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 **QUALITY**
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A LICENSED HOME CARE AGENCY
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Quality News

January 2011



*Mauricio
Miranda*

HOME HEALTH AIDE OF THE MONTH

We are proud to present Mauricio Miranda with the title of "Aide of the Month" for the month of January. Mauricio is a bi-lingual aide fluent in English and Spanish. He has worked consistent live-in shifts with the same client since he has joined the agency in October of 2009. The patient under Mauricio's care relies on him completely and cannot imagine life without him. Initially it was difficult to find someone generous and good spirited enough to be able to meet his patient's needs until Mauricio was assigned to him and has proven to be a true all around, reliable and dedicated soul. We are grateful for his perseverance and are amazed at his sensitivity and understanding when fulfilling his duties.

**JANUARY
2011**

Message from the Director of Patient Services • Marjorie Bass, RN

Happy New Year! As all of you are aware New Years, January 1, occurs during the winter solstice. Winter is associated with snow. Well, this past Christmas weekend we had quite the snow storm. I don't remember the last time the city was hit with a snow storm that paralyzed it the way this one did. There have been many suspected reasons for this but the one thing that all of us at Quality know is that you, our aides, and even our staff

had no way of commuting to or from work.

Unfortunately, we are in the People Business and people, our treasured patients, rely on us to get to their houses to help them. They are often oblivious to the weather because they are so dependent on us. Moreover, our contracts, the people who hire us to care for the clients, also only want to know that we are so dependable that even in "that weather" our aides will reach their/our clients.

The dilemma: Some of our aides who were so gracious to work the holiday weekend wound up being REQUIRED to stay because replacements had no way of getting there.

Insurmountable Stress is what occurred. Aides demanded to be relieved yet not only was there no way of getting someone there, there was no way for them to get home so the most logical thing was for them to stay until we could get someone there and get them home safely. In some cases aides did make it work but the aide that was there had no way to get home so they stayed and there were 2 aides in the house.

One of our aides, and there were so many of you that attempted to get to your clients house, left in the middle of the storm against the advice of her husband. She tried and tried and then got stuck, somewhere, we couldn't find her for hours. Eventually we found her and she had no choice but to turn back and even that took her hours

A SPECIAL THANK YOU TO ALL OF OUR HOME HEALTH AIDES WHO HAVE SHOWED REMARKABLE DEVOTION DURING RECENT BLIZZARD:

Please read our 'Honorable Mentions' section on page 4 for extraordinary stories and names of some of our marvelous aides!

Continued on pg. 2

Message from the Compliance/HR Department

by *Tabie Gelbtuch*

I hope everyone had a good holiday season and I would like to wish all of you a very happy and healthy New Year.

I am so pleased to report that almost all of our dedicated employees have done all their In Service classes in 2010. We are so proud of the cooperation we receive from you.

It is not too early to begin your In Service classes for 2011. For the new year, we will be having a very comprehensive schedule of classes. We will be giving the OSHA class more often. OSHA is an acronym for Occupational Safety and Health Administration. This is the most important class and **MUST** be taken every year. The OSHA class teaches about home safety, fire precautions and sanitary practices, HIV confidentiality and flu prevention. We suggest that you take this class as soon as you are able. In addition, it is a requirement for every one of our employees to take the course labeled Special Needs of the Jewish Community.

Home Health Aides must take this once in their employment. It is not required to take this particular course annually. It is mandatory for a few reasons. Firstly, some of the agencies that we deal with, require it. Secondly, since our agency specializes in patients from the Orthodox community and holocaust survivors. We have a lot of patients that are Sabbath observant and there are a lot of laws pertinent to these patients. It is important to the patient and helpful to our aides to be prepared before they go into a religious person's home. We welcome you to come join us for classes. The sooner you have all four classes done, the sooner you can receive payment for those twelve hours.

Please don't forget that physicals and PPDs need to be updated annually. You can call our HR department if you are not sure when your physical is due and for any other questions.

Come by the office and say hello to us. We love seeing all of you. Until next time...

Continued From pg. 1

to finally get back home.

In orientation we discuss being on time; dependable. We talk about Quality's policy and procedure when it comes to doing a split shift or a live in. We are not in a business where if we don't go to work it won't matter. **IT MATTERS. IT MATTERS MORE THAN YOU CAN EVER GUESS.**

So, for those of you who STAYED and STAYED and STAYED and STAYED and STAYED...

THANK YOU.

You will see your names mentioned in a special section. If for some reason your name is not there and you went **ABOVE AND BEYOND** please let me know and I will personally add it.

Please stay safe in these cold, icy months. Make sure you wear multiple layers, a hat and gloves and a scarf. Everyone should keep the scarf over your nose and mouth to warm the air. For those of you with asthma cold air can affect your airway and cause an asthma attack and make it difficult to breathe. Make sure you walk with all medications necessary in the event you are caught for a long period of time at a client's home.

How many days till Spring?...

73 and counting...

GET-TO-KNOW

This month featuring:

Yehudis Chaimovitz

Yehudis Chaimovitz joined our staff at Quality Healthcare in January of 2010. In the year she has worked here, she has proven to be reliable and invaluable part of our Human Resource Department. Officially, Yehudis handles the education aspect of HR, organizing the In-service classes and weekly orientations including preparing all of the booklets and organizing stacks of paperwork. Additionally though, she helps with general compliance such as ensuring that we receive updated physicals and PPDs in a timely fashion.

Aside from her work here at Quality, Yehudis is currently attending Touro College to pursue a degree in psychology. She is bright, young and energetic. Yehudis knows how to get to the bottom of an issue and can figure out how to get past any obstacle. We all enjoy working with Yehudis and we hope all of our Home Health Aides get to know her and come to rely on her for any compliance questions or problems.

We want to feature YOU in the next edition of the newsletter!

Please submit any ideas, stories or advice

that can be shared with other Home Health Aides.

We will print your thoughts in the next edition of the newsletter.

EXPRESSING APPRECIATION



Letters to Quality Healthcare from grateful families of our clients:

We, the family members of a patient, would like to express our gratitude for the work that Nadia Dribinskaya is doing in giving our mother the best possible care.

We live far away from Brooklyn and had it not been for Nadia and her team we would not be able to have peace of mind to work and function properly.

Nadia is very caring and understanding and she assigns the right people to take care of our mother. We were especially touched when she welcomed her back from the hospital. Our mother was disoriented and very fragile. She could hardly talk and could not get up. Even the doctors were saying that there is not much they can do to change it. But Nadia did not give up on her. She assigned the right caretakers, who literally brought our mother back to life. Nadia asked us for our feedback every time a new person would come to take care of our mom. She would call us and let us know how everything is doing and what her personnel did to ensure our mother's wellbeing. She even visited on our mom's birthday with a beautiful bouquet of flowers.

We could not be happier to have such a warm and caring person in our mother's life. She always finds the right substitute when the permanently assigned caretakers are not available. The come to the home with special instructions on what to do and how to continue the care. We cannot believe the transformation in our mother, who now talks to us on the phone, walks with the help in the apartment and even reads the newspaper.

We wish Nadia and her team the best wishes, health, joy and happiness in the coming New Year. Please have the best time with your loved ones during these winter festivities.

Keep warm and loved.

Blessings,

A very grateful family

Dear Chaya,

Hearing from you recently put a huge smile on my face! You were such an important part of my life for 3-4 years! I never really told you how much I appreciated having you to deal with; it was really impossible to express. You made my family's life so much easier, bearable. It was a difficult time in our life, but made much easier thanks to you. I know you will be rewarded ten fold. I can never thank you enough. I always told everyone how lucky we were because of your help. It seems like a lifetime ago. The 5th anniversary of my father's death is in 3 weeks. How time flies.

Thank you again!

Dear Chaya,

Thanks for all you do, and thanks for being you!

Please accept this token of appreciation for your concern and caring. We do not take your efforts for granted. Happy Holidays!

Dear Chaya,

This is to express my thanks to you for sending Erma Williams to me, my very dear Erma. When she arrives in the morning she brings sunshine and helps me make it through the day. She cooks delicious meals and keeps the house clean. She takes me out of the house and she makes me happy. I love her. I don't know what I would do without her. Please keep my sunshine in my house.

With appreciation and gratitude!

FACILITIES THAT PERFORM TESTS FOR TB INFECTION AT LOW OR NO COST

Please call the facility to make an appointment or for additional information

Program	Address/Borough	Telephone
Jacobi Hospital	1400 Pelham Parkway South Bronx	(718) 918-5000
Lincoln Hospital	234 East 149th Street Bronx	(718) 579-5000
North Center Bronx Hospital	3424 Kossuth Avenue Bronx	(718) 519-5000
Brownsville Multi-service Family Health Center	592 Rockaway Avenue Brooklyn	(718) 345-5000
Coney Island Hospital	2601 Ocean Parkway Brooklyn	(718) 616-3000
Kings County Hospital Center	451 Clarkson Avenue Brooklyn	(718) 245-3325
Woodhull Medical and Mental Health Center	760 Broadway Brooklyn	(718) 963-8000
Bellevue Hospital Center	462 First Avenue at 27th Street	(212) 562-4141
Goldwater Memorial Hospital	Franklin D. Roosevelt Island Manhattan	(212) 318-8000
Gouverneur Healthcare Services	227 Madison Street Manhattan	(212) 238-7000
Harlem Hospital	506 Lenox Avenue Manhattan	(212) 939-1000
Metropolitan Hospital Center	1901 First Avenue Manhattan	(212) 423-6262
Elmhurst Hospital Center	79-01 Broadway Queens	(718) 334-4000
Joseph Adabbo Family Health Center	67-10 Rockaway Beach Blvd Queens	(718) 945-7150 x219 or 225
Queens Hospital Center	82-70 164th Street Queens	(718) 883-3000

FREE EVALUATION AND TREATMENT FOR TUBERCULOSIS AT CHEST CENTERS

Chest Center Locations:

BRONX

Morrisania Chest Center All services available

1309 Fulton Avenue, 1st Floor, Bronx, NY 10456

718-579-4157

BROOKLYN

Bedford Chest Center All services are available except for treatment for active TB.

485 Throop Avenue, 3rd Floor, Brooklyn, NY 11221 718-574-2462/63/64

Fort Greene Chest Center All services are available except for TB testing and treatment for LTBI

295 Flatbush Ave. Extension, 4th Floor, Brooklyn, NY 11201

718- 643-8357/6551/4808

MANHATTAN

Chelsea Chest Center All services available

303 Ninth Avenue, 3rd Floor, New York, NY 10031

212-239-1757

Washington Heights Chest Center All services available

600 W. 168th St, 3rd Floor, New York, NY 10032

212-368-4500

QUEENS

Corona Chest Center All services available

34-33 Junction Blvd. 2nd Floor, Jackson Heights, NY 11372 718-476-7635/6

Jamaica Chest Center All services are available except for treatment for active TB.

90-37 Parsons Blvd, 4th Floor, Jamaica, NY 11432

718.262.5539

(Information received from Department of Health Bureau of Tuberculosis Control)

Honorable Mentions

Home Health Aide's dedication through thick and thin!

The coordinators would like to make a special 'shout out' for remarkable commitment of so many Home Health Aides during the blizzard:

We are dedicating this month's section of 'Honorable Mentions' to all of the wonderful aides from Quality Healthcare that have shown amazing devotion during the tremendous snow storm that crippled the city in the last week of December. All of you have shown what Quality Healthcare truly stands for. 'Patient Care' is always first!

On Monday, December 27, we were all taken by surprise at the strength of the storm that hit New York. Over the next four days many people were stranded in their homes without transportation. **Lucie Laporte** went to her patient the night before things got bad to guarantee that she was there and that the patient had proper care. Other aides stayed extra shifts so that their patients wouldn't be left alone. **Anette Headley** and several others stayed overnight without pay, knowing the patient had no one else and they didn't want to take the chance that the patient would be left without care the following day. **Marlene Clerjour** stayed at her patient's house for four days straight! **Marie Jeantihomme** and **Guylene Momplaisir** took on extra shifts. **Patricia Duncan** remained with her patient for 6 straight shifts and handled it with extreme grace, not

complaining at all. **Bridget Johnson** worked 3 shifts and showed tremendous dedication as well as **Mariama Diallo** who stayed 4 shifts.

So many aides went out of their way, taking hours just to get to their assigned patients, making sure to show up to ensure care for their patients, like **Claudette Joseph** and **Delsita Rashford**. **Alejandrina Castillo** walked 20 blocks to get to her patient. Some aides had remarkable stories such as **Darina Gilyadova** who woke up at 4am and walked from her house to the patient just to get there on time! **Valrie McKay** deserves a very special mention- Valrie walked 4 miles to get to her patient. The family told her not to go and she went anyway! Her patient says that she deserves a medal!! **Ginette Jean-Rene** got to her patient on time in spite of all the snow! **Crist Donne Buissereth Dauphin** went from her home in Brooklyn to her patient in Queens and made it there on time! **Rhina Morel** and **Marie Botex** came through for their patients too by braving the storm.

We cannot imagine what it must have taken to do what you did. We thank you and feel honored to have you working with us at Quality Healthcare. If your name isn't specified in this article- it is not because we don't appreciate or recognize what you have done. It has been a very hectic few weeks, and there are so many stories and events to be grateful for. We are hoping to continue to recognize everyone over the next few months.

SPECIAL MENTION:

Thank You to our dedicated Coordinators and office staff who sat on the phone for hours during the storm, calling all of our patients to guarantee proper care and sufficient coverage. Many of our office staff had to calm worried clients and families and make arrangements for everyone to be comfortable. What a special group we have here, who go above and beyond the call of duty.

Happy New Year!

Quality Healthcare wishes you all a Happy and Healthy New Year!

TOP TEN

New Years Resolutions:

- Spend more time with family and friends
- Get in Shape. Make time for exercise
- Loose Weight. Eat healthy
- Quit Smoking (or Quit any addiction)
- Enjoy life more- Don't let stress get to you!
- Get out of Debt
- Learn Something New
- Help others
- Get Organized
- Save Money

May we all see much success in the year to come with blessings of happiness and peace.

FUNNY NEW YEARS QUOTES:

Now there are more overweight people in America than average-weight people. So overweight people are now average... which means, you have met your New Year's resolution. - *Jay Leno*

Youth is when you're allowed to stay up late on New Year's Eve. Middle age is when you're forced to. - *Bill Vaughan*

An optimist stays up until midnight to see the New Year in. A pessimist stays up to make sure the old year leaves. - *Bill Vaughan*

New Year's Day... now is the accepted time to make your regular annual good resolutions. Next week you can begin paving hell with them as usual. - *Mark Twain*

Cartoon Corner



Honey, our lawyer wishes us, but in no way guarantees, a Happy New Year.