

# Constellation Today

November 2008



## COMMENTS FROM THE PRESIDENT & CEO

By the time you read this we will officially be into the 2008 Holiday Season: Hang on, it will likely fly by! And as you are "hanging on", pay attention and savor all the good things about the holidays-they really do seem to bring out the best in people.



There are lots of projects at various stages of development as we build our momentum to make our company stronger and more visible both internally and externally. These are truly exciting times for all of us!

Happy Thanksgiving Everyone!

Joanne

## HR Briefs

### Holiday Celebration

You are cordially invited to our staff holiday season celebration on Thursday, December 4th from 5-8pm at the Norwalk Inn. Door prizes, raffle prizes and holiday greetings. Hot/cold hors d'oeuvres, cash bar

Please RSVP by Friday, November 28th to [bcarter@nwkrehab.com](mailto:bcarter@nwkrehab.com) or 845-8000 ext 210.

Don't miss it!

## BENEFITS OPEN ENROLLMENT

Open enrollment for health insurance is coming. Benefit meeting dates will be announced shortly. Employees will have an opportunity to enroll or change plans for an effective date of January 1, 2009.

## OPEN POSTIONS AT CHS - REFERRAL BONUSSES AVAILABLE

Please think about past colleagues or friends that you can refer to be considered for the following openings:

### HOME CARE:

- Nursing Supervisor
- Q/I Manager
- Per diem OTs for

### Bridgeport/Fairfield area

- Primary Care RNs
- Staff PTs

### SCHOOLS:

- OTs, full or part time, for Darien, Norwalk, Stamford and Greenwich schools
- Physical Therapist for Greenwich
- Part time PT and OT for Oxford Schools

Also: We're going to be looking for an experienced healthcare sales person to get the word out about our home health and private duty services, so if you know anyone with great personality and sales savvy, send them our way!

A \$2,500 referral bonus is available to full time employees, paid once the new employee has completed 6 months of employment. Bonus is pro-rated for part time hours. Please contact Jeanne Kerrisk 845-8000 ext 212 or Linda Skarupa at 203-878-1892.

## Project Updates from Joanne

**BRANDING:** Hopefully you've noticed the new Constellation Health Services logo that is now incorporated in our newsletter masthead. I think it's professional and distinctive and it will help us build our identity among all of our various constituencies. The Web site is still "under construction" but it's moving along and will represent a giant step forward in our efforts, so stay tuned.

**TECHNOLOGY:** Over the course of the past month, our IT Committee, led by Lisa Dupuis with Orla McKeown, Fadia McGeorge, Dannette Gaither, Debbie Moeller, Valerie Lyons, Donna Holland, and Jeanne Kerrisk plowed through four home health IT demonstrations as the beginning phase of our transition to a "paperless" office. This is a major initiative for us which will involve a significant financial investment along with an equally intensive time commitment from a host of staff. We have also made strides to improve our Internet and email support which will make us more efficient and allow speedier internal IT usage. Progress is sweet!

### STRATEGIC PLANNING:

As the Cheshire Cat said to Alice in Wonderland's question, "Would you tell me, please, which way I ought to go from here?" "That depends a good deal on where you want to get to," said the Cat. "I don't much care where," said Alice. "Then it doesn't much matter which way you go," said the Cat.

In my mind, Alice's quote clearly spells out the importance of Strategic Planning. On October 29th we had an on-site planning session with a facilitator from Fazzi Associates. With the number of competing internal and external priorities at hand, it was a full day of work that generated a set of goals and objectives that we'll be putting into practice over the next 18 months. I'll be looking to schedule an all staff meeting or series of meetings to discuss the plan highlights and get some input from everyone. On a related note, we are also working on draft mission and vision statements: Think BIG picture!

**2009 BUDGET:** Pencils are sharpened and we're looking ahead to the budgetary side of our workload for next year. So much groundwork was done in August and September that I'm confident that we'll move through the process somewhat painlessly.

**SCHOOLS CONSULTATION:** Sharon McCloskey and Joanne Drouillard are working on some creative solutions and strategies related to the workforce shortage for our school-based therapy program. In concert with the outside consultant, we're evaluating some new models for service delivery.

## Home Care Newsflash from Lisa

### Our Patient Satisfaction Survey Results Are In!

The Fazzi Patient Satisfaction results for July, August and September 2008 are available. The return rate, which is the percentage of surveys returned out of the total sent out for the specific time period, for this quarter is 23%. The return rate goal is 30% so we are below the benchmark for this measure. Our overall satisfaction is 87.5% compared to the benchmark of 94.3%. The following measures are key areas to focus on to improve customer services and referrals:

Measure	HHCR
Benchmark	
1. Coordination of Care.....	64.3%.....85.2%
2. Advance visit scheduling..	66.7%.....87.4%
3. Preparation for discharge..	63.2%.....85.7%

### What can we do to improve these scores?

1. Let clients know that they will be receiving a satisfaction survey upon discharge. Tell them how important their feedback is to us and request that they please complete the survey and mail it back.
2. Call clients to schedule visits and be sure to give a window of time for arrival.
3. Talk about discharge at the time of admission. Make sure clients understand that we are only involved for a short period of time and the goal is to have the client and/or caregiver manage their care.
4. Make and keep realistic goals.

### School-Based Therapy Bulletin

The school year is trundling along at an intense pace. Every school we service is full of busyness and frenetic energy. As the holidays approach, our students are even more energetic and filled with joyous expectations! Thanksgiving is coming and this is a wonderful time to take a little time just to stop, breathe and rest for a few moments!

I wish to express sincere appreciation for all your hard work with our students, school staff and families. I wish you all a wonderful time of rest, a time of reunion with your family and friends, and lots of fun with the tradition of turkey, parades and football!

Sharon

### CONTINUING EDUCATION

New process for outside course registration:

1. Please discuss your choice of course with your supervisor or Sharon.
2. Once approved, register for the course.
3. Following the course, please submit your certificate of attendance and receipt of course fee to Lynette at the CHS office. Lynette will process reimbursement and maintain a list of your CE unit.

### ANNOUNCEMENTS

Thank you to all of you who made Tuesday, November 4th, a wonderful learning day. We had a shared learning experience on evaluations and interventions. It was very successful.

Hooray! We made 100% compliance with our tally sheets in October!