



## ***Did You Know***

[by Wendy Starr]

### **Exceeding Expectations in Every Interaction**

All of us know from personal experience that a basic expectation of every customer in every setting is that they receive good service. Our customers, who are patients and caregivers, physicians, facility staff, and discharge planners and even our fellow Loving Care staff, all expect, at the most basic level, that they will receive good service from each Loving Care employee that they encounter.

I believe the Loving Care staff already provides good service and that we do meet that basic 'good service' expectation. However, we want to exceed expectations; we want every employee to be the hero to every customer with whom they interact; every day, with every interaction.

Lynn Geist, Management Solutions Team, LLC, says that the most fundamental element of being a hero is your attitude. She also says excellent customer

service cannot exist without positive attitudes.

Lynn lists several suggestions regarding how to develop a positive attitude. One is to "start each day with thoughts about the positive aspects of your job;" thinking about who you can help each day.

And, since we all have bad days, she also gives several suggestions on how to stay positive on those days. The one I like best is "focus on each customer's needs instead of your own" or instead of the problems other folks have wanted you to deal with.

By now, each of us should be able to recite our employee vision statement. Maybe you even remember the pillars that support that statement. The statement and its pillars are just the beginning and are a framework for all that will follow.

I hope each of you have added one or more "Always" and "Never" suggestions to the boxes we have placed in each office. Your input is important. You are the folks who are called on to interact every day with our customers. We want to know what things you think we should always do or include in our daily interactions and which things we should never do.

And finally, find ways this week to 'make your customers' day; to be their hero.' See how creative you can be. You can share what you did and your

customer's reaction in our Always/Never box to give ideas to others.

## ***Meet the Staff***



[Karen Miller, RN]

Karen Miller is a registered nurse with our Hospice program. She is currently assigned to the London office but has also worked in Union County.

Karen was raised in Middlebury, IN. She graduated from Christian School, and also attended Rosedale Bible College. She earned an associates degree in nursing from Hesston College in Hesston, KS.

Karen and husband, Nathan have successfully raised 5 children (ages 22-31) which Karen lists as a "special accomplishment." Nathan is CEO at Choice Books, Great Lakes. Three of the Miller children are married: Jonathan and his wife live in Davenport, Iowa where he is an electrical engineer with John Deere. David and wife live in Atmore, AL and have an 8 month old son; David teaches high school English. Aaron lives at home and teaches at Shekina where he is also baseball coach and athletic director. He is also youth pastor at Shiloh Menninite Church. Elizabeth and husband live in



Columbus where she is a RN at Riverside. Rachel also lives in Columbus and is a Junior at Mt. Carmel College of Nursing.

Karen's interests and hobbies include working outside in the garden and flower beds, sewing, crocheting, reading, cooking and baking. She has taught Sunday School and serves on various church committees.

The Miller's attend Shiloh Mennonite church.

## Caught You

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

♥ Jason & Susan demonstrated professionalism and compassion when explaining options in a difficult situation.

♥ Kristen demonstrated excellence, creativity and awareness by physically going to the physician's office to discuss a concerning patient issue to ensure that the patient's needs were met.

♥ On request, Michelle was able to recite the Vision Statement, the 3 pillars and ½ of the descriptions.

♥ Regina demonstrated teamwork by helping Tiffaney with the Meals on Wheels route.

♥ Denise and Phyllis both demonstrated teamwork, dependability and integrity when they both jumped in to help do weekend starts of care.

♥ Dorothy has demonstrated excellence and good customer

service during hospice 'well checks' at various facilities.

♥ Joseph demonstrated teamwork by delivering supplies to a hospice nurse.

♥ Regina demonstrated excellence when she voluntarily cleaned up an 'overflow.'

♥ Darlene demonstrated core values of Creativity, Excellence & Integrity as well as vision pillars Awareness (situation/solutions) and Community (support) when she willingly agreed to cross train to another position to fill an unexpected staffing need.



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

**Lynn Daily**

## Compliance Corner

[by Christina Kennedy]



Referrals are the life blood of our agency. We need patients to serve in order to be a viable agency. While our patients are our top priority, much care and attention must be given to our referral sources. So who are our referral sources? Hospitals, physicians, facilities, clinics and

patient self-referral are our top referral sources.

It is important that we treat these sources with the utmost respect and try to be very accommodating to them. Being helpful will mean future referrals. With all that being said, there is a huge HOWEVER that we must discuss.

There are very strict laws that govern the way we interact with referral sources. These laws consist of the Stark Law, Patient Freedom of Choice Act, the Anti-Kickback Statute, and the Civil Monetary Penalties Law. In general, we cannot ask for or receive anything of value to induce or reward referral sources. We cannot give them money for each referral. We cannot provide free nursing/aide support to facilities to garner referrals.

These rules really restrict how we get new patients. You may be scratching your head wondering, "Well then how can we get referrals legally??"

The answer is simple. We win referral sources over by providing high quality of care, being available, being helpful, being courteous, and exceeding their expectations in every interaction. These are all things that money can't buy but are the most valuable in our industry.

By doing these things our physicians will only want their patients cared for by Loving Care. By doing these things the



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people in our community will only want themselves and their family cared for by Loving Care. When our partner's confidence in Loving Care increases, the referrals will be plentiful!

## Recipes

[Submitted by Mary Miller, RN]

### Turtle Cake

1 German Chocolate cake mix (2 layer)

1/3 C. plus 2 T. evaporated milk

1 1/3 C. Water

1 12oz. pkg. chocolate chips

3 eggs

1 C. chopped pecans

3/4 C. butter (creamed)

1-8oz. cool whip

1-14oz pkg. caramels (candy)

Combine cake mix, water, eggs and butter. Blend till smooth. Pour 1/2 of batter into a greased and floured 13x9 pan. Bake for 15 min. in a 350 oven.

Melt caramels with milk over low heat. Remove cake from oven and pour caramel mixture over the cake (do not spread it to the edges). Sprinkle chocolate chips over caramel then sprinkle nuts over top and then pour the remaining cake batter over top and return to oven and bake for another 30 minutes in 350° oven. Cool and serve with cool whip topping.

## Community News

♥ 4/9/16-Tiffany's Wedding!!

♥ 4/9. Mt. Sterling Madison Health Open House @ Community Center. 4-6 pm

♥ 5/13-Spring Dinner @ Tolles. HHAs are being honored! 6:00 P.M.

♥ 5/21- Der Dutchman Heritage Days, Plain City. Lots of family fun.



## Heartfelt Thanks

The following are patient comments we have received.

♥ "Thank you. We couldn't have taken care of our mom without the help of hospice. Special thanks to Susan and all the other nurses."

♥ "I do not know how I would have managed without all of you. Special thanks to Megan, Susan, Dr. Henzel, Chaplain Greg and, of course, Jason. Ina, Ashley, Shelly-each one has a special role. Words will never be enough."

♥ "Ashley was very thoughtful and caring. She knew exactly what we needed and delivered it right away. She was an absolute Angel!"

♥ "Thank you each and every one that brings comfort and love to the families and people in their greatest needs. May God bless this Loving Care company in all they do!"

♥ "Thank you for the love and care you gave my husband in a really hard time. Our family is very grateful."

♥ Thank you for all your wonderful care. I am continuing to recover. God's blessings to all!"

♥ "Special Thanks to Sandy, Lynn, Karen & Julie and Stephanie too. They are all so wonderful and caring. We couldn't have done it without you."

♥ "I want to take a moment to thank everyone that was involved in his care. Everyone was so caring and understanding. I could not have made his last days as comfortable without your help. May God bless each of you."

## 2016 Board of Trustees

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**VERIZON NEWS:** If you have a personal Verizon account, you are eligible for a monthly employee discount. **To register your personal lines for eligible discounts based on your employment:**  
<http://www.verizonwireless.com/b2c/employee/eleuLanding.jsp>



## ***Dates to Remember***



## ***Birthdays***

### **April:**

Tiffany Lee, Mkting -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>

### **May:**

Cara Summers, HHA-3<sup>rd</sup>  
Wendy Starr, ED-14<sup>th</sup>  
Cornelia Hostetler, Vol Coord-  
19<sup>th</sup>  
Cheryl Crabtree, HHA – 24<sup>th</sup>  
Lynn Daily, RN-28<sup>th</sup>  
Karen Miller, RN – 28<sup>th</sup>  
Aimee Blumenschein, Hospice  
Coordinator, - 31<sup>st</sup>

## ***Events***

- ♥ Desserts and Memories -  
last Tuesday of each month @  
Der Dutchman
- ♥ 4/16, Volunteer  
Appreciation, Der Dutchman,  
9:00 AM. RSVP
- ♥ 5/13 Spring Dinner @ Tolles

# APRIL 2016

## **“You’re Greatest Adventure”**

**- Spring Dinner & Auction is next month!  
(Friday, May 13th, 6 PM @ Tolles)**

**We are beginning to collect auction items!  
Your involvement is greatly appreciated. At  
this year’s event we will be recognizing our  
AWESOME aides! :)**



**\*\*\*April is Occupational Therapy Appreciation & Volunteer Recognition Month! Make sure to say thank you to them\*\*\***

Sun	Mon	Tue	Wed	Thu	Fri	Sat
3	4 Take a walk on lunch!	5	6	7 World Health Day! Eat a salad for lunch :)	8 April Fool's Day!	9
10 Sibling's Day!	11	12	13 Play Scrabble Day	14 Reach as high as you can day!	15 Titanic Remembrance Day!	16
17	18 Juggler's Day! We thank all of you multi-taskers!!	19	20 Volunteer Recognition Day!!	21	22 Administrative Professionals Appreciation Day!	23
24	25 World Penguin Day!	26 National Pretzel Day!	27	28 Bring your child to work day!!	29	30