



HCNTM

Home Care Network

Bringing Healthcare Home

MISSION



- TO PROVIDE QUALITY, SAFE AND COST EFFECTIVE DELIVERY OF HOME HEALTHCARE SERVICES TO INDIVIDUALS IN NEED OF THOSE SERVICES.

WWW.HomeCareNetwork.com



**IN PURSUIT OF OUR CORPORATE MISSION WE
BELIEVE THE FOLLOWING PRINCIPLES ARE
ESSENTIAL AND TIMELESS**

INTERGRITY

**TO SAY WHAT WE MEAN, TO DELIVER WHAT WE PROMISE
AND TO STAND FOR WHAT IS RIGHT.**

HONESTY

**TO BE TRUTHFUL IN ALL OF OUR ENDEAVORS; TO BE
FORTHRIGHT WITH ONE ANOTHER AND WITH OUR CLIENTS,
OUR SUPPLIERS, OUR REFERRAL SOURCES, COMMUNITIES AND
MANAGEMENT**

RESPECT

**TO TREAT ONE ANOTHER WITH DIGNITY AND FAIRNESS,
APPRECIATING THE DIVERSITY OF OUR WORKFORCE AND THE
UNIQUENESS OF EACH EMPLOYEE**



**IN PURSUIT OF OUR CORPORATE MISSION WE
BELIEVE THE FOLLOWING PRINCIPLES ARE
ESSENTIAL AND TIMELESS**

TRUST

**TO BUILD CONFIDENCE THROUGH TEAMWORK AND OPEN,
CANDID COMMUNICATION**

RESPONSIBILITY

**TO PERFORM OUR JOBS EFFICIENTLY AND TO REPORT
CONCERNS IN THE WORKPLACE, INCLUDING SUSPECTED
VIOLATION OF LAWS, REGULATIONS OR COMPANY POLICY**

CITIZENSHIP

**TO OBEY ALL STATE, FEDERAL AND LOCAL LAWS AND
REGULATIONS, AND TO DO OUR PART TO ENHANCE THE
COMMUNITIES IN WHICH WE LIVE**

***PROVIDING AND ENVIRONMENT THAT SUPPORTS THESE
PRINCIPLES GIVES US THE OPPORTUNITY TO ACHIEVE
EXCELLENCE IN OUR WORKPLACE***

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Counties Served

**Now Serving
more than
40 counties
in North &
East Texas**



- | | | | |
|--------------|---------------|-----------------|-------------------|
| 1. Cooke | 12. Titus | 23. Ellis | 34. Shelby |
| 2. Grayson | 13. Camp | 24. Navarro | 35. Leon |
| 3. Fannin | 14. Tarrant | 25. Henderson | 36. Houston |
| 4. Lamar | 15. Dallas | 26. Smith | 37. Trinity |
| 5. Red River | 16. Rockwall | 27. Gregg | 38. Angelina |
| 6. Denton | 17. Kaufman | 28. Rusk | 39. San Augustine |
| 7. Collin | 18. Van Zandt | 29. Panola | 40. Sabine |
| 8. Hunt | 19. Rains | 30. Freestone | 41. Polk |
| 9. Delta | 20. Wood | 31. Anderson | 42. Tyler |
| 10. Hopkins | 21. Upshur | 32. Cherokee | 43. Jasper |
| 11. Franklin | 22. Johnson | 33. Nacogdoches | |



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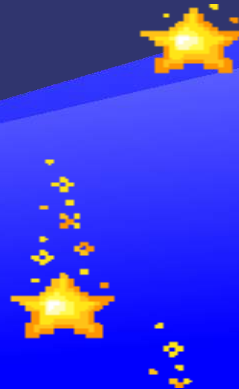
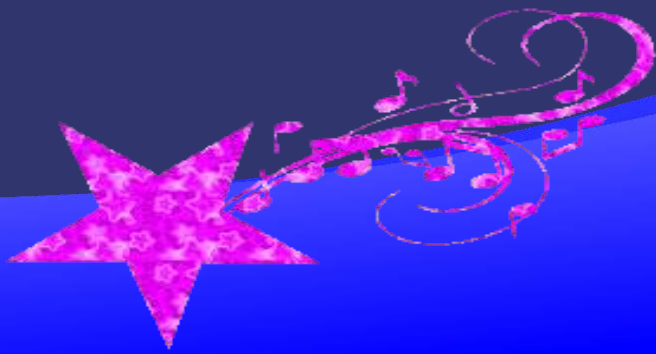
Texas
Owned & Operated
since 1996

WHY CHOOSE HOME HEALTH CARE?



- Home Care means lower medical cost
- People are happier at home
- Needs often extend beyond a hospital, outpatient, rehabilitation or nursing facility
- HCN can initiate medically indicated services at home, or continue medically needed services under the direction of a physician.

DEFINITION OF HOME CARE



HOME HEALTH CARE PROVIDES A BROAD RANGE OF COMPREHENSIVE SERVICES TO HELP PEOPLE OF ALL AGES WHO ARE IN NEED OF SHORT-TERM ACUTE REHABILITATIVE CARE, IN ORDER TO REMAIN IN THEIR HOMES.

WHAT IS MEDICARE HOME HEALTH CARE?



- ❑ Federally funded program to provide medical care to the elderly in the home.
- ❑ Intermittent nursing care, not 24-hour care
- ❑ Service costs are 100% covered by Medicare.
- ❑ Care plans are directed and approved by primary physician.
- ❑ Retirement center residents are eligible.

WHO QUALIFIES FOR HOME CARE?

HOMEBOUND STATUS



- ☐ Must be Homebound:
- ☐ This means it requires a considerable and taxing effort for the individual to leave home on an infrequent basis and of short duration.

WHO QUALIFIES FOR HOME CARE?

**HOME BOUND
STATUS**

**MEDICAL CONDITION
MUST WARRANT “PART-
TIME” SKILLED SERVICES,
I.E.**



- ☐ Have a new or exacerbated diagnosis.
- ☐ Have a new or changed medication.
- ☐ Have a new caregiver with a knowledge deficit.
- ☐ Require a skilled procedure.

SERVICES PROVIDED BY THE AGENCY



- Skilled Nursing Visitation
- Home HealthAides
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Social Services
- In Home Visits by Physicians (In select areas only).
- Nutritional Dietary Counseling
- Nurses on call 24 hours a day

SKILLED NURSING



- Observation and assessment
- Management and evaluation
- Patient teaching/training
- Tube feedings
- Asopharyngeal and tracheotomy care
- Wound care



SKILLED NURSING



- ❑ Ostomy care
- ❑ Catheter insertion and care
- ❑ Pain management
- ❑ Diabetic/Insulin management
- ❑ Administration of intramuscular or subcutaneous medications



MOST COMMON DIAGNOSIS IN HOME HEALTH

- ARTHROPATHY
- DIABETES
- CONGESTIVE HEARTFAILURE
- CVA
- PARKINSON'S DISEASE
- COPD
- WOUND CARE
- HTN
- GERD
- ANEMIA



HOME HEALTH AIDES



- ❑ Assist with personal care.
- ❑ Assist in ambulation and transfers.
- ❑ Assist with meal preparation.
- ❑ Assist with light housekeeping.

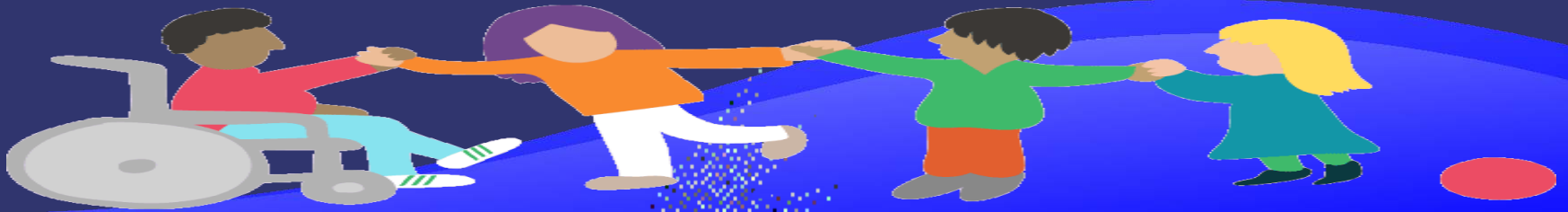


THERAPY PATIENTS

- Total Joint Replacements
- Fractures
- CVA
- Progressive Neurological Conditions
- Fall Risk
- Dementia
- Chronic Pain
- General Weakness
- Focus is on the functional impact of the diagnosis, not the diagnosis itself.



THERAPY DIAGNOSIS



- ❑ **Deconditioning**
- ❑ **Muscle Weakness**
- ❑ Gait Abnormalities
- ❑ Arthropathy
- ❑ Neuropathy
- ❑ Cerebrovascular Accident
- ❑ **Congestive Heart Failure**
- ❑ **Parkinson's Disease**
- ❑ **Any Muscle Disorder**

- ❑ Any type of fracture
- ❑ Rotator cuff injury surgery
- ❑ Shoulder replacement
- ❑ Back Surgery
- ❑ Total hip replacement
- ❑ Total knee replacement
- ❑ Open reduction internal fixation
- ❑ Fractures

SOCIAL SERVICES

- Assist with community services, medication assistance, and long term placement planning
- Assess social, economic, environmental and emotional factors that may interfere with the patient and family's adjustment.
- Meals on wheels
- Handy Ride
- Grief Counseling



SUMMARY



WHY REFER YOUR PATIENTS TO US?

- We can closely monitor patients.
- Follow-up on their compliance with medications
- Make them knowledgeable about their disease process
- Remind them of their doctor's visits so that patients are not lost to follow-up.

SERVICES PROVIDED:

- Skilled Nursing Visitation
- Home Health Aides
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Social Services
- Nurses on call 24/7

LOOKING BEYOND THE OBVIOUS



- We believe that ultimate independence promotes self-esteem and dignity within the family unit.
- Facilitation of self-care needs is a vital part of the home care role.
- We believe that recovery is best facilitated in the patient's home where they are most comfortable and can interact and receive support from family members and caregivers.

LOOKING BEYOND THE OBVIOUS



- TODAY'S ELDERLY TREND TO LIVE LONGER AND BE HEALTHIER THAN PREVIOUS GENERATIONS
- HOWEVER, PEOPLE OVER 65 HAVE MORE COMPLEX ISSUES, CONDITIONS AND HEALTH CARE NEEDS
- CO-MORBIDITIES ARE COMMON IN THE AGING POPULATION
- 1 IN 25 Americans was over 65 in 1900
- 1 in 5 Americans will be over 65 in 2030

LOOKING BEYOND THE OBVIOUS



- HCN STAFF SEES THINGS THE DOCTOR NEVER WILL
- OUR COMPREHENSIVE ASSESSMENT IS DESIGNED TO LOOK BEYOND THE OBVIOUS NEEDS AND SEE THE PATIENT IN THEIR HOME ENVIRONMENT
- OUR GOAL IS TO HELP SENIORS RETAIN THEIR INDEPENDENCE AND AGE IN PLACE WHEREVER THEY CALL HOME
- A TRADITION OF CARING FOR OVER 20 YEARS

SEEK FIRST TO UNDERSTAND

LOOKING BEYOND THE OBVIOUS

* SHOUT OUT

- SOMETHING IS UP/ODD
- NOT EATING
- CONFUSED OR WORRIED
- HEAVY BREATHING AND TIRED
- NOT FILLING MEDICINES
- NEW MEDICINE ORDERED
- FEET AND ANKLE SWELLING

* SHOUT OUT

- PATIENT IN THE HOSPITAL
- SLOW GETTING UP AND DOWN
- ANY FALLS
- UNSTEADY WALKING
- WEAKNESS
- SKIN BREAKDOWN OR SORES
- CAN'T MAKE IT TO THE BATHROOM

HOMEBOUND

- PATIENT EXPERIENCES A NORMAL INABILITY (FUNCTIONAL LIMITATION) TO LEAVE HOME
- THE FUNCTIONAL LIMITATION CAN BE TEMPORARY OR PERMANENT IN NATURE
- TO LEAVE HOME REQUIRES A CONSIDERABLE AND TASKING EFFORT FOR THE PATIENT
- REQUIRES THE ASSISTANCE OF A DEVICE OR OTHER PERSON TO SAFELY LEAVE HOME



HOMEBOUND

- HOMEBOUND STATUS IS NOT AFFECTED BY FREQUENT ABSENCES FROM THE HOME DUE TO MEDICAL TREATMENT, ATTEND RELIGIOUS SERVICES OR ATTEND DAY CARE(FOR THE PURPOSE OF RECEIVING THERAPEUTIC, PSYCHOSOCIAL OR MEDICAL TREATMENT)
- THE PATIENT IS ALLOWED BRIEF AND INFREQUENT ABSENCES FOR NON-MEDICAL REASONS (IE BEAUTY OR BARBER SHOP)



OTHER CRITERIA FOR HOME CARE

- REQUIRE SKILLED CARE
 - SKILLED NURSING
 - THERAPY
 - BE MEDICALLY NECESSARY
- UNDER THE CARE OF A PHYSICIAN
- INTERMITTENT SERVICES THAT ARE MEDICALLY REASONABLE AND NECESSARY
- ELIGIBILITY IS DETERMINED BY FACE TO FACE COMPREHENSIVE EVALUATION



CUSTOMER SERVICE



- **TOP 10 COMPLAINTS ABOUT HOMECARE**
 - YOU ARE ALL ALIKE
 - THEY SEE MY PATIENTS AND I DO NOT GET THEM BACK
 - I NEVER HEAR BACK AFTER I MAKE THE REFERRAL
 - YOU DISCHARGE MY PATIENTS AND THEY GO BACK TO HOSPITAL
 - YOU DO NOT OPEN THE CASES SOON ENOUGH
 - YOU CALL ME TOO MUCH FOR ORDERS
 - YOU HAVE TOO MUCH PAPERWORK
 - IT DOES NOT PAY ME TO HELP YOU
 - PATIENTS REPORT THAT YOU ARE IN AND OUT IN 15 MINUTES
 - SKILLS ARE NOT SPEIALIZED ENOUGH

Nurses On Call 24 hrs. A Day.

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	

Su	Mo	Tu	We	Th	Fr	Sa
						1
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9	10	11	12	13	14	15
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23	24	25	26	27	28	29
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April 2008

Su	Mo	Tu	We	Th	Fr	Sa
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

May 2008

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18	19	20	21	22	23	24
25	26	27	28	29	30	31

June 2008

Su	Mo	Tu	We	Th	Fr	Sa
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29	30					

July 2008

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6	7	8	9	10	11	12
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20	21	22	23	24	25	26
27	28	29	30	31		

August 2008

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					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

September 2008

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

October 2008

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

November 2008

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15

December 2008

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20

IN HOME VISITS BY PHYSICIAN (In Select Areas Only)

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What Questions Do You Have For Us?



CONTACT INFORMATION

☐ Phone:

1-887-270-2001

☐ Fax:

1-866-883-2383

☐ Job Line:

1-877-270-2001

☐ Visit us at: www.homecarenetwork.com

HANDOUTS



- Customer Service
- Overcoming Complaints
- Probing Questions

*** Questions**



gickr.com



Bringing Healthcare Home



For The Opportunity

- We wanted to take just a moment to express our thanks and appreciation to each one of you for taking time out of your busy schedules to afford us the opportunity to share our excitement about Home Health with the HCN flavor.
- And as we fix our vision on a bright future we recognize that it's not about us ...it really is about "...Your Home, Your Health, Your Choice.."

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HONTM

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Th-Th-Th-Th-Th That's All Folks