

The Guardian Herald

A publication by Guardian Healthcare Providers, Inc.
A division of The Guardian Group, Inc.

TRAVEL DIVISION TAKES OFF

Under the direction of our new National Travel Staffing Director Scott Phillips, the travel division is taking off to new destinations.

“Travel staffing gives healthcare professionals the opportunity to visit and work in many different locations throughout the U.S. while continuing to expand their clinical skills and professional achievements. I am excited to have the opportunity to provide both our clients and employees with premier travel opportunities and packages,” said Scott.

The travel staffing industry as a whole was developed in response to the healthcare shortage. It gives professionals the opportunity to relocate for short-term healthcare positions. Travelers typically work under a short-term contract usually ranging from four to 13 weeks. In return, the professionals receive great compensation, a comprehensive benefits package and all living and travel expenses are paid.

“The Travel Division is not new to Guardian,” says Phillips. “We have been placing nurses in travel positions, but we decided to expand our horizons even further.”

With over seven years of staffing industry experience, Phillips is taking the expansion of GHP Travel to new heights. He has worked as a regional sales manager, an executive travel manager, and a recruiter. “My role with Guardian

is to promote Guardian’s brand name throughout the U.S. with large healthcare systems as well as hospitals.”

With opportunities currently available in California, Arizona, Hawaii, Texas and Florida, the travel division is set for departure with estimated arrivals at many destinations throughout the country.

For more information on the expansion of our travel division and placement opportunities, please contact Scott Phillips at sphillips@guardianhealthcare.com.



SCOTT PHILLIPS
National Travel Staffing Director

“Travel Staffing gives healthcare professionals the opportunity to visit and work in many different locations in the US.”

Welcome to new Home Office Staff:
Melanie Grammer, Payroll Manager, Judy Qualls, HR Clerical Assistant, and Kelly Osborne, HR Assistant



JUNE COMPETITION WINNER

The first correct entry drawn was sent in by James Metcalf. The answer is:
Rena McGregor is the company’s Privacy Officer

James wins a \$25 gift voucher!



Some of the Home Office staff at the end of the Guardian Stakes fitness drive. Staff were encouraged to “get out and get fit” for summer. The winner was Donna Brooks.

From left to right: Renae McGregor, Don Ireland, Alice Johnson-Davis, Diane Newlon, Joanne Smyth, Gail Guindazola, Pauline Xavier, Linda Kelley, Ryan Nelson, Joe Owen, Donna Brooks, Angela Brower and Carole Leisure

Continuing Education Column

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

RESTRAINTS

There are times when patients must be restrained for their own safety. When this type of clinical situation occurs, special care must be taken to ensure that the restraint, while protecting the patient, does not HARM the patient.

The Joint Commission has set very specific guidelines in regards to the care of patients in restraints. These guidelines address both the timeframes for physician orders, evaluation of the patient from a physical assessment standpoint, and reevaluation of the need for the restraints.

When an adult is placed in restraints:
An order from a licensed practitioner

must be obtained within 1 hour of placing the patient in restraints.

The need for the restraint must be reevaluated every 4 hours while the patient is in the restraint.

The restraint order must be renewed every 24 hours.

Physical Evaluation of the Patient:

Immediately after placing a patient in restraints, a physical assessment of the patient is to be completed.

Assessment of the patient in restraints is made no less than every 2 hours. The assessment is to evaluate the patient's physical condition as well as

- Signs of injury with the application of the restraint
- Nutrition/hydration
- Circulation and range of motion in the extremity
- Vital signs
- Hygiene and elimination
- Psychological status and comfort
- Readiness for discontinuation of the restraint

Types of restraints: The most common type of restraint may be the side rails of the patient's bed. Bed rails which limit the mobility of the patient may be considered a restraint. On beds which have 4 side rails, one rail should be left down to provide the patient with a means of being mobile from the bed.

Restraints for arms and legs may also be used. These restraints must be tied to non moveable parts of the bed or chair using a quick release knot. The restraint should be tight enough to prevent the patient from causing harm to him/herself, but not tight enough to result in damage to the skin.

Posey vests may also be used to provide patient safety. A posey vest should be applied with the “V” in the front and the ties in the back. Again, the vest should be secured to a non-movable part of the bed or chair.

Reference: Joint Commission/Restraint and Seclusion.
www.jointcommission.org

YOUR PROFESSIONAL IMAGE

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.

What is “Professionalism”?

James B Stenson says in his article *Professionalism & Workplace Savvy*, that being a professional isn't just a set of appearances - exhibiting neatness, good grooming, “shop talk” and so on. Nor is it just performing a set of skills; many technically skilled people are not really professional.

Professionalism is, rather, a set of character strengths and values that you have and that you use to provide high quality service to others through your work. In their daily activities, whatever they may be, real

professionals show these inner strengths and attitudes - sound judgment, know-how, business savvy, mature responsibility, problem-solving perseverance and ingenuity. This is as true for therapists, assistants, RNs and police officers, as it is for lawyers, physicians, and engineers. Any work can be done professionally.

Professionals show self-respect in their work. They're conscious that their work reflects their inner character. Their work is, among other things, a statement of their personal commitment to excellence of performance. They don't see work as just a job to be done or merely a source of “spending money.”

They see work as service to others. They labor toward betterment of other people, directly or indirectly: clients, customers, employers, colleagues. Thus they're both *task-oriented* and *people-oriented*.



GUARDIAN'S GROUP LIFE INSURANCE PLAN offers free, new service

If you are a member of Guardian's Group Life Insurance Plan, you qualify for a new, free service.

The service, offered by USAbLe, is called Global Emergency Services, and it is provided by Assist America. This program will provide referral services to employees who are traveling 100 miles or more away from home. The key services are medical consultation, evaluation and referral, guaranteed hospital admission, emergency medical evacuation, critical care monitoring, medical repatriation, and prescription assistance.

Additionally, if you are traveling alone and are hospitalized for more than seven days, Assist America will provide economy, round-trip, common carrier transportation to the place of hospitalization for a designated family member or friend.

The plan also provides for the care of children left unattended as the result of a medical emergency and pays for any transportation costs involved in such arrangements.

The plan also has many other features.

To get all of the details, along with your own membership card, call Carole Leisure at 800 365 5787, write to her at 105 Westpark Drive, Suite 100, Brentwood, TN 37027, or email her at cleisure@guardian-healthcare.com. She will send you a brochure.

This is a free feature our insurance company is providing for our full-time employees - and it could save you hundreds of dollars if you have a medical emergency while traveling.



Nashville Chamber of Commerce Award for the Guardian Group

The Guardian Group, GHP's parent company, received the Nashville Chamber of Commerce Future 50 award in September. Future 50 celebrates the 50 fastest-growing, privately owned companies headquartered in Middle Tennessee.



Guardian has seen an increase in business of almost 50 percent during the past fiscal year and anticipates a cumulative growth of 200 percent over the next three years.

“Our spectacular growth, and the recognition we have received, is only made possible with our employees' hard work and dedication” said Joe Owen, President and CEO. “Thank you!”

NOTES FROM PERFORMANCE IMPROVEMENT

Newsflash !!!!!

The Corporate Office will be having a Joint Commission Survey on Wednesday, 5th November. One of the regional offices (we don't know which one) will be surveyed within 45 days of that date.

In preparation for Guardian Healthcare Providers Joint Commission survey, you are asked to review:

1. your orientation manual
2. the mission, vision, and values of GHP
3. process to access policies and forms on-line
4. NPSG's (National Patient Safety Goals for 2008)
5. content and purpose of an MSDS (material safety data sheet)
6. Code of Ethics
7. how to communicate/report a concern
8. the meaning of P.A.S.S. and R.A.C.E.

Any concerns/questions about Joint Commission and the survey process? Contact your Regional Director or Mary Ellen Magyar, Director of Performance Improvement at 615-377-9140 extension 208.

My thanks to you for your continued support of this certification process.

Mary Ellen Magyar



CONGRATULATIONS TO MARY ELLEN MAGYAR!

Mary Ellen, Director of Performance Improvement for GHP and the leader of our Joint Commission Certification quest, recently passed her CPHQ, Certified Professional in Healthcare Quality exam.

Well done, Mary, and good luck for the upcoming Joint Commission Survey!



Who takes care of Guardian after hours, weekends and holidays?

Melissa Davis – On-Call Staffing Coordinator has been with Guardian for little over four years. She manages all three regions after hours, weekends and holidays. She is a seasoned veteran who brings 12 years of on call staffing to the Guardian family. She takes care of after hours liaison for clients, nursing staff and facilities during typically difficult periods of the day and night. She plays a crucial role in ensuring that Guardian Healthcare Provider clients have access to the best available staff 24 hours a day 7 days a week. She is a valuable asset to all field offices, clients and clinical staff.



Melissa Davis, On-call Staffing Coordinator

THANKS!!!

Thanks from Performance Improvement to those of you who participated in the postcard contest re: The Ten Benefits of Joint Commission Certification. There were 88 returns. Four of those individuals have received a \$100 Visa gift card. The winners are:

Edilyn V. Adaza
Wilma P. Canlas
Jane Haddock
Doug Nunn

GHP WEST TENNESSEE ON EXPANSION DRIVE

“With the addition of two new staff members, GHP Memphis is poised to take on new clients and new business - creating more opportunities for existing staff,” says Jeff Hanover, Regional Director. (See page 7 for list of new contracts this quarter.)

Alicia Delbridge (top, right) is the new Recruiting Manager. Alicia brings to Guardian a vast recruitment repertoire which includes clinical and corporate recruitment for Methodist LeBonheur Healthcare, the second largest private hospital in the country, and Smith & Nephew, a leading global manufacturer of medical devices. Alicia received her PHR (Professional in Human Resource) Certification in June of 2007.

A past recipient of the Memphis Business Journal Top 40 Under 40 Business Professionals in Memphis, Alicia has strong ties to the civic community demonstrated by her service as a Board Member of the New Pathways Community Development Foundation, an advisor to the Memphis City Schools Health Science Curriculum, and a volunteer job search trainer for Advance Memphis.

Outside work and volunteering, Alicia is dedicated to her family, husband Jody, daughter Karrye and son Evan.



Sandi Sartin, Staffing Manager; GHP memphis

WEST TENNESSEE OFFICE

(Contd.)

Sandi Sartin (bottom, left) joined the Memphis office in July of 2008 as Staffing Manager.

She has been in HR/Staffing for about 12 years, six of those being in healthcare. She has held positions such as Recruiting Project Manager, Workforce Development Analyst, Recruiter, and Staffing Consultant in such leading companies as Kenexa, BrassRing and Methodist Healthcare. She strongly believes in partnering with her colleagues and clients to identify and deliver the best candidates available - and in meeting with the team at Guardian, it was immediately evident that Guardian embraces that as well.

“When I am away from work, I spend most of my time with my family, which includes my 13 year old son Steven, and my other two “sons”, Smokey and Rocky, our dogs,” says Sandi. “We are big NASCAR fans too! I volunteer with youth in the community, so it is normal to see me dressed in different costumes leaving work on themed Wednesday nights.”

In healthcare staffing, we have the opportunity to touch and positively impact so many lives. Memphis may be known for the Blues - but I think that our team in Memphis, led by Jeff “Elvis” Hanover is ready to ROCK!!!



CONTINUING EDUCATION NEEDS SURVEY

In order to better meet the educational needs of our staff, and to provide up to date, competent health care professionals to our client facilities, the education department would like to hear from you in regards to your ongoing learning needs.

I am asking each of you to take a few minutes and think about the top three topics that you feel you need more information on so that you can provide better/more knowledgeable care to your patients.

Please send your top three topics to me at ajdavis@guardianhealthcare.com

Information regarding the most frequently requested topics will be made available during 2009. The presentation of the information will occur in several different ways: Quarterly newsletter, on-line courses, payroll stuffer, just to name a few.

I look forward to hearing from you and thank you for taking the time to participate in this survey.

Alice Johnson-Davis, RN, MSN
Director of Education

SUMMER HOLIDAY PHOTO ENTRIES



FIRST PRIZE goes to proud Mum Angela Brower of the Home Office, and her daughter, Arica (3). Looks like Arica can't decide between being a movie star or a landscape gardener!

Two new staff members in the Home Office: Gail Guindazola in the Finance Department brought Tinkerbell and Minnie Mouse to visit after their trip to the beauty parlor.



OCTOBER COMPETITION

How often must a restraint order be renewed?

Send your answers to The Editor, The Guardian Herald, 105 West Park Drive, Brentwood, TN 37027 or newsletter@guardianhealthcare.com



Peanut, one of Renae McGregor's family of stray raccoons, foxes and other assorted critters. Peanut loves chilling out in his personal condominium!

INTRODUCING PEANUT, THE LUCKIEST RACCOON ALIVE!

Three Kentucky raccoons really struck it lucky when they ended up on Renae McGregor's front porch this Spring.

"I came home from work and saw one tiny striped face peering at me through the bushes," said Renae. "Next thing there were three hungry little babies looking like they hadn't eaten for days."

Renae is used to taking in strays so she knew exactly what to feed them and how to care for them. They have now become part of the family, and when they are not bouncing on the trampoline they are teasing the dogs or hiding away in their "Raccoon Roadhouse".

THANK YOU TO OUR LOYAL STAFF !!!

Congratulations on your First Anniversary!

Beverly Cornelius, Joyce Bailey, Caroline Liggins, Kadiatu Idriss, Tami Schott, Eric Carlisle, Mabel Bottoms, Krenishia Weathers, Wanda Hughes, Kimberly Brown, Amanda Jo Parsons, Damion Steele, Kasey Karp, Linda Gribbins, Dante Dancel, Frank Finch, Carolyn Hathaway, Heather Zeitz, Holly Hawkins, Euphrasia Ita, Elizabeth Fakunle, Marcia Banas, Steven Wimbush, Joanne Smyth, Ryan Nelson

**My Hero of the Morning -
Sherwin Catedral**

Jacqueline Smartt, RN, Nursing Supervisor at the Regional Medical Center in Memphis wrote to sing the praises of Sherwin Catedral, RN. "First of all, I want to thank Mr Catedral for helping me out in a bind. His selflessness is so rare these days. He has helped out on Detention and Bariatrics on previous occasions too. Secondly, I want to praise him for the Critical Thinking skills he utilized. He certainly sounds like Patient Care Coordinator material to me!



KUDOS to TELISA GRIFFITH,

Recruiting Manager in Louisville. Telisa delivered *seven candidate referrals in one week* to our new St Louis client facilities, for OT, PT and SLP open positions. A therapist a day will keep the blues away!



**GHP
BRAG BOARD**

**"TORCH OF
EXCELLENCE"**

The Torch of Excellence award was presented to Mary Jane Tio by St Francis Hospital in Memphis. A patient note read: A friendly nurse who exhibits an ... interest in my welfare during my care at St Francis Hospital. A very good and caring nurse!"

Well done, Mary!

**APPLAUSE TO THE THERAPY TEAM
AT SHELBY RESIDENTIAL VOCA-
TIONAL SERVICES**

SRVS recently conducted its annual family satisfaction survey, focusing on staff competence, professionalism, and respect for colleagues and clients. The Guardian Therapy Team scored 95% satisfaction from families and conservators!

Reggie McMillian, Director of ICF for SRVS, has congratulated our team. "Way to go, team. ICF did very well - the families are pleased with our services, especially therapy services. There were also some heart-warming comments made by the families. I'm very proud to have such caring and professional ladies and gentlemen to work with. Job well done, team."

The West Tennessee Regional Office and all of Guardian are very proud of you guys - keep up the great work!



New clients:

Louisville:

Clarke Memorial Hospital,
Scott Memorial Hospital, FluBusters

Memphis:

Wilder Youth Development,
Methodist Hospital PRN
Regional Medical Center PRN
Jackson Regional, Dyersberg Regional, Haywood
County, Henderson County Regional,
McNairy County Regional Hospital

Nashville:

St Thomas Hospital
Makzy Pediatrics



Guardian Healthcare Providers, Inc.
105 West Park Drive # 100
Brentwood, TN 37027

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Registered Office:
105 West Park Drive
Suite 100
Brentwood, TN 37027

Tel: 615 377 9140
Fax 615 661 6011
www.guardianhealthcare.com

Write to the Editor at
newsletter@guardianhealthcare.com



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

Nashville Needs You!



***Guardian Healthcare Providers, Inc, recently named one of the 50
fastest-growing companies in Nashville, needs YOUR help.***

***With our dramatic growth, our Nashville branch is looking for exceptional
medical professionals to join our organization.***

***We have multiple openings for qualified professionals in a variety of
disciplines including:***

***RN, LPN, Advanced Practice Nurses,
CNT, Allied Health, Physicians, and more...***

***Please go to our website at www.guardianhealthcare.com
or drop us a line to learn more about current opportunities.***

545 Mainstream Drive, Suite 402

Nashville, TN 37228

or

call 866-549-1390

or email

nbenardino@guardianhealthcare.com