



Brian Barrick
Author, Consultant
President, PCALIC

Brian Barrick's

April 2010

“THE CIRCLE OF SAFETY”

ADULT CARE AWARENESS ADVISOR

News and Tips to Make Your Life Easier, Safer and Happier!

For Friends and Clients of PCALIC, LLC

PO Box 933, Hanover, PA 17331 · 800-673-2558 · www.PCALIC.com



Become a fan of PCALIC by logging on to Face Book.

Visit Brian's online blog at: <http://brianbarrick.wordpress.com>. Use this as a valuable resource for information on claims, risk management, and news in the Adult Care industry.

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Name: BrianBarrick

Did you Know?

April is also known as

1. National Poetry Month
2. Humor Month
3. National Smile Month
4. Community Spirit Month

This April, make sure you read a poem, laugh, smile, & support your local community!

Important Dates:



April 4th- Easter

April 15th- Tax Day

April 22nd- Earth Day

May 9th- Mother's Day

May 31st- Memorial Day

It's About the Relationship

It seems that we have become less and less personable in society today. With the development of e-mail, chat rooms, text messages, etc., we tend to lose that personal touch. That brings me to the topic of this week “It's About the Relationship”.

We cannot control every situation and accidents are inevitable, however, we can control the results of an accident or a claim by utilizing a few simple tools. I am not talking about things that take a great deal of time or money, I am talking about some simple common courtesies that we learned as children and have often forgotten about. Do you remember as a child when you had a disagreement, your parents would sit you down with the other party involved and have you talk about it, perhaps even have you apologize. Why I can remember having to sit on a chair until I apologized like I meant it. The awesome thing about this is that often times these discussions ended with a hug and/or no hard feelings and everything went on as normal. Those were the days... Then came along the age of the internet and everyone seeking to communicate faster and more efficiently. Not that this is bad, but it has lead to a great lack of personality in communication and ultimately is being carried into our one on one conversation with others. We are humans, with feelings and one of our greatest assets as humans is our ability to communicate with one another and that doesn't just mean sharing words. Communication comes from not just the brain, but the heart too. We do not just communicate with the words we use, but how we express them, our body language, our tone and so much more that cannot be expressed in an e-mail, text or even in a chat room. These are skills that need to be practiced on a regular basis, however, it seems like we lose some of this skill because we hide behind these other forms of communication and do not practice it often enough.

Lawsuits are on the rise in America. Some people blame this on the attorneys, the economy, people looking for an easy buck, etc. I believe that a lot of the reason for the increase in lawsuits is a result of our reduced communication skills. Don't get me wrong, I do not feel we intentionally try to be less personable; we simply get caught-up in trying to save time in this fast paced society we live. If we would only take the time to communicate our remorse when something goes wrong or someone is hurt to those affected by the situations. Let them know that we are sorry they have experienced this (you do not have to admit fault), and that you are there to help if they need it (showing that you care and are truly concerned). Isn't this what we all want, just to know that we have support and that people do care? This is one of the greatest tools in reducing a lawsuit from occurring to you or your organization.

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GESUNDHEIT! HOW TO BEAT THOSE SNEEZES



If there's anything that turns the joy of spring into a torrent of misery, it's seasonal allergies – sensitivity to pollens that keep you and your residents sneezing and eyes streaming.

These days' pharmacies have a whole cornucopia of natural and chemical remedies, but there's no single product that works for everyone. And some of the most effective treatments have side effects like drowsiness and nose-bleeds.

But what about prevention rather than cure? Here are some ideas to consider.

Visit an allergy clinic to discover what sparks your sneezes. There are literally thousands of allergens and some of them may be growing in your back yard.

Then, during the season, keep windows and doors closed and stay indoors at the critical dawn and dusk times. Sorry ☹

If you can afford it, consider installing pollen filters in your air conditioning system (and drive a car with a filter too).

Have your own personal filter – wear a facemask outdoors. Even a scarf over your nose when gardening will help.

Then, when you've been out and return home, take a shower, change clothes and use a gentle eyebath. Ah! Feeling better?

** Always seek professional advice for medical care.*

Fall Prevention in your facility

The older an individual gets, the more likely they are to fall. Falls can be very dangerous at any age, but it can be extremely devastating for an elderly person. Falls are the number one cause of facility-incurred injuries. One in every three people age 65 and older fall each year. It is important for you as care providers to implement procedures that help reduce the number of falls and exposures to falls.

It is important for your facility to have a plan in place for fall prevention as well as a plan in the event a fall happens.

Here are 5 key points to reduce falls:

1. Implement Family Intervention Discussion Agreement
 - a. Used for fall risks
 - i. Upon admission if a resident is at risk for falls
 - ii. Quarterly, review to make sure no changes are needed
 - iii. When there is significant change in the resident's condition to assure the family is up to date on the current condition of the resident
2. Complete a Physician Notification of the resident's condition for fall risks and forward to the physician of the resident for a signature verification.
3. Place employees on alert of any resident at risk of falls
4. Have residents that are at risk wear a star or special pendant that alerts others this resident is at risk for falls
5. Form a safety committee that acts as a "watchdog" for exposures that may lead to or ideas that may reduce fall exposures. Possible ideas include:
 - a. Make sure all aisles are clear
 - b. Check for lifted carpet
 - c. Organize exercise programs that focus on balance and flexibility
 - d. Use of personal alarms

For more information on fall prevention, please log on to www.pcalic.com; enter your username and password on the left-hand side of the screen to login. Click on the risk management link on the left side of the screen and then on Falls. If you need a username and password or forget your username and password, please contact Kathi Fuhrman at kathi@pcalic.com.

WELCOME!

We would like to welcome our recent new insured's:

Laurel Home Adult Care, OR
Agape Home Care, LLC, WA
Aime Giorano, WA
All About Care AFH, WA
Sunset Corridor Care, OR
Oak Lane PCH, PA
Saguaro Acres II AL, AZ
Serenity Living, LLC, MD
Mays Senior Living Center, WI
Wholistic Care Assisted Living, MD
Stuart's Sunflower Place, PA
Humanity Unlimited, WA
Hearts Content, MI
Barbara Owens, OR



Log on to www.PCALIC.com to access all the benefits of being a Member Insured:

- Falls Procedures
- Wandering/Elopement Procedures
- Risk Assessment Form
- Sign in/Sign out form
- Medication Administration Video
- Mediation Agreement, Video, and Brochure

Thank You! Thank You!

We would like to thank the following for referring their fellow friends and family to PCALIC for a quote:

- Luiza Dixon
- Mihaela Ursache
- Isabelle Gaddie
- Tina Alagoz
- Chris Care AFH
- Robin Townsend
- Veronica Lee
- Cathy McCowan
- Veronica Sarbulesu
- Timothy McKenna
- Yared Hailerman
- Carlos Miller



Remember: Each individual that refers someone to us for a quote receives a \$5 Gift Card to Starbucks! This is a perfect way to enjoy your coffee on us.

It's About the Relationship

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But communication cannot start at the time something goes wrong, we need to have a relationship and communication with those you work with on a regular basis to set the ground work. Then if something goes wrong, you already have a relationship established.

No, this will not eliminate every lawsuit, but it will minimize many situations from erupting into a lawsuit. Should a lawsuit result from something that occurred against you or your organization, don't give up on communication, I mean real personable communication. You don't have to go to court to resolve these matters; we have other options available that are much less confrontational, more personable, less time consuming and less costly than going to court. Mediation and/or arbitration are means of resolving these matters without going to court in a more relaxed and less formal atmosphere. Allowing the parties to discuss the situation with the intention of coming up with a fair resolution for all involved. Isn't that what we all want? To learn more about the benefits of Mediation and Arbitration, how you can implement this as a means of resolving disputes that may arise against your facility and why you may want to consider this as part of your agreements, sign-up for our next Care Share at www.careshare.zreply.com. I will be interviewing a special guest who practices law and is a great advocate of communication, mediation and arbitration as a way of handling disputes and minimizing the stress, time and money of going to court.

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“PCALIC has been wonderful to work with. Their customer service is top-notch and has always been prompt, courteous, and helpful! Our agent is great and helped us with options, saving money when we needed to increase our insurance needs!

Ryan Knudson, Cornerstone Care Services

I was wise enough to never grow up while fooling most people into believing I had.

-Margaret Mead



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Gesundheit!Sidebars



Out page 3 and see how many individuals received free coffee just for talking about us!