Hacienda News

Hacienda HealthCare

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PERFECTION IS OUR GOAL, EXCELLENCE WILL BE TOLERATED

I have a poster on the wall just behind my desk. The poster's placement was strategically selected. I wanted everyone who meets with me, regardless of the purpose, to see this poster over my right shoulder. Why did I choose this poster and place it in such an eye-catching place? The answer is that the words on the poster, **"Perfection is our goal, excellence will be tolerated"**, simply but profoundly communicate what I expect of myself as an employee of Hacienda HealthCare and, equally important, what I expect from my fellow employees.

Parents, relatives, physicians, healthcare plans and regulatory agencies all entrust us with the life, safety, health and welfare of medically fragile infants, children and young adults. They, and the patients who are entrusted to our care deserve **perfection** in the care we provide. **Perfection.** Sounds impossible? Yes, providing perfect care to every patient in our large and diversified healthcare delivery system, 24 hours a day, 365 days a year is not possible. However, perfection as a goal is absolutely essential in order to assure that the provision of excellent care will be the norm and not the exception. Parents, relatives, physicians, healthcare plans and regulatory agencies can all take comfort in knowing that Hacienda HealthCare will do everything possible to achieve perfection in patient care, will accept excellence **and will not tolerate anything less than excellence. EVER!**

The quality of care provided by a healthcare organization is measured by a number of regulatory agencies, including the Arizona Department of Health Services and the Department of Economic Security – Division of Developmental Disabilities. These agencies evaluate the level of patient care provided based on standards that are applied to all like healthcare organizations. During the past 20 years, our "**Perfection is our goal, excellence will be tolerated**" philosophy has resulted in dozens of inspections earning full-compliance scores. When we do not achieve perfection, an excellent rating is earned. A good example of results we get when perfection is our goal is found in our group homes. During the last four years our group homes have been inspected 13 times. During these 13 inspections, the homes

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Onward and Upward

Los Niños Home Medical Services has been on the move, literally **onward and upward**! Following are a few facts to help showcase our outstanding growth.

- The accumulated miles on each of our company vehicles amount to a staggering 643,978 miles or enough to circle the earth over 16 times!
- Our contracted oxygen company delivers oxygen to our clients' homes at the rate of about 100 times a month for a yearly total of over 1,200 deliveries!
- One of the first LTV ventilators that we purchased now has over 75,000 hours on it, that converts to over 8.5 years of full-time use!
- In the past 12 months, we have delivered over 2,400 tracheostomy tubes, 6,360 ventilator circuits, and over 104,000 suction catheters for our clients' use. Additionally, in the past year we provided over 4,000 gallons of sterile water for our clients' humidifier needs!

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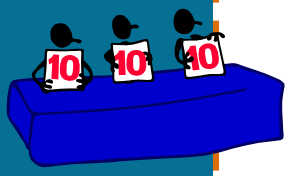
PERFECTION IS OUR GOAL, EXCELLENCE WILL BE TOLERATED



were evaluated based on 778 standards. Ten of the 13 inspections were deficiency-free. The remaining 3 inspections resulted in 8 deficiencies. These numbers show that we achieved perfection in 77% of the inspections and that we complied with the standards 98.9% of the time. Not **perfect**, but certainly excellent results. Inspectors know what excellent patient care is, and when they encounter it, they often write comments on their reports. Several of the comments made by the inspectors are:

- The level of care is top-notch.
- The staff does everything with such caring and expertise.
- The residents are medically challenged and require a high level of care, but the staff is extremely diligent regarding meeting the needs of the residents.

The excellent patient care achieved in our group homes is also found at Los Niños Hospital, Innovative Home Health Care, Hacienda's Pediatric Skilled Nursing Facility, Intermediate Care Facility for the Mentally Retarded, as well as our clinics and outpatient programs. In a recent *Arizona Republic* article, a representative from the Arizona Department of Health Services said this about our Pediatric Skilled Nursing Facility: "They are the only facility specifically targeting this younger population of patients. They've also earned the highest quality rating awarded by us for the past 4 years which speaks volumes about the top-notch services they provide."

Thanks to our well-trained and dedicated staff, these inspection results are repeated in each of our programs year after year. Sustaining such a high quality of patient care can be attributed to one thing… **Perfection Is Our Goal, Excellence Will Be Tolerated.**

William J. Timmons
President & CEO

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Onward and Upward

- A staff of just five Respiratory Therapists accomplishes all this. Together, we share over 112 years of combined respiratory experience!
- Our first Medicare Accreditation was received in 2009. The surveyor was indeed impressed and stated, "This is the cleanest DME office that I have ever seen." I need to spread the thanks around for this accomplishment: From Dale Skurdahl and his staff to Leah Shaler and her staff. The largest kudo, however, is reserved for Marianne Coppola; her tireless efforts have improved the department in all areas. Thanks Marianne, we couldn't have done it without you!

I hope that everyone can understand the tremendous amount of work it takes on a daily basis to make sure that the parents and caregivers have what they need to take care of a family member. I have always enjoyed my position here with Los Niños, and I think my staff would certainly echo that sentiment. Please feel free to call upon us at any time, and we are looking forward to another bustling year.

John Widder
Director of Los Niños
Home Medical Services

Hacienda de los Angeles – Home of the Angels

Who are the angels who frequent the place?
Have you ever looked into an angel's face?
I have. I do it every day.
Their love is obvious in the way
They work-such dedication,
Sincerity, consideration.
With caring heart and healing hands,
So patiently they meet demands
Of patients, families, doctors, staff
Laboring always on behalf
Of their charges.
They rock the babies, pat the heads,
Give instruction, administer meds.

There's an angel there to help folks breathe,
And One to rock them as they teethe.
One to wash faces and comb damp hair,
Change the diapers and show they care
By speaking calmly-soothing fears
Holding hands and drying tears.
They work the fragile legs and arms.
Make quick response to fire alarms.

Who are the angels? Why look around?
They are everywhere! The hosts abound:

They push the mops and wield the brooms,
Vacuum carpets and dust the rooms.
They launder the sheets and wash the socks,
Repair the plumbing and fix the clocks.
They load the patients and drive the vans
With as much loving care as a mother can.
They make appointments answer questions,
Keep the books and make suggestions.
They listen to folks' complaints and quite
Certainly try to make the things right.

They order supplies, prepare the food
With such a cheerful attitude

They smile even though their own hearts weep,
They'll hug a child, rock her to sleep.
It's great to see the true effect
Of treating patients with such respect.

They decorate for holidays.
Oh, who can enumerate the ways
The angels of hacienda care
For those entrusted to their care?
Why, all of us are truly blessed.
I tell you, Angels, I'm impressed!
So Hacienda, build and grow!
You'll continue blessing, that I know!
God bless you!

(You gave us HOPE)

By: Dee Johnson

Richie's Story

"Don't ever give up hope because anything is possible"

"Six months to live" was the unsettling response a doctor gave 3-year-old Richie's mother, Alisia, when she asked, "How long does he have?" Looking at the brain's Magnetic Resonance Imaging (MRI), the doctor gave his opinion to a question Alisia regrets ever. "I wish I would have never asked that question," Alisia said, reflecting back on an appointment in October 2009. "You can't put a time on life," she shared. "Richie deserves more than that, and we won't give up on him that easy."

Born in August 2006 in Prescott, Arizona, to parents Richard and Alisia Ellis, Richie was a healthy and thriving baby boy. He was born at 35 weeks, which was a feat in and of itself since his mother had gone into labor at 28 weeks. "It was tough toward the end of the pregnancy," she said, recalling the 7 weeks she was on strict bed rest and being given the intravenous medications terbutaline (to stop uterine contractions) and betamethasone (a corticosteroid to help speed up a preterm fetus's lung development). Even though Richie was born preterm, he had no complications or signs of problems within the first 6 months of life. "We noticed when he was 6 months old that he could not hold up his own head, crawl, or sit up on his own; and when I would tell his pediatrician about these delays, his only response was that he [Richie] was fine, and that it was because he was born preterm."

By the age of 18 months, Richie had more invasive procedures done than one person ever has done in a lifetime. He has had numerous procedures done in search of diagnosis: MRIs, an EKG, an EMG, a spinal tap, and a muscle biopsy. Alisia recalled how some of these procedures "seemed so tormenting and painful," but Richie always "stayed so happy." He was diagnosed with "developmental delay," and doctors were leaning toward a diagnosis of cerebral palsy. Richie's parents began aggressive treatments through physical, occupational and speech therapies in order to intervene early on with the condition from which they had been told Richie suffered.

His condition progressively worsened; and in August 2009 when his father, Richard, noticed he was having uncontrollable muscle spasms and was unable to swallow food, water and medication, Richie's father immediately took him to the emergency room where doctors were once again unable to give a definitive diagnosis nor an underlying cause for Richie's condition. His parents expressed frustration about not knowing what caused Richie's brain to atrophy (deteriorate), and understandably, as with most parents, "wished they could trade places with him so he didn't have to suffer."

When you meet Richie, he has the presence of an angel – with his porcelain skin, innocent green eyes, and a radiant smile that can light up the darkest room. He loves what every 3-year-old boy loves: his dad; mom; little brother, Kyle; family and friends; animals; the movie "Cars"; music; and spaghetti. Richie's parents and our staff at Hacienda all agree that Richie loves **everybody**, and he is quite "the charmer."

When Richie arrived at Hacienda in October 2009, his parents and nurses said he was only able to lay in bed or in his chair. Unable to eat or drink, he has been given medications and nutrition through a tube that provides direct access to the stomach. Since his admission Richie has made great progress. "He loves to move around at any opportunity and is a busy little guy; we are all beside ourselves over the improvement he has made since he got here," said Crystal Antonio, a nurse that has been a regular caregiver of Richie's since his arrival at Hacienda ICF-MR. When asked what advice she would give other families going through similar situations with a special needs child, Richie's mother says, "Don't ever give up hope because anything is possible."

Melissa Pannell, RN, BSN
Clinical Educator,
Human Resources Department

Safety is no Accident

Accident
An event occurring by chance or unintentionally

Accidental
Happening unexpectedly or by chance; happening without intent or through carelessness

We've all used the phrase "accidents happen," often to soothe the feelings of someone who has just been involved in one. The intent of this is positive, to reassure the involved person that the incident that just occurred was not contrived, that whatever part they may have played in it did not mean that they were somehow a bad person or had set out to injure someone. In most cases, these efforts achieve their desired goal, the person involved in the incident feels better, and realizes that, while he or she may have been at fault or caused the "accident," they are not a bad person, and so can begin to get on with their life.

Yes, accidents do happen, but that doesn't mean we need to accept them as inevitable. At Hacienda HealthCare accidents are seen as preventable, for each "accident" has the potential for causing injury or harm to our clients, our patients and our staff. Over the past ten years the organization has grown significantly in the range of services provided, the number of facilities we operate and the number of staff we employ. At the same time, the number of employee injuries, accidents if you will, has decreased as when measured against the total hours worked throughout the organization. For example. in 2003 there was 1 injury for every 26,233 hours worked in the organization, and there was an average of 43,721 hours worked per month. Through July of this year, we have averaged 1 injury for every 26,635 hours worked, and 47,361 hours worked per month throughout the organization. Clearly as we have expanded we have been able to reduce the number of on-the-job injuries our staff has experienced.

In seeking to minimize or eliminate injuries to our staff, patients and clients, we have learned that education, training and awareness are the best tools we can have, and that well-trained, safety-conscious employees will reduce the number of injuries that occur in the work place. This safety training begins early on during an employee's pre-employment physical exam where proper lifting technique is taught as part of the examination, during new employee orientation where fire safety and disaster preparedness are introduced and continues on with training in the proper way to lift and re-position clients. At each step of this process the employee must know and demonstrate proper techniques and know the organizational policies and procedures behind them.

We also work closely with department managers and supervisors to ensure that they are aware of the proper reporting procedures for accidents and injuries. By doing so, we strive to ensure that employees who are injured on the job get the evaluation and treatment that they need and are able to get back to work as soon as possible.

So, although we must accept that "accidents happen," we also know that safety happens even more, and that is certainly **no accident!**

Tim's Story

Should you ask Timothy Wayne Johnson, "If you could have one thing, what would it be?" he would probably tell you a "JOB." He spells his answer to this and any other questions on an alphabet/word chart affixed to his wheelchair or, if he is in bed, to a chart on a clipboard. He communicates well by spelling with his one good finger – the index finger on his left hand.

Tim is 44 years old; and, having suffered traumatic brain injury in a car accident in August 2002, having a job isn't possible for him at this time. He is partially paralyzed on the right side, unable to speak or walk, and fed by a feeding tube.

John C. Johnson and Dee Strickland Johnson have three grown children, Tim being the middle one. Tim grew up a carefree, cheerful child and had a normal, happy childhood. He served a three-year term in the United States Army, during which time he received a number of achievement awards. He has always had a strong work ethic and has been praised by employers and Army officers for his dedication and high quality performance. Fiercely independent all of his life, Tim now finds it very difficult to be completely dependent on others.

Except when they are out of town, which is rare, Dee or John spend time with Tim every day at Hacienda's ICF-MR facility where Tim lives and receives his care. They work tirelessly with Tim and the medical team to improve his condition and his quality of life. Tim's care at Hacienda includes restorative and speech therapies. Tim's parents also have hired a massage therapist who comes weekly to provide some comfort.

Tim enjoys movies (especially documentaries, such as Arizona history, and the magic of the famous magician, Criss Angel) and visits with family and his few remaining friends. He occasionally joins other Hacienda residents in activities and will soon be learning to use a laptop computer, which will hopefully expand his world! Having volunteers visit means much to Tim and also to his parents. Time with others provides a better quality of life for Tim.

As a mother, I was touched when Dee shared that she wonders what will happen to Tim after she and her husband are gone. Her concerns aren't related to his medical care, but rather to his friendships. He is completely cognizant of everything around him; he is simply stuck in a body that won't let him live what would have been his normal life had there not been an accident in 2002. As she and her husband grow older, she worries about who will visit him regularly when they are gone. Relationships are what make our life richer, and his mother Dee's only wish, aside from the miracle of healing, is that her son Tim has a rich, full life with love, with friends, and with physical comfort.

"If you could have one thing, what would it be"

Fun With Bubbles

Poke them
Pinch them
Clap them
Blow them
Follow them
Count them
Chase them
Share the activity
Make noises
Describe them
Sing about them
Talk about the experience

Although we live in a climate that brings scorching summer heat, most parents and caregivers would agree that children benefit from a little bit of time spent outdoors each day. One of my favorite outdoor activities as a child was standing in the grass and blowing bubbles with my neighborhood friends. This is a play activity that is inexpensive, requires little preparation, and allows for spontaneous and carefree interactions between friends and family. Following are **12 fun things** you can do with bubbles, all of which highlight developmental skills that are relevant to toddlers and young children:

1. **Poke them** with your index finger. Toddlers need practice at isolating the index finger, and poking and popping bubbles is a great way to encourage this skill. Naturally, one hand will present as the dominant hand, but be sure to help your child practice with the other hand, too.
2. **Pinch them** between your thumb and index finger. This is called a "pincer grasp" and is an important fine-motor skill.
3. **Clap them** between two hands to pop them. This encourages eye-hand coordination and helps the hands work together cooperatively.
4. **Blow them** around to practice using the mouth muscles that will help your child with sound production.
5. **Follow them** with your eyes as they float off into the sky; this will help your child's visual tracking skills.
6. **Count them** as they float around or as you pop them.
7. **Chase them** around the yard to try to capture them. Blow them high enough so your child has to stand on tiptoes with extending arms to reach them, and then blow them low to the ground so your child has to squat.
8. **Share the activity** with siblings and peers to practice taking turns. For example, allow each child to control the bubble wand three times, and then it's the next person's turn.
9. **Make noises** while you pop the bubbles that encourage sound production like "pop, bam, bang." Exaggerated sound effects are usually the most fun.
10. **Describe them** by noting whether they are big or small, wet or sticky, or fast or slow. Point out that they are round like circles and balls.
11. **Sing about them** using any tune or jingle that you would like substituting the word "bubble" whenever you can. Nursery rhymes and simple songs are an excellent way to practice emerging speech and language skills.
12. **Talk about the experience** later with other family members to help your child learn how to tell his experiences to others. He may even want to draw a picture of the bubbles!

Please keep in mind that bubble time should be adapted to suit the individual personality or developmental level of your child or situation. If it's too hot outside and outdoor play is not appropriate, the bathtub is a great place to play with bubbles. For children who are overly sensitive to the sticky sensation of the bubbles on the hands, hold the bubble wand for them and allow them to poke the bubbles with a straw instead of their fingers or clap them between two paper plates instead of their hands.

Some children respond best to activities that have a clear-cut beginning and end, and we realize that bubble play could go on endlessly for a child who is having fun. If that is the case, set a timer for 15 minutes so your child understands that the activity ends when the timer goes "ding." You can also use the bubble time as a reward; for example, allow them to play with bubbles after they help pick up their toys or use it as a special one-on-one time with an older child who often has to compete for attention with their colicky little sister.

As always during these hot summer months, beware of heat exhaustion; toddlers and children aren't always good at recognizing when their bodies are in trouble. Keep cold water on hand after outdoor play, and make sure your child has a play area free of obstacles that can be tripped over.

Enjoy your summer, and a heartfelt thank you to all of the families that allow us into your hearts and homes.

Kris Lanzel
Director of Early Intervention

WOW! Awards

The WOW! Award recognizes distinct and extraordinary accomplishments with identifiable impacts that are beyond the scope and/or expectation of an employee's job. All employees are eligible and nominations are made by Hacienda HealthCare residents, visitors or employees who recognize outstanding efforts.

[SHEENA CUMMINS, RT]

[JODI NICOLA, RT]

[MELISSA TROJAN, RT]

Los Niños Home Medical Services

Nominator: John Widder, Director of Home Medical Services, Vent Program

Message left on voice mail regarding some troubles with a ventilator. Upon speaking with mom it was vital that we stop by, based on our conversation it wasn't the ventilator but something else. Upon arrival at the home it was determined that the trach had not been placed properly. The other staff was close by and fearing a life threatening situation I requested they immediately stop what they were doing and immediately assist with mom. The child was assessed and a new trach introduced and the child immediately responded positively. Without the quick thinking, acting and commitment there is no doubt this child would have ended up being admitted to the hospital or even worse. I am so proud of their reactions and superior commitment to our special clients.

[TIFFINI MONTAGUE, RN]

Home Health

Nominator: Kate Arnett, Home Health

Last week our patient, Mark, went into the hospital for his 3rd open heart surgery. Knowing he'd be in the hospital for possibly a month, Tiffini prepared a photo album filled with pictures of Mark and his family to help ease his homesickness. He loved it and looked at the pictures often, which helped him smile despite his discomfort.

[CHRIS PRIMERANO, INTAKE COORDINATOR]

Los Niños Synagis Clinic

Nominator: Kathy Esparza, Los Niños Synagis Clinic

I'm office manager at the Synagis Clinic and just wanted to thank our Synagis Assistant, Chris Primerano for his dedication and hard work. Chris was kind enough to load up all of our chairs in our clinic (40) to his pick-up truck and took them to the car wash and washed and scrubbed them down (in 106 degree weather). Thank you Chris for going above and beyond your duty. Chris also just graduated respiratory school. "Congrats Chris".

Hacienda HealthCare

In special lives, we make a difference

1402 E. South Mountain Avenue
Phoenix, AZ 85042

Phone: 602-243-4231
Fax: 602-243-1217

Hacienda HealthCare Affiliates

Hacienda ICF-MR—Residential Care, Respite Care and Transitional Care Training
Alameda Group Home and Willow Group Home
Brown Medical Group Home and Townley Medical Group Home
Sterling Pediatric Medical Group Home
Hacienda Early Intervention Program
Hacienda Day Treatment Center

Hacienda Skilled Nursing Facility -
Skilled Nursing Facility for Infants, Children, Teens and Young Adults

Los Niños Hospital
Los Niños Synagis Program
Los Niños Therapy Services
Los Niños Home Medical Services
Innovative Home Health Care
Innovative Staffing Services

Children's Angel Foundation

www.haciendahealthcare.org