document only on residents you have cared for yourself. Don't allow others to document for you, and don't document for them.
7. Be objective in your charting. Describe what you see (reddened area ¼ inch around incision), smell (foul, strong, sweet), hear (rales, ronchi, gallops), or feel (warm, cool, raised bumps). Keep it factual.
8. Take care not to generalize in your documentation. Be specific. Use time frames and quotations if indicated.
9. Avoid labeling or judging a patient, family, or visitor in your documentation.
10. Accurate documentation on flow sheets can provide a record of routine care given and is a part of the permanent record. This includes dietary intake record.

1. Use the problem-orientated approach: identify the problem, state what was done to solve it, and note the resident's response to the treatment or care given. Some institutions call this "PIE" charting: Problem, Intervention, Evaluation.
2. Record any clinical visits by the physician, home health, hospice, care manager, or other consulting disciplines.
3. Make a note of the conversations with other disciplines, especially regarding clarification of medical orders, care plans, and specific instructions given by physicians, or reporting of patient problems. Date and time those along with your actions as a result of the orders.

Also important to remember:

- *Be brief and to the point.*
- *Use good grammar and spelling.*
- *It's not necessary to use complete sentences.*
- *Avoid using names; use title i.e., daughter, other provider, etc.*
- *Put client's name on the top of each page.*
- *If family or clients have concerns, write them down and report them to the Care Manager.*
- *Be specific and avoid bias (judgment).*
- *Do not use entries as communication to other providers or family members.*