

# BIRTHDAY



CELEBRATION

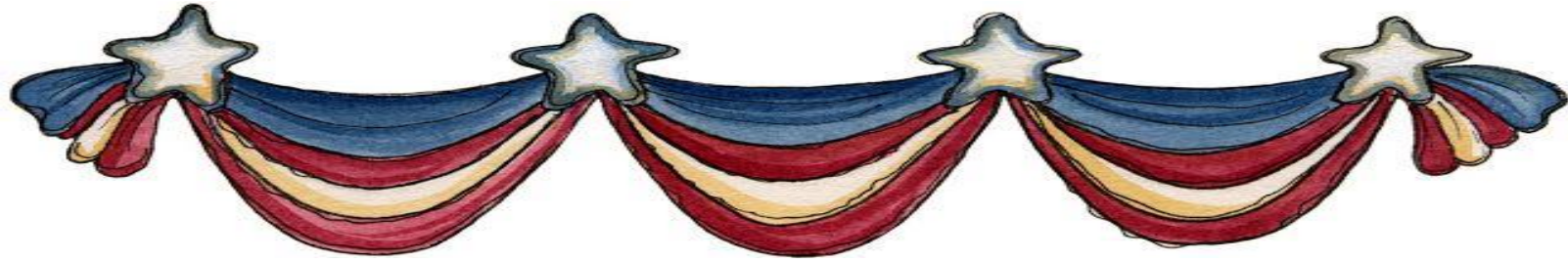
Saturday, July 25, 2015. Fretz Park Pool

Friends,

It gives me great pleasure to be able to once again greet you by way of our quarterly newsletter. There have been many exciting things happen at AyS during this last quarter and we look forward to sharing those with you in the coming pages. Our Fourth Birthday Party is on the calendar and we are so excited to PARTY! Our Party is scheduled for July 25, 2015 1:00 PM – 6:00 PM at Fretz Park Pool located at 14739 Hillcrest Ave. Dallas, TX 75254. Be sure to come out and party with us! Don't forget your towel and sunscreen. This quarter we also moved to a bigger and better suite! If you haven't yet, come out and visit us! We love having visitors. In June we had our first ever billing audit. To keep it simple, let me just say that we ROCKED IT! We have two Texas Home Living Annual Reviews coming up; East Texas & Laredo, TX. If you're new to AyS, we thank you for your preference and we hope that we are able to meet your expectations. If there is anything we can do for you, just let us know. Enjoy your summer and remember we're always just a phone call, email or text message away!

*Francisco Gonzalez*





## Quarterly Advisory Committee Meetings

North Texas – July 22, 2015

South Texas – July 29, 2015

2:00 PM Dallas & Del Rio Offices

## Residential Reviews

Friendly reminder that state guidelines require the water temperature in your home to be at 117 degrees or lower. In October 2014, Residential Reviewers began measuring water temperature in the home. Homes with water temperature above 117 degrees pose a threat to the health and safety of the client. Therefore, the temperature must be lowered before the reviewer can leave the home. The state now requires 100% on all reviews.

## HHSC

Never ignore a letter from HHSC. Call us, we'll help you understand it.

## Complaints?

Call Francisco Gonzalez 214-741-6359 or email him at [fgonzalez@myays.net](mailto:fgonzalez@myays.net).

## Critical Incidents

Call your nurse if...

- ☀ you call 911 for medical or behavioral reasons.
- ☀ you make a medication error.
- ☀ your client is arrested for any reason.
- ☀ your client suffers an injury. Let your nurse decide if the injury is serious or not.
- ☀ your client runs away.
- ☀ your client goes to the Emergency Room.
- ☀ you administer a chemical restraint (psychotropic medication)
- ☀ you perform a physical restraint.
- ☀ you perform a mechanical restraint

When in doubt, call your nurse. It is better to over-report than to under-report.

Glenna Bowers, RN – 214-994-9867

Jennifer Ha, RN – 214-916-9459

Carla Maltos, LVN – 830-212-7178





## Billing Audit Success

We had our first billing audit the week of June 16, 2015. The audit was a great success. We fell in the 6% error range, which is well below state average. On average, providers end up in the 10% to 12% error range. We are shooting for less than 2% next time they come to see us. These audits happen once every 2-5 years.

## Lessons Learned

With any audit we should always look to learn and better ourselves. Here are a few things we learned.

- ☀ Always sign your notes!
- ☀ Keep copies of your notes!
- ☀ Don't forget the "AM" and "PM" on your notes.
- ☀ Community DH needs to be 100% in the community.

If you will be affected by the results of this billing audit, we will contact you directly to inform you.

## Upcoming Surveys

East Texas, Texas Home Living  
Week of June 29<sup>th</sup>.  
Laredo, Texas Home Living  
Week of July 6<sup>th</sup>.

## Monthly Notes

Your notes are due the 5<sup>th</sup> of each month. For example, your June 2015 notes should be turned in no later than July 5, 2015. Your July 2015 notes are due no later than August 5, 2015 and so forth. Failure to turn you notes in on time will result in your check being placed on hold. If you are having trouble with your notes, please contact us immediately so we can work together to not hold your check.

## Important Dates

- ☀ July 3 – Office Closed
- ☀ July 22 – Advisory Committee NTX
- ☀ July 25 – 4<sup>th</sup> Birthday Party
- ☀ July 29 – Advisory Committee STX
- ☀ Aug 14 – Call Blitz
- ☀ Sept 7 – Office Closed





## Coordinators

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214-741-6359

It is always a good idea to copy Erica in any email you send to your coordinator. As the backup coordinator, she is always in the office and can address any clerical issues quicker.

## Potential Host Home Providers

Thank you for your interest in becoming a foster care provider through Ahora y Siempre, Inc. If you've not heard from us, it means that we haven't found a client that matches your profile. This does not mean we've forgotten you. If you change address and or telephone number, send us a note letting us know so your profile is up to date in our records.

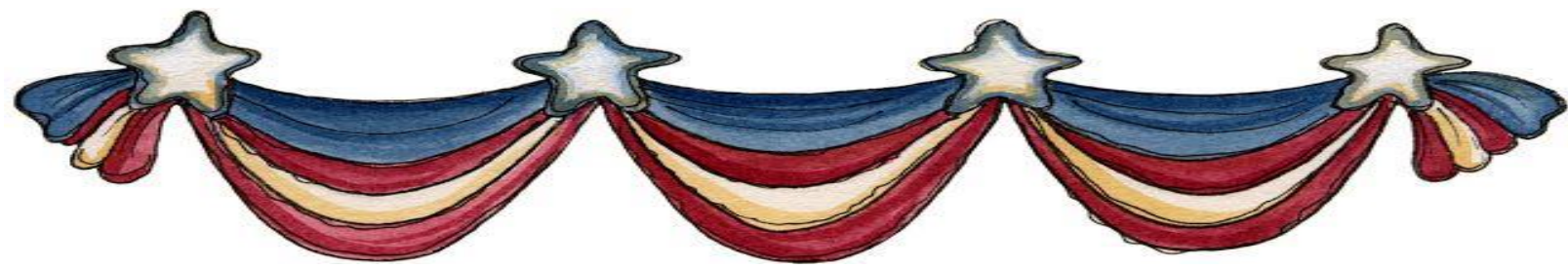
## Current Providers

Send us copies of your updated car insurance for your employee file.

## DFPS

If you suspect abuse, neglect or exploitation, make a confidential report at 1-800-647-7418





## Medication Safety

### The 8 R's of Medication Administration

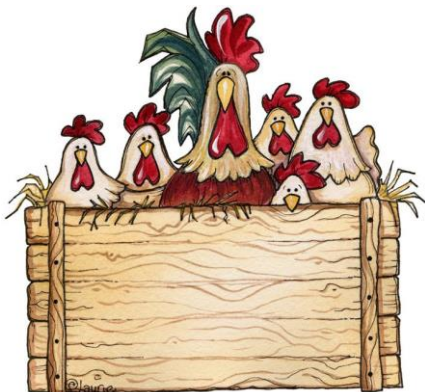
1. Right PERSON
2. Right TIME
3. Right DRUG
4. Right DOSE
5. Right ROUTE
6. Right DOCUMENTATION
7. Right REASON
8. Right ASSESSMENT

When in doubt, call your nurse!

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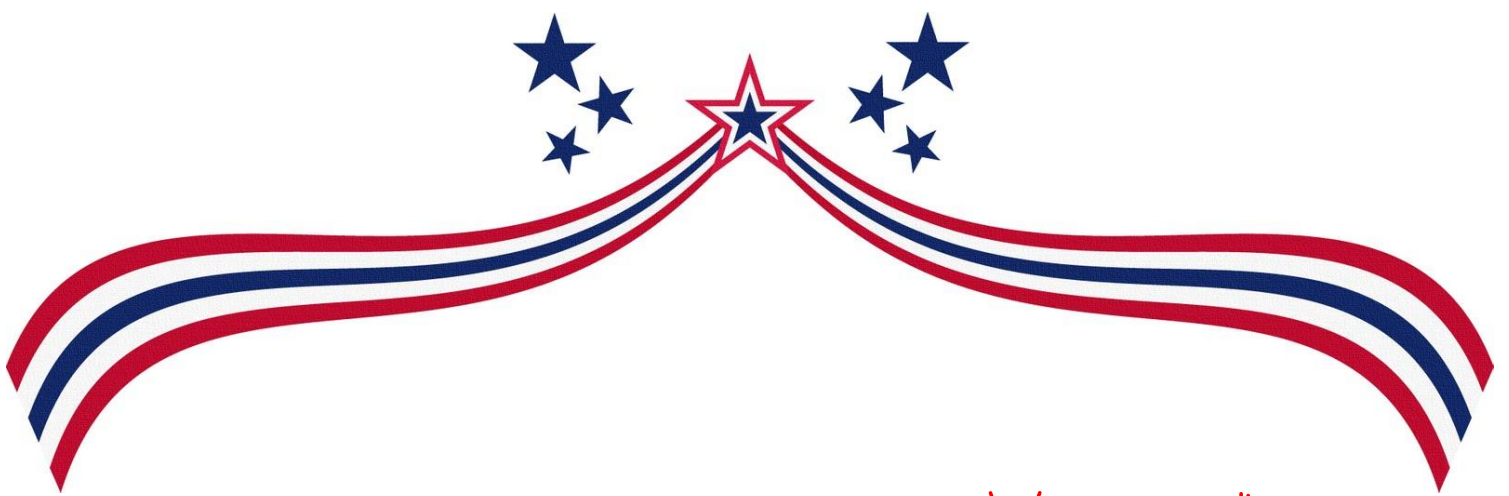


## Summer sun precautions! ☀

If you're out in the summer sun, don't forget to wear sunscreen and a hat! Some medications (especially seizure medications and antibiotics) make you more sensitive to the sun. If you're out in the sun, drink plenty of water. If you are cooking out, keep your uncooked food in a cooler.

## Seizures

A seizure can happen anytime, with or without warning. Some common causes of seizures are; stressful situations, fever, drinking alcohol, constipation, caffeine, lack of sleep, fatigue, hyperventilation, low blood sugar, loud noises, menstruation, flashing lights, drinking too much water. Always take your seizure medications and never change the dose without doctor approval. During a seizure, turn person onto his/her side, loosen tight clothing, remove hard or sharp objects, place a soft and flat item under their head, **DO NOT FORCE ANYTHING INTO THEIR MOUTH**, ask on lookers to leave if you suspect the person inhaled his/her own vomit, call 911.



## Spring Call Blitz

Once per quarter, we shut down our office early to do what we call a 'call-blitz.' During a call blitz, every one of our clients should expect a call from someone at our office. Our last Call Blitz was on May 8, 2015. If you did not get a call from us, it is likely we do not have current contact information from you. Please be sure to supply us your phone number if it changes.

Our next call blitz is scheduled for August 14, 2015, 3:00 PM – 5:00 PM.

## We moved!

1412 Main St. Ste. 2500  
Dallas, TX 75202

On May 1, 2015 we moved to a bigger and better suite! If you haven't already, come visit us and check out our new digs!

