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*Brian Barrick's*

*October 2011*

## “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*

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<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

Here's some food for  
thought...

October is also known as:

- ~ Adopt a Shelter Dog Month
- ~ National Dental Hygiene Month
- ~ Apple Month
- ~ National Piano Month

So this October, adopt a sheltered  
dog, take it to get it's teeth  
cleaned, eat an apple, and listen  
to classical music!

**Important Dates**

- ~2<sup>nd</sup> -8<sup>th</sup> National Customer  
Service Week
- ~11<sup>th</sup> Columbus Day
- ~16<sup>th</sup> Bosses Day
- ~31<sup>st</sup> Halloween

### HIPAA in 2012

The Privacy Rule enacted in 2003 was created to ensure that sharing information without the proper consent can result in civil and criminal penalties. The 1996 HIPAA had four main elements along with a focus on fraud and billing abuse which included up coding bills, billing for known noncover services, providing and billing for medically unnecessary services and/or billing for care and services never provided. Penalties including felony conviction, civil monetary penalties, and exclusion from Medicare, Medicaid and payor program participation is implemented when needed by The Department of Health and Human Services.

The corrective action plan (CAP) institutes individuals from the organization to identify policies and procedures, approved by Health and Human Services, to be created and set up to deal with any offenses. In order for the policies and procedures to be fully executed, education and training is mandatory for all staff, contractors, and volunteers. A Monitor is assigned to each organization to submit a written plan to the organization and the Health and Human Services along with at least a semiyearly inspection of the entire organization.

Complaints can be filed by anyone and since retaliation against the complainant is prohibited it is better to be as prepared as possible before a complaint is developed. The Health Information Privacy Complaint Form package can be found online for download at [www.pcalic.com](http://www.pcalic.com) which includes a staff educational in-service to focus on increasing staff awareness about the privacy and security regulations along with their role in assuring compliance. Another way to decrease exposure and risk is by self-reporting, this can lower penalties and organizational impacts of the Health and Human Services. Organizations participating with excluded providers may be penalized up to \$10,000 per penalty, so it is significant that organizations are aware of these providers. Organizations are also responsible for communicating a zero tolerance to unethical behavior and their staff is obligated to accessing the Department of Health and Human Services data bank of sanctioned health care organizations and providers routinely.

There are two forms of HIPAA, HIPAA 4010A1 and an upgraded version, HIPAA 5010. Physicians, hospitals, payers, clearinghouses, pharmacies, and dentists are required to upgrade to HIPAA 5010 at this time. This upgrade is designed to better support new cases brought forward by the industry, supply usage clarification, amplify consistency across transaction, support National Health Provider Identifier regulations, and delete data content when it is no longer needed. The HIPAA Eligibility Transaction System permits the release of eligibility data only to Medicare providers, suppliers, or their authorized billing agents. HIPAA is frequently revising their policies and procedures so it is always significant to be aware of this to fully meet privacy and security requirements and regulations to better your organization.



## Incident Reporting: Sample Checklist

To make sure that incidents get reported accordingly, use the following checklist to see if you have the following:

- There is a written incident reporting policy/procedure.
- The procedure includes a clear definition of what is reportable.
- The procedure defines responsibility for reporting incidents and emphasizes participation of all staff in all departments.
- The procedure clearly identifies reporting channels.
- The procedure requires reporting and routing of all incident reports in a timely fashion.
- There is a non-punitive approach to incident reporting.
- Each individual report is reviewed by a designated individual in the organization to evaluate for causative factors and if the event was preventable.
- Reports are trended and analyzed on a monthly basis.
- Incident reports and trends are reported to appropriate Committees or Board. Staff receives feedback on the result of an investigation and problem resolution.

(Solution to puzzle on page 3)

3	5	9	7	6	2	4	1	8
8	4	7	9	5	1	2	6	3
1	2	6	8	4	3	9	5	7
6	8	4	5	3	7	1	9	2
7	3	5	1	2	9	8	4	6
9	1	2	4	8	6	3	7	5
4	6	8	3	1	5	7	2	9
2	7	1	6	9	8	5	3	4
5	9	3	2	7	4	6	8	1

## Dealing with Disgruntled Employees

As a manager or a leader, you probably have encountered an employee or team member who dreads getting out of bed in the morning and coming to work. Although many employees like to do a good job at work and feel that sense of accomplishment, it is inevitable to encounter at least one employee in your career who is unhappy. These employees could be unhappy for various reasons (personal, school, work) and it is your job as a manager or leader to figure out why and help motivate them at work. The following are some tips to help motivate employees:

### 1. *Have One-on-Ones*

How often do your employees get the opportunity to discuss non-work related issues with you? Or is the only time you spend with them reviewing project statuses and budget problems? In order to better understand your team members and employees give them the opportunity to speak with you on a regular one-on-one basis. This lets you get to know your employees on a better level and could give you the chance to see issues before they become too big. It also allows employees to feel confident in knowing they can come to you with their concerns which could help prevent future problems in the workplace.

### 2. *Be a Coach*

Sometimes, employees aren't sure what is expected of them at work or what their goals should be. You should help them get a better understanding of what is expected, what the priorities should be, give them a direction they should be going in or let them know when a deadline is. Providing your employees with these things along with constructive criticism and positive feedback allows you to mentor your employees and take an active role in their growth.

### 3. *Pay Attention*

When your employee comes to you with an issue, whether personal or work related, make sure to actually listen. Employees like to know that you are paying attention rather than you seeming more interested in answering your blackberry.

### 4. *Give a New Project*

Some issues can be resolved simply by giving an employee a new project or challenge. A workplace devoid of challenges can result in boredom and in turn, an unhappy employee. By giving them the chance to be challenged and get excited about something that is more aligned with their skill set can actually increase an employee's productivity and mood.

### 5. *Provide Training*

By giving an employee or multiple employees a chance to take a class or work on a new skill – or even the opportunity to attend a seminar—is a great way to motivate employees. It gets them excited about something new and gives them something to share with the team.

Be on the lookout in December for the final portion of this article. Do you have ideas for the newsletter? Give us a call at 800-673-2558 or send an e-mail to [admin@pcalic.com](mailto:admin@pcalic.com)

# WELCOME!

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

- Berks Leisure Living
- Country Meadows AFC, LLC
- Jackson Homecare Ministries
- United AFH
- Beyond Home Inc
- New Day Senior Living
- NiceKare, Inc.
- Smith Rock Manor, LLC

## IN THE SPOTLIGHT:



The team at PCALIC appreciates all you do for your communities. We want to acknowledge exceptional organizations for their hard work. This month's spotlight is on:

- Maria Dragomir**
- Hand n Hand PCH**
- Marsh PCH**
- Palm Garden Home Care**
- Medina AFH**
- Beginning WELL**
- Mallard House PCH**
- Misty Heather Morning**

Congratulations on NO DEFICIENCIES for your recent inspection. That is truly commendable!



Log on to [www.PCALIC.com](http://www.PCALIC.com) to access all the benefits of being a Member Insured:

- Falls Procedures
- Wandering/Elopement Procedures
- Risk Assessment Form
- Medication Administration Video

# Thank You! Thank You!

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

- Tracy Thompson
- Lea Garcia
- Juvi Remitio
- Janice Beane

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

## Challenge your mind with Sudoku!

According to a study by Harvard Health, challenging your brain with mental exercise helps to maintain brain cells and stimulate communication between cells. Keep your mind young with Sudoku!

	5	9		6				
						2	6	3
1			8	4	3			
6	8	4						
			1		9			
						3	7	5
			3	1	5			9
2	7	1						
				7		6	8	

Provided by [Daily-Sudoku.com](http://Daily-Sudoku.com)

The object is to insert the numbers in the boxes to satisfy only one condition: each row, column and 3x3 box must contain the digits 1 through 9 exactly once. What could be simpler?

PCALIC, LLC  
P.O. Box 933  
Hanover, PA 17331  
Return Service Requested

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
MAILED FROM ZIPCODE 17331  
PERMIT NO. 38

“You all seem that you care about us; very professional in your duties. Whatever I need, you are there.”

Robert Holley, Jr.  
Picture of Life PCH, Inc.  
GA

It's a Fact! "There are approximately 9,700 elevator accidents each year in assisted living facilities. About 85% of those accidents involve residents tripping while they are entering or exiting a mis-leveled car or when the car doors close on the passenger."



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