



The Pinnacle View

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Updates from the President

It is with great pleasure that CARF International has accredited our services for another three years. CARF visited Pinnacle May 4th—May 6th 2015 to resurvey all accredited services. They complimented our programs greatly and we had very few recommendations and consultations. We are very pleased with the results of their visit. We are now accredited for another three years June 1, 2015– June 1, 2018

Again, we appreciate everyone's hard work relative to the provision of services and complying with standards.

Best Regards,
D. Michael Best, President

Payroll Platform

If you are faxing your timesheet in the office please make sure you call and verify that it was received. It would also be a good idea to request a copy of your timesheet when dropping them off.

Please make sure that all time sheets are in the office by Noon EVERY OTHER MONDAY.



Thank you

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Office Closed

Independence Day
07/03/2015
Labor Day
09/07/2015



Nurse's Nook

Privacy vs Confidentiality

Privacy



Privacy is the individual's right to control access to their personal information, (social security number for example) also controls access to one's own body (being examined by a physician). Privacy is one's ability to control how others use, see and touch information about them. A violation occurs when being seen without clothing on during an examination or disclosing information about you to others...

Confidentiality

Confidentiality refers to how private information provided by individuals will be protected from release; it refers to your understanding of, and agreement to, the ways identifiable information will be shared and or stored. Identifiable information may be printed information, electronic information or visible information such as photographs.



Q's Quadrant

The Elizabeth City Office would like to thank their employees for such a great effort in turning in timesheets and documentation on time. This has improved vastly.

All QPs would also like to remind the employees that communication is the key to working a case smoothly. Always communicate with your supervisors. Try to communicate verbally, only text when absolutely unavoidable.

Finally, the administrative staff would like to know who actually reads the newsletter. After you read this, answer the following question by contacting your supervisor;

When are timesheets due?

Quality Assurance

Happy Summer Everyone!

A few reminders from Quality Assurance:

- If you have a complaint or grievance please feel free to stop by my office or request a complaint/ grievance form.
- Complete documentation grids or notes ONLY for time you are working directly with your client. Please ask your QP or come see me if you have any questions.

Feedback:

Is there a change you would like to see made, or an area in which we can improve, a training you would like to see offered, or a suggestion? Leave me a note in the suggestion box with your name attached. In appreciation of your feedback, we will draw a name from the suggestion box at the end of the quarter and send you a surprise!



Human Resources

We understand that you guys are out working very hard, so in an effort to improve employee moral I encourage you to stop by my office or drop a note in my box with suggestions to help us show you how much we appreciate you. I implore you to think outside the box. It must be something that is both cost efficient and rewarding. I too will continue to think as well. Until then keep up the good work. And don't think that we don't notice!



Human Resources con't

I would like to thank everyone that joined us for the in-service training on last Thursday. It was very interesting. If you missed that one, I will be doing another one towards the end of the year, so be on the look out. Remember, if you came to the one last week, you do not have to attend again until next year. During the in-service we played 3-2-1 GO! I would like to address some of the questions that were given to me during this game.

Q: Why are in-services so important?

A: As a part of our accreditation, we have to provide training as a group to continue education. If we are not accredited then we can not provide services. The accreditor and the DHHS require that we provide training in Fire Safety, Abuse and Neglect, Fraud, Waste and Abuse, and so on.

Q: What can you do with a guardian that can't remember what they say after telling you to do something or asks you to do favors that has nothing to do with your client?

A: The best way to handle this situation is to reiterate to the parent what they are asking you and keep notes. If they ask you to "Give the client a bath and then feed her" say :You want to give her a bath and then feed her right?" and just keep daily notes. As far as doing favors, it's best to avoid that situation all together. Once you cross that line with a parent there is no going back. Professional Ethics, try to stick as close to the plan as possible.

Q: How to get information on Infection Control?

A: Joyce is the Infection Control Manager. If you have any questions about Infection Control go see her.

I understand that going over the same information every year is aggravating which is why I try to come up with new and exciting ways to deliver the information to you every year. If you have any ideas about positive effective ways to deliver all this information to you please let me know so we can increase POSITIVE feedback

Thank you
Sincerely,

Myiah Gilbert, HR

