

# The Able Times

From the Desk of Michael Shapiro, President



## The Joys and Challenges of Home Health Care

Being a Home Health Aide can be very rewarding but also very difficult and challenging at times. Home Health Aides often work closely, one-on-one with their patient. Home Care workers often have flexibility in their hours and job locations. Home Care can be very satisfying for people persons, an opportunity to make a difference in their patient's lives.

Home health care work isn't for everyone. Being an aide means being responsible for your patient. To constantly monitor the safety and medical condition of your patient and to report any changes to your patient's nursing supervisor. For example your patient may have blood pressure problems and have difficulty getting up and down from a sitting position and more prone to falls.

When your patient is at home, they don't have the immediate resources like those that are available in a hospital and that is why the home health aide is aware of these daily changes and can report to the nurse who can intervene quickly for the patient's benefit.

Home Health Aides need the "know how" and skills to maintain the patient's daily living. Each patient has their own requirements that the nurse has written on the Care Plan. Aides need to understand and follow the plan of care specifically developed for their patient. Your patient may require a mechanical lift or physical assistance to get in and out of bed. To do this you must understand how to use the lift or know your proper body me-

chanics to assist your patient in and out of bed or into a wheelchair safely. Or your patient may require the use of assistive devices such as a walker or a commode. As the aide you must be familiar with these devices in order to assist your patient with them.

Home Health Aides have to be able to work independently. Although you remain in touch by phone with your branch you are often alone with your patient. The successful home health aide has the ability to work independently.

Excellent interpersonal and social skills are required to work in patients' homes. Working in the patient's home requires the ability to work tactfully and diplomatically with the patient's family members and the particular family dynamic. Home health aides must also be sensitive to the different ethnicities and cultures you are likely to encounter.

Homes care providers who love their jobs say one of the greatest joys of being an aide come from their patients. Unlike working in an institution such as a nursing home or hospital working in the patient's home allows the opportunity to develop a close and caring relationship. Many of our aides say that their patient and patient's family appreciates and values the care they provide and makes them feel like part of the family.

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*"To be yourself in a world that is constantly trying to make you something else is the greatest accomplishment."*

— Ralph Waldo Emerson

## From the Desk of Walter Kaltenbach, Chief Executive Officer

### OPERATING A SUCCESSFUL HOME CARE COMPANY

To gain recognition within the home care industry, Able Health Care's operations must be positioned and viewed as a core business, rather than as a secondary, or "allied" service. How do we accomplish that? By ensuring that every strategy we create, every program developed, every position we hire is viewed not only as a commitment to health care, but also as a commitment to helping our organization succeed in the larger health care arena.

To get there, we begin by focusing on a simple, but powerful word: Collaboration.

When I joined Able Health Care Service, a solid foundation for quality care service was a priority. Our Senior Management Team recognized the need to formalize Able's processes and excel into the forefront by brainstorming best practices that will assure positive outcomes. The foundation for success had previously been laid, however I saw many opportunities for us to build greater appreciation and understanding of what we do any how we fit into the larger corporate structure. I also saw the chance to build our agency's credibility so it could be seen as an innovative and vibrant part of the health care system.

It may sound daunting. But if you use a fundamental approach of strategic planning, thoughtful decision-making communications, and constructive evaluation, I believe any home care executive can turn his or her agency into a core business within a larger, more complex health care enterprise.

The success and main challenge is to make your executive colleagues both understand and participate in conversation about for-

mulating policy and procedures that will enable compliance with all mandates and secure a positive reputation for business growth and development. The obvious goal for any/all referral sources is to utilize an agency that it can trust. Trust is something we all need to prove, ensure and aspire. When situations arise that cause conflict, how are they dealt with? What process is in place that will expeditiously resolve the issue and not jeopardize patient care? This has and shall always be our priority.

Able Health Care Service has four key pillars that are rooted in best practice care that set the stage. They are as follows:

- Clients— working to be the benchmark for patient satisfaction and client loyalty
- Operational efficiency— implementing process improvements to make us more proficient in what we do.
- Employee engagement— creating an empowered environment that develops forward-thinking leaders that make us an employer of choice.
- Clinical advantage— providing care that meets all Department of Health/Joint Commission on Accreditation of HealthCare Organizations standards.

I continue to remain optimistic about the Able Health Care team, from executive staff to clerical staff to the most crucial and important "field staff" caregivers who are the very reason Able Health Care is in existence. Without the dedication, hard work and loyalty of each staff member, we could not remain at the level where we are today. Thank you to each one of you for a wonderful job well done.

# Able's Hall of Fame

To Whom It May Concern:

Please be advised that your employee JG has been the best experience we ever had in Hospice at Home.

JG was never late, always 10 minutes early. Sometimes he left late if we needed him for extra time. JG was always positive and full of energy, eager to work. Everyday he gave ET a bath or a sponge bath, depending how ET was feeling that day. He did household chores and kept our home clean. JG walked ET with his walker around the house to keep him from deteriorating. JG was a great inspiration. He talked patiently with ET lifting his spirits when he fell into depression. I highly recommend JG.

Sincerely,  
RC

I am writing to express my sincere thank you Jessie for being such a competent and compassionate caregiver with Able Care since 1990. Able Health care was so lucky to have you. You made the patients you work with so special in all that you did for them. Because of your care over the years, the patients were very happy. Your compassionate care puts Able Health Care patients at ease.

You are now ready for the next chapter in your life and that's retirement. We sincerely thank you for all the enjoyable working relationships with the patients and our office staff. Able Health Care staff would like to thank you for your loyalty and continuous hard work over the years.

You will be sorely missed and we wish you a happy and healthy retirement.

Mfon Akpan  
Branch Manager

To whom it may concern:

This letter is to commend Ms. Merlene Johnson on her professional and kind services rendered to our grandmother EP. EP suffers from dementia and at almost 98 years she needs assistance to manage daily activities. Ms. Merlene has been a giant in getting things done from bath-time, feeding, dressing, walking, cleaning and other duties. Grandma is happy and well cared for and responding to her caregiver like is a part of the family. The glow on her face each day when Ms. Merlene shows up is indicative of her ability to remember the routine set forth. Since this is our first experience with home health care, we are most impressed with this gentle and caring nature of this aide. She is professional in handling any crisis that comes up from grandma outbursts in taking a bath to her withdrawal at times. Ms. Merlene has her pulse on matters so that our family can trust that grandma is in good hands.

She is always on time in getting to her patient, and does not rush out the door at the end of the work day if she is completing a task. In other words she is respectful of the patient needs and not just punching a clock. I hope that your company is as proud of having such a dedicated employee as we of having her care for our loved one. We are truly blessed and deeply appreciative for having this warm, kind and effective person. She sure does Able Home Care proud.

Respectfully,  
Granddaughter of EP



## What is TBI?

A traumatic brain Injury (TBI) is an injury to the brain caused by the head being hit by something or shaken violently. This injury can change how the person acts, moves, and thinks. The term TBI is used for head injuries that can cause changes in one or more areas, such as: thinking and reasoning, understanding words, remembering things, paying attention, solving problems, thinking abstractly, talking, behaving, walking and other physical activities, seeing and/or hearing, and learning.

## How Common is TBI?

Approximately 1.7 million people receive traumatic brain injuries every year. Of children 0-19 years old, TBI results 631,146 trips to the emergency room annually, 35,994 hospitalizations, and nearly 6,169 deaths.



## What are the signs of TBI?

- Physical disabilities: Individuals with TBI may have problems speaking, seeing, hearing and using other senses. They may have headaches and feel tired a lot. They may also have trouble with skills such as writing or drawing.
- Difficulties with thinking: Because the brain has been injured, it is common that the person's ability to use the brain changes. I.e. Children with TBI may have trouble with short term memory as well as long term memory.
- Social, behavioral, or emotional problems: These difficulties may include sudden changes in mood, anxiety, and depression, Children with TBI may have trouble relating to others. They may be restless and may laugh or cry a lot.

## Is there help available?

Yes, there's a lot of help available, beginning with the free evaluation of the child.

1. Early intervention- A system of services to support infants and toddlers with disabilities and their families.  
To access early intervention:  
<http://nichcy.org/state-organization-search-by-state>
2. Special education and related services- Services available through the public school system for school-aged children, including preschoolers.  
To access special education and related services: We recommend that you get in touch with your local public school system.

## ¿Qué es TBI?

Una lesión cerebral traumática, es conocido en abreviatura como (TBI). TBI es una lesión en el cerebro causado por la cabeza ser golpeado por algo o sacudido violentamente. Esta lesión puede cambiar la forma en que la persona actúa, se mueve, y piensa. El término lesión cerebral traumática se utiliza para lesiones en la cabeza que pueden causar cambios en una o más áreas, tales como: el pensamiento y el razonamiento, la comprensión de las palabras, para recordar cosas, prestar atención, resolver problemas, pensar de manera abstracta, de hablar, de comportarse, caminar y otras actividades físicas, ver y / o escuchar y aprender.

## ¿Qué tan común es TBI?

Aproximadamente 1.7 millones de personas reciben lesiones cerebrales traumáticas cada año. De los niños de 0-19 años de edad, resultados de TBI son 631,146 visitas a la sala de emergencia cada año, 35,994 hospitalizaciones y cerca de 6,169 muertes.

## ¿Cuáles son los signos de lesión cerebral traumática?

- Las discapacidades físicas: Los individuos con TBI pueden tener problemas para hablar, ver, oír y usar otros sentidos. Pueden tener dolores de cabeza y sentirse cansado mucho. También pueden tener problemas con habilidades tales como escribir o dibujar.

- Dificultades en el pensar: Debido a que el cerebro ha sido herido, es común que la capacidad de la persona para utilizar los cambios en el cerebro. Es decir Los niños con TBI pueden tener problemas con la memoria a corto plazo, así como la memoria a largo plazo.

- Los problemas sociales, de comportamiento o emocionales: Los niños con TBI pueden tener cambios repentinos en el estado de ánimo, la ansiedad y la depresión. Los niños con TBI pueden tener problemas para relacionarse con los demás. Pueden ser inquieto y pueden reír o llorar mucho.

## ¿Hay ayuda disponible?

Sí, hay una gran cantidad de ayuda disponible, comenzando con la evaluación gratuita del niño.

Intervención temprana-Un sistema de servicios de apoyo para los bebés y niños pequeños con discapacidades y sus familias. Para acceso a la intervención temprana, ingrese al: <http://nichcy.org/state-organization-search-by-state>

La educación especial y servicios relacionados-Los servicios disponibles a través del sistema de escuelas públicas para los niños en edad escolar, incluyendo los niños preescolares. Para tener acceso a la educación especial y servicios relacionados: Le recomendamos que se ponga en contacto con su sistema escolar público local.

Staff Aide Danielle Cuffie with Michael, Jamie, & Joe

## “Caution: Tap water scalds are dangerous for the Elderly”

A hot shower is a must for many people to either start or finish a long day. For the elderly, this may be a risky undertaking. Caregivers need to recognize the risks their clients have for scalding and prevent unnecessary burns while maintaining a safe water temperature. Water that is stored is at a minimum of 140 degrees F but it can be delivered at a minimum of 122 degrees F to make sure harmful bacteria are killed. However, hot water can cause a third degree burn in one second at



156 degrees. Scalding is a second degree burn that is deep and can split the skin and cause blisters. One risk for the elderly is their delayed reaction time. Many seniors will unknowingly be exposed to the hot water before

they realize it is too late and they have gotten a burn. Their skin is thinner due to aging so they burn faster. If the client does scald themselves, the first thing to do is to reduce the heat of the skin by offering to immerse the area in cooler water and report this to your Supervisor. If the skin blisters or the skin becomes open, you can assist the client to cover the wound after the Supervisor has instructed you.

All caregivers should take precautions ahead of time to keep the client safe. One idea may be to place a washcloth wrapped around the faucet to protect their skin from the sharp edges and hot surface.

Una ducha de agua caliente es una necesidad para muchas personas, ya sea de comienzo o fin de un largo día. Para las personas mayores, esto puede ser una empresa arriesgada. Los cuidadores deben reconocer los riesgos que sus clientes tienen para quemaduras y prevenir quemaduras innecesarias mientras se mantiene una temperatura de agua potable.



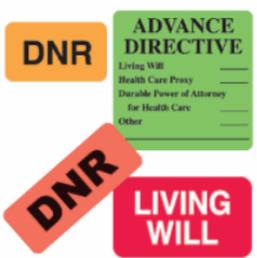
El agua que se almacena es como mínimo de 140 grados F, pero que pueda ser entregado a un mínimo de 122 grados F para asegurarse de que las bacterias dañinas se matan. Sin embargo, el agua caliente puede causar una quemadura de tercer grado en un segundo a 156 grados. Escaldado es una quemadura de segundo grado que es profundo y se puede dividir la piel y provocar ampollas.

Uno de los riesgos para las personas mayores es su tiempo de reacción retardada. Muchas personas mayores sin saberlo, estar expuestos al agua caliente antes de darse cuenta que es demasiado tarde y han conseguido una quemadura. Su piel es más delgada debido al envejecimiento por lo que se queman más rápido.

Si el cliente no escaldar sí mismos, lo primero que debe hacer es reducir el calor de la piel, ofreciendo para sumergir el área en agua más fría y reportarlo a su supervisor. Si la piel se ampolla o la piel se vuelve abierto, puede ayudar al cliente para cubrir la herida después de que el supervisor le ha indicado.

Todas las personas deben tomar medidas antes de tiempo para mantener al cliente seguro. Una idea puede ser la de colocar una toalla envuelta alrededor de la llave de agua para proteger su piel de los bordes afilados y superficies calientes

### National Healthcare Decisions Day- April 16



Community Conversations on Compassionate Care (CCCC) is an Advance Care Planning Program developed by the Community-wide End-of-Life/Palliative Care Initiative. Learn more about the Five Easy Steps at: [CompassionAndSupport.org](http://CompassionAndSupport.org).

### Five Easy Steps

1. **Learn about Advance Directives**
  - NYS Health Care Proxy
  - NYS Living Will
  - MOLST
2. **Remove barriers**
  - Identify reasons why you don't want to do an advance directive
3. **Motivate yourself**
  - Focus on the benefits
4. **Complete your Health Care Proxy and Living Will**
  - Have a conversation with your family and health care provider
  - Choose the right Health Care Agent
  - Understand life support or life-sustaining treatment
5. **Review and update**
  - Review and update your advance directives periodically

**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

**Working with Sensory Problem Clients**



- People with hearing problems will hear even less when they are tired, sick or stressed. If your client has mild hearing loss and is having a harder time hearing, take time to find out what is really going on
- Speak in your normal voice without shouting. If you have a high pitched voice, you may want to try lowering the tone or making your voice deeper.
- Stand directly in front of the client, making sure you have his/her attention.
  - If the person wears a hearing aid, but still seems to have trouble hearing you
    - Check to see if the hearing aid is in the person's ear, turned on, adjusted and has a working battery
- Legal Blindness is not necessarily total blindness.
- Ask your client what will help, for example, increasing the light, moving things closer.
- Always leave things where they are unless your client asks you to move something.

# Aging in Place

Aging brings changes to us all. As the people you support begin to age, it is important to consider and plan for the changes that will happen to the person.

The aging process is blamed for many problems older adults may encounter with daily activities. However, quite often it is the home that creates the difficulties. Most residential housing is geared to younger healthier adults. Hence, dwellings do not support the physical and sensory changes that older adults encounter as they age. Creating a home that is well suited for the people you support as they age certainly doesn't mean turning the home into a sterile, uninviting environment. What it does mean is making some alterations to the home (some large, many relatively minor) to help the person adjust to their physical changes.

As we age, our bodies and capabilities change. Examples of changes the person you support might experience are:

- Reduced Vision Aging in Place
- Decreased muscle strength
- Increased risk of falls due to balance
- Increased risk of illness
- Decreased mobility
- Reduced hearing



## Aging In Place: Grab Bars



The impact of these changes can be seen in the daily life of an elderly person. While their physical capabilities lessen and needs change, this impacts many activities of daily living (ADL) and other activities, such as:

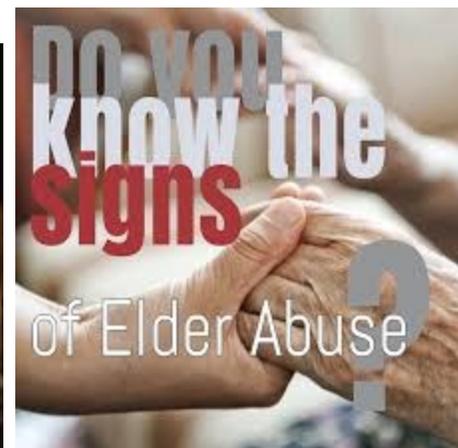
- Socializing
- Getting around their home as easily
- Home upkeep
- Health maintenance
- Transportation



These changes happen to most aging people in one form or another. Knowing that this is the case and having a plan for the person you support to age in place means a greater chance for the person to have quality of life and independence.

## Elder Abuse

Elder abuse is a general term used to describe harmful acts toward the elderly. Abuse can take many forms and can include physical, psychological or emotional, sexual, and financial. Neglect is also considered a form of abuse and can also include physical, emotional, or financial. An example of neglect includes a caregiver who does not use a senior's resources to maintain the well-being of the aging adult. If you suspect abuse or neglect, contact New York State Protective Services for Adults at 1-800-342-3009



# 2nd Quarter Inservice Calendar

Wed April 2 <sup>nd</sup>	5-8	Hicksville	Vital Signs
Thurs April 3 <sup>rd</sup>	9-12	Hempstead	Use of Assistive Devices
Thurs April 3 <sup>rd</sup>	1-4	Hempstead	OSHA
Sat April 5 <sup>th</sup>	10-1	Hicksville	OSHA
Mon April 7 <sup>th</sup>	9:30-3:30	White Plains	OSHA
Tues April 8 <sup>th</sup>	9-12	Hempstead	Working with the Autistic Child
Tues April 8 <sup>th</sup>	1-4	Hempstead	OSHA
Wed April 9 <sup>th</sup>	10-1	Hempstead	Understanding the Human Body
Wed April 9 <sup>th</sup>	9:30-12:30	Brooklyn	Common Musculoskeletal Conditions
Thurs April 10 <sup>th</sup>	9-12	Hempstead	Vision and Eye Health
Thurs April 10 <sup>th</sup>	1-4	Hempstead	Mental Illness
Thurs April 17 <sup>th</sup>	10-1	Hempstead	Ostomy Care
Thurs April 17 <sup>th</sup>	9:30-12:30	White Plains	TBA
Thurs April 17 <sup>th</sup>	1:30-4:30	White Plains	TBA
Fri April 18 <sup>th</sup>	9:30-12:30	White Plains	TBA
Fri April 18 <sup>th</sup>	1:30-4:30	White Plains	TBA
Wed April 23 <sup>rd</sup>	1-4	Hempstead	OSHA
Thurs April 24 <sup>th</sup>	9-12	Hempstead	Diabetes and the Diabetic diet
Thurs April 24 <sup>th</sup>	1-4	Hempstead	Spinal Cord Injury
Sat May 3 <sup>rd</sup>	10-1	Hicksville	Special Needs
Mon May 5 <sup>th</sup>	9:30-3:30	White Plains	OSHA
Wed May 7 <sup>th</sup>	9:30-12:30	Brooklyn	Respiratory Diseases
Thurs May 12 <sup>th</sup>	6-9	Islandia	Cancer care
Thurs May 15 <sup>th</sup>	9:30-12:30	White Plains	TBA
Thurs May 15 <sup>th</sup>	1:30-4:30	White Plains	TBA
Fri May 16 <sup>th</sup>	9:30-12:30	White Plains	TBA
Fri May 16 <sup>th</sup>	1:30-4:30	White Plains	TBA
Wed May 21 <sup>st</sup>	2-5	Islandia	OSHA
Wed May 28 <sup>th</sup>	5-8	Hicksville	Diabetes and Diabetic diet
Thurs May 29 <sup>th</sup>	9-12	Hempstead	Alzheimer's Disease
Thurs May 29 <sup>th</sup>	1-4	Hempstead	OSHA
Tues June 3 <sup>rd</sup>	10-1	Hempstead	Alzheimer's Disease
Tues June 3 <sup>rd</sup>	2-5	Hempstead	OSHA
Wed June 4 <sup>th</sup>	5-8	Hicksville	Working with the Physically Challenged
Wed June 4 <sup>th</sup>	9:30-3:30	White Plains	OSHA
Thurs June 5 <sup>th</sup>	10-1	Hempstead	Vision and Eye Health
Thurs June 5 <sup>th</sup>	2-5	Hempstead	Visions and Eye Health
Sat June 7 <sup>th</sup>	10-1	Hicksville	Back to Basics
Wed June 11 <sup>th</sup>	9:30-12:30	Brooklyn	Special Needs
Thurs June 12 <sup>th</sup>	9-12	Hempstead	Mental Illness
Thurs June 12 <sup>th</sup>	1-4	Hempstead	Mental Illness
Tues June 17 <sup>th</sup>	9-12	Hempstead	Spinal Cord Injury
Tues June 17 <sup>th</sup>	1-4	Hempstead	OSHA
Wed June 18 <sup>th</sup>	2-5	Islandia	Summer Safety
Thurs June 19 <sup>th</sup>	9:30-12:30	White Plains	TBA
Thurs June 19 <sup>th</sup>	1:30-4:30	White Plains	TBA
Thurs June 19 <sup>th</sup>	9-12	Hempstead	Understanding the Human Body
Thurs June 19 <sup>th</sup>	1-4	Hempstead	Understanding the Human Body
Fri June 20 <sup>th</sup>	9:30-12:30	White Plains	TBA
Fri June 20 <sup>th</sup>	1:30-4:30	White Plains	TBA
Fri June 20 <sup>th</sup>	6-9	Islandia	OSHA

# 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 April, May and June 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 **opportunity**  
doesn't **knock**, build  
a **door**."

Milton Berle