

GILEAD CONNECTION

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A Rare Veteran...

Independence Day is always part of the highlights of the summer. We celebrate the values and vision of our founding fathers even as we reflect on the sacrifices of generations of veterans who have defended these values and vision over time. We remain indebted to them ever so. The maiden edition of Gilead Connection attests that the greatness of our nation is rooted in sacrifices. Therefore Gilead Connection connects with a rare veteran, a centenarian, Mr. Richard A. Overton. He turned 105 on May 11, 2011. Gilead Connection recently met with him to celebrate.



Mr. Richard Overton is the ultimate “class act”. Gilead Connection connected with him in the home health arena. We were privileged to provide home health services for him following an infrequent and rare hospitalization. We thought his

coverage is apt for our maiden publication; also coinciding with the Independence Day celebration. He gladly agreed to share his experiences in and out of the military with our readers.

Mr. Overton was born in St. Mary’s Colony, seventeen miles



Funmi Ogunleye, RNC, MA

Milestones

- The Administrator’s Corner

I wonder if anyone pays attention to milestones these days of Google maps and GPS controlled turn by turn directions. It was not too long ago when you go on a trip that you take your pointers from rigid structures on the sides of the road telling you either how far you have travelled or how close

you are to your destination. I doubt if they are still part of new road constructions any more. While those structures may have been relegated to the past, the idea of identifying milestones is still relevant.

It doesn’t take a long retrospect to identify strategic moments in the life of Gilead. This newsletter, *The Gilead Connection*, is definitely a milestone in the life of our

Continued on page 8

west of Bastrop. He had four brothers and six sisters. All have preceded him. He was 12 when WWI broke out. He was too young to enlist. He nevertheless regales us with how he watched the procession of the enlisted marching from Camp Mabry, Austin towards San Antonio. His is a family of warriors; though too young to enlist, his elder brother joined the army and helped prosecute WWI.

Mr. Overton deployed in WWII in the Pacific theater of operation. He was involved in active combat and every inch battle

tested. He recounted he was involved in fire fight up to the last day of the war, arguably one of the last battles of WWII.

Asked to narrate a unique encounter during the Great War, he recounted the story of when his boat went astray from a convoy. They were lost in a night operation, in the open sea within vicinity of the enemy. They could not call for help in order not to attract the attention of the enemy. Consequently, they were missing for a considerable period. He described the intricate and concerted maneuvers and near misses to get back to the main convoy.

Mr. Overton's life after the military has been vibrant and full. He worked as a State of Texas Treasury dispatch for an extended period; spanning four governors. He also worked for UT. He recollected being part of those who planted the trees on 42nd Street in Austin.

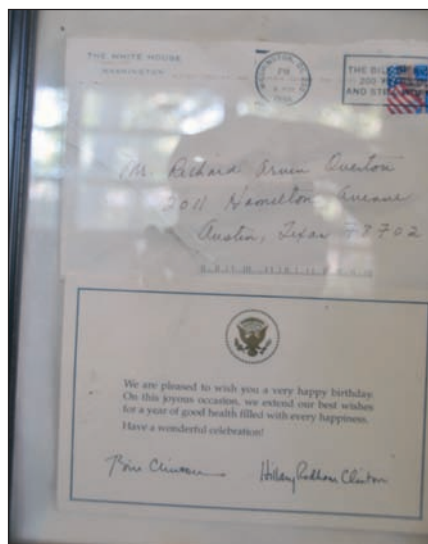
His first retirement was 40 years ago. He had been recalled to service 4 times since the first retirement. Though Mr. Overton's never went to



college his walls are adorned by credentials and accolades from local and national leaders.

Asked for an indelible unforgettable major event, he said the assassination of Martin Luther King (Jr.) stands out.

What advice would he give the young and the not so young, he was quick to respond; spend within your means. Do not buy on credit. He never bought on credit. Mr. Overton still lives in a house he built for \$4,500 immediately after the WWII years from savings. He has outlived two wives. The last died 15 years ago. He never had a child.



Behavioral Health Program

- Gary Shreve, BSN, MBA
Behavioral Health Consultant.

Gilead Health Care, Inc is pleased to announce the beginning of its new Behavioral Health Program. The Behavioral Health program demonstrates the on-going commitment to patients for providing exceptional care. Gilead has embraced, as its core service delivery model, these three pillars of care: 1. Medical 2. Mental Health and 3. Spiritual.

All services are coordinated with the Physician, by Gilead's exceptional staff and a treatment plan is approved, that allows each patient the opportunity to remain in the comfort of their home.

Gilead's core services have been extensively evaluated by CHAP (A National Accreditation Organization) and Gilead received the highest accreditation recognition and the distinct honor of having the first CHAP certified Behavioral Home Health Program in Austin. Achieving the first CHAP certified Behavioral Program in Austin, demonstrates Gilead's commitment to maintaining the highest standards of care, and why it can be distinguished from other providers.

Our Behavioral program is designed to effectively coordinate and provide services during the transition from the hospital or other



settings, to the home. This is done by coordinating all care with the physician and family, through our Medicare Certified Psychiatric Registered Nurses. Some of the Certified Psychiatric RN's are Veterans, so we are uniquely qualified to provide support to our military and Veterans that may be confronted with behavioral issues.

The Behavioral program provides

clinical guidance and teaching goals for each visit that are approved and coordinated with the physician. The nurse will assess behavioral signs and symptoms, safety, medication management (effectiveness and side effects) and provide specific behavioral management teaching.

The Behavioral program supports mental illness diseases: Depression, Bipolar, Dementia/ Alzheimer's, Veteran PTSD & TBI, Schizophrenia, Personality Disorders, OCD, ADHD and others.

Gilead's goal is to treat the whole person through its core service model that embraces the three pillars of care. Every staff member has exceptional clinical skill and commitment in assisting patients achieve the optimum level of stability, independence and well being, while remaining in the safety and comfort of their homes.

ANSWERS TO CROSSWORD PUZZLE:

ACROSS:
1 = Urgent, 5 = Sarcoma, 10 = Lisp, 11 = Shed, 12 = Ambulance, 14 = Catheter, 19 = Narcotic, 20 = Cream, 21 = Calm, 22 = Yoga, 24 = Vine, 26 = Style, 30 = Cane, 31 = Recommended, 33 = Amnesia, 35 = Perspire, 36 = Capital, 37 = Sickness, 38 = Insulin.
DOWN:
2 = Rash, 3 = Twitch, 4 = Cup, 6 = Sunburn, 7 = Open, 9 = Aque, 13 = Remedy, 15 = Commie, 16 = Scurvy, 17 = Ribs, 18 = Recover, 23 = Ace, 25 = Camomile, 27 = Trim, 28 = Eczema, 29 = Medical, 32 = Erie, 33 = Apron.

Congestive Heart Failure (CHF)

DON Tips on Quality Living.



- **Dora Farooq, RN, DOCS**
Director of Clinical Services.

- Getting adequate rest and reducing stress levels through meditation and other relaxation technique.

Gilead's Telehealth Services:

Our telehealth service is particularly suited to deliver coordinated care route for CHF patients. It provides inconspicuous, smart devices with capacity for continuous data collection situated in the home. Ultimately, our telehealth plan is designed to prompt patients to self care, improve medication adherence, and avoid health complications and admissions

Learn More about CHF Home Management

CHF is a serious illness. It is not an end in it self. You can still have a wonderful and fun filled life. At Gilead, our home health care nurses educate our CHF patients on proper nutrition, exercise, and other lifestyle changes that will help them achieve positive results.

We are currently working on a CHF protocol. We trust this will benefit people with this disease process and their family members to better cope and manage their health needs within the safety of their homes. To learn more about our home CHF management programs, please call us at 512-323-5858. We will be glad to assist you.

Congestive Heart Failure (CHF) Management Services

Heart disease is one of the leading causes of death in the United States. Heart failure can be frustrating, scary, and confusing for many people. At Gilead Health Care, Inc., one of our goals is to educate heart disease patients and their families on its causes, and available treatment options to facilitate proper management, reduce the risk and improve the quality of living and longevity. It is important to us that your quality of life is not overly diminished as a result of CHF diagnosis.

Causes of CHF

A number of risk factors have been identified to increase the likelihood of someone developing CHF. These include:

- Existing conditions like Coronary artery disease, Diabetes, and Hypertension (high blood pressure).
- Cigarette smoking
- Obesity
- Lack of physical activity

- Poor diet high in fat and cholesterol and low in fruits, vegetables, and grains
- Previous heart attacks and congenital heart defects

People are more prone to develop CHF as they age. While CHF afflicts both men and women, men are more predisposed to developing the disease. Studies have shown CHF's affinity with hereditary and race. African Americans, Mexican Americans, and Native Americans are at a greater risk.

Symptoms of CHF include shortness of breath, fatigue, sudden weight gain, and swelling.

Home CHF Management Services from GILEAD Home Health

At Gilead, our care professionals will instruct you to recognize and identify early symptoms that may be signaling changes in your situation. Our Staff are trained to coach you on a number of CHF self-management techniques that can alleviate your symptoms. These techniques include:

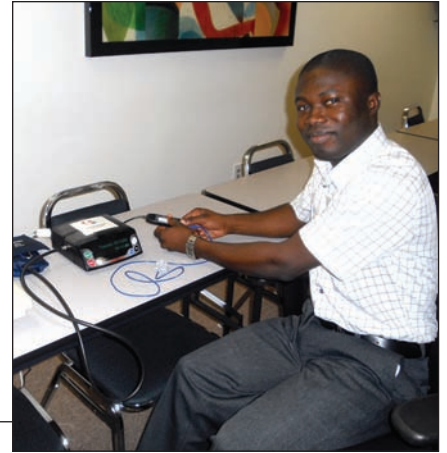
- Maintaining or reducing weight through healthy diet and exercise
- Reducing salt intake and avoiding foods high in cholesterol and fat.

Connected Care:

A Technology-enabled health care solution at home. (Gilead's Telehealth Perspective.)

- by **Richard T. Oba**

Bolaji Shorongbe
Telehealth Coordinator



The talking points among the stakeholders in the healthcare delivery system is the effort to increase access to healthcare services, reduce cost escalation and improve the quality of service delivery. The stakeholders have divergent views as to the road map to reach these goals. But on one issue there seems to be a convergence; there is a pervasive consensus that a transformative solution would leverage on innovative technology. Hence our focus in Gilead is to move in the direction of leveraging technology to deliver health care solutions for our patients.

At Gilead, we took steps to embrace the future by deploying our telehealth services in June 2010 by incorporating tele-monitor into our care management process. This technology is anchored on these tripods:

1. Detection of subtle changes in health status
2. Assessment of health data using evidence based disease management and
3. Control of health status using standardized process

By implementing the telehealth

services in tandem with case management we enhance self care for patients with chronic diseases and post-acute discharge patients.

At Gilead, we believe patients do better in familiar environment, the home. We have seen that the telehealth services improve medication adherence, reduce avoidable health complications and improve self care. Our intention is to spur the need for post-acute patients to take more active role in care management to avoid complications and re-admissions.

We think the future of healthcare delivery is pointing in the direction of incorporating technology into care management program under the oversight of a care team.

In-home technology enables frequent, effective and personalized patient interaction that equips them to care for themselves and provide a non-intrusive monitoring even where evasive actions may be required.

The advantages we are exploring with the Gilead's telehealth program are many and consistent with our values...to

treat each patient as if he or she is the only patient we care for..., suffice to mention just a few:

Patient focus: It provides case management with a coordinated care plan and avert unnecessary test and facilitate adherence to care regimen

Home focus: It is designed to be unobtrusive and easy to use as the data capture device is embedded in the day to day routine of the patient

Continuous Data Collection: Data is collected on an on going basis rather than the traditional stop and go, in person, on site method, such data are transmitted to the case manager who monitors signals that might warrant a change of course, a visit or further test.

At Gilead, our case management approach is patient focused. Our objective is to reduce readmission and prevent relapse of diseases. We believe making technology an integral part of self care management would not only improve our case management capacity but would help meet our patient's desire to live independently.

Community Connection



- Priscilla Valdez Office Manager

This is a new beginning. I will like to start by wishing everyone that happens to pick and read this maiden edition of Gilead Connection happy and blessed times this summer. The broad intention of this newsletter is to stay connected with our various communities, both inside and outside.

We chose Gilead Connection as the newsletter name to project our intentions to stay connected to the communities where we are privileged to serve. Our objective and our hope are to provide readers with tips and pertinent information to promote wellness in and around the home. We will also present information on current developments and regulatory pronouncement that may impact our communities so that our patients can stay informed.

Gilead News:

CHAP Certifications:

CHAP (a National Accreditation Organization) conducted its inspection of our home care delivery processes and procedures in May 2011. We are excited at the result! We had no deficiency. We got a clean bill.

Our behavioral health program was recently certified by CHAP. We are proud to announce that Gilead Health Care, Inc is the only CHAP certified behavioral health program in the whole Austin metropolis.

Also, our Telehealth and IV Therapy/Multiple Access

Management programs received CHAP's seal of approval.

New Arrivals:

Within one week we had two additions to our families. The Durans welcomed a baby girl, **Nia Martha Rivera** on Wednesday, June 8. Nia weighed 7lbs, 8oz. Mindy (mother) and Mia are doing very well. Also, the Morales welcomed **Brayden Royce Hyde**, a boy on Tuesday, June 14. Brayden weighed 7lbs, 11oz. Both mother and child are doing very well.

Signs abound that we will still be making trips to the maternity ward shortly.

Staff Anniversary:

We rejoice with the following staff whose anniversary of joining the Gilead family will come up in the Summer months:

June: Maria Boitenin, RN, ADON (1), Rachel King, LVN (4), Leticia Serrano, LVN (3) and Enedelia Washington, LVN (3).

July: Afusat Alimi, RN (1), Enedina Angulo, LVN (2), Angelina Boyalapalli, Staff (2), Jessica Dahms, LVN (3), Febronia Lwenje, Staff (1), Anahy Perez, Staff (2).

August: Anastasia Aggelaki, LVN (3), Nancy Boyalapalli, LVN (5), Dora Farooq, RN, DON (7), Eric Martinez, Staff (1).

Birthdays:

We celebrate with the following employees whose birthday it will be soon:

Leticia Serrano	July 28
Funmi Ogunleye	August 8
Mindy Duran	August 20
Tom Ogunleye	August 28

New Staff:

We are happy to announce that the following staff joined our professional cadre recently. They are bringing with them decades of professional caring experience:

Innocent Okeke (LVN), Loan Ha (RN), Edward Marroquin (RN), Godwin Orji-Ahiarah (RN), Harriet Arnold (LVN) and Diana Rivera.

Upcoming Training:

Medical Coding & Billing Webinar:
ICO-10-PCS: August 3
Oasis C: November 3
Oasis ICD 9: November 15 & 16

Academic Award Program:

The academic award program is back. This is a scholarship program designed to reward and encourage employees whose children are making good academic progress in school.

Parting Thoughts:

The brain is a wonderful organ; it starts working the moment you get up in the morning, and does not stop until you get into the office.

- Robert Frost

Always treat your employees exactly as you want them to treat your best customers.

- Stephen R. Covey

Key to Success:

On the other side of the door to failure is the key to success. Just insert it in the lock and give it a turn and a push. All it takes is a little effort.

You are our key to success.

Every day, you turn and push, and make the door to success open wide.

THANK YOU for your effort!

Ask A Nurse...



Summer tips for the Elderly.

- **Maria) Boitenin, RN**
ADON - Compliant Officer

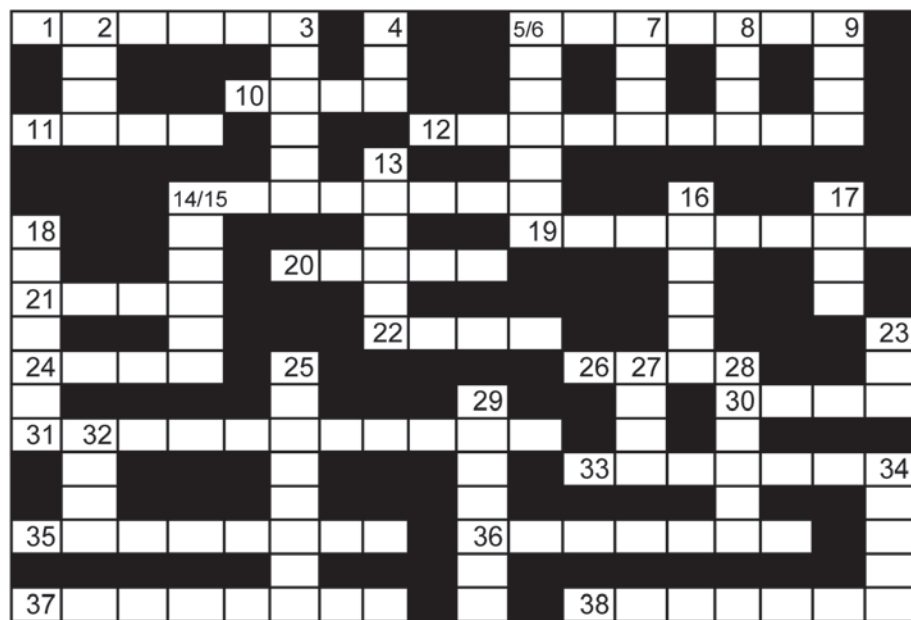
Summer is here again. Temperatures of 103 degree have hit Austin early this summer.

During these times of extreme temperatures the elderly population are at risk for heat related illness. Their body does not adjust well to changes in temperatures. The body maintains its temperature primarily by sweating. When the body heat rises, the brain sends signal that causes the blood vessels near the skin to be dilated to increase blood flow, creating sweat. As sweat

evaporates, it cools the skin and lowers body temperature.

Tips for summer survival:

1. Keep self well hydrated with plenty of water.
2. Avoid alcoholic and sugary drinks.
3. Stay indoors with air conditioning.
4. Schedule outdoor activities early in the morning or late afternoon.
5. Take breaks between activities.
6. Don not engage in strenuous activities.
7. Take cool shower, bath.
8. Wear light weight, light colored, loose clothing.
9. Avoid hot food or drinks.



ACROSS:

- 1 Compelling action(6)
- 5 Cancer(7)
- 10 Speech defect(4)
- 11 Lose(4)
- 12 Transport for sick or injured(9)
- 14 Thin flexible tube inserted into the body(8)
- 19 Drug that produces numbness and stupor(8)
- 20 Ointment(5)
- 21 Unruffled(4)
- 22 Method of meditation and exercise(4)
- 24 Climbing or trailing plant(4)
- 26 Eye infection(4)
- 30 Walking Stick(4)
- 31 Written prescription by the Doctor(11)
- 33 Loss of memory(7)
- 35 Sweat(8)
- 36 Principal
- 37 Nausea(8)
- 38 Pancreas Hormone(7)

DOWN:

- 2 Red eruption on the skin (4)
- 3 Sudden muscle spasm (6)
- 4 Customary unit of measure (3)
- 6 Summer painful skin condition (7)
- 7 Actual (4)
- 8 A break (4)
- 9 Fit of shivering (4)
- 13 Cure (6)
- 15 Slang for communist (6)
- 16 Condition caused by insufficient vitamin C (6)
- 17 Chest bones (4)
- 18 Get over illness (7)
- 23 Playing card (3)
- 25 Medicinal white flower (8)
- 27 Cut to size or right sized (4)
- 28 Disease of the skin (6)
- 29 Curative
- 32 Great Lakes (4)
- 34 Pinafore (5)

Answers on page 3

Milestones...

... Continued from page 1

organization. It causes us to reflect on how far we have come during these short but eventful seven years of caring for people who we have the privilege of serving in our community. In a sense, it is a reminder of how far we have come and definitely a pointer to what lies ahead.

I think it is fitting to mention some specific milestones in the life of our organization starting with the most recent one.

06/2011 - CHAP Recertification:

What a thrill to know that we went through this process with flying colors that is, with zero deficiency! In addition, three of our programs (Telemonitor, IV infusion and Behavioral) were certified. The word is, we are the only home health agency with CHAP certified behavioral program in the Austin area. You will agree with me that this is outstanding. I cannot praise God enough for loading this

organization with such dedicated staff and consultants who daily make a difference in what they do.

04/2011 - Behavioral

Program: The development and implementation of a comprehensive behavioral program was completed as part of our psychiatric services. We currently have five Medicare certified psychiatric RNs for this program.

12/2010 – Establishment and Presentation of Gilead Employee Angel Award.

08/2010 – Establishment and presentation of Gilead Employees’ Children Educational scholarship Award.

06/2010 - Telemonitoring: Initial deployment of Telemonitoring systems in patients’ homes.

09/2009 – Office Location: Move to our present location creating a much more efficient and spacious working environment.

05/2008 – EMR: Implementation

of complete electronic medical records.

12/2007 – Recognition: First Top national home health Elite Award.

07/2007 - New Patients: Admission of our 1000th new patient.

06/2004 – First nursing staff hired (and still around!)

We do have a lot to celebrate and be grateful for. It is my hope that we would continue to challenge, encourage and support one another as we go from one milestone to the next. It is my hope that this Newsletter will come to play a vital role in filling a gap that may have existed in our information dissemination whether you are an employee, patient, physician or an unrelated healthcare consumer. I tip my hat to all those who have worked tirelessly to make see the birth of this publication. Three hearty cheers to you all.

- Funmi Ogunleye, RNC, MA.

Health Care Credentials you can count on!!!

- Over 100 years of cumulative nursing experience
- State Licensed
- CHAP Accredited 
- Positive Patient Outcomes
- Disease-specific protocols
- Local administrators & clinical staff

The Insurances we accept include the following:

- Medicare
- Private Insurance
- Workman’s Compensation
- Private Pay
- Medicaid
- Veterans Administration



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