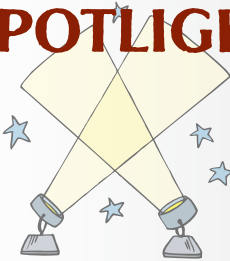


Values at Work

EMPLOYEE SPOTLIGHT:



Nancy Gaultieri – Physical Therapist, Arlingworth



On Oct. 22, 2007, Vance Herrell became a client of Nancy Gaultieri, a physical therapist at Arlingworth.

Vance was so thrilled with Nancy's expertise that he wanted her to receive recognition and called the Values Line. He reported that she did an excellent job and was very professional. Her expertise enabled Vance to easily and proficiently pass the expectations set by his doctors.

Vance would like to request that Nancy be his therapist after his next surgery!

Nancy's work with Vance is a great example of demonstrating Value at Work. Her and Vance's work to rehabilitate him post-surgery is a great example of diligence. Thank you, Vance, for recognizing Nancy on our Values Line!

New Web Pages for All Locations



It is with great excitement that Capital Health Services announces the launch of our new web pages. There are some major changes on the new sites.

1. Each location or agency will have a unique web address to market and customize for their target market.
2. Each location begins commercial or radio advertising.
3. On the LTC side, there is a section called Food and Friends that allows family members to contact residents at the facility via e-mail.
4. Our newsletters are on the web site. The *Communicator*, our employee newsletter, and the Family Connections newsletter targeting referral sources are stored on the web site.
5. Press releases for each location are maintained on the web site.
6. New applicants can download an application and review information about the facilities.

We want to thank all the marketers, directors of admissions and activities for their assistance in this process. Please look at your agency or facility web page and let us know your thoughts.

www.sciotocommunity.com

www.sciotovillas.com

www.carriageinnofcadiz.com

www.carriageinnofsteubenville.com

www.carriagehouse.com

www.sunnysloopenursinghome.com

www.shilohcare.com

www.gablescarescenter.com

www.gablehouseal.com

www.carriageinnofdayton.com

www.theoaksofwestkettering.com

www.continuumhomecare.com

www.carriageinnhomecare.com

www.arlingworthhealth.com

State of Ohio's Department of Aging Resident Satisfaction Results

The most recent resident satisfaction results were released by the Ohio Department of Aging for 2007. Based on the survey results, Ohio nursing home residents are generally satisfied with the care they receive. The survey was conducted by Vital Research, LLC, from July through December 2007. During 2008 the Department of Aging will survey resident's family members.

These results are important for our locations because if your location was above the statewide average that facility earned a "quality point" in the reimbursement formula to reward those facilities. The statewide average is 86.2 (out of a possible 100).

All of our homes were close to the statewide average. The individual facility results were:

Facility	State Avg. Score
Carriage Inn of Cadiz	83.3
Carriage Inn of Dayton	81.3
Carriage Inn of Steubenville	87.8
Gables Care Center	92.9
The Oaks of West Kettering	77.4
Scioto Community	87.7
Shiloh Springs Care Center	84.3
Sunnyslope Nursing Home	85.4

Congratulations to the homes that beat the state average and received the quality point on their reimbursement.



We would like your input on what you enjoy or would like to see in future issues. We want the Communicator to be a newsletter you enjoy reading. Please fax (937)278-4234 or e-mail your suggestions to sarah.manning@capitalhs.com. We value your voice!

Letter About Medicaid Rate Freeze

You Can Help

Kara Bernsen has attached a letter sent to Ohio Council for Home Care, Sen. Jeff Jacobson and Ohio Speaker of the House John Husted about a Medicaid rate freeze implemented during the budgeting process. In her letter she explains some of the consequences to home health reimbursement. If you wish to pass this letter along to your local representative as they vote on the legislation and inform them of the consequences to home health care recipients, we would welcome your efforts in this matter.

<http://www.ohio.gov/how/government.stm#4>

This web site will help you contact the appropriate official for your district.

2008 Home Health Division Goals: Five Pillars of Success

1. Quality:

- We want our clients to feel we are providing the best possible customer service, from first contact through discharge.
- Each agency will focus on 2 Quality Indicators as measured on Home Health Compare: "improvement in transferring" and "acute care hospitalization"
- Choose a POC (Point of Care) device by beginning of 2009.

2. Satisfied Staff:

- Goal is 75% retention of all staff in all departments.
- Improve/standardize orientation and other training with use of Silverchair.
- Consistent communication and accountability through tracking progress at agency.

3. Customer Satisfaction

- Consistently review results of client satisfaction results on Fazzi website. Address resolutions to client concerns in a timely manner.

- Improve customer satisfaction reports on Fazzi by field staff encouraging clients to complete reports at discharge. (Each agency will post current % of clients completing survey & Fazzi results).
- Educate all staff on importance of Customer Service Approach through Silverchair Training.

4. Satisfied Referral Sources:

- Meet projected admissions goals at each agency.
- Monitor intake process for referrals to ensure a smooth process
- Provide quality customer service to our referral sources by following up with doctors about the clients they refer to our agencies.

5. Profitability:

- Restructuring of payor sources to be at least 50-60% Medicare by year end at each agency.
- Meet projected admissions goals at each agency and tracking for all staff to see.

Dear Bethany,

In response to your query regarding the ramifications of the Medicaid rate freeze on our home care providers, I would characterize the impact as drastic.

Capital Health Services cannot afford to provide Medicaid or Passport home health aide services any longer. Reimbursement is simply inadequate and does not even cover our costs of the care delivered by a home health aide or supervising nurse.

We were recently forced to eliminate mileage, paid time off, and holiday pay for our home health aides. It is a real shame that hard-working home health aides are suffering the consequences of inadequate reimbursement. Medicaid and Passport clients will suffer repercussions of inadequate reimbursement as well.

Furthermore, we are limiting the amount of clients we admit that receive home health services through the Medicaid and Passport programs. Many of these clients are permanently disabled and dependent on assistance for activities of daily living. These clients will need to find care elsewhere, possibly through a less regulated source that does not have as much government oversight. Therefore, quality and dependability may suffer.

Another unintended consequence is that many individuals may have to enter a more costly institutionalized facility to receive the care they need, while their ability to choose to remain in their own home may be compromised.

We are a family owned and operated business with three agencies in Ohio and all are Medicare/Medicaid certified. The latest reimbursement setback comes on top of a state-mandated minimum wage increase, health insurance increases, huge increases in worker compensation rates and no increase in Medicaid rates for 10 years.

The result of the rising expenses and inadequate reimbursement is a crisis for home care providers.

Thank you in advance for advocating for the home care industry in Ohio. We intend to deliver this message to as many clients, families and elected officials as we can with our limited resources.

Sincerely,

Kara Bernsen
Vice President, Capital Health Services Home Health Division

Capital Health Employees Making a Difference through Becoming Involved in the Political Process



Tina Banning, MS, RD, LD,
*Corporate Director of Dietary
Services for Capital Health
Services, Inc.*

My undergraduate degree is in Dietetics and Community Nutrition from Ohio University and I earned my Master's degree in Healthcare Administration from Central Michigan University. My dietetic internship training was at Kettering Health Network through Andrews University. I have more than 20 years experience in dietetics, including adult and pediatric acute care, homecare, long-term care and geriatric nutrition.

I have been active in Ohio dietetics, holding various board positions locally for the Dayton Dietetic Association, including the Marketing Chair, Public Relations, Nominating Committee and as President of the association including sitting on the Board for the Ohio Dietetics Association. Most recently, I hold the title of Chair-Elect of the Public Policy Committee.

On February 4 - 6, 2008, I had the opportunity to join Dietitians from across the nation at the American Dietetic Association's (ADA) Public Policy Workshop in Washington, D.C. I was this year's recipient of the Consultant Dietitians in Health Care Facilities (CD-HCF), a dietetic practice group with the American Dietetic Association, Chair's Scholarship to attend the workshop. During the 2008 Public Policy Workshop, history was made, as it coincided with the biggest primary election day in U.S. history on "Super Tuesday."

The theme this year was "Champion Nutrition" during the 110th Congress. The American Dietetic Association's mission is to "lead the future of dietetics" with one of the primary goals to influence key food, nutrition and health initiatives. No other single ADA event comes close to the Public Policy Workshop in carrying out this goal.

I had the honor of sitting in the first row during the presentation of the '2008 Public Policy Leadership Award' to Ohio's own Senator Sherrod Brown. Senator Brown was nominated for his support of nutrition issues, including the farm bill and Medical Nutrition Therapy. He sits on the Nutrition Subcommittee of the Senate Agriculture, Nutrition, and Forestry Committee. Just before heading to

Capitol Hill, the U.S. Surgeon General (Acting) RADM Steven Galson, MD, MPH discussed the U.S. Public Health and the Dietitian role in the future. It was such an exhilarating experience to be sitting in the Dirksen Senate Office building listening to such prestigious discussions.

We then began our walk to Capitol Hill for our visits to the House of Representatives and the Senate. Susanne Cryst of Oakwood and I went to the offices of Senator George Voinovich, Congressman Michael Turner, 3rd district, Congressman John Boehner, 8th district, and Congressman Steve Chabot, 1st district of Ohio. We encouraged the support of the bills that give Medicare the authority to expand the Medical Nutrition Therapy benefit and requiring state Medicaid programs cover the screening and treatment (including MNT) of diabetes. We asked each office to speak to a conferee regarding the Farm Bill and support specific bullet points such as House funding of at least \$600 million for food and agriculture research, a funded food stamp program that includes a Senate pilot program to help recipients choose diets consistent with the Dietary Guidelines for Americans, initiatives to improve the school food environment through the Senate Fresh Fruit and Vegetable Program and Senate Team Nutrition Network and rebalancing food and agriculture program benefits.

I left Washington, D.C. knowing how to make a difference. I plan to continue to communicate my thoughts to my legislators regarding bills that may transform not only my professional life but my home life. I encourage each of you to find out who makes public policy for your district and contact them regarding your feelings. They were not only friendly in Washington, D.C. but eager to hear what we had to say. Remember your voice is important!

Tina Banning, MS, RD, LD

*Even if you can't travel to
Washington, you, too, have
the right to express your
opinions to your elected
officials at any time.*

*See "You Can Help" on page
4 of this issue for a web site
of the names and addresses
of congressmen and senators.
(If you don't have access to
a computer, ask someone to
print out the list for you.)*

And don't forget to vote!



President's Message



Mr. Ken Bernsen
President & CEO
Capital Health Services

The election year is underway again, with all the presidential hopefuls making a lot of promises in an attempt to win your support. As I am writing this, Barack Obama and John McCain are the leading candidates for their respective parties. Whether you consider yourself a Democrat, a Republican, or an Independent, it is extremely important to vote and make your voice heard. Every election year, we as Americans have an opportunity that many people in the world do not have, to decide who will lead our nation.

Now I am not going to endorse one candidate over another. I would, however, ask that you pay special attention to one issue near and dear to all of our hearts, the future of healthcare. Healthcare has become one of the biggest challenges facing our government. Some politicians will say the right things, and then do something different once they get elected. On the one hand, they promise quality healthcare to all Americans, and then they cut services and spending in that area. It just doesn't make sense. So pay attention to what politicians say...but pay closer attention this election year to what they do. Have they historically voted to provide adequate funding to the healthcare system? Or have they voted to cut reimbursement? The future of our county depends on people like us educating ourselves about the candidates and exercising our right to vote. Let the best candidate win!

A handwritten signature in black ink, appearing to read 'Ken Bernsen', written in a cursive style.

Values: The Heart of Our Approach to Healthcare

We are committed to providing the best care and environment as possible. If a concern has not been resolved to your satisfaction after talking with our management team, call the ValuesLine. Reports to the toll-free, 24-hour-a-day ValuesLine can be made anonymously. **Healthcare ValuesLine: 1-888-508-5285**