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KUDOS TO YOU!

Home Health would like to give a big shout out to Amy Wethington and Terri Myatt. Thank you for your hard work and dedication to our program, we appreciate your flexibility! Thank you for a job well done! - Teudis Perez and Evon Shocklee

Daviess County Clinic would like to extend a huge thank you to Nancy Wilson, Angela Woosley, Melissa Barnett, Amy Hall and Joanie Patterson for all the extra help in clinic over the previous months. We could not do this without the help of all the members of the GRDHD team. - Ashley Holderby

SERVICE AWARD RECIPIENTS

Your commitment and hard work in the Public Health field are greatly appreciated. Please give a pat on the back to the following service award recipients:

5 YEAR RECIPIENTS
Jessica Austin
Janis Bratcher
Regina Jones
Kim Majors
Whitney Smith

10 YEAR RECIPIENTS
Rebecca Baird
Season Barnett
Cindy Fulkerson
Meredith Griggs
Nika Hughes
Rich Nading
Emery Neely
Kim Nevitt
Melissa Schoaff
Melissa Shultzabarger

15 YEAR RECIPIENTS
Patty Allen
Shelly Austin
Merritt Bates-Thomas
Adam Clark
Tara Clem
Teresa Conrad
Jennifer Hagan
Kelly Hodges
Laura Lindsey
Rebecca Logan
Lisa Lyons
Michele Rushing
Mary Rust
Tim Young

20 YEAR RECIPIENTS
Terra Beck
Kelly Donahoo
Gail Green
David Hunter
Abby Young

25 YEAR RECIPIENTS
Pam Brasher
You may have seen the recent article in the Owensboro Messenger Inquirer on Sunday, December 11th titled, “Under Pressure”. Although the title gave a bit of a dramatic twist to our financial situation...the bottom line is that we are seeing less revenue coming in and our expenditures continue to increase.

The Green River District Board of Health approved a budget for this year that anticipates a $1.8 million dollar deficit. Our reserves total approximately $4 million. If the budget is on track, we will use almost half our reserves this year, leaving us with few reserves for the next year. Therefore, the board has decided to take a close look at the budget and make adjustments to sustain needed programs over the next few years.

Two key areas will be reviewed and discussed in planning for upcoming years including the following:

**Medicaid Dollars and Clinics:** In 2011, Medicaid Managed Care was enacted in the state. We have seen a steady decline in revenue from Medicaid dollars. The deficit amount is approximately $1 million per year. Staff continue to look at more efficient methods to collect the dollars for services provided. This includes correct coding and working with the MCO’s to understand processes for correct billing and collection.

**Contribution Rates:** The current contribution rate of 2.5 Cents per $100 has been in effect since 1989. The District Board will consider if, when, and how much an increase in the contribution rate is necessary. The Contribution rate is the amount each local health department (Public Health Taxing District) pays to the District to administer programs, pay employee salaries/benefits. Public Health Taxing Districts determine the amount of local tax collected for their county.

As a Public Health Agency, we serve a vital role in our communities to protect and promote health. Decreasing services is not always possible. Many of our services are required by law; therefore, we are required to provide the service and have adequately trained staff to meet the needs of the program requirements.

The District Board meets quarterly and as updates are made, communication will be sent to staff to keep you informed. Thanks to our staff that continue to strive to increase efficiency and serve the public.

-Debbie Fillman and Angel Thompson
COUNTY NEWS

Daviess County: Staff have been doing some video DOT and that has been working well.

District Office: Humana Vitality changed on 1/1/17 to Go365. Sheri Hagan has joined the team and Melissa Barnett has done a great job helping to train her. A proposal has been written for continuation of the PINK grant. We should know later this month if we receive more funding. Reports from the original Pink County grant look great!

TOP® Club is doing well. The Heritage Park site in Owensboro has over 100 participating teens. YouTube videos have been developed for different programs through the Health Department and TOP® will be developing one for their program as well.

Hancock County: Thanks to Angel for working to get eCW going throughout the District. WIC audit went well before Christmas. We are still having no-show issues. There has been a drop in WIC participation and we are working to bring those numbers back up with Outreach.

Henderson County: WIC issues have been identified and we are working on those. It is taking longer to get immunizations entered and updated in the systems and we are trying to deal with getting those corrected. Henderson has staff that have caught on to eCW really well and are helping other staff. Henderson has had an increase in WIC participation for the county.

McLean County: The clinic is doing well but has also had a lot of no show patients.

Ohio County: The clinic has been busy since the holidays with having staff out. We have been overbooking and doing our best to work patients into the schedule. Clinic is still doing DOT within the County.

Union County: Follow through on WIC audit is coming soon. We had a Special Formula audit in December. On February 1st, online WIC follow up will begin and staff will be calling patients and having those that are eligible for this service to begin setting up.

Webster County: Clinic is doing well.

PINK Grant News

McLean County Health Coalition goes PINK and sponsors a Mobile Mammography Day! In conjunction with Deaconess Hospital, the Kentucky Cancer Program, McLean County Extension Services and GRDHD, 10 women received a mammogram in the mobile unit on November 4, 2016. Gifts were provided to the women who came for breast and cervical cancer education, and even more prizes for the women screened.

Through the PINK grant, numerous women (and a few men) in McLean County have been provided with preventative health measures for breast and cervical cancers. Congratulations McLean County!
Do you know your Love Language?

As a HANDS program home visitor, I find that building relationships is a key piece of success. And as we start a New Year, many of us think about investing in change to improve ourselves. I recently read the book, “The Five Love Languages” and thought it would be interesting to share. Author Gary Chapman believes that each of us has a language through which we express and receive love.

Once you know someone’s love language, it can be used as a way to get to know someone better and to speak to their heart. It’s a valuable tool for any relationship – dating, marriage, parenting, and so many more.

You don’t have to read the book to learn your love language. A very brief description of the love languages: words of affirmation (compliments, expressions of care, kind voice tone), quality time (giving undivided attention), physical touch (hugs, affectionate touch), receiving gifts (the care behind the token) and acts of service (doing practical things for someone.) If you need help, there is a free quiz available online.

Once you’ve determined your Love Language, pick and try out one of these (or your own!) ideas for using your love language for self-care:

**Acts of Service**
1. Maintain a clean home.
2. Hire out an errand.
3. Bake something delicious.

**Quality Time**
1. Meditate.
2. Journal.
3. Spend time in nature.

**Words of Affirmation**
1. Keep a compliment scrapbook.
2. Write yourself a positive letter.
3. Write affirmations on post-its and place them throughout your home.

**Physical Touch**
1. Give yourself a foot massage.
2. Sign up for a monthly massage club (or volunteer as a client for students in a massage school.)
3. Luxuriate in a bath.
4. Wrap up in a soft blanket.

**Gifts**
1. Buy yourself flowers.
2. Sign up for a monthly gift box subscription that fits your budget.
3. Gift yourself with a class on something you have always wanted to learn.
4. Give yourself one of your bucket list items (or start working towards it!)

I believe we can use our love language for self-care as well. A lot of us struggle with self-care sometimes – we want to do more, but it is hard to make the time for it. Since none of us have excess hours just waiting to be used for self-care, we want to focus on activities that give us the highest yield for our time and effort invested.

Practicing self-care is a wonderful way to prevent and reduce stress. Make it a priority to put yourself first in the New Year!

- Submitted by Heather Blair

The views and opinions expressed in this article are those of the author and do not necessarily reflect the official policy or position of GRDHD.
Pictured on left: Becky Horn presented on electronic cigarette use at the 25th Green River Regional Teen Leadership Conference in Maple Mount, KY.

The conference, held November 3rd and 4th, 2016 included both high school student leaders and club sponsors. They participated in intensive training focusing on supporting healthy lifestyle choices, education and advocacy for public policy.

Participating schools were Daviess, Hancock, Mclean, Ohio, Union and Webster Counties as well as Owensboro Catholic and Owensboro Public.

Pictured on right: Staff training for the release of the eCW Electronic Health Records system. The ‘Go Live’ date was November 1st.

The training took place at District Office.

Don’t forget to check out the new Health Department promotional videos on youtube. They can be found at the following link:

https://www.youtube.com/user/KyGreenRiverHealth

Also, if you would, please share them on your facebook, email them to friends, or tweet them! It’s a great way to get the word out there about the services we offer.

Keep checking back, as more videos are in the works.

*The report contains the troubling information that:*

- Nearly 21 million people in America have a substance use disorder involving alcohol or drugs, an astonishing figure that is comparable to the number of people in our country with diabetes and higher than the total number of Americans suffering from all cancers combined.

- In spite of the massive scope of this problem, only 1 in 10 people with a substance use disorder receives treatment.

- The cost of the problem exceeds $400 billion: alcohol misuse is $249 billion, and for illicit drug use it is $193 billion.

- What we cannot quantify is the human toll on individuals, families, and communities affected not only by addiction, but also by alcohol and drug-related crime, violence, abuse, and child neglect.

The report includes best practices in dealing with the problem and a vision for the future. The full report can be viewed here:  https://addiction.surgeongeneral.gov/

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**CDC Educational Material Available**

CDC’s National Center for Immunization and Respiratory Diseases (NCIRD) is pleased to announce the launch of a new website: https://www.cdc.gov/vaccines/partners/ for up-to-date immunization information. Find pertinent educational materials for parents, pregnant women, and adults, as well as healthcare professionals, all in one place. On this new site, you will find links to digital tools, social media content, drop-in articles, print materials, toolkits, videos, PSAs and more. Check it out!

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**January is National Blood Donor Month!!**

The Green River District Medical Reserve Corps will be holding a blood drive in the Bedford Walker Room on January 23rd.

Contact MRC@grdhd.org or Abby Beerman to sign up to be a donor!
Board of Health Actions - FY 2016

Submitted by Director Deborah Fillman

The Green River District Board of Health is the governing agency for the Green River District Health Department. The Board meets on a quarterly basis to set policy and strategy for health department operations. During Fiscal Year 2016, there were several action items voted on by the board which affects operations during that year and potentially following years. The action items during the FY 2016 Board meetings include the following:

**Budget:** Each year during the June meeting, a budget is presented to the board for the following year. Included in the budget are operations, salary and fringe, tuition reimbursement, etc. Any salary increments must be approved in the budget approval process.

**Financial Audit:** The Financial Audit is presented to the Board in October of each year. This year’s audit was presented with no significant deficiencies reported and no instances of noncompliance. Green River was determined to be a low risk auditee.

**Policies:** All policies are approved by the Board. Policies approved during the 2016 FY included the Harm Reduction and Syringe Exchange Program (Needle Exchange). Other policies reviewed included the Reduction in Workforce Policy, Board of Health Ethics Policy, Environmental Fee Schedule, Harassment and Discrimination Policy, and Equal Employment Opportunity Policy.

**Finance Committee:** The Finance Committee was expanded to include representatives from each of the 7 counties.

**Holiday Schedule:** The Board approved closing the health department between the Christmas and New Year’s Holiday (3 days).

**Home Health:** Each year, the Home Health Annual Report is presented to the Board.

The Board Actions were compared to the Performance Management Activity Focus areas of Quality Assurance, Quality Improvement, Staff Development and Assessment/Planning. The majority of Board Action and Discussion in FY 2016 focused around Quality Assurance with the least in the area of Quality Improvement.

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**Annual KPHA Award Nominations**

Would you like to recognize a co-worker or peer who has made a considerable contribution to public health? Why not nominate them for a Kentucky Public Health Association (KPHA) award? Award categories include administrative support, environmental services, nursing, nutrition, health education, home care services and much more! For a more information about award categories, guidelines, previous award winners and a copy of the nomination form, please visit [http://www.kpha-ky.org/Awards.aspx](http://www.kpha-ky.org/Awards.aspx). The deadline to submit a nomination is February 17, 2017.

All nominations should be sent to jenniferh.gulley@ky.gov. Awards will be presented at the KPHA Conference in Owensboro, KY April 11-13, 2017.
I have worked at GRDHD for around 5 years as a Registered Nurse. While I love being a nurse my favorite and most interesting job is being a grandmother! I really enjoy spending time with my grandchildren! My children and Grandchildren are the most coveted and greatest treasures of my life!

Family is very important to me. I admire my dad most of all and he has always been my hero. He always said I looked like a Sally, so he gave me the nickname Sally Anne many years ago. He still calls me that today. Oh, and my uncle, he was a Blue Angels pilot in the Navy and later a pilot for the Goodyear Blimp!

For me time, I enjoy reading with Danielle Steele & Nicolas Sparks being some of my favorite authors. I love music. I’m a big fan of Sara McLaughlin and Adele. My happy place includes sand, sunshine, warm weather and salt water. If I had the chance to have dinner with anyone (fictional or not, dead or alive, famous or not) I would choose Princess Diana. I have always admired her smile, her charitable giving and her tenacity to remain true to herself.

Have you guessed yet? If not here are a few other hints that might help you:
- People would be surprised to know that I play the piano!
- One of my bucket list items is visiting Italy.
- I would like to be remembered for kindness and serving others.
- Some of my pet peeves are gum poppers, pen clickers and bad manners.
- When cheering my favorite teams on, you’ll see me rooting for WKU, UK and Alabama!
- If Hollywood made a movie about my life, I’d want Julia Roberts to play me.

My favorite quotes:
A Pessimist is one who makes difficulties out of opportunities and an optimist is one who makes opportunity out of difficulties. – Harry S. Truman
I can do all things through Christ who strengthens me. Philippians 4:13

Can you guess Who I am? See page 13 for the answer.

**WHO AM I?**

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**JANUARY**

Cervical Health Awareness

National Birth Defects Prevention Month

**FEBRUARY**

National Children’s Dental Health Month

Teen Dating Violence Awareness Month
[www.teendvmonth.org](http://www.teendvmonth.org)

For more information please visit:

**United Way Drawings**

Congratulations to the following staff who were winners in the United Way Drawings:

Linda Hughes—$75 (all who pledged $2+)
Becky Lattus—$75 (all pledges)
Xochilt Bravo—$50 (first time pledger)
Mindy Kennada—$50 (fair share)
Carrie Conia—$15 lunch time drawing

And again, a big thanks to ALL of the generous donations. We pledged $7121.88!!
Building Stronger Families News  *(Submitted by Linda Wahl)*

We have a new staff person – Mindy Kennada. She lives in Webster County and is in training now. We are excited to have a full team and such a great one.

**A day in the life of a home visitor**

The rain is pouring, streets are flooding. Home visitors are preparing to drive to family homes. We dodge water on the road, look for flooding, navigate our way through muddy yards and gravel driveways awash with water. Rain doesn’t deter a home visitor from making home visits. And these are the days some parents need us the most.

After spending several days in the house due to rain, children and parents are frustrated. A smiling face at the door may be all they need to reframe their thinking and change their behavior. Craft activities occupy children and parents have a concrete way to praise their children and spend quality time building and strengthening the attachment between them.

The home visitor can observe parent-child interactions and suggest different approaches a parent might take in redirecting misbehavior. The home visitor can reinforce parental rules and limits that are sometimes undermined by grandparents in the home.

As the home visitors prepare to come back to the office, the sun is shining, not in the sky, but in their hearts as they enjoy the knowledge they brought a little sunshine and hope into a family’s home.

We love our jobs and enjoy the small changes that make a child’s life, safer, healthier and more nurturing.

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**HOME HEALTH AUDIT**

On December 2, 2016 the Office of Inspector General (OIG), Division of Health Care completed a re-licensure and recertification survey in our Home Health Agency.

This survey was conducted to determine compliance with state licensure requirements and the Centers for Medicare and Medicaid Services federal participation requirements. The survey found our Home Health Agency to be in compliance with state and federal requirements with no deficiencies cited. This survey is completed every 3 years and is the third survey in a row that has found no deficiencies. We are very excited to share these results with the district. Please join us to congratulate the Home Health staff for their hard work and dedication to the program.

*Submitted by Teudis Perez*

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**GAZETTE CONTEST**

Congratulations to Betheny Woodard (Daviess County)! She was randomly picked from a drawing of all entries. She was the winner of a Subway gift card and a small bonus gift (a Christmas ornament and a candy cane filled with chocolates). Prizes are compliments of the Gazette Committee.

Check out page 13 for your chance to win!
Active Shooter Training

Thousands of first responders have undertaken active shooter training in recent years and, though anecdotal, open source reporting suggests it’s had a positive impact. The Region 3 Healthcare Preparedness Coalition along with the Kentucky Department of Public Health and Owensboro Health Regional Hospital hosted an “Active Shooter” training December 14, 2016.

Preparing for a potential Active Shooter incident is an integral component of an organization’s incident response planning. All our regional hospitals and many other healthcare facilities have emergency operations plans that now incorporate workplace violence or active shooter training. Mr. Scott Hill who is president of Secure Health Incorporated and has managed the King’s Daughter Health System in Ashland KY for over 22 years, (With Distinction) was our guest speaker. Mr. Hill addressed many of the unique issues hospitals and healthcare facilities face in planning for and responding to active shooter events. In attendance were, emergency planners, disaster committees, hospital staff, executive leadership and other involved with emergency planning.

-Submitted by Jeff Rascoe

Everybody Wins!

The QI Committee is looking for improvement projects and needs to hear your ideas.

Announcing the GRDHD QI Project suggestion contest! All staff who submit a quality improvement idea to the QI Committee by email at qi@grdhd.org will be entered into a drawing for a $25.00 Wal-Mart giftcard.

Are there gaps in the care of our clients or service we provide to the public? Do you have an idea that would make a process more efficient? Areas where costs could be reduced? Are you aware of safety or other issues that cause concern? If you see opportunities for positive changes to improve service to our clients, co-workers, improve our community’s health status, or promote a better GRDHD, send in your ideas.

Submit your quality improvement topic or idea to the QI Committee by email at qi@grdhd.org. Each person who submits an idea will be entered into the gift card drawing. Suggestions must be submitted by 4:30 pm February 6, 2017. All submissions will receive consideration and a response from the Committee. Even if you don’t win the giftcard prize, your ideas could become the 2017 QI Projects!
RISE Awareness Campaign

Earlier this spring, The Year of the Child was announced by the Owensboro mayor. With this announcement an all-day training event occurred. This event was the kickoff to the year and planning began for our youngest citizens.

The planning group grew at each meeting until there were approximately 50 people interested in the well-being of our children. The group chose two areas to focus: increasing awareness and knowledge of trauma informed care.

The marketing committee has now launched a website called RISE Owensboro. RISE wants to educate the entire community to create a community that creates a stable and nurturing environment for children in all settings: the home, schools, childcare, after school programs.

RISE stands for Resilience Initiative for Stability and Empowerment.

The goal is to create a community culture that understands and responds to children affected by trauma with knowledge of how to interact in a way that empowers the child and doesn’t cause further trauma to the child.

This sounds complex, but here is an example that might convey the change in mindset. Joe got up this morning to go to school. Joe is 8. His mother is in bed (depression, alcoholism, drugs) and won’t get up with the children. Joe gets himself and his 6 year old sister dressed, makes sure they have their homework and lunch money and sees that they get to school on time. He is tired from lack of sleep from the previous night and the stress of being parentified. He enters the classroom and the teacher says “please get out your number two pencil we are having a pop quiz.” Joe doesn’t have a pencil.

If the teacher says to Joe he will be penalized for not having the pencil, Joe may act out angrily, perhaps yelling or threatening, or the reverse acting the clown to divert the class from the test. Joe will probably end up in detention or the principal’s office. His rage and depression will increase. If however, an adult asks him about his morning and finds out what is behind the anger, Joe feels that his feelings are being heard and acknowledged. His rage will decrease. He may then participate in what actions should be taken for his misbehavior, or perhaps he may be given a second chance to act with restraint and self-control.

In the first option, Joe may receive a zero on the test he is missing, be punished and miss more class time, and be embarrassed in front of his peers. In the second option, a caring adult recognizing there is trauma going on, he may have increased self-esteem, the chance to prove that he can control his emotions and interact in the classroom.

The website address is: http://riseodc.org/

Submitted by Linda Wahl
TOP® Club News

Pictured below: Hancock County High School TOP club assisted with the Christmas Giving program purchasing a large amount of gifts for two children selected by the club members. They had fun wrapping the packages!

- Becky Horn, Facilitator

Pictured above: TOP® Club members from College View Middle School in Owensboro visited the Humane Society (and some brought in donations). Students cleaned cages and provided some company for the animals. They then celebrated at Fazoli’s after!

- Amy Brown, Facilitator
Who am I?
I am Jan Bratcher from Henderson County Health Center.

Subway Contests—Resolutions

Along with a New Year comes many resolutions. Is your resolution to drink more water? To save money? Quit smoking? We want to know. To be entered into this issue's drawing please email any committee member with your resolution for 2017! As simple as that. We will follow up in the next issue with some of your co-workers' resolutions (names will be used only with permission of course). Good luck!

You will be entered into a random drawing of all entries with a chance to win a $5 Subway giftcard. Giftcard is courtesy of the Gazette Committee.

Pictured above: Terri Myatt is the winner of the March of Dimes Change Wars. Congratulations Terri! We also want to give a big shout out to Home Health, Henderson County and the District Office for having the most participants. The March of Dimes Committee sincerely thanks each and every one of you who participated.

March of Dimes works to improve the health of babies by preventing birth defects, infant mortality, and premature birth.

LivingWell Promise 2017

If members are enrolled in 1 of the 2 LivingWell Promise Insurance Plans, they agree to complete 1 of the following by July 1, 2017.

Complete an online Health Assessment through Go365. This can be completed online at www.go365.com or through the Go365 mobile app.

NOTE: members will have the SAME username, password and member ID # that they had with HumanaVitality.

If anyone has trouble accessing their account, they can always contact customer service at 1-855-478-1623.
New Employees

Saying Goodbye...
Robilee Bell, Webster County Health Center
Theresa Dollins, Daviess County Health Center
Abby Young, District Office

Best Wishes

Sydney Harper
Sr. Support Services Associate I
Daviess County Health Center

Angela Riney
Local Health Nurse I
Daviess County Health Center

Mindy Kennada
Social Worker
Building Stronger Families

LaToya Sibley
Family Support Worker I
Home Visitor
Henderson County HANDS

Amy Millay
Family Support Worker I
Home Visitor
Daviess County HANDS

Pictured on left: Everett Roland Dant, son of Sarah Dant (District) was born 10/28/16. He was 21 1/4” long and weighed 8lbs 12oz. The pictures were taken when he was 2 weeks and 2 months old. Congratulations Sarah!

Pictured on right: Please join us in congratulating Marcela Rivera (Henderson County Health Center) on the birth of her new son Elizier. He was born on December 3rd weighing 8lbs 5oz and was 21” long. Elizier joins big sisters Naomi and Galilea and big brother Ramses.

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When should an Incident Report be completed? Detailed information about when and how to complete an Incident Report can be found in the Employee Health and Safety Manual, on the Official Documents drive. Sometimes an employee will find themselves in a situation and ask themselves - “should I do an Incident Report for this?”

If you are asking yourself that question, chances are the answer is going to be yes. A general rule of thumb for when an Incident Report needs to be completed could be called the “oh no” occurrence. If something has happened on the job that has caused you to say “oh no”, then there is a good chance that you will soon be completing an Incident Report.

Below are listed some examples of reasons to complete an Incident Report:

- Patient/Client/visitor has a fall/slip/injury or faints
- Employee injury, whether currently seeking medical treatment or not
- Medication error or reaction
- Vehicle accidents of any type (company or personal vehicle)
- Exposure incidents
- Threatening or harassing behaviors whether from the public or co-workers
- Missing items or property damage
- HIPAA violations/breach of confidentiality
- Animal bites or attacks
- Equipment malfunction or quality issues

Who should complete the Incident Report? The person who has first-hand knowledge of the incident should complete the Incident Report.

After an Incident Report is completed, that employee should give it to their immediate supervisor for their signature and review. The Incident Report will continue up the chain of command and ultimately ends up in HR. HR compiles a database of all Incident Reports, and this database is reviewed by the Risk Management Committee.

Any time an Incident Report is used it is important to complete them entirely, making sure to list the date the incident occurred on the form.

Blank Incident Reports can be found on the Official Documents Drive, Policies & Procedures, 01 Employment, 01.04 Workplace Professionalism, 01.04.03.01 Incident-Complaint Report Form. There is also a procedure (01.04.03 Incident and Complaint Reporting Procedure) that provides further information.

It is best to complete an Incident Report the day of the occurrence, if at all possible. We all hope that those “oh no” moments won’t happen to us during our day. If they do, just remember that an Incident Report is necessary. Hopefully, completing the form will be less painful than you imagine.

As always, let HR know if you have any questions.
Policies and Procedures ~ Updates & News

Visit the official documents drive or our website for a complete listing of our Policies and Procedures.

- **01.04.02 Behavior of Employees Procedure** — This procedure was updated to clarify when a “speak English only” rule can be applied.
- **03.01.01 Information Technology — Electronic Guidelines Security Agreement** — This form was updated to clarify the care to be taken with agency equipment, including laptops.
- **03.11 Agency Closure Procedure** — Created to clarify steps taken when there is an agency closure.
- **05.01 Travel Policy** — This policy is updated to reflect the new state meal amounts allowed during travel.
- **06.06.01 Fraud and Abuse Prevention and Detection Procedure** — This procedure was updated to reflect changes with the patient services system.
- **08.05 Public Code of Conduct and Safety Procedure** — This is a new procedure that addresses the expectations for behavior from members of the public and how staff are expected to respond.
- **09.07 Communication, Culture and Linguistic Policy** — This policy was updated to change the title as well as reflect values from the national standards on culturally and linguistically appropriate services.
- **09.07.01 Communication, Culture and Linguistic Procedure** — This procedure was updated to change the title as well as reflect values from the national standards on culturally and linguistically appropriate services.
- **13.01.01 Home Health On-Call Procedure** — This procedure was added to the GRDHD P&P as part of a new chapter for Home Health/ADC/EPSDT Special Services. This procedure provides guidelines for Home Health staff who are on call.
- **13.02.01 Home Health Admission Criteria Procedure** — Provides guidelines for admission into HH.
- **13.02.01.01 Home Health Admission Criteria Flowchart** — This flowchart helps to provide guidance to steps taken when admitting a patient into Home Health Services.
- **13.02.02 Home Health Physician's Responsibilities and Licensure Procedure** — This provides guidelines for physicians utilized by Home Health services patients.
- **13.02.03 Home Health Limited Patient Lifting Procedure** — Guidelines for staff regarding patient lifting.
- **13.02.04 Home Health Withholding Resuscitation Policy** — This procedure provides guidelines for staff regarding patient resuscitation.
- **13.02.05 Home Health Patient Notification in Change of Care Procedure** — This new procedure ensures that patients are informed when changes occur with their care or treatment.
- **13.02.06 Home Health Patient Plan of Care Procedure** — This new procedure addresses the plan of care that will be developed for each patient.

The following were reviewed:

- **03.09 Branding Procedure and Publications Standard**
- **06.01 Credit Card Purchasing Procedure**
- **06.01.01 Finance Credit Card Log**
- **06.01.02 Health Center Credit Card Log**
- **06.02 Purchasing Procedure**
- **06.03 Gifts/Awards/Incentives Procedure**
- **06.03.02 Gifts/Awards/Incentives Documentation Form**
- **06.05 In-Kind Contribution Procedure**
- **06.05.01 In-Kind Donation Form**
- **06.05.02 In-Kind Volunteer Time Donation Form**
- **06.06 Fraud and Abuse Prevention and Detection**

All staff are encouraged to take the time to familiarize yourself with these new and revised procedures. If you have any questions please contact HR.