

The Peoplefirst Post

A Newsletter for Peoplefirst Employees



May 2006

First Things First! with Ben Breier

You're Speaking, We're Listening!

By Ben Breier

Open communication is the key to any successful organization. In 2006, your Peoplefirst management team is focusing on listening to employee needs.

Based upon what we've heard, I am excited to share with you several new initiatives listed below:

1. New Point of Care (POC) System Updates

We know how important POC is to you and your facility. In listening to you, it is clear that any improvements to functionality and speed that we can make in POC are critical to making our day-to-day operations run more effectively.

Last November, 12 Rehab Managers, two Area Rehab Directorss and the Hub site gathered together in Louisville to discuss ways to improve POC. As a result of their feedback, POC.net is currently being piloted in 17 nursing sites for the next several weeks.

Some of the comments we've received so far about POC include:

- "Fewer key strokes makes data entry easier - a per diem understood it in one day".
- "Discharged patients (over 30 days) can now be pulled up for review or edit."
- "Payers are much easier to create."
- "The single page structure is great!"

Although there is still work to be done before the application is complete for rollout, activity is ongoing to release an easier, simpler POC in the near future.

2. Rehab Manager Advisory Council (RMAC)

On Friday, March 31, a teleconference was held to initiate our first Rehab Manager Advisory Council. The mission of the RMAC is to insure that ideas and concerns generated from the field will be heard. There are so many wonderful



initiatives that come from our national network of therapists that it is important we make sure we hear about them all. The RMAC will be set up as follows:

- Facilitated by Vonda Black, Regional Rehab Director, and Allyson Wolfe, Senior Director of Human Resources

- Six Rehab Managers from the field, One Regional Rehab Director, Two HR Representatives
- Will meet monthly via teleconference
- To serve as the ears and the voice of our managers and therapists

You can read more about this in an article on page 2 of this issue.

3. New Peoplefirst Web-Based Clinical Training Courses

As we continue to evolve our web-based technology offering, our therapists have been asking for web-based clinical training courses. The ability to learn interactively is something we all believe is a critical initiative for the field.

Developed from feedback received from our therapists, our Clinical Rehab Services Department has been busy working on new courses for continuing education credits. The following are just a few that are available:

- Rehab Management of Pulmonary Dysfunction - This course contains four lessons covering anatomy and physiology, pulmonary assessment and documentation, and pulmonary medications.
- PT/OT Management of Pulmonary Dysfunction - This course contains one lesson covering treatment strategies, energy conservation and exercise conditioning.
- Joint Anatomy - This course includes two lessons addressing Anatomy and Physiology of the Joints and Rehab Assessment

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It's All About Putting People First.

4. Employee Survey Results

We've recently completed the compilation of data from our 2005 employee satisfaction survey. We want to thank those of you who participated by taking the time to complete the survey. We are in the process of analyzing all of the great feedback (and some not so great) that we received. Here is what we know so far:

- 5,573 employees were surveyed.
- 40.2 percent responded - a great response.
- We identified a lot of things we do right.
- We identified a number of things we can do better.

We want you to know how seriously we are taking this information. As we continue to compile the data, we have

already created plans to start disseminating the information. We want to create actionable items that we can impact in 2006 from the list of things we can do better. After all, the survey itself is really just a tool to help us improve as an organization.

So, to summarize, we hope you can see that there is a lot of excitement happening at Peoplefirst. Our commitment to you is to keep listening. All we ask is your commitment to continue the dialogue.

I would like to thank each of you for your contribution to our successful efforts and for the hard work and dedication you show each and every day.

Ben Breier



President of Peoplefirst

Wound Care

Excellence Together: Our Wound Care Team

By Glenda Mack

Peoplefirst is proud to be part of an interdivisional approach to wound care by teaming up with several clinical leaders from HSD, HD and KPS to support a collaborative wound care program that promotes quality patient care and outcomes. We also want to assist hospitals and centers identify their strengths so they can build on them.

As a company, we want to take advantage of the knowledge and expertise of all divisions as it relates to wound care. By helping each hospital and center gauge their strengths and weaknesses, we are hopeful that it will encourage strong interdivisional teamwork at the facility level. Kindred has many opportunities in communities where we have both hospitals and nursing centers to share clinical expertise and become referral sources for each other. "Excellence Together" is our motto! By leveraging all resources in a given market, Kindred can become the provider known for great wound care in that market.

Over the next few months you will be hearing about learning opportunities in your area. You will also begin to see more focus on standardizing wound care practices and gathering clinical data that supports excellent care.

Thanks to all of our therapists who have already been actively engaged in building wound care programs within their facility. We look forward to learning from your expertise and growing stronger from it!

Continuing Education Courses

Peoplefirst Rehab is pleased to announce the release of four web-based training courses covering respiratory and cardiopulmonary topics for the rehabilitation therapist. All four courses have been submitted to AOTA for an aggregate of 10 hours of continuing education credit. Approval for the continuing education credit is expected by May 15.

Upcoming course offerings include additional upper extremity topics, wound care and a ventilator overview course.

In addition to these course offerings we are in the final process of approval for two additional speech-language pathology pulmonary courses. These courses will constitute an additional eight hours of continuing education content.

We are also in the process of developing web-based training covering the Peoplefirst core initiatives of pain management, cognition and falls and restraints. Look for these courses in the third quarter of this year.

Please check the Peoplefirst Rehab Kneet homepage for additional details.



Hospital Division ★ Peoplefirst Rehabilitation
★ KPS Pharmacy ★ Health Services Division

Website Will See More Hits with Camera Giveaway Promotion

Peoplefirst will see an increase in the number of hits on our new Peoplefirst website very soon. More than 30,000 direct mail postcards will be sent out the last week in May to potential recruits and customers. Recipients are encouraged to browse the website and enter their name to win a Kodak EasyShare Camera and printer docking station. Peoplefirst employees are not eligible for this promotion. However, employees will be eligible for a similar promotion this fall.



Welcome to the Peoplefirst Family!

We are pleased to announce and would like to welcome the following new contracts to the Peoplefirst family:

Majestic Oaks - Orange City, Florida (as of 1/1/06)

John Knox Home Health - Orange City, Florida (1/1/06)

Emmanuel Pleasant Care - Las Vegas, Nevada (3/8/06)

Goddard House - Jamaica Plains, Massachusetts (4/1/06)

Houston Town and Country Hospital - Houston, Texas (4/3/06)

Bear Hill Nursing and Rehab - Stoneham, Massachusetts (5/1/06)

Our Community Hospital - Scotland Neck, North Carolina (5/1/06)

Andover Village Retirement Community - Andover, Ohio (5/1/06)



Top Recruiters Acknowledged

On March 24, Ross Johnson, Vice President of Recruitment and Human Resources for Peoplefirst, and Ben Breier, President of Peoplefirst, were pleased to give out Certificates of Achievement to our recruiters who had exceptional results in 2005.

Most New Starts:

Jennifer Tullio, Brithhaven

Steve Davis, Central Region

Lisa Hayden, Northeast Region

Most Interviews:

Steve Davis, Central Region

Suzanne Masino, Senior Health Management

Candy Allison, Southeast Region

Most Referrals:

Steve Davis, Central Region

Suzanne Masino, Senior Health Management

Candy Allison, Southeast Region

Peoplefirst Develops New Rehab Manager Advisory Council (RMAC)

Based upon feedback from our Rehab Managers and the challenges they face managing each individual rehab program, we have developed a Rehab Manager Advisory Council (RMAC). The purpose of the RMAC is as follows:

The Rehab Manager Advisory Council (RMAC) has been formed to identify opportunities for improvement and training/resource needs for Peoplefirst Rehab Managers. The RMAC is comprised of regional advocates for all nursing center rehab contracts to ensure divisional needs are represented.

A mission statement has also been determined as follows:

The Rehab Manager Advisory Council (RMAC) will exemplify the Peoplefirst culture by facilitating feedback from the Rehab Managers to support, develop, establish and implement ideas in order to make changes on a divisional level. In the end Peoplefirst Rehabilitation will continue to strive to become the leading national provider of rehab services.

The RMAC will meet once a month and have a meeting at the corporate office this year to work on creating actionable items that will support all Rehab Managers. Primary areas of focus will be on time management, recruiting, HR, productivity, financial operations and retention.

Rick Starke, Senior Vice President of Nursing Center Operations, is the sponsor of the RMAC. The members are:

- **Vonda Black**, Regional Rehab Director (Central Region), and co-chair
- **Allyson Wolfe**, Senior Director of Human Resources, Peoplefirst, and co-chair
- **Lyle Black**, Rehab Manager (West Region)
- **Jaclyn Davin**, Rehab Manager (Senior Health Management Region)
- **Kersten Farah**, HR Assistant, Peoplefirst
- **Misty Grover**, Rehab Manager (Britthaven Region)
- **Dee Perkins**, Rehab Manager (Central Region)
- **Chris Titcomb**, Rehab Manager (Northeast Region)
- **Marisa Velez-Spina**, Rehab Manager (Southeast Region)

Please contact your regional RMAC representative if you would like to provide any suggestions on how we can improve our efforts of making Peoplefirst an employer of choice.

Fun Stuff

We Want to Hear From You!

Complete the form below if you have ideas or suggestions on topics that you would like to see in the Peoplefirst Post newsletter.

Name/Title: _____

Location: _____

Phone: _____

Topic you would like to see addressed in the newsletter: _____

Send to: Peoplefirst Rehabilitation • 680 South Fourth Street
Louisville, Kentucky 40202 • Attn: Mary Van de Kamp
or fax to: 502.596.4871