

Able Times

From the Desk of Michael Shapiro, President

The 8 Attributes of Highly Effective HHAs

Able's caregivers represent Able Health Care. The impression you make out in the community represents our company. Our very success or failure depends upon on Caregivers; their attitudes, knowledge, compassion, professionalism and home care skills. Every day you are Able's ambassador to the world. Able's reputation depends upon our home health aides' job performance and abilities. The 8 attributes that make a highly effective home health aide are:

1. A good work ethic – Willingness to take on and complete the tasks that your patient requires everyday with a good attitude.
2. Punctuality – Your patient needs you to be on time to complete tasks that are required to be done at pre-scribed times.
3. Reliability – Never leave your patient without notifying your coordinator
4. Competence – Understanding and fulfilling your tasks is crucial to the health and well being of your patient.
5. Patience – Many of our patients may have cognitive impairments and require a caregiver who is patient and compassionate and doesn't rush to get tasks done fast.

6. Caring – Most caregivers choose to become home health aides because they have an affinity to caring for others and possess a caring nature.
7. Honesty – Caregivers are entrusted with the safety and health of their vulnerable patients in their home. Honesty is crucial.
8. Respect – Be courteous and always address your patients in a very professional manner.

Able's Caregivers are an important part of an interdisciplinary team that provides the care and service our patients require. They carry out the care plan and provide other members of the team with updates on their patient's condition. Able's clinical team and caregivers regularly review the patient's services to assure their needs are being met.

Able appreciates our caring and compassionate caregivers. Home Health Aides are special people. With the qualities mentioned above they assist millions of people across America every day. A good aide does this type of work for their love of caring for others. Able's caregivers help our seniors, disabled people and others with patience and compassion.

I would like to wish everyone a Happy and Healthy New Year.

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From the Desk of Walter Kaltenbach, Chief Executive Officer

Quality Home Care with Able's PAC

In today's changing and challenging home care environment, New York's home care agencies are facing an array of challenges. The 2011-12 State Budget initiated a dramatic increase in the use of managed care models for the delivery of Medicaid services. This aggressive agenda has resulted in significant changes for home and community-based providers, thus making preparation and an understanding of evolving managed care policies and their related challenges and opportunities critical to adapting to new care delivery and payment models.

Beginning 2014, the State plans to move ahead with endeavors to integrate additional high-needs populations in managed care models. Through the Fully Integrated Duals Advantage demonstration program, the State proposes to integrate Medicare and Medicaid physical healthcare, behavioral healthcare, and long-term supports and services for a major segment of New York's dual eligible population. The goal of the demonstration project is to reduce the use of the "Fee for Service" model while improving the coordination of care for individuals. This is intended to save on health costs and provide better person-centric care.

In effort to meet and exceed the various challenges within the changing home care environment, Able Health Care has initiated a program called "Partners Aligning Care" (PAC). This program was designed to incorporate our specialty trained HHA/PCAs to become part of the Interdisciplinary Team (IDT) and report in real time clinical data and behavioral health issues to the Managed Long Term Care organization. Our HHA/PCA's establish a baseline communication that describe the health status of each member for whom care is being provided. HHA/PCA's will participate in the "clinical rounds" with the health plan and report on member status. High acuity cases are discussed bi-weekly with the Care Manager to avoid hospitalizations.

The process of care planning necessitates collaboration among MLTC's and external partners, including Able Health Care Service. Each patient/member is assigned to a care management team who oversees the

communication and coordination with Able as the home care provider. Patient Assessments are completed in the client's home shortly after enrollment to a new plan. These assessments are updated at least every six months thereafter. The assessment helps the care team build a relationship with patients to understand their health risks and needs. Able is a partner and extension to the Managed Care Long Term Care organization. Our goal and mission is to assure that service delivered is meeting the needs of the patients that we provide care. Able Health Care has initiated various indicators that are instrumental to our relationships with various managed care organizations. Included but not limited is our ability to communicate real time information to our subcontracting MLTC's by virtue of ongoing routine check-ins with the care team that generally cover four questions:

What's going well for the patient?

What's not going well for the patient?

What can be done to address problems?

What are the next steps?

Able's Home Health Aides/Personal Care Aides carry out the care plan in the patients home and provide updates on members conditions to help identify issues for attention. Able's clinical team and caregivers shall case conference to review the care needs and determine the best course of action for high risk members who are hospitalized or receiving post acute care. Discussion covers questions such as "What is the situation at home", "What are the concerns for this patient" and "what can we do next".

As we enter the 2014 year I wish to thank all our employees whose overall objective is to promote the quality, accessibility and availability of home care by their dedication and commitment to quality care. Wishing everyone a very Happy and Healthy New Year.



Daughter of patient A.B.

“ I cannot think of enough superlatives to describe the HHA-F.A., that cared for my father. Her very high level of professionalism and skills was in fact exceeded by her warmth, creativity, patience, good humor and intelligence in caring for my father. She genuinely not only cared for him, but about him. She anticipated his needs, and made excellent suggestions to me about his care. Despite the fact that he was at the end of a long life, aged 92, and was deteriorating, he perked up when she entered the house, and reacted positively to her every time she came. I can't tell you how much I appreciate all that she did for him, during a very difficult period.”



The following aides assigned to the Brooklyn Office were commended: Stephanie Antoine, Evette Hill, Tiana Lumsden, Marilyn Hypolite, Brenda DaGrace and Tamika Knowles.

Keep up the good work.



Staff Aide Danielle Cuffie with Michael, Jamie, & Jocelyn in the Islandia office. She won the raffle of a free Turkey with all the trimmings for a delicious feast.



Christmas Parties 2013

This time of the year is always special and filled with good cheer. We had the greatest time at this awesome Christmas party. Our consistent dedicated employees made this Christmas party a hit. We thank our caregivers for their presence. Without them it wouldn't have been such fun. It was a cold night but we had a very good turnout. The food was simply delicious. The décor also helped to usher in the holiday spirit filled with merriment and good cheer.

Undertaking this yearly Christmas party is a hallmark of Able Health Care. Our president Michael Shapiro shared a giant of history, Nelson Mandela's message with us. His humanity is universal and something that we strive to inject here everyday with all of our interactions. We thank our great hosts Mrs. Jamie Shapiro, Nellie Rhone Perry and the presence of the human resources staff who also made this occasion grand. Happy holidays.



Flu Vaccination and Mask Regulations

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Getting vaccinated is the best way to protect against influenza, and it is important for individuals who come in contact with patients to be vaccinated to help prevent the spread of flu, said State Health Commissioner Dr. Nirav Shah. “For those who have not been vaccinated, this regulation is intended to provide patients and caregivers an added layer of protection.”

He goes on to state that flu activity in the State is now considered to be widespread, with laboratory confirmed cases in more than 45 counties and all boroughs of New York City so far. “The early reports of flu cases in New York further emphasize the importance of people getting a flu vaccination now” Commissioner Shah said. “A flu vaccination is a safe and effective way to reduce your risk for flu and also protect the health of your family and friends/” Commissioner Shah reminds New Yorkers who have not been vaccinated for influenza that it’s NOT too late to get their annual vaccination. Since flu sometimes peaks in late winter or early spring, vaccinations at this time of year offer important protection. Health care providers and local health departments continue to have ample supplies of flu vaccine.

Commissioner Shah declared flu as “prevalent” in New York effective December 19, 2013. If you have not received the flu vaccine you must wear a surgical or procedure mask. Influenza is transmitted primarily by large-particle respiratory droplets that do not remain suspended in the air. Therefore, personnel could potentially expose patients and their family members through sharing a 6-foot space with a patient or a surface that comes in contact with a patient. Masks should be worn wherever and whenever an unvaccinated healthcare worker might expose patients to influenza. You must wear a mask when you are in the patients’ homes and providing home care.



The declaration by the Commissioner that flu is prevalent initiates the other component of the regulations, which require masks for certain home care workers and other health care workers in other setting. The law requires non-vaccinated employees or affiliated personnel of an agency to wear a surgical or procedure mask when providing direct patient care. Employees that have received a flu vaccination this season are not required to wear a mask.

If you would like to still receive the flu shot, you can call your office to make arrangements or have it done on your own at most pharmacies. You would still be required to wear a mask for several weeks until you have resistance to the flu. Your branch clinician can provide more direction on how long you would need to wear a mask.

“The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well.”

— Ralph Waldo Emerson

“What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”

— Nelson Mandela

I would like to express our gratitude to all our employees and caregivers who devote themselves to their patients. Your work is appreciated and valued, and we are grateful for everything you do for your patients every day.

Have a Happy and Healthy Holiday Season and Happy and Healthy New Year!

Alzheimer's Disease and Dementia

An estimated 5.4 million Americans are suffering from Alzheimer's disease today. According to the [Alzheimer's Association](#), Alzheimer's disease is a disorder that destroys cells in the brain. It is the leading cause of dementia, a condition that involves gradual memory loss, decline in the ability to perform routine tasks, disorientation, difficulty in learning, loss of language skills, impairment of judgment, and personality changes. As the disease progresses, people with Alzheimer's become unable to care for themselves.



If you are caring for a person with Alzheimer's disease, you are not alone. An estimated 15,000,000 Americans are caregivers to those suffering from this disorder. There are many resources available to help you better understand your loved ones condition, teach you how to handle the disease more efficiently, and provide support to the caregiver.

10 Early Signs and Symptoms of Alzheimer's

1. Memory loss that disrupts daily life
2. Challenges in planning or solving problems
3. Difficulty completing familiar tasks at home, at work or at leisure
4. Confusion with time or place
5. Trouble understanding visual images and spatial relationships
6. New problems with words in speaking or writing
7. Misplacing things and losing the ability to retrace steps
8. Decreased or poor judgment
9. Withdrawal from work or social activities
10. Changes in mood and personality

What to do if you notice these signs

If you notice any of these signs in yourself or someone you know, do not ignore them. Schedule an appointment with your doctor. With early detection you can explore treatments that may provide some relief of symptoms and help you maintain a level of independence longer. You may also increase your chances of participating in clinical drug trials that

Hand Washing

Hand washing is like a "do-it-yourself" vaccine—it involves five simple and effective steps (think Wet, Lather, Scrub, Rinse, Dry) you can take to reduce the spread of diarrheal and respiratory illness so you can stay healthy. Regular hand washing, particularly before and after certain activities, is one of the best ways to remove germs, avoid getting sick, and prevent the spread of germs to others.

Learn more about when and how to wash your hands, the importance of using soap and water, and what you can do if soap and clean, running water are not available. Whether you are at home, at work, traveling, or already sick, find out how good hand hygiene can protect you, your family, and others.

How to wash your hands properly



When should you wash your hands?

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Beginning January 1, 2014, under the Affordable Care Act (ACA), most taxpayers will pay a penalty for any months during which they or their dependents lack minimum essential health coverage. The deadline to enroll on the individual healthcare exchange for an effective date of 1/1/2014 has past.

or 2014, the open enrollment period on the exchange runs through March 31, 2014, meaning the Government is permitting you to enroll in an exchange plan by March 31, 2014 and still be in compliance, thus avoiding penalty, according to www.Healthcare.gov, President Obama's website.

It is important to note that enrollment on the exchange must be completed by the 15th day of the month to be effective on the 1st of the following month – for example, enrollment completed before 1/15/2014 will be effective 2/1/2014. Enrollment completed after 1/15/2014 and before 2/15/2014 will be effective 3/1/2014.

As a reminder, New York State is expanding Medicaid eligibility in 2014. For those employees working 130 hours per month (30 hours per week) that do not qualify for Medicaid, Able offers an excellent health insurance program at affordable rates. For those working less than 130 hours per month (30 hours per week) that do not qualify for Medicaid, the NYS Exchange may offer coverage options to you at a discount.

Take advantage of the many Benefits offered to you through employment with Able Health Care.

Health Insurance-Eligible after three months of employment. Choice of enrollment for you and your family with **HIP** or **ATLANTIS**. Prescription Benefits are inclusive as well as vision and some dental coverage.

- **401K Retirement Plan**-Eligible after one year of service. Retirement & Savings program is always an advantage. Participation is strictly voluntary. You can contribute 1% to 15% to the plan each pay period. The Able Health Care Service, Inc. 401K Plan is a great way to save for your retirement.
- **Comprehensive Dental Care** - Choice of many Dentists all at a discounted fee. Many procedures without any out of pocket cost. Choose from four options of coverage one including orthodontics. Feedback from people already enrolled has been excellent. Take advantage.
- **Group Whole Life Insurance Policy** - at affordable rates through a payroll deduction plan. This program gives you the opportunity to purchase quality Life Insurance for yourself and your family at discounted group rates. There will be no physicals. Whole Life builds cash value that you can borrow against and if you wish to transfer you may.

Tome provecho de los muchos beneficios ofrecidos por su empleo con Able Health Care.

Seguro Medico Elegible después de tres meses de empleo. Opciones de inscribirte tu y familia con HIP o ATLANTIS. Medicamentos, visión, y algunas partes de dental.

401k Plan de Retiro Elegible después de un año de empleo. Plan de retiro y ahorros siempre es algo bueno. Participación es voluntaria. Usted puede contribuir de 1% a 15% al plan cada pago. El 401K plan de Able Heath Care es una excelente manera de ahorrar para su retiro.

Plan Dental Integral Hay opciones de muchos dentistas a costos rebajados. Muchos de los tratamientos sin algunos costos. Puede elegir de cuarto planes, uno incluye ortodontista. Comentarios de personas que tienen el plan han sido excelentes. Aprovéchelos.

Gropos de Seguro de Vida a precios asequibles atreves de plan de deducción de la nomina. Este plan te da la oportunidad de comprar seguro para tu y tu familia a precios descontados. No hay requisitos para tomar un examen medico. Whole Life acumula valor en dinero, y también puede tomar ese dinero prestado si usted

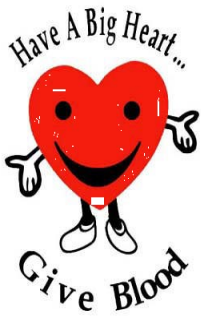
January is National Blood Donor Month for a reason - Urgent need for donors now

Don't let the cold stop you from warming someone's heart.



American
Red Cross

Changing weather, busy holiday schedules, increased cold and flu symptoms and even the winter blues can keep the most dedicated blood donors from making or keeping an appointment to give. Yet winter weather can lead to more traumatic injuries on icy roads and may increase the need for blood.



The local Red Cross needs about 650 blood donors every day to meet the needs of patients at 41 area hospitals. However, there has been a 10 percent dip in blood donations so far this winter. Recent blood drive cancellations due to weather also meant the Red Cross was not able to collect nearly 500 donations it had planned on for patients. And as the Red Cross is trying to recruit donors, a high number of people asked to give are reporting cold or flu symptoms, which make them not able to donate.

Cambio de clima, horarios de vacaciones ocupado, aumentaron los síntomas del resfriado y la gripe e incluso la tristeza del invierno pueden mantener a los donantes de sangre más dedicados de hacer o mantener una cita para donar. Sin embargo, el clima de invierno puede conducir a lesiones más traumáticas en las carreteras heladas y puede aumentar la necesidad de sangre.

La Cruz Roja local necesita alrededor de 650 donantes de sangre cada día para satisfacer las necesidades de los pacientes en 41 hospitales de la zona. Sin embargo, se ha producido una caída del 10 por ciento en las donaciones de sangre en lo que va del invierno. Recientes cancelaciones de unidades de sangre debido al mal tiempo también significó la Cruz Roja no fue capaz de recoger cerca de 500 donaciones que había planeado para los pacientes. Y a medida que la Cruz Roja está tratando de reclutar donantes, un alto número de personas que pidió que le están reportando los síntomas del resfriado o de la gripe, que los hacen no poder donar.

Attention All HOME HEALTH AIDES

Happy New Year! This is a reminder of what comes 'due' every year for you to stay in Compliance with Able- your Agency that wants you to succeed at your job!

Able Photo ID sticker: you must have the current year sticker on it that shows you are an active employee. The 2014 orange stickers are available at your Branch. Remember you always need to have your Able ID with you whenever you go to your case.

Health Requirements: Every year you will receive a "**Health Assessment**" that is a review of your health and any changes that have occurred.

PPD: Every year you must receive a PPD (this is the test for Tuberculosis) Your Branch gives it to you *for free* ~ just remember to come back after 2-3 days to have it read by the Nurse. (Please note> if you had a positive PPD reading in the past, we have your negative chest x ray which makes this test not necessary for you)

Skills test/Competency: Every year New York State requires that your knowledge and skills as a HHA is tested. Your Nursing Supervisor or Instructor will complete this with you usually in the classroom.

Inservice: New York State requires 12 hours of Inservice every year. At Able, we have convenient classes – learning about all kinds of patient conditions and how to stay safe at your job – this includes OSHA (Occupational Safety and Health Administration; a review of different ways diseases are spread and how to protect yourself) which is mandatory every year. Each Inservice is 3 hours long so we encourage you to come to an Inservice four times a year one time every quarter) One of the many benefits that Able provides is that you are paid to attend Inservice!

Supervisory Visit: This is done by the Nurse at your case. This can be done by an Able Nurse or the Contract Nurse.

If any of your personal information changes (Address change/Marital status for instance) please let your Branch know so we can keep your personnel file accurate.



3rd Quarter Inservice Calendar

Thurs Jan 2nd	10-1	Hempstead	Understanding Alzheimer's
Fri Jan 3rd	9-12	Queens	OSHA
Fri Jan 3rd	10-1	Hempstead	Vital Signs
Sat Jan 4th	10-1	Hicksville	OSHA
Mon Jan 6th	9:30-3:30	White Plains	OSHA
Mon Jan 6th	9-12/1-4	Queens	Working with the Client's family
Tues Jan 7th	9-12	Queens	OSHA
Wed Jan 8th	9-12/1-4	Queens	Hospice Care
Fri Jan 10th	9-12	Queens	OSHA
Mon Jan 13th	9-12/1-4	Queens	Understanding Special Communication
Tues Jan 14th	9-12	Queens	OSHA
Wed Jan 15th	9-12/1-4	Queens	Important Vaccines for Older Adults
Fri Jan 17th	9-12	Queens	OSHA
Mon Jan 20th	9-12/1-4	Queens	Assistive Devices
Tues Jan 21st	9-12	Queens	OSHA
Wed Jan 22nd	9-12/1-4	Queens	Human Body; Miracle Machine
Thurs Jan 23rd	9:30-12:30/1:30-4:30	White Plains	Alzheimer's Disease
Fri Jan 24th	9:30-12:30/1:30-4:30	White Plains	Alzheimer's Disease
Mon Jan 27th	9-12/1-4	Queens	Personal Wellness
Tues Jan 28th	9-12	Queens	OSHA
Wed Jan 29th	9-12/1-4	Queens	Stress Management
Fri Jan 31st	9-12	Queens	OSHA
Sat Feb 1st	10-1	Hicksville	Special Needs
Mon Feb 3rd	9:30-3:30	White Plains	OSHA
Mon Feb 3rd	9-12/1-4	Queens	Special Needs
Tues Feb 4th	9-12	Queens	OSHA
Tues Feb 4th	10-1	Hempstead	Spinal Cord Injury
Wed Feb 5th	9-12/1-4	Queens	Alzheimer's Disease
Wed Feb 5th	9-12	Hempstead	ADL's
Wed Feb 5th	1-4	Hempstead	Understanding the Human Body
Thurs Feb 6th	9-12/1-4	Hempstead	OSHA
Fri Feb 7th	9-12	Queens	OSHA
Mon Feb 10th	9-12/1-4	Queens	Cultural Competence
Tues Feb 11th	9-12	Queens	OSHA
Wed Feb 12th	9-12/1-4	Queens	Assistive Devices
Thurs Feb 13th	5-8	Hicksville	Assistive Devices
Fri Feb 14th	9-12	Queens	OSHA
Mon Feb 17th	2-5	Islandia	OSHA
Tues Feb 18th	9-12	Queens	OSHA
Tues Feb 18th	9-12/1-4	Hempstead	Understanding Alzheimer's
Wed Feb 19th	9-12/1-4	Queens	Human Body; Miracle Machine
Wed Feb 19th	9-12	Hempstead	ADL's
Wed Feb 19th	1-4	Hempstead	OSHA
Thurs Feb 20th	9:30-12:30/1:30-4:30	White Plains	Wound Care
Thurs Feb 20th	10-1	Hempstead	Eye disorders & Headaches
Fri Feb 21st	9:30-12:30/1:30-4:30	White Plains	Wound Care
Fri Feb 21st	9-12	Queens	OSHA
Mon Feb 24th	9-12/1-4	Queens	Housekeeping Basics
Mon Feb 24th	6-9	Islandia	Heart Disease
Tues Feb 25th	9-12	Queens	OSHA
Tues Feb 25th	10-1	Hempstead	Ostomy Care
Wed Feb 26th	9-12/1-4	Queens	Nutrition; Modified Diets
Thurs Feb 27th	10-1	Hempstead	Understanding the Human Body
Fri Feb 28th	9-12	Queens	OSHA
Sat Mar 1st	10-1	Hicksville	Back to Basics
Mon Mar 3rd	9:30-3:30	White Plains	OSHA
Mon Mar 3rd	9-12/1-4	Queens	Working with the Client's family

Able

Health Care Service, Inc.

The Able Times is a publication of Able Health Care Service, Inc. . Produced for its employees, patients families, and referral sources.

Able has provided Home Health Care since 1976. Able has offices at the following sites:

Able Health Care Special Needs
OPWDD Certified Division:

Queens

718-779-7000

Brooklyn

718-222-1200

Nassau

516-933-7000

Suffolk

631-952-0500

Able Health Care Licensed
Home Care Agency:

Queens

718-458-0800

Nassau

516-933-7000

516-292-0100

Suffolk

631-952-0500

White Plains

914-683-9400

Recruitment Offices

Hempstead

516-292-0100

Brooklyn

718-222-1200

Editorial Policy:

The Able Times is a publication of Able Health Care Service, Inc. The Editor invites contributions of articles, special reports, statistics, news items, short personal experience articles, poetry, etc. We reserve the right to refuse and/or edit all submissions for publication. Please send articles to The Editor at 1240 Broadcast Plaza, Merrick, NY, 11566.

Neither Able Health Care Service, Inc., nor it's staff are responsible for factual statements or opinions published in The Able Times. All citations are noted where necessary.

Inservice Schedule on page 7

for January, February and March 2014

To remain in compliance as an HHA you are required to attend 12 hours or 4 inservices each year. The informative and educational inservices listed on the previous page will be presented at your local branch office. Call to make a reservation, dates may change. OSHA inservice is required once a year.



"if you have a strong commitment to your goals and dreams, if you wake up every day with a passion to do your job, everything is possible."

~ Chantal Petitclerc