



Did You Know

[by Wendy Starr]

Ek-suh-luh-ns

Wikipedia defines Excellence as “a talent or quality which is unusually good and so surpasses ordinary standards.” We all want to think we do our jobs with excellence; that we are living our lives with excellence.

Vince Lombardi, best known as the head coach of the Green Bay Packers during the 1960’s, believed excellence and a good life were interrelated. He once said, “The quality of a person’s life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.”

Colin Powell former US Secretary of State and retired four-star general in the US Army said, “If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude.”

And Thomas J. Watson chairman and CEO of IBM while it was growing into an international force said, "If you want to achieve excellence, you can get there today. As of this second, quit doing less-than-excellent work."

So if you want to be sure you are really doing your job with excellence and if you

want a good life, all you have to do is develop the habit of doing things, even little things, extraordinarily well. It’s a choice,

Meet the Staff



[Charles & Heather Starr]

Charles Starr has been employed with Loving Care since 2013. Charles is an OSU alumnus where he received a B.A. in biology and later a Doctorate of Physical Therapy. Charles also attended Indiana University in Bloomington for part of his undergraduate studies.

Before coming to Loving Care, Charles was a physical therapist at the Columbus Alzheimer Care Center (Encore Rehabilitation Services) and at Riverside Methodist Hospital. Charles has also been an instructor in, and continues to practice, yoga.

Charles and his wife, Heather, live in Columbus with their cat, Kili. Heather is employed with the Turner Construction Co.

In their spare time, Charles and Heather enjoy gardening, scuba diving and lively

discussions about sports and politics.

Caught You

[Whenever you ‘catch’ a co-worker demonstrating our core values, please take time to let their supervisor know.]

♥ Mary, Barb and Charlotte demonstrate good customer service, teamwork as well as excellence by going above and beyond their work schedules to provide early morning care to a patient.

♥ Julie demonstrated excellence and transparency when she identified an issue and reported it to the appropriate Coordinator allowing the issue to be addressed and mitigated.

♥ The Marysville staff all demonstrated teamwork when everyone pitched-in during a rough week.

♥ Sarah demonstrates professionalism and excellence by keeping the Marysville office extra nice and organized.

♥ Ashley demonstrated excellence when she went above and beyond after a death to stay with and comfort a family member.

♥ Darlene demonstrated teamwork, good attitude and dependability when she willingly worked very late-twice-so the carpets could be cleaned in all the offices.

♥ Ashley demonstrated excellent customer services when she stopped her car to assist a person who had fallen. The



person who fell was a community member, not a patient.

♥ Joni demonstrated excellent patient care by her communication of all the changes and occurrences that happened over the weekend from on-call.

♥ Darlene demonstrates excellence and teamwork as evidence by her receipt of over 13 bomb cards in one month.

♥ Mary demonstrates excellence as evidenced by the great patient care and genuine care she gives her patients.

♥ Megan demonstrates teamwork, creativity and integrity in her handling of multiple admissions and difficult deaths in the middle of the night.



AND THE WINNER (of the January 'Bomb Card' drawing) IS.....

Linda Hohenstein



Compliance Corner

[by Christina Kennedy]



Compliance is scary right?? Actually it is! In the industry we work there is a rule for everything we do, say, write, etc.

In order to make compliance not as scary, each month I will be discussing a new topic in regards to compliance. We will also be doing several "lunch and learns" throughout the year to make compliance easier to digest.

This month let's talk about something that is near and dear to almost everyone's heart ... documentation. The compliance policy states that one of the main risk areas associated with billing is documentation. So what does documentation have to do with billing??

Each bill or claim that leaves Loving Care consists of a list of visits provided to each specific patient for the month. Each of the visits that are listed on that claim must have sufficient documentation to support that visit. If the documentation is insufficient then according to

Medicare we do not have a right to collect money for that visit.

Typically we learn about insufficient documentation after the fact. We send a claim and then Medicare asks to review our medical record. They take the record, review all of the documentation, orders, etc. and make a judgment based on what they have read.

If the documentation is good then we get to keep our money. If they believe that the documentation is poor then they take our money back...basically leaving us having paid for the expense of completing the visit but not receiving any compensation for that visit.

So what can we do to make sure we have sufficient documentation and keep our money? Basically everything that occurs in the visit needs to be documented. We need to make sure that we paint a clear picture of the patient's status as noted during our visit and prove at every visit why our services are necessary. Did we mention why the patient is homebound? Are we taking wound photos and taking measurements? Are we bragging about the successful interventions that we have implemented?

Remember if it isn't documented then it didn't happen. Making sure that we have sufficient and detailed documentation will help ensure that we receive payment for the



services we provide and that we are in compliance with this billing rule. That makes everyone happy!

Recipes

[Submitted by Mary Miller, RN]

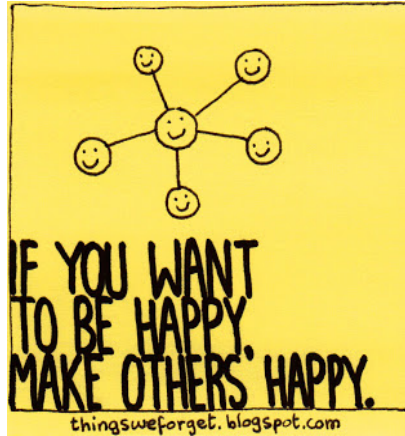
Monkey Bread

- 4 tubes of refrigerated Biscuits
- 3/4 C. margarine
- 3/4 C. granulated sugar
- 1&1/2 t. cinnamon
- 1 T. cinnamon
- 1/2 C. granulated sugar
- 1/2 C. Chopped nuts
- 1/2 C. packed brown sugar

Cut biscuits into quarters. Combine 3/4 C. sugar, 1 T. cinnamon and nuts in a bag or bowl. Shake biscuit quarters in the mixture. Drop into a bundt-pan or angel food cake pan. Combine the remaining ingredients and bring to a boil. Pour over the biscuits. Bake at 350 for 35-40 minutes then remove. Turn upside down on a plate and serve.

Community News

- ♥ 2/2/16 Buckeye Chuck, Ohio's official weather-predicting groundhog will check for his shadow. 7:30-8:30 AM. Marion.
- ♥ 2/6 Love Songs Through the Decades. Columbus Mennonite Church at 35 E. Oakland Park. 7-9 PM. \$10. Proceeds help produce the Central Ohio Folk Festival.
- ♥ 2/2-7/16 Disney on Ice. Nationwide Arena.
www.disneyonice.com



Heartfelt Thanks

The following are patient comments we have received.

- ♥ A local physician reported he is happy with the care Sandy provides to his hospice patients.
- ♥ "Thank you for the love and care you showed my husband in a most difficult time. Our family is very grateful."
- ♥ "Thank you for your support, love and prayers."
- ♥ Thank all of you for the care and support you showed us...Thanks so much for being there for us.
- ♥ Thanks for taking care of my family...the talks we had helped me a lot...I really miss your visits.
- ♥ Thank you so much for your help and care of my grandma...You are all so caring and supportive...Now your phone messages and cards have made me stronger.
- ♥ Thank you for all your help this past year. Your visits were welcome and encouraging to us. Your kindness is much

appreciated. I pray God blesses you!

- ♥ Kathy provided wonderful care.
- ♥ Thank you for your wonderful guidance and help in caring for our mother. She wanted to be at home and you gave us the confidence and tools to honor her wishes.

Dates to Remember



Birthdays

February:

- Sophie Hall, LPN-1st
- Vicki Binns, HHA-7th
- Greg Wolfe, Clergy-19th
- Joni Champion, RN-24th

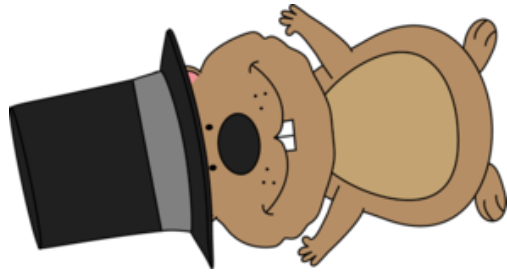
March:

None!!

Events

- ♥ Desserts and Memories - last Tuesday of each month @ Der Dutchman

FEBRUARY 2016



**Collecting Dog & Cat
Treats and Toys**
all month to donate to our local Humane Societies this month! Let's make a difference and help our 4 legged

Sophie's dog
"Baby" won the
Dressed Up Pet
Contest!!



Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 Ground Hog Day!!	3	4 Thank a Mailman Day!	5 Go Red for Women! <u>WEAR RED!</u>	6
7	8	9 Clean Computer Day	10	11 White Shirt Day!!	12	13
14 Valentine's Day <3 <3	15	16 President's Day (Floating Holiday)	17 Mardis Gras Day!!	18 Ash Wednesday (Lent begins)	19	20
21	22	23 <u>Dog Biscuit Day!</u> Donate a box for humane society!	24 Tortilla Day!! Staff bring favorite dips in!	25	26	27
28	29 <u>LEAP DAY</u> (Once every 4 years! 2016 it is)					