

Improving and maintaining quality is a critical area for us at HEMOCARE. This priority is reflected in our philosophy: "The management of this company believes that growth and fair return on investment can best be attained by **excellence in client-centered services, employee selection, employee treatment,** and management performance. It is the responsibility of management to **maintain high quality** services and to insure that HEMOCARE Management Corporation is a good company for which to work." We have several processes in place to assist in monitoring and improving quality which are detailed in our "Quality Assurance and Improvement (QAI) Plan." Anyone is welcome to come to one of our offices to read our QAI plan; here are some of the highlights:



- Administrative Assistants, Clinical Supervisors, Regional Managers, the Director of Training and Quality Improvement, and the Division Director are all involved, on a rotating basis, in monthly QAI meetings. These meetings serve several functions related to monitoring and improving quality. Personnel records for Behavioral Technicians and Clinical Supervisors are reviewed on an annual basis to ensure that all trainings are up to date and that necessary supervision is provided and documented. Consumer records are also reviewed to ensure that the goals on the Person-Centered Plan are being addressed, that the consumer is making progress, that the documentation meets Medicaid and State standards and that there is accuracy in billing.

- Consumer and Behavioral Technician Satisfaction surveys are distributed annually. We mail a survey to each Consumer and Behavioral Technician, and we are eager for the responses. Many of you have participated in the past and have given us valuable feedback. We are in the process of preparing to distribute them again. When you receive it please take a few minutes to complete it.

We have two active Clients Rights Committees; one meets in Forest City and one in Wilmington. Each committee's membership includes consumers, parents of consumers and volunteers from the community. The committees review complaints and incident reports to ensure that consumers are being treated with respect and dignity. We are evaluating the need to add another committee from a different region to allow more consumers and stakeholders the opportunity to participate.

Again, these are the highlights of our QAI Plan. But everything we do, from answering the phone, to participating in treatment teams and training employees, if done right, contributes to quality.

Employee Spotlight

Virginia "Ginny" Lang and her husband Bob moved to Rutherford County six years ago to escape the cold weather of Illinois and to retire. However, retirement is not an accurate description of the lives of either of them. Ginny and her husband both work as Behavioral Technicians with HEMOCARE. Ginny was working as a substitute teacher, but says that working with HEMOCARE gives her more freedom than being in the classroom. Ginny has worked about two and a half years with HEMOCARE and is currently working with a consumer with a mental illness and a consumer with a developmental disability. Prior to working for HEMOCARE Ginny worked at a residential facility for the developmentally disabled for five years in Illinois.

Ginny brings to HEMOCARE a variety of experiences and interests. She met her husband while they were both

in the Air Force. They were stationed in Okinawa and traveled to China, Taiwan and Hong Kong. She also taught High School for two years in Arizona. An avid animal lover, Ginny raised border collies for 30 years. Her hobbies include painting and rock mining. She sometimes gets her clients involved in searching for gems at one of the local mines in Rutherford County.

Ginny has certainly proved herself to be an asset to the Forest City office. She has such a willing spirit and genuinely likes and respects the people with whom she works. Ginny goes out of her way to get consumers involved in interests outside their normal environments. One of her clients mentioned she would like to learn to make jewelry. Ginny got donations of costume jewelry and assisted the client in learning about beading. Several of her

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Client Spotlight

Trevaris, who prefers to be called Tre, is an amazing 11-year-old pre-teen from Bladen County who first came to HEMOCARE in March 2007. He is currently receiving community support services (both individual and group) from **Kim Morris**. Tre is very close to his mother, with whom he lives and who has been a great help and inspiration to him. He is in the 5th grade at Elizabethtown Middle School.

In the past year and a half, Tre has grown and made great strides in all areas of difficulty. He has made tremendous gains in recognizing and managing his behavior. He has been able to make and keep friends as well as show respect and compliance in the home, school and classroom. Kin reports that "At HEMOCARE, I have seen Tre go from a shy, withdrawn young boy to a confident and popular pre-adolescent." When community support group began, Tre would often sit back and watch without contributing much



to discussions or sharing his ideas. After four months in group, Tre was able to show strong leadership skills and moved into a

senior team leader. Tre shows a lot of respect and compassion for those around him and will often put others' needs before his own.

Tre has recently started playing football for sports and recreation and is going to an afterschool program to help supplement his learning needs. He enjoys listening to music and playing video games in his leisure time.

Tre is a very special person with a bright future. His love and compassion for others and strong-will to do well in all areas of his life, will take him far in the future.

Early Childhood Intervention

Early Childhood Intervention (ECI) is a system of services designed to support children who have or are at risk for disabilities. Reasons that children can be considered at risk include poverty, little or no prenatal care or parents who are substance abusers. Others that qualify for this service are those with special needs or disabilities. Services are provided by early childhood educators, physical therapists, speech and language therapists, occupational therapists, and other health professionals. They not only work closely with the children but with their families as well to continue to build on the child's strengths and to identify what support the family needs. Part C of the Individuals with Disabilities Act allows the states the option to provide early intervention services for eligible toddlers and infants from birth until the child's third birthday.

Early intervention programs are important because they improve outcomes for children, and they are also cost effective. Over 20 years of research has shown that the first three years are the most important time for learning in a child's life. Early intervention can reduce costs of education by minimizing the need for special education. Children can development their physical, cognitive, verbal, and self help skills. ECI programs also can help prevent a child from developing a secondary disabling condition. Some children's measures of intelligence have even been enhanced through early intervention.

The philosophy of early intervention is that children with disabilities deserve the right to education just like anyone else. Other key aspects of this approach:

- A child should be viewed as a child not just a child with special needs; they develop better this way.
- Services should change to meet the changing needs of families and children.
- Special needs children are better served when they are integrated into settings used by all children.

Early intervention programs have influenced public education in several ways. First, children with special needs receive educational services alongside normally developing children. Second, exceptional education to meet the unique needs of the child with special needs is offered at no cost to families. Third, children with special needs can have individualized education plans that state objectives for a child and how the educational services will be carried out. Finally, related services are provided to children as required to assist a child with special needs to benefit from exceptional education services.

EMPLOYEE SPOTLIGHT (Continued from page 1)

clients were interested in gardening, and Ginny was able to get donations of planters and potting soil and assisted them with setting up container gardens. We saw another consumer with a history of domestic abuse really come out of her shell when Ginny helped her paint a watercolor. The consumer was so proud of her painting that she sent it to her son.

Ginny has been an advocate for her clients as well. When she felt one of her clients was being over-medicated she communicated this to her supervisor, and after a little investigation we found that she was being over prescribed pain medicines in a dangerous amount.

Ginny is a very valued employee and does a lot to support her consumers in Rutherford County. Thanks Ginny!

Opportunities For Learning

- **Policies and Procedures**, Statesville, Oct. 29, 9-10 a.m. or 4-5 p.m.
- **Hearing Impairments**, Wilmington, Nov. 5, 5-7 p.m.
- **Understanding Diagnosis Signs and Symptoms**, Tarboro, Nov. 5, 10 a.m.
- **Urinary Incontinence**, Tarboro - Nursing, Nov. 6, 3 p.m.
- **Involve Parents During Home Visits**, Boone, Nov. 11, 12-2 p.m.
- **Broken Bones/Attachment Issues**, Lenoir, Nov. 13, 1-3 p.m.
- **Count Your Blessings: Family Conflict**, Charlotte, Nov. 20, 2-4 p.m.
- **Meet and Eat: Open Discussion About Working With Consumer and Problem Solving**, Statesville, Nov. 20, 6-8 p.m.
- **Understanding PCP's**, Tarboro, Dec. 4, 10 a.m.
- **Holiday Workshop**, Lenoir, Dec. 8
- **CS Diagnoses/Symptom Management**, Fire Mountain (Wilkesboro), Dec. 10, 2:30-4:30 p.m.
- **Effective Utilization of PCP**, Wilmington, Dec. 10, 5-7 p.m.

Please contact your supervisor for more information on these valuable training sessions and additional opportunities for you to obtain required CS training as well as for required re-certification trainings.

Anniversaries

It is important to take the time to celebrate and thank the Behavioral Technicians who have been supporting consumers for 5 years or more. First off is **Carmen Tavernia** who has been working as a Behavioral Technician in our Forest City office for 11 years. Carmen has recently been promoted to a Community Support Specialist. Great job Carmen! Also celebrating anniversaries this month from Forest City is **Zandra Hamilton** who has been with us for 5 years. From the Charlotte office **Genie Lowe** has been with us for 9 years. **Emma Winn**, who works from the Lenoir office, has been with us 5 years. **Shan Davis** has been with us for 8 years, **Dena Cain** 7 years, and **Shelia Johnson** 5 years; each of them is from the Statesville office. Celebrating 6 years is **Renota Stallings** from the Tarboro office. From our Whiteville office **Tonya Best** has been with us for 8 years and **Marian McAllister** for 6 years. Lastly, from our Wilmington office, **Laurel Hughes** has been working for 5 years. Thanks to all of you for your dedication!

PaySchedule

Services Delivered

October 1-15

October 16-31

Checks Mailed

November 6

November 20

Documentation

Documentation for ALL services except Nursing-based PCS, CAP/DA and CAP/C is due the day after you have finished providing services for the week (Sunday-Saturday), and in no case later than the following Monday. CAP/DA, CAP/C and Personal Care must be postmarked or delivered the 16th for services delivered the 1st through the 15th and the 1st for the 16th through the end of the month.