

A VISION FOR FUTURE GROWTH

"I'd like to start by saying a big thank you to all the Guardian staff in the regional offices and at the home office, for the very warm welcome to the company. Everyone has been so accommodating and genuine in their interaction with me. As you know, starting a new job can be challenging, and you have all been extremely helpful" said Todd Wecker.

"My role with Guardian is the Vice-President of Business Development. My primary function is to recognize and develop business opportunities for the company. These will include working with the current client base to improve our service and relationships, gaining national clients and identifying and entering new specialty markets. Our Strategic Growth Plan includes, first and foremost, strengthening our current business base. This means that we will continue to build our clients that exist in our three regional offices. This will allow us to take the next step in becoming a recognized regional staffing firm.

"In addition, I am responsible to provide direction to Guardian on new markets to enter into as we set our sights on growth. Then the next step is to become a nationally recognized company with business in all 50 states. Our company goal is to be at \$100 million in sales by the end of 2010. That more than doubles where we are today, but we can definitely accomplish this goal.

"For Guardian to achieve this goal, we must continue to offer our clients the high level of service we are known for. And by "clients" I include both the hospitals and facilities where we

place staff, and our employees as well. I believe that both sets of clients are equally important, and I'd like to stress this because this is a primary reason I came to work for Guardian. I have been impressed with how we respect each other and our clients. This teamwork will go a long way in hitting our short and long term goals. One of my favorite sayings is "Team means Together Everyone Achieves More." This is the essence of our company and the vehicle for our success.



TODD WECKER
Recently appointed VP of
Business Development

Our goal is ... to become a nationally recognized company with business in all 50 states.

"Now, reluctantly, a little about me. I have been in the staffing industry for 23 years. I started out at a desk filling client orders, and have held almost every position in the industry since. I've been a staffing manager, recruiter, sales rep, and held many management positions.

MARCH COMPETITION WINNER

The first correct entry drawn was sent in by **FATIMA AGRAVANTE**. The answer was: *The use of gloves DOES NOT eliminate the need for hand hygiene.*

Fatima wins a \$25 gift voucher!

My true passion is spending time meeting with clients and strategizing on how we can improve on what we do for them.

"I was born and raised in Utah where I now live. I am in the process of moving to Nashville as soon as possible. I have three wonderful children Cole (20), McKale (17) and Paige who is 12. Outside of work, my family is my top priority. My favorite pastime is mountain biking. One of the first things I did when considering a move with Guardian is I Googled "Tennessee Mountain Biking"! I found that the area has a great trail system I can't wait to tackle.

"Thanks again to all of you for the warm welcome, and I look forward to working with you."

Continuing Education Column

Each quarter Alice Johnson-Davis, Guardian's Director of Education, focuses on an educational topic. This edition talks about how to communicate professionally:

SBAR

A Communication Tool

Have you ever had a physician hang up on you when you are trying to communicate information regarding his patient? Have you ever been talking to a physician about a patient care issue, and he/she walks away? Probably every nurse who has practiced has experienced these types of situations. One of reasons this may happen is due to the different ways physicians and nurses are taught to communicate. Physicians are taught to be brief and to the point. Nurses have been taught to be descriptive and detail oriented. Because these communications styles are so different, often times the result is misunderstanding of the information being conveyed, frustrations, errors, and poor patient outcomes. To help solve this problem, an increasingly popular communication tool, SBAR, is being used. SBAR stands for Situation, Background, Assessment, Recommendations. Designed to standardize communication and prevent misunderstanding, SBAR is supported by The Joint Commission and the Institute for Healthcare Improvement (IHI) for use in health care facilities.

When you are preparing to call a healthcare practitioner about a patient problem/concern, your main responsibility is to BE PREPARED-have the medical record/flow sheet with you, know the patient's most recent vital signs, lab reports, and current medications. To communicate using SBAR:

- **SITUATION**-Identify yourself, the unit from which you are calling, the identity of the patient. BRIEFLY state the current problem and the severity of the problem. This should take about 10 seconds.
- **BACKGROUND**-Refresh the practitioner's memory of the patient by providing information regarding their diagnosis and clinical information related to the problem-lab values, vital signs, IV fluids, medications, level of consciousness, pertinent physical assessment findings.

- **ASSESSMENT**-Identify what you think is going on with the patient-inadequate oxygenation, inadequate pain control, adverse reaction to a medication, etc.
- **RECOMMENDATION**-Identify your recommendations regarding the patient's situation to the healthcare practitioner. Do you want the practitioner to come in and see the patient, do you want laboratory/radiology testing ordered, do you want the patient transferred to a higher level of care, do you want a different medication to be ordered, or a different dosage of a current medication? With recommendation, you become a part of the solution for the patient.

Using the SBAR as a communication tool puts the focus back to the patient and encourages communicating the pertinent facts/observations that the nurse has observed/encountered. SBAR can also become the basis for communicating change of shift report,

patient transfers from unit to unit, and in off-unit reports.

For some of you, this may be a communication tool that you have used and found effective for a long time. For others, it will reflect a new approach to your interdisciplinary professional communication. If this is a new tool for you, you will probably find the "recommendation" element the most difficult to implement. But really, don't we ALL have ideas as to what will correct the situation about which we are communicating to the practitioner? To facilitate patient care, be a "risk taker", be proactive, and begin with the end in mind. Think about what your patient needs and how is the best way to achieve this end.

Your patients will thank you and Guardian will thank you.

Reference:

Pope, B., et. al. Raising the SBAR: How better communication improves patient outcomes. Nursing 2008, 38(3):41-43. March, 2008.



Greetings from the Philippines! Kitten Remollo, Philippine based employment coordinator, sent us a photo taken at the Philippines Guardian Nurses NCLEX Comprehensive Review (In House) held in Dumaguete City, Philippines, last February 24-29, 2008. "It is a great pleasure for us to be working with GUARDIAN HEALTHCARE PROVIDERS" she said.

YOUR PROFESSIONAL IMAGE

You know the saying “There’s no second chance to make a good first impression”? Well, making a good impression is a lot more important than just looking good.

According to an article in RN Magazine “Your behavior and appearance create a powerful image that affects how clients, co-workers, management, and even the public, view you as a whole”.

When you meet new people, try to take a look at yourself through their eyes. Remember that your attitude, style of dress, speech and body language will project your professionalism - or lack of it.

Think about your image when you’re off duty as well. When last did you look at a stranger at the store, amusement park or at the movies, and wonder about that person’s occupation. If they are well dressed and confident, with a pleasant manner, you will think they are a professional such as a nurse, professor or lawyer. On the other hand, an untidy, surly person would not be expected to hold a position of authority.

To polish up your image, experts suggest that you examine your appearance, your communication (both verbal and non-verbal), your posture and demeanor. Watch this column for ways to enhance these abilities and qualities, and how you can improve your confidence. This month’s tip is on Professional Communication (see page 2).

With gas prices rising all the time, the media is awash with lists of gas-saving tips. Consumer Advisors list three habits you should change:

- #1 Stop driving like a maniac!**
The Cold Hard Facts: Up to 37 percent savings if you don’t mash the gas when you start up. Take the long view of the road and brake easy. If you slowed your 0-to-60-mph acceleration time down from your current 10 seconds to a more normal city pace of 15 seconds, you’ll feel the savings immediately.
- #2 Drive the speed limit!**
The Cold Hard Facts: Up to 14 percent savings, if you go slower.
- #3 Switch off the engine!**
The Cold Hard Facts: Tests showed savings of up to 19% over vehicles that left their engines running for the same length of time.

HOME OFFICE STAFF RACE TO FITNESS

The Staff of the Brentwood office have been challenged to get fit this summer. They were invited to enter a “horse” into a “race” that lasts for the whole month of June. The racetrack is 45 miles long, and the horses advance when the owner takes part in some form of exercise.

Participants earn “mileage” for running, walking, jogging and other forms or combinations of exercise and fitness such as running, walking or jogging, swimming, golf and tennis, cycling, aerobics and elliptical trainer.

Provision has even been made for rainy days where climbing stairs counts as well.



Joe Owen, CEO, was first out of the gate on Big Brown. The rest of the staff have a lot of catching up to do - Joe managed 19 miles the first week.

Everyone’s a winner!

Everyone who completes the race will win a prize, with special prizes going to the first three horses to finish the race.

“We have some interesting horses running” said Danielle McDearman, horse whisperer to the field. “Watch out for *Big Brown*, ridden by Joe Owen, *A mile a minute*, sure to be a favorite, and how about *Howdoesmydusttaste*, Ryan Nelson’s thoroughbred stallion. Also running is Ron Moore’s *Mr. Ed*. *Mr Ed* is not expected to do well unless both Ron and Mr Ed stop talking about sport and start playing some instead!

Regional staff will soon be able to take part. Watch out for more details coming soon.

NOTES FROM PERFORMANCE IMPROVEMENT

HIPAA EDUCATION

Objectives:

To support GHP's commitment to confidentiality, GHP will train all employees regarding HIPAA awareness and privacy related policies and procedures needed to carry out their duties and responsibilities.

Definition:

Health Insurance Portability Accountability Act requires all medical records and other identifiable health information used or disclosed by GHP electronically, on paper, or orally to be kept confidential.

What/Who does HIPAA cover?

All individuals that exchange data-health care providers, hospital billing agencies, insurance plans, pharmacies, laboratories and many more.

Reporting HIPAA violations:

"If I report a perceived violation, will I be in trouble?" NO

Any perceived misconduct/violation of the laws, regulations, policies, procedures, code of business ethics and conduct MUST be reported without fear of retaliation.

NO GHP personnel may intimidate, threaten, coerce, discriminate or engage in any other form of retaliation or harassment against a person who takes any of these actions.

Process for Release of PHI (Protected Health Information)

GHP Human Resources personnel will verify the identity and authority of individuals requesting PHI in accordance with the GHP policy.

GHP personnel will make reasonable efforts to limit the amount of PHI used within the organization or included in the disclosure of information to others. Exceptions to the minimum necessary restriction are listed in the HIPAA policy # HR-027-F.

GHP may use and disclose PHI if the use and/or disclosure is required by a federal, state, and/or local law as determined by legal counsel.

Dealing with HIPAA violations

Mitigation-GHP will take all necessary steps to mitigate (reduce the impact) of any harmful effects resulting from the use or disclosure of PHI.

Disciplinary Action -Progressive disciplinary in accordance with the GHP policy will be applied to members of GHP's workforce who do not comply with GHP privacy policies and procedures.

Sanctions-Any member of GHP's workforce who feels the privacy policies have been violated are to report them immediately to the Privacy Officer-the Chief Operating Officer-who will conduct a thorough and confidential investigation into the allegations.

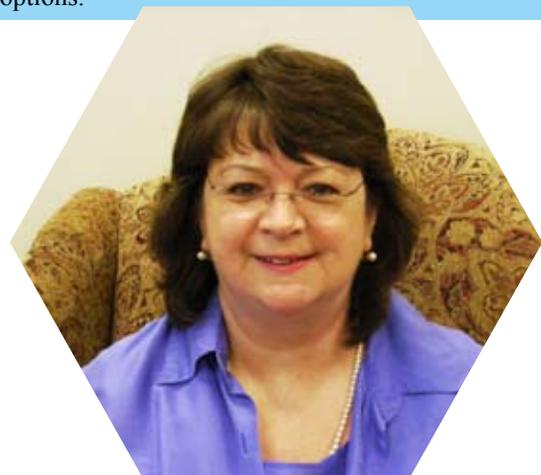
Note: Renae McGregor is the GHP Privacy Officer

Make Healthy Lifestyle Choices with Guardian Healthcare and "Blue Perks"

Guardian Healthcare's Medical Insurance Provider, Blue Cross Blue Shield (BCBS) offers its members a discount program with savings of up to 50 percent on health related products such as * weight loss programs * gym memberships (discounts vary by gym) and * complementary alternative medicine therapies such as acupuncture and massages.

BCBS members can also save on * select prescription drugs using the Discount Drug Card * LASIK laser eye surgery * glasses, contact lenses and vision exams * certain cosmetic surgery procedures and * vitamins, minerals and supplements that may not be covered by your standard insurance policy.

To find out more go to www.bcbst.com and then "Tune your engine not your car's". Click on the link that says gym discounts, click to AGREE to the terms and then scroll through and read all the options.



Linda Kelley, Payroll Co-Ordinator in the Brentwood Office, was the first person to sign up for gym membership at a 50% discount on her monthly gym dues. "I'm thrilled to be able to take advantage of this fantastic benefit," she said. Thanks, Guardian!

Guardian Healthcare recently sponsored the hole-in-one contest at the Williamson Medical Foundation Golf Tournament in Franklin, Tennessee.

Funds raised through the tournament will benefit the Fay Porter Memorial Medical Scholarship for local students pursuing health care professions.

Ryan Nelson, recently assigned to assist in the Marketing Department, attended part of the occasion to represent Guardian. "Unfortunately nobody got a hole in one at the hole we sponsored," said Ryan. "But it was a great opportunity to meet both existing and potential new clients, and build relationships for the future."

Ryan Nelson representing Guardian Healthcare at a golf tournament.



***** SHARE THIS WITH YOUR FRIENDS *****
***** EARN A REFERRAL BONUS *****

GROW YOUR CAREER

WITH ONE OF THE FINEST CLINICAL STAFFING FIRMS IN THE COUNTRY!!

Due to our continued growth, we are seeking an Occupational Therapist to join our elite group offering multidisciplinary care to young adults with developmental disabilities in group home settings in Memphis, Tennessee.

This client offers a nurturing environment where you will look forward to coming to work and giving your all!

Guardian Healthcare Providers, a leader in clinical staffing is seeking an Occupational Therapist to join our team. In this role, you will have the opportunity to partner with our therapy team, nursing and house staff to create quality of life decisions for our clients' service recipients. While keeping with our Mission, Vision and Values, you will have the opportunity to design innovative treatment plans, train staff and supervise your COTA.

As an Occupational Therapy professional with our company, you will enjoy significant advantages that can only be found with a staffing industry leader. Outstanding advancement opportunities, qualified colleagues, cutting edge facilities and continually expanding services can all have an impact on your future.

Interested in learning more?

Send your resume or contact Guardian Healthcare Providers, 1407 Union Ave., Suite 1005, Memphis, TN 38104, email: jhanover@guardianhealthcare.com, Phone: 866.527.7053 Fax: 901.334.5375

EOE M/F/D/V

OTHER EXCITING POSITIONS ARE AVAILABLE - CHECK OUR WEBSITE

www.guardianhealthcare.com

- Sign On bonus
- Above Average Salaries
- Relocation Costs Are Covered
- Generous Benefits Plan Including 401K
- Team Oriented Company Atmosphere
- Phenomenal Warm Company Culture
- Work Hard & Play Hard Environment
- A Career And A Life
- An Environment You Will Thrive In
- A 20 Year Company that Has Grown Every Year
- An Atmosphere That Is Second To None.....This is the career you've been dreaming about!



Joint Commission training on the move!

Jeff Hanover, Regional Director (center) and Mary Magyar, PI Director (seated left) enjoy lunch at Miami Heart Institute following Joint Commission training for Guardian nurses working in Miami Beach.

THANK YOU TO OUR LOYAL STAFF for

TEN Years of Service! Raghu Vedala

FIVE Years of Service!

Telisa Griffith, Lashonda Finch, Sheryl Slaughter, Linda Preston

FIRST Anniversary!

Esther Ojediran, Jean Rosemer, Valerie Sauve, Olalekan Badru, Marilyn Buyao, Joyce Cordovez, Kimberlyn Ebel, Jessica Smith, Kathrine Summers, Roberta Wall-Gary, Deborah Yisa, Saint Louis DeJaie, Emmanuel Fakunle, Lisa Hall, Carole Leisure, Mary Magyar, Angela Muller

NOTICE OF FILING OF APPLICATION FOR PRECERTIFICATION UNDER U.S. DEPARTMENT OF LABOR SCHEDULE A, GROUP 1

POSITION: Registered Nurse

DUTIES: Provide direct nursing care to patients in a hospital, skilled nursing facility or ICF-MR facility. Administer prescribed medication and treatment in accordance with the physician's orders and applicable nursing guidelines. Assess patients' health problems, develop and implement appropriate nursing care plans, record patients' condition and reaction to prescribed medication and treatment, and notify physician and supervisor. Take temperature, pulse, blood pressure and other vital signs to detect deviation from normal. Be an advocate for the patients.

RATE OF PAY: \$21 per hour

The notice is being provided as a result of the filing of an application for permanent alien labor pre-certification for the above job opportunity. Any person may provide documentary evidence bearing on the application to the local Employment Service Office and or Regional Certifying Officer of the Department of Labor at the following addresses:

TN Department of Labor & Workforce Development
500 James Patterson Parkway
US Department of Labor, ETA
11th Floor Davy Crockett Tower
Nashville, TN 37245

or

Atlanta Federal Center
61 Forsyth Street
Atlanta, GA 30303



Great Shot!

Venice, daughter of Vickie Quirimit (RN at Hazelwood) has captured second place in the women’s Kentucky Junior ROTC Air Pistol Championships, representing Shawnee High School in Louisville. Cadet Lieutenant Venice Quirimit, a high school junior, has only been shooting for a short time, underscoring the achievement. Watch out Vickie, daughter Venice is growing up!



Scott McKenzie “Exceeds Expectations”

Guardian expresses sincere congratulations to Scott McKenzie, its Director of Behavioral Services, assigned to the Hazelwood Center. Scott has tirelessly led the effort to achieve substantial behavioral program development for the clients at Hazelwood. His contributions were recognized recently in his annual performance evaluation by Hazelwood, which rated Scott as “exceeding expectations” in all areas.

Along with the other Guardian Behavior Analysts, Roxanne Wolf, Keith Hersh and Jaime Flores, Scott has made a very significant difference in the lives of Hazelwood residents. Thank you!

GHP BRAG BOARD

GHP SIGNS NEW CONTRACTS

***** Temporary nursing contract for the State of Missouri for up to five years, providing RNs, LPNs and CNAs for all State healthcare agencies.

***** Temp professional services for the State of Missouri: This contract will allow Guardian to staff, as sole source, St. Louis area MR/DD facilities with RPT, PTA, OTR, COTA, SLP, Speech Asst, Behavior Analysts, and nurses. The contract runs for 12 months with 4 one-year optional renewals.

***** Top administrative/executive staff being recruited for large MRDD facility in Nebraska.

***** State of Arkansas awarded GHP the contract to begin providing staffing services to the University of Arkansas Medical Sciences. As of July 1, 2008, Guardian will provide Physical, Occupational and Speech Therapy services to Arkansas’ KIDS FIRST program, an early intervention program serving children, birth to five, in integrated multidisciplinary services.



Welcome!

Rodney Sharp is the new Staffing Manager in the Nashville office, and he brings to the table more than a decade of combined experience in the recruiting and staffing arena. He relocated to the Nashville area from Memphis two years ago and joined the Guardian team this year on March 31st. He hit the ground running and in only two short months, has developed an excellent rapport with our clients and our field staff. He is already proving to be a valuable asset.

JUNE COMPETITION

Who is Guardian Healthcare’s Privacy Officer? (see page 4 for answer)

Send your answers to

The Editor, The Guardian Herald, 105 West Park Drive, Brentwood, TN 37027 or

newsletter@guardianhealthcare.com



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REGIONAL SPOTLIGHT

NASHVILLE

We are delighted to report that the Nashville regional office is growing by leaps and bounds. Since we opened our office last year we have increased our Admin staff by 40% to cope with the demand for our services. Meanwhile, in Hawaii, we are continuing to grow on all the islands in Hawaii and our pool of nurses is increasing almost weekly.

Sue Champion, Regional Director

KENTUCKY

Welcome to Wes Kohl as new Business Development Manager! Wes will be working in tandem with Todd Wecker, Guardian’s new VP of Business Development to maximize opportunities and gain key clients in the Louisville and surrounding markets.

Meanwhile, Deborah Jones, Regional Director of Operations, has been working

to further develop our outstanding reputation in staffing MRDD organizations. (See “New Contracts on page 7 for more on this topic.)

**MEMPHIS/
SOUTH FLORIDA**

**Staffing to expand at The
Regional Medical Center in
Memphis, Tennessee**

On May 19, the West Tennessee/South Florida Regional Office was awarded a PRN staffing services contract at The Regional Medical Center. This is in addition to the full time nurse placement service that Guardian already provides. With this addition of services, we look forward to extending our relationship with this very important community hospital, trauma center, high risk NICU and burn center.

Jeff Hanover, Regional Director