



# THE HEARTBEAT

March, 2016

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## **Did You Know**

[by Annetta Dellinger  
Board Member & resident  
Joyologist]

Taking time for “self-care” is not indulgent, it is essential. How, then do we make it a priority?

I find that little mini-breaks on a daily basis are a good first step. What are a few things you can do every day to renew and refresh your own spirit?

For me, I am on an airplane and the flight attendant has just finished giving us the safety instructions, including the ever important reminder to “put your own oxygen mask on first” when traveling with a child or anyone who might need your help.

What a wealth of wisdom in those few words. Put your own oxygen mask on first.

You can't be there to care for others if you can't even breathe yourself. Simple. Profound. Not necessarily intuitive. And oh, so difficult to do.

It is easy to reach out and help others first. It's in our blood. Whether our role is on the Loving Care staff, in the home, caring for young children, aging parents or any family member with special needs, we

see, hear and feel the needs of others. Often we are the “first responders” because it comes more naturally to us than breathing.

Taking time for “self-care” seems indulgent, unnecessary, or simply impossible. Until the day we find we cannot breathe.

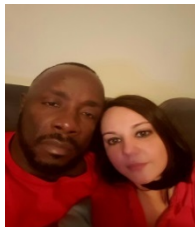
Which of the following will you do for your self-care today: A morning devotional and prayer time, listening to the music that re-charges your soul at the end of the day, doing a crossword puzzle, indulging it at least a teeny tiny bite of chocolate and talking a walk.

Other self-care is: taking a Sunday afternoon nap, trying a new recipe, cuddling with a grandchildren, reading a magazine. What are things you can do every week for your own well-being?

Sometimes we all need a little help putting that oxygen mask on and just taking a deep breath.

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## **Meet the Staff**



**[Kelly Demarcus]**

Kelly was hired by Loving Care in October 2015 as Scheduling Coordinator and Aide Supervisor. She graduated from Clark State Community College

Practical Nursing program in June 2010.

Kelly has worked in home health, assisted living, SNF, corrections nursing, and phlebotomy. She also worked as a paralegal for 3 years and has an Associate's Degree in Criminal Justice.

Kelly was born and raised in Dayton; where she lived for 28 years. She moved to Hilliard in December 2013 and then moved to Jeffersonville in February, 2015.

Kelly likes to hike, bicycle, walk and swim. She also likes to cook and read.

She has two brothers, both whose wives are having babies this year and a niece who is 18 months old.

Kelly has been in a serious relationship with her boyfriend, Malcolm, for two years. He works at Madison Correctional Institution and is also a pastor in Dayton.

As of right now, Kelly has no pets but is hoping to get a dog in the near future. Kelly says she is very happy to be a part of the Loving Care team!

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## **What Is This?**

**Exceeding expectations in every interaction: Core Values, Awareness, Community**

**[Stay tuned for more]**

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## Caught You

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

♥ Kelly demonstrated excellent customer service by taking a phone call that was on hold so the customer did not have to wait for service.

♥ Darlene and Cynthia demonstrated excellent teamwork when they volunteered to clean up the mess at the Annex when the sewer backed up.

♥ Megan demonstrated all our core values when she volunteered her time to help another nurse with a patient death on an evening that she was not on-call.

♥ Kristen demonstrates great teamwork; she is always willing to help.

♥ Robbi always demonstrates teamwork and a friendly attitude.

♥ Sarah demonstrated excellence, dependability and quality when she found and reported a documentation error that could have resulted in a claim denial if not timely addressed.



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

PHYLLIS MILLER!!

## Compliance Corner



They said to "think outside the box."  
Naturally, I assumed "box" meant "law."

[by Christina Kennedy]

**FRAUD!!!** In order for an action to be considered fraudulent, the person performing the action must have the intent of wrong doing and must have the knowledge that the actions were wrong. Consider this article that was listed as one of the most notable healthcare frauds in 2015:

"The owner of Prairie View Hospice in Oklahoma will pay \$2.5 million in restitution and serve three years in prison starting August 28, after a jury convicted her of Medicare fraud, according to the Department of Justice in the Western District of Oklahoma.

From 2010 to 2013, Paula Kluding, 39, concealed the true medical condition of Prairie View Hospice's patients in order to "pass" a Medicare audit and to fraudulently obtain money from Medicare, according to evidence presented at trial.

Nursing notes were falsified to make it appear that patients were in worse health than they

actually were to justify the patient's continued hospice care. Also, medical documents were falsified to make it appear that nurses had visited patients or conducted necessary assessments when such visits and assessments had not been made. In addition, Prairie View Hospice sent the falsified documents to a Medicare subcontractor in response to requests to audit patient files.

A jury returned a guilty verdict on 39 separate counts relating to Medicare fraud, conspiracy, obstruction of a federal audit, and making false statements in healthcare matters.

Kluding reported on August 28 to the US Bureau of Prisons to begin serving her sentence. She will also have three years of supervised release following her prison sentence." **Source:** <http://www.healthcarefinancenews.com/slideshow/biggest-healthcare-frauds-2015-running-list>

The case above describes a person who had clear **intentions** of doing something wrong and had the **knowledge** that her actions were wrong. This was a text book case of fraud and the penalties to those involved were severe.

It is important to be on the lookout for potentially fraudulent situations. If you have any concerns, please contact the Loving Care



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Compliance Officer, Christina Kennedy, immediately.

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## Recipes

[Submitted by Mary Miller, RN]

### Old Fashion Potato Cakes

Here is something you can do when you have left over mashed potato from another meal.

- 2 C. mashed potato
- 2 T. cream (optional); or use milk
- 1 large egg
- 1 T. minced onions
- 1 T. flour

Mix everything together and drop in patties in a hot frying pan with butter. Brown each side and serve.

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## Community Activities

- ♥ 3/12. Egg Hunt. 10:30. Marysville Library.
- ♥ 3/19. Pancake Bkfst. London Community Center (old school) 8-11:30 AM with special downtown shopping. Win a bike!
- ♥ 3/19. Egg Hunt, 10 AM. Cowling Park.
- ♥ 3/22. Union Co Health-care Providers Assoc Mtg. Chamber Office, 11:30.
- ♥ 4/26. Union Co Health-care Providers Assoc Mtg., Chamber Office, 11:30.
- ♥ Madison County Historical Society, 260 E. High, London, open 1-4 pm Sundays & Weds.



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## Heartfelt Thanks

The following are patient comments we have received.

- ♥ "Thank you for all the love and care you gave me when I am at my daughter's home."
  - ♥ "Julie is an angel. She is the warmest most caring person I have met in a very long time."
  - ♥ Special thanks to Ina and Gary Yutzy for the time, materials and ingenuity involved in building the beautiful HIPAA compliant information board for the London Hospice staff.
  - ♥ "Words can't express our thanks for all you did for our father and us."
  - ♥ "Thank you for being there for us. We are a crazy family and having your support made things much easier for us."
  - ♥ "You are a gift to us."
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## Dates to Remember



### Birthdays

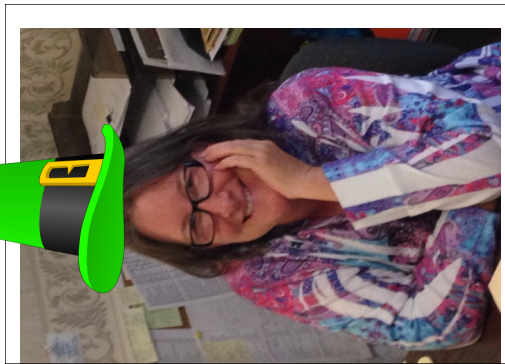
**March:**  
None!!

**April:**  
Tiffany Lee, Mktg - 3<sup>rd</sup>  
Darlene West, Recept - 4<sup>th</sup>  
Julie Brand, ST - 4<sup>th</sup>  
Jason Lambert, MSW - 23<sup>rd</sup>  
Charles Starr, PT - 27<sup>th</sup>

### Events

- ♥ London office: **Compliance & Customer Service training:** 3/21 @ 8:30 AM and 3/23 at Noon.
- ♥ Msv office: Compliance & Customer Service training: 3/25 @ 10:00 AM following team.
- ♥ Desserts and Memories -last Tuesday of each month @ Der Dutchman.
- ♥ Plain City Community Breakfast every Saturday from 8-10:30 am, Daily Needs Assistance Community Center, 340 W. Main Street, Plain City.
- ♥ 5/13 Spring Dinner. Tolles, 6:30 PM.

# MARCH 2016



**March is National Social Work Appreciation Month!**  
 Take a moment to thank Jason & Stephanie for all they do at Loving Care!



Sun	Mon	Tue	Wed	Thu	Fri	Sat
6 Oreo Cookie Day	7 Cereal Day!!	8 World Compliment Day!	9	10 Name Tag Day!!	11 Employee Appreciation Day	12 Learn What your Name Means
13 Day Light Savings Time	14	15 Incredible Kid Day. Tell your kids how great they are!!	16	17 St. Patrick's Day!	18 Middle Name Pride Day!	19
20 Palm Sunday	21 London Compliance & Customer Service Training (8.30 am)	22 Goof Off Day	23 London Compliance & Customer Service Training (Noon)	24	25 Good Friday MSV Compliance & Customer Service Training (10:00 am)	26
27 Easter Sunday	28 Something on a stick day	29	30 National Doctor Day	31		