

HACIENDA NEWS



Quarterly Community Newsletter Distributed by Hacienda HealthCare.

CEO UPDATE

JUAN, ANOTHER SPECIAL LIFE

Juan is a 23-month-old, very cute, little boy who was born at a rural Arizona hospital. Although his birth was routine, his development, while in utero, was not normal. Juan was born with musculoskeletal problems, including clubbed feet, as well as feeding difficulties and respiratory complications. He was transferred to Phoenix Children's Hospital for surgery where he remained for three months before he was stable enough to go home. Unfortunately, recurring respiratory problems resulted in repeated hospital stays.

Although Juan already experienced a great deal of pain in his short life, additional pain awaited him. Another visit to Phoenix Children's Hospital resulted in the removal of the central line to his heart and a tracheotomy. Upon discharge from Phoenix Children's Hospital, Juan was admitted to **Los Niños Hospital**, an affiliate of Hacienda HealthCare. After a short stay at Los Niños Hospital, he was transferred to **Hacienda's Pediatric Skilled Nursing Facility** and later to **Hacienda's Intermediate Care Facility**. His parents visited often even though the trip from their home to Phoenix took more than two hours. Although his parents wanted to take Juan home, they could not do so without training and nursing support. Since the State agency responsible for his care thought Juan's parents were not being cooperative regarding his return home, they referred the parents to Child Protective Services (CPS). CPS began the process of severing the parents' rights so that Juan could be placed in a foster home. Hacienda's social worker contacted an organization that helps parents challenge State bureaucracy injustices. CPS stepped down, and Juan and his parents remained a family.

Recently, Juan's parents completed the training necessary to care for him at home. While being trained, they stayed in **Kiwanis Angel House**, one of Hacienda HealthCare's on-ground apartments located on the South Mountain campus. Kiwanis Angel House is available to parents when they are being trained to care for their child at home when they have to travel long distances to visit their child and when they want to spend maximum time with their child when death is near.

Once nursing support is found, Juan will be able to return home. Two other **Hacienda HealthCare** affiliates, **Hacienda Home Health** and **Hacienda Innovative Staffing**, are in the process of locating several nurses close to the family home who will be able to assist Juan's parents with his care. Hacienda HealthCare will then evaluate their skill sets to make sure they are capable of providing high-quality care to Juan. Once home, Juan's diapers and formula will be provided by **South Mountain Health Supply**, an affiliate of Hacienda HealthCare.

Everyone at Hacienda HealthCare who knows Juan and his family is looking forward to Juan and his parents being reunited. It will be a bittersweet occasion. We will be happy that we were able to help Juan and his parents but sad that Juan, who has been a member of the Hacienda HealthCare family for quite awhile, will no longer be with us. However, we know that our sadness will be relieved periodically when Juan returns to our Intermediate Care Facility for respite care.

Juan, we will miss you and look forward to seeing you again.

WILLIAM J. TIMMONS
Chief Executive Officer

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*In special lives,
we make a difference.*

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DIETARY DEPARTMENT: THE GOLD STANDARD

The Hacienda Dietary Department is on a roll! In May, Judy Phillips and her outstanding crew – Mary Baker, Ron Clark, Alma Rodríguez, Celia Torres and Poco Carton – received the “Go for the Gold” award, presented annually by *Crandall Corporate Dieticians*.

Consulting Dietician Amy Pendergraf’s assistance helped in securing this honor. The award represents the ultimate in recognition for outstanding dietary services in healthcare facilities. Facilities from 39 states compete to be selected for one of the 10 awards presented. This is the first year that Hacienda has received the award, but knowing Judy and her staff, it is only the first of many!

In addition to this national award, the Dietary Department has received seven successive Gold Awards from the Maricopa County Health Department. This award is presented each quarter and is based upon inspections conducted every three months by the Health Department. In order to receive



the Gold Award, the inspection must find zero deficiencies. Being deficient-free is their hallmark, as the department also received a deficient-free ranking from the Arizona Department of Health Services during their recently completed annual survey of the Hacienda Skilled Nursing Facility. The Dietary Department’s outstanding record reflects the staff’s commitment to quality care and outstanding customer service at all times.

The Dietary Department will soon be moving to its new home, a full-service kitchen designed with state-of-the-art equipment and plenty of space, located on the lower level of the new Pediatric Skilled Nursing Facility building. Look for them to continue their record of excellence in their new surroundings as they continue to meet the diverse and complex dietary needs of our patients and clients.

ROBERT J. MILLER
Chief Operating Officer

OUR YOUNGEST DONOR

AN EXAMPLE FOR US ALL

I recently had the privilege of meeting Hunter Jones, age 12, and his mother, Phyllis Ramos. This meeting took place in our administrative office, at our **Hacienda Intermediate Care Facility and Pediatric Skilled Nursing Facility**, where Hunter and his mother had come to drop off a donation – a very special donation. It seems that Hunter and his father, Lewis Jones, a captain with the Phoenix Fire Department, had visited Hacienda during the last holiday season, and Hunter had been very touched by the residents that he had come in contact with. In fact, he was so moved by the experience that he decided to do something for Hacienda. Hunter went door-to-door throughout his neighborhood, telling his neighbors about Hacienda and his experience visiting there and asking them to donate money for the residents.

The result of this campaign was \$100, which Hunter and his mother personally delivered to us. I had the privilege of accepting Hunter’s donation, and the greater honor of meeting this special young man – someone who decided on his own to make a difference in the lives of our clients and patients at Hacienda. All of us want to thank Hunter and his family from the bottom of our hearts, and to wish him well in the future. I am convinced that he will choose to make a difference for many years to come, and that he will be an example that all of us can emulate.

ROBERT J. MILLER
Chief Operating Officer



The 14th Annual Night of Angels sparked on May 18 at the beautiful **Arizona Broadway Theatre**. The event, which benefited the Children's Angel Foundation, an affiliate of Hacienda HealthCare (HHC), raised money for the infants, children and young adults receiving care through the many HHC facilities and programs.

Guests enjoyed a silent auction, hors d'oeuvres, a lovely dinner and the Arizona Broadway Theatre's production of *A Funny Thing Happened on the Way to the Forum*.

Many thanks to our volunteer Night of Angels Committee and our Co-Chairs, Kathi Overkamp of US Airways and Renell Baucom of Wells Fargo. A very special thank-you to our sponsors: Apollo Animal Hospital; Good Night Pediatrics; International Institute of the Americas; Y Waste; Hill-Rom; Arizona Sunbelt Chapter MPI; Maricopa Community Colleges; Lewis and Roca, LLP; Henry & Horne; US Airways; Medline; Searer, Robbins & Stephens; Bradley Chevrolet; Trapdoor Studio; Ashley Flanagan; Picture Phoenix; Steve Woods Printing Company; and Mr. and Mrs. Donald Armstrong. Additional thanks to the volunteers from Carlson Wagonlit Travel and to the many companies and individuals who donated items for our spectacular auction!



Thank you to the Carlson Wagonlit Travel volunteer team!

Rotary Club of Phoenix West members, Trish Hosking and Rita Hadley



Several of our lovely volunteer Night of Angels Committee members working at the event



Jennifer Wennerlund and her husband, Chuck Wennerlund, President of the Valley of the Sun Kiwanis Club, and Marion Johnston, President-Elect for the Valley of the Sun Kiwanis Club, all enjoy the evening



Guests, Andrea Murphy and Keitha Reed, enjoying the auction and reception



Kathi Overkamp and Renell Baucom, Night of Angels Co-Chairs, overseeing the event



A Funny Thing Happened on the Way to the Forum

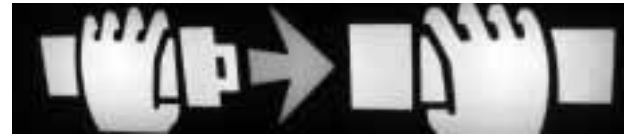
SAVING LIVES THROUGH PREVENTION

The United Phoenix Firefighters Association (UPFA) and the Children’s Angel Foundation (CAF), an affiliate of Hacienda HealthCare, joined forces to save lives through prevention through an art contest at the Children’s Angel Foundation Thrift & Boutique located at 4648 North 16th Street in Phoenix, AZ.

The UPFA and CAF invited art teams from three local high schools, including Sunnyslope High School, Washington High School and Xavier College Preparatory, to design and paint murals with a water safety and/or car seat safety message on the Thrift & Boutique parking lot walls. The murals were viewed and voted upon by several community judges and the winning art will be “wrapped” on a City of Phoenix Fire Department van and multiple fire trucks for one year. The judges determined that all three pieces were impactful, and they will each be “wrapped” onto Fire Department vehicles!

“These murals will remind members of our community to watch our children around water and to use car seats, as well as teach our next generation of parents, the high school kids who created the art, about the importance of these safety messages,” said Rich Bauer, spokesman for United Phoenix Firefighters Association. “Our goal with the art contest is to save lives through prevention while helping raise money for children who have suffered a near-drowning and continue to live at Hacienda needing 24-hour care for the rest of their lives,” Bauer stated.

The Children’s Angel Foundation raises money for infants, children and young adults cared for through Hacienda HealthCare and all of its affiliates, among which are near-drowning victims. Since 1967, Hacienda HealthCare has been providing long-term care and medical services for chronically ill and disabled infants, children and young adults. Some of the programs include a long-term residential care program, a hospital-to-home transition program, Arizona’s first pediatric skilled nursing program and Los Niños Hospital, a children’s hospital. Individuals come to Hacienda HealthCare for a variety of reasons such as near-drowning; automobile accidents; diseases, such as cerebral palsy; and child abuse.



Xavier volunteer students and artists



Sunnyslope volunteer art team with their art teacher



Washington volunteer art team representing their piece and tagline, “In the Blink of an Eye ...”

STACI GLASS

Director of Marketing and Development



WE LOVE OUR VOLUNTEERS

Valley of the Sun Kiwanis joins the efforts in a tremendous volunteer project at the Thrift & Boutique



Several members of the Rotary Club of Phoenix West volunteer at the Thrift & Boutique

CHILDREN'S ANGEL FOUNDATION

THRIFT & BOUTIQUE





THE CHILDREN'S ANGEL FOUNDATION THRIFT & BOUTIQUE
BENEFITS KIDS WITH SPECIAL NEEDS AT HACIENDA HEALTHCARE

SHOP • VOLUNTEER • DONATE

All proceeds from the Children's Angel Foundation Thrift & Boutique will directly help the infants, children and young adults served through Hacienda HealthCare, which provides a wide variety of programs and services in Arizona. For more information about Hacienda HealthCare and its affiliates, please visit HaciendaHealthCare.org.



Boutique Hours
Monday — Friday 10 a.m. to 6 p.m.
Saturday 9 a.m. to 5 p.m.
Closed Sundays

46-68 North 16th Street
Phoenix, Arizona 85016
Phone: 602.795.0814
Web: ThriftandBoutique.com

SOUTH MOUNTAIN HEALTH SUPPLY

Customer Satisfaction Surveys: Exceeding Our Customers' Expectations!

Customer Satisfaction Surveys are an instrumental component in monitoring our company's quality of care and services. In today's healthcare industry, many care providers are faced with cutting costs while maintaining high quality services. Customer satisfaction surveys provide you with the data you need to understand your customers' perceptions, initiating positive outcomes that meet or exceed your customers' highest expectations.

South Mountain Health Supply's Customer Satisfaction Survey results provide us with quality improvement and knowledge that impacts positive customer relations.

The Survey measures the following key drivers of Customer Satisfaction.

Did our Representative:

- Quickly find the product you were looking for?
- Quickly identify the problem?
- Appear knowledgeable and competent?
- Help you understand the cause and the solution to the problem?
- Handle issues with courtesy and professionalism?

Did we locate the product you inquired about in a timely manner?

Were all of your questions answered to your satisfaction?

Did you receive your product in a timely manner?

Would you recommend our company to others?

Data was collected for the past six months, and customers were selected randomly from our customer database. The results show 98% of our customers replied "Yes" to all of the questions in the Customer Satisfaction Survey.

Customer Satisfaction Surveys enable us to seek our customers' views on services they have received, and this data will be used as a tool for self-analysis and improvement.

SOUTH MOUNTAIN HEALTH SUPPLY

Meet Our New Receptionist/ Administrative Assistant...

OLGA PADILLA is your first point of contact for SMHS. She is the pleasant voice on the other end of the telephone always available to assist you. Olga is a new recruit, but from what she has shown us, she isn't new to caring about people and putting her heart in her job.

She is married with a two-year-old son she adores very much. In her spare time, along with spending time with her family, she also loves to watch and play sports and enjoys dancing (even though she says she isn't that good at it!)

Here is what she had to say about being a part of the SMHS team:

"I want to continue to better my skills as an Administrative Assistant. I intend to do my best in any way possible here at South Mountain Health Supply."

The dedication at SMHS continues to be strong, and it is the dedication to helping that makes us grow and grow!

APRIL SHINES

Director of South Mountain Health Supply



Rum and Reggae

Charity Concert and Fashion Show

to support the

Children's Angel Foundation

an affiliate of Hacienda HealthCare

Thursday July 26, 2007, 6-9pm

**Tommy Bahama Patio
@ Kierland Commons**

\$20 admission

admission proceeds go to the
Children's Angel Foundation

RSVP 480-607-3388

Enjoy complimentary Tommy Bahama Rum drinks
and Island-inspired appetizers

Sneak-peek of Tommy Bahama's newest collections
two shows at 6:30 & 8pm

Plus - the dynamic Island sounds of Reggae band,
Grantman & the Island Beat

A W A R D S !

The WOW! Award recognizes distinct and extraordinary accomplishments with identifiable impacts that are beyond the scope and/or expectation of an employee's job. All employees are eligible and nominations are made by Hacienda HealthCare visitors or employees to recognize outstanding efforts.

[LYSA GARCIA]

Hacienda HealthCare

Nominated by: John Widder, Los Niños Ventilator Program

Reason for Nomination: Lysa works so hard for everyone at Hacienda HealthCare! She recently completed a Request for Proposal that required lots of time and effort, and she did it with her typical thoroughness. You are wonderful, Lysa!

[DONNA WALKER, RN]

Innovative Home Health Care

Nominated by: Pauline Zautke, Innovative Home Health

Reason for Nomination: Donna handles a 40-hour, private duty case for Innovative Home Health. For the last several weeks, she has stopped at the office on her way home from work to help with our audit backlog. She has taken forms home to revise to ensure our documentation is clear, and she is working on updating charts in every home. When Donna discovered we didn't have a seizure monitoring form for our files, she developed one. Donna is dedicated to providing superior care to all of our patients. She is continually finding ways to help our staff to be even better. She has a great attitude and is always there to help. Way to go, Donna!



[CHEKKI STANSBERRY]

Hacienda Pediatric Skilled Nursing Facility (SNF)

[UNA AMBERS]

Hacienda Transport

Nominated by: Brian Henrie, Social Services, Hacienda Pediatric Skilled Nursing Facility (SNF)

Reason for Nomination: When Hacienda SNF resident, Bryson, was referred by Child Protective Services to a physician in Englewood, CO, for a specialized treatment not available in Arizona, Chekki and Una selflessly volunteered their time to accompany him to CO for the treatment. Bryson's parents were not able to go with him for various reasons, and so it was left to us to find trained caregivers

who would be willing to disrupt their lives for three days so that this important therapy could be done. Chekki and Una stepped up right away without asking for any incentives or additional pay, knowing that this would be an extremely difficult three days. Una and Chekki demonstrated their strong commitment to Hacienda HealthCare and our residents by putting their lives on hold so that Bryson could receive this therapy. Thank you both for your dedication, caring, professionalism and great attitudes! We are truly blessed to have both of you on the Hacienda HealthCare team!

[TRACEY BREWER, CCA]

Hacienda Intermediate Care Facility

Nominated by: Josephine Boyd, CCA, Hacienda Intermediate Care Facility

Reason for Nomination: Tracey is a wonderful CCA! She always gets her job done while keeping a positive attitude. She is very loving and caring toward the residents, as well as her coworkers. Tracey is an example of the perfect CCA and is always willing to help whenever needed. Way to go, Tracey!

[JUDY PHILLIPS]

Hacienda Dietary

Nominated by: Brandy Dinger and Maria Lopez, Accounts Receivable, Hacienda HealthCare

Reason for Nomination: Judy has done an excellent job of connecting with everyone. She takes a lot of pride in her work and puts together beautiful events every month so that we can all come together as a team. She truly shows tremendous effort! You're a star, Judy!

[SHAWNTEL FORTINEAUX]

Respiratory, Hacienda HealthCare

Nominated by: Eleanora Riggers, Respiratory


Reason for Nomination: Although it is the responsibility of each Respiratory Therapist (RT) to maintain our supply and storage areas, there is one RT who steps up to do the job. Shawntel Fortineaux performs her regular RT duties, and she cleans and maintains our equipment and storage areas. Each shift she works, Shawntel organizes the supply room to make it easier for us to locate the supplies we need to take care of our clients. I would like to nominate Shawntel for this award to thank her for the extra time and effort she takes to help our department. Awesome job, Shawntel!



A W A R D S !

*In
special lives,
we make
a difference.*

[SUZANNA HESSER]

Director of Transportation, Hacienda HealthCare
Nominated by: Kelly Singer, Director of Activities,
Hacienda Intermediate Care Facility and
Pediatric Skilled Nursing Facility 

Reason for Nomination: Suzanna works her magic when it comes to handling “all” of the individual and personal requests from residents and/or their families. She finds a way to accommodate the Bamert family (they don’t have a working vehicle at this time) so they can visit their son on a regular basis. Suzanna ensures that Dee Strickland-Johnson’s son can see her perform in live shows and attend art and cultural activities in the community. Suzanna puts these and other family members high on her priority list. She has been able to “problem solve” and creatively manage her busy schedule to ensure she can make every request happen, if possible. We are so proud of you, Suzanna!

[ARACELI CHAGOLLAN, NA]

Hacienda Intermediate Care Facility
Nominated by: Kelly Singer, Director of
Activities, Hacienda Intermediate Care Facility
and Pediatric Skilled Nursing Facility 

Reason for Nomination: Araceli is a wonderful Nursing Assistant who loves our residents! They love her, too! She treats the residents with dignity and respect and attempts to accommodate their every wish! She is positive and always has a smile on her face. She assists others and is always a team player. Thank you, Araceli!

[SUSAN OHTON, RN]

Education
Nominated by: Kelly Singer, Director of
Activities, Hacienda Intermediate Care Facility and Pediatric
Skilled Nursing Facility 

Reason for Nomination: Susan is always willing to find ways to help our activities department! She always encourages the nursing students to help the residents to participate in activities and is always making great suggestions regarding how to integrate the students with the activities. Susan volunteered in full scrubs and tolerated the Arizona heat so our residents could enjoy time in our swimming pool. You are awesome, Susan!

[ELIZABETH SENKO]

Los Niños Ventilator Program

[MICHELLE RIVERA]

Innovative Home Health

[KURT REIMANN]

Los Niños Ventilator Program

[CHRISTINA CUEN]

Los Niños Ventilator Program

[STEVE WALKER]

Los Niños Ventilator Program

[STEPHANIE HAYES]


Los Niños Ventilator Program
Nominated by: John Widder, Los Niños
Ventilator Program

Reason for Nomination: Not long ago, the Los Niños Ventilator Program underwent an external review, which was a long and never-ending process. It was accomplished before the assigned deadline. The entire department placed a very high priority on this project, and yet, we had no disruption to our current client care; and we were able to take on new employees, training and discharges home during this process. The fact that the staff members were able to get this accomplished is a testament to their professionalism and dedication to both Hacienda HealthCare and the clients of the Los Niños Ventilator Program. Way to go team!

[BRIAN HENRIE, MSW]

**Social Services, Hacienda Pediatric Skilled
Nursing Facility**

Nominated by: Kristen Meliska, RN, Hacienda Pediatric
Skilled Nursing Facility and Intermediate Care Facility

Reason for Nomination: Brian and I were working on discharging a patient. A separate agency had provided the family with a crib, but when the discharge time came, it was discovered that that crib and all other discharge supplies would not fit in the family vehicle. Brian offered to drive the crib and supplies to their home to ensure the child and family had all that they needed for a successful life at home. We are proud of you, Brian! 

[KATIE BYRUM]

Respiratory
Nominated by: Susan Ohton, RN, 
Education

Reason for Nomination: Katie is a gifted teacher and Respiratory Therapist (RT). The following comments are all found on the student nurse surveys we received. Most of the following remarks are repeated on almost every student survey. “Katie is awesome!” “I learned so much from Katie.” “Katie was very patient and really seemed to enjoy teaching me.” “As a student nurse, I am in clinicals to learn about caring for patients. Many nurses and RTs don’t take the time, but Katie was great!” Thank you for representing Hacienda HealthCare so well, Katie!


[SUE BOSEMAN]

Innovative Home Health
Nominated by: Kristine Bennett, Innovative
Home Health 

Reason for Nomination: Sue is such a great person and a great help to our Home Health agency. She is always willing to go above and beyond. She volunteers to cover other shifts despite the fact she has a full-time position with another Hacienda HealthCare program. We truly appreciate everything Sue has done for Innovative. Thanks a million, Sue!

[ELEANORA RIGGERS]

Respiratory
Nominated by: Katie Byrum, Respiratory

Reason for Nomination: Eleanora came to Hacienda on her day off dressed up  as a duck to pass out Easter eggs and to entertain the residents for Easter. Thank you, Eleanora, for showing your dedication and love for our residents! You are amazing!

AFFILIATES

HACIENDA HEALTHCARE

Hacienda ICF-MR – Residential Care, Respite Care, Transitional Care/Training
Alameda Group Home and Willow Group Home
Brown Medical Group Home and Townley Medical Group Home
Sterling Pediatric Medical Group Home
Hacienda Early Intervention Program
Hacienda Day Treatment Center

Hacienda Pediatric Skilled Nursing Facility –
Skilled Nursing Facility for Infants, Children, Teens and Young Adults

Los Niños Hospital
Los Niños Synagis Program
Los Niños Therapy Services
Los Niños Home Ventilator Program and Home Enteral Program
Innovative Home Health
Innovative Staffing Services

Children's Angel Foundation

Children's Angel Foundation Thrift & Boutique

South Mountain Health Supply



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HEALTHCARE

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