

SUPPORT SERVICES

NEWSLETTER

"Minds are like parachutes – they only function when open." Thomas Dewar

January 2007

Upcoming Events.....



A Training session for facility bookkeepers will be scheduled in Galesburg, date to be announced.



Training sessions for Administrators and Social Services / Admissions Directors will be scheduled for late January. Tentatively Jan 24 in Peru and Jan 25 with site to be announced later. Topic will be the admission process and an update on social services.



QA's are scheduled for Care Center of Abingdon for Jan 2 - 4.

Administration



Special attention should be given to the new F329 tag and medication forms regarding the use of anti-depressants. Misinformation had been given that anti-depressants would not have to be reduced, however after a contact with CMS it was determined that anti-depressants that are prescribed for mood problems need to be reduced unless justified by the attending physician. Work will need to be done to educate the doctors as to what we will need and the pharmacy will need to be involved in this process as well. Behavior programming will need to be in place for those residents on anti-psychotics and anti-anxiety medications.



Reminder: Various reports are to be provided to Support Services. These reports include but are not limited to the Census report, the A & I logs, Priority Monitoring reports, Infection Control Report, Monthly Referral Report, ACT Report, and Monthly Budget report. These reports are utilized by Support Services personnel to assist the facilities. These reports are to be provided by their scheduled due dates and times.



The appearance of the facility and employees is very important. For most individuals, potential residents and their families, as well as visitors, the appearance of the facility and the staff provides their first impressions regarding our services.

It is everyone's responsibility to monitor the buildings and grounds and to assist with maintaining the facilities in proper condition.

Employees should be neatly dressed and well groomed. The appearance of our employees sends a message to the residents, their families, and other visitors. We want our image to be projected in a positive, professional manner.

A recent news article published the results of a recent survey conducted by the research firm Jeff Magee International. The study reveals that casual dress in the workplace often leads to a casual attitude toward work and lowers productivity. The survey found that ethics, morality, productivity, and quality were likely to suffer when casual dress goes unchecked. More than half (50.75%) of the respondents thought that a "relaxed" dress code led to a lack of commitment to workplace teams.



Employee payroll information must be submitted in a timely manner. Information regarding any changes to an employees deductions be submitted prior to the beginning of the payroll processing date. Especially critical is information pertaining to medical insurance and 401k deductions. If an employee is eligible for and elects to participate in the insurance program all documentation must be signed, approved, and submitted to payroll department to be entered into employee payroll records. Failure of timely entry of this information can / will result in an employee having more than one insurance premium amount withheld from their check at a later pay period.



The proper use and completion of the following forms have an effect on the amount to be billed and the amount of the resident's liability:

- 1) Form NH-360 (IL), RUGS/Medicare Pre-Admission Screening Assessment.
- 2) Form NH-361, Notice of Medicare Provider Non-Coverage, and
- 3) Form NH-361B, Detailed Explanation of Skilled Nursing Non-Coverage.

Please review these forms and insure they are being utilized.

Maintenance Reminders



DO NOT use ICE MELT under any circumstances