

SUPPORT SERVICES

NEWSLETTER

"If a window of opportunity appears, don't pull down the shade." ---Tom Peters

November, 2006

Upcoming Events.....



Fall Quarterly Meeting scheduled Nov. 30 – Dec 1. All training sessions are scheduled to be held at Best Western Prairie Inn, Galesburg. Day 1 begins at 10:00 a.m.. Day 2 sessions begin at 8:00 a.m.

The Awards Banquet will be held at Legends on Thursday night, Nov 30.



Maintenance Reminders

The revised Corporate Maintenance Request form is now available on line. This form is to be used to request assistance from Corporate Maintenance.

Changing Seasons-

Winter Preparations



1. Vehicle Maintenance

Be sure vehicles are ready for winter, pay special attention to fluids.



2. Landscape Maintenance

- New / young trees need to be wrapped for winter
- Winterize your mowing equipment.
 - Clean & grease
 - Remove gas from tanks



3. Snow removal ----

Is everyone's responsibility.

Be sure you have enough equipment, good equipment



If you need shovels, contact Corporate



4. DO NOT USE Ice Melt under any circumstances.

Administration



Census reports are due to Support Services by 10:00 a.m. on Friday once every 2 weeks. It is the responsibility of the facility to get these reports submitted ON Time.



Front Office hours are Mon – Fri: 8:00 a.m. – 7:00 p.m. Mon – Fri. and 10:00 a.m. – 4:00 p.m. Sat – Sun. The front desk is required to be manned during these hours.



Efforts are being made to improve performance of both Achieve and DSSI. Achieve has made changes attempting to improve the speed of the system and also to reduce / eliminate the downtime problems we have experienced in the past. A problem still exist with running the Point of Care Report but that is being worked on. Please document and report any problems you may experience with using the Achieve system.

We are working with DSSI to eliminate problems with utilizing DSSI for online ordering. Please document any problems you experience and contact Ron Bishop, Support Services, 309-343-7777 ext. 5099, to report any problems you experience and any items that you wish to add to the formulary.



Each facility should be receiving copies of several magazines, including "Nursinghome, Long Term Care Management". This is required reading for all Administrators. All staff should be encouraged to read this magazine plus any other publications regarding healthcare.



We provide a quality service for our residents. We should never apologize for what we charge for our services. All billing is to be done in a timely manner. Monitoring the accounts and constant follow up on outstanding balances is crucial.

Correct coding of services provided is essential for proper billing.

Hiring, training, and retaining good bookkeepers is a high priority. Efforts are underway to establish training and assistance program for all bookkeepers.