

Compliance Review Services, Inc.

Consulting & Training Services

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An electronic version of this newsletter is available
at www.ComplianceReviewServices.com



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Calendar of Events

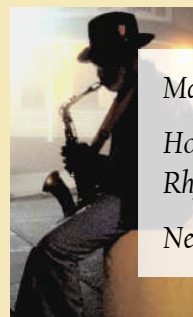
- 5/19** **How to Run Your Home Health Agency**
10:00 a.m.–4:00 p.m.
- 5/24** **QA Programming**
1:00 p.m.–4:00 p.m.
- 5/25** **Wound Care Documentation**
2:00 p.m.–4:00 p.m.

Call (713) 776-3566 to request a registration form, or go to www.ComplianceReviewServices.com to download one.

Southwest/Gulf Coast Home Care Conference

Compliance Review Services, Inc., is a Zydeco sponsor of the 2005 Southwest/Gulf Coast Home Care Conference and Exhibition, “Home Care Rhythm & Blues,” which takes place May 11–13, 2005, in New Orleans, Louisiana. We decided to participate in this event because we

felt the presentation topics were important to home health agencies statewide. If you haven’t signed up for this event, you can visit Texas Association for Homecare’s website at www.tahc.org and register online. We will have a booth, and we hope to see you there!



May 11–13, 2005
Home Care
Rhythm & Blues
New Orleans, LA

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**COMPLIANCE
REPORT**

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HCSSA RULES CHANGING STATE RULES UPDATE

Kimberley Kelly, RN, BSN, CLNC, was invited to sit on the External HCSSA/DADS workgroup to provide comments and feedback on the proposed rule changes for home health agencies. She reviewed the proposed rule changes and provided her opinions, suggestions, and recommendations to HCSSA a few weeks back.

On April 5, 2005, Ms. Kelly attended a task force meeting with the Program Director for HCSSA, the HCSSA attorney, and other external workgroup members, which included representation from the Board of Nurse Examiners, providers of home health and hospice services, as well as other HCSSA employees. Ms. Kelly stated, “This meeting and process was very positive. This is the first time that HCSSA has done this, and I support it 100%. I had no idea that I would have such input into making regulatory changes. The staff of HCSSA/DADS was responsive, listened, and actually re-crafted rule language based upon the opinions of the external

work group at the meeting. It was a very rewarding experience to be able to represent what I think my clients would want in the rules as well as to keep the focus on quality patient care. It was a very collegiate meeting, and the work group worked as a team! It was an honor to be asked to sit in on such an important work group.” Ms. Kelly was asked to continue to sit in on such workgroups when the rules are revised specifically for Licensed Home Health, PAS, and Hospice, and she has accepted that offer.

The process to carry the rules into final print includes presenting the rules to the DADS council and then to the legislative session. The proposed final draft of the rules will be posted sometime in the fall on the Federal Register for all to comment. If everything goes well, they could be finalized and released by January 1, 2006. If further revisions are required, then the release time will be delayed. ❖

In Loving Memory of Lorraine Thompson, RN, BSN, MA



March 29, 1947–April 17, 2005

I am deeply saddened to inform you of the passing of one of our consultants, Lorraine Thompson, RN, BSN, MA. Lorraine left us on April 18, 2005, around 5pm. This was a very unexpected loss for all of us, and we are coping as best as we can. I will miss Lorraine, as she impacted my life significantly and helped me to become a better manager of people.

Visitation was held on April 21 at American

Heritage Funeral Home, and a memorial and graveside services were held on April 22 at the same place. Lorraine’s husband, Dwight Thompson, requested donations to the Cancer Society in lieu of flowers. Lorraine was a cancer survivor and very proud of the fact that she beat cancer.

—Kimberley Kelly RN, BSN, CLNC
CEO, Compliance Review Services, Inc.

COMPANY HIGHLIGHTS & Our New Services

Compliance Review Services, Inc., Achieves 100% Compliance with American Heart Association (AHA) Training Center Site Review!

We recently had our annual Training Center Site review from the Regional Faculty member of AHA, Marilyn McFarlane, and achieved a score of 100%. We are so proud of our AHA management team, which includes Kimberley Kelly, RN, BSN, CLNC, CEO; Karen Akerman, VP of Operations; and Jennifer Barbe, Administrative Assistant. Way to go team! If you need CPR training or re-certification, please contact Jennifer Barbe, and she will take care of you!

New Nurse Consultant and Expanded Hours

Effective May 1, 2005, Compliance Review Services, Inc., is offering expanded hours. We have hired Carol Carrell, a former state surveyor who is willing to work weekends and after hours. Formerly, if you needed our services outside regular hours, we charged time and a half due to the labor laws. We are excited to be offering you these expanded hours at our regular billing rate of \$65/hour.

Carol has been a nurse for over 25 years. Most recently she was a nurse surveyor for the Department of Aged and Disabilities Services, where she conducted state and federal surveys

on home health agencies. She began working in home health in 1995 as a branch manager where her responsibilities included quality management. Carol also has hospital experience in quality management and has just recently returned to work in a hospital as a nurse auditor.

For more information about Carol, please visit the staff page on our website at www.ComplianceReviewServices.com.

Colorado Added to States We Serve

In addition to Arizona, Florida, North Carolina, Ohio, Oklahoma, Pennsylvania, and South Dakota, we are now serving Colorado. With our expertise in federal licensing requirements for home health (Colorado does not have state requirements), we are looking forward to helping Colorado agencies with their compliance needs.

Licensed ESRD Unit

Kimberley Kelly, RN, BSN, CLNC, and Karen Akerman, VP of Operations, recently attended a pre-survey conference in San Antonio on how to start up a Licensed ESRD Unit, outpatient clinic. We are going to be adding this product line to the types of startups that we offer. If you have any interest, please contact Karen Akerman at (713) 776-3566 x106. ❖

as well as other facilities on topics relating to wound care and other health care issues.

Compliance Review Services, Inc., does not set up these in-services—a home health agency contracts with us to do the presentation. By offering our in-services to a hospital or other facility, the agency may gain a better business relationship with that facility. ❖

Congratulations to our agencies that have passed survey in 2005! We are posting (with your permission, of course) a “Star Performer” bulletin board in our office on those agencies that have passed with our assistance in 2004 and 2005. Way to go!

Interested in our educational in-services? Please contact Kimberley Kelly, RN, BSN, CLNC, at (713) 776-3566

SPOTLIGHT ON OUR Educational In-Services

Did you know that Compliance Review Services, Inc., is an approved Educational Provider Unit through the Texas Nursing Association (TNA)? And did you know that we do educational in-services (most with contact hours) on site at hospitals and other types of facilities on behalf of home health agencies? To date, we have presented at Doctor’s Hospital and UTMB

marketing corner

Growing Your Business with Ongoing and Thoughtful Marketing

By Leslie Butterfield

Principal, Butterfield Marketing

Many small business owners do a good job of planning for their business before they launch the company but often the demands of running the business keep them from dedicating the time and thought energy needed for ongoing planning. An old adage says, “If you don’t know where you are going, you won’t get there.” This is true of your agency’s growth strategy too. That’s why as a marketing and business strategy consultant I recommend to my clients that they create a formal plan for the growth or change they want for their business or agency.

The most difficult part of business planning is determining what you want to achieve in the year to come. I work with my clients in a coach-

ing role asking questions to help them set their goals. We develop a written plan together, evaluate the options, and look at past performance and what caused positive or negative changes in the past. Then we evaluate which resources, programs, and marketing will be required to reach different levels of change. Some business owners’ goals are more focused on adding new services or targeting new types of clients. Others seek to change their management structure or increase profits. Whatever your goals, I recommend that you take the time to document them and establish the steps to reach them successfully.

If you are interested in finding someone experienced in business planning to help you define your plan, please feel free to contact me at lbutterfield@houston.rr.com or call me at (713) 647-8277. ❖

physical therapy corner

Houston’s Home Health Therapy Pacesetter

By Joey Ricafrente, PT

Vice-President, PTI, Inc.

Physical Therapy International, Inc., is a Houston-based home health rehabilitation company founded by Rudi Pijnaken, PT. The services offered by PTI include physical, occupational, and speech therapy; social work; and respiratory services (on a limited basis).

PTI delivers these services with the highest ethical standard found in the industry. With a knowledgeable staff that provides home care in the Houston Metropolitan area, PTI exhibits expertise in treating the geriatric and pediatric population with conditions that include, but are not limited to, the following: orthopedic ailments, neurological impairments, cardio-respiratory insufficiencies, speech disorders, and developmental delays. Moreover, PTI em-

ployees have an extensive working knowledge of Medicare rules and guidelines so its home health agency partners can enjoy full reimbursement for its services.

PTI currently has branches located in Little Rock, Arkansas, and Chicago, Illinois. This September, PTI North Carolina will open its doors. In addition, an informative guide written by Rudi Pijnaken and George Katz will soon be published. This book will provide detailed, step-by-step instructions on how to assist patients in the easiest and safest manner.

As you can see, there is much to be excited about at PTI. As we celebrate our 15th birthday this month, we reflect on the accomplishments of the past and look forward to more success in the future. For more information about our company please visit our website at www.ptinternational.net. ❖

