

SEPTEMBER 2006

Employee Newsletter

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THANK YOU to those of you who assisted us in completing the missing paperwork. Your cooperation is VERY APPRECIATED.

Did you know that Visiting Angels job postings are available online at www.VisitingAngelsWA.com

LIVE-IN CAREGIVERS NEEDED!!

We have a current need for live-in caregivers! Ideally a live-in caregiver will work between two and three days in a row. However, we often have needs for one day fill-ins. If you are interested in working two to three days, or even just one day, then please contact the office and let them know.

To those of you who don't know enough about live-in's and might be willing to try one day but do not want to commit to several days: That's okay! Give the office a call and let them know that you are willing to do one day to see how it works out.

Safety Committee Update

The Safety Committee has reported that they are looking for new members. They are currently looking for people who are interested in meeting once per quarter to review injury reports and discuss safety issues for caregivers. Meetings are going to be held in the Burlington office and are paid. Mileage is also compensated.

If you are interested in serving on the Safety Committee then please send an email to feedback@VisitingAngelsWA.com with a subject of SAFETY COMMITTEE VOLUNTEER. If you do not have email access then you may contact your local office and let them know.

Depending on the number of interested people, elections will be held where all caregivers will vote on who they want on the committee. You have to have been employed for at least three months and have availability that you can meet during the week during office hours.

feedback@VisitingAngelsWA.com

If you have any questions, concerns, or suggestions you can email our feedback@VisitingAngelsWA.com email address. Not all emails will be responded to, but we would love to hear from you.

Do you have a creative method that has worked for caring for dementia clients? What about newsletter articles? Is there something you want to see in the newsletters that you are not seeing? Are you interested in writing an article?

Send us an email and let us know!

DDD Audit

At the end of July we received a call from the Department of Developmental Disabilities (DDD) informing us of their intent to perform an audit on August 28th and 29th. This is to be the start of a new audit process for the DDD and they plan on auditing approximately 12 agencies before the end of this year and they started with us!

We were of course very curious what it was they were going to be looking at since this was the first audit from the DDD. Upon receipt of the 12 page list of auditable items we began to review our files and get things in order. Fred and Debbie worked early mornings and some long hours every weekend for five weeks in order to put things in order. The reason for so much time was not that the files were so out of order, but it was the combination of a number of things the state was auditing.

Over the last several weeks many of you received calls informing you of our need to get some missing paperwork from you. So before going any further we want to offer up a huge:

THANK YOU to those of you who assisted us in completing the missing paperwork. Several of you cooperated with the office to pull together missing or incomplete paperwork that was necessary for our files. Your cooperation is VERY APPRECIATED.

The day finally came and like a final exam in school we said that we're as ready as we're going to be so let the chips fall where they may. Because this was the first audit from the DDD we were apprehensive about what to expect. However, when they finally arrived and we sat down with them it became very clear that this audit was not to get anyone in trouble but to lay a foundation so that expectations on both sides are more clearly defined.

In fact, what impressed us the most was a comment one of the auditors made along the lines of making sure that they (the auditors) do not worry an agency into being so focused on policies and lists that they forget the relationship side of

the business. They did a good job of encouraging us to not lose sight of our overall objective.

There were three auditors in all. Normally there would probably be only one or two, but since this was the first audit the DDD has performed they brought along someone from Area Agency on Aging (AAA) who has a lot of experience in the audit process.

The two day process proved to be very smooth. They began by looking at our policies and procedures, moved on from there to our files, followed by a review of our orientation process, and wrapped it all up with a fiscal review. Although this may sound fairly straightforward it was, in fact, very thorough. There are a lot of things in the files, for example, to look at and evaluate.

At the end of the two days we had an exit interview that lasted about two hours. During this interview they reviewed with us a summary of their findings and allowed time for a question and answer period.

The results? We did very well. According to Brent, who was the experienced auditor, we were in better shape than many of the agencies who receive on going audits. We were very pleased with the results. Below is a list of some of the things that we will be addressing over the next few months:

1. We need to tweak a few policies to include some language that is more in line with the DDD.
2. We need to put on paper more detail about what is reviewed in the orientation.
3. Document client satisfaction surveys.
4. Add some paperwork in the new hire process to include signing of the job description and a few other documents.
5. Monitor caregivers on going training each calendar year.
6. Train caregivers to ONLY perform those services outlined in the Plan of Care.