



Home Care Services for Seniors

(703) 750-3170

Summer—Fall 2014

News for Clients and Friends

To Our Clients and Friends:

In this issue we feature the administrative and management professionals who run Ready Hands Home Care. Although they have different roles, their ultimate priority is to achieve the highest possible quality of care for our clients.

On page two we share some statistics about direct care workers—people like our

Home Care Aides whom America increasingly relies upon to care for our growing elderly population. And because these hard-working aides deserve our appreciation, we announce four more recipients of our recognition award.

As always, thank you to the many clients and senior-serving professional who continue to place their trust in our services.

—The Ready Hands Team

Meet our Office and Nursing Staff

Although some Ready Hands administrative and nursing personnel are known to our clients and area eldercare professionals, others mainly work behind the scenes. Here are snapshots of all the people who keep our operations running smoothly.



**Hanaa Garad, B.S.,
Administrative Assistant.**

Hanaa is a Cum Laude graduate of George Mason University, where she studied Health Systems Management. It is most often Hanaa's friendly voice that callers hear when reaching our office by telephone. Hanaa also performs all manner of essential administrative tasks for our company.



**Samantha Anderson,
Hiring Manager.**

Although Samantha knows the ins and outs of our business as well as anyone, her primary function is to nurture the "pipeline" of Nurse Aide applicants seeking employment with our company. It is to her that we turn when we need just the right aide for a particular client assignment.



**Ivonne Salazar, Assistant
Office Manager.**

Ivonne's mastery of all our important office tasks and protocols has made her invaluable to Ready Hands' operations.



**Richa Khanna, B.S., M.S.,
Office Manager.**

With her many year of experience at Ready Hands and her Master's training in Health Systems Management, Richa has become indispensable to assuring that all day-to-day office operations run smoothly. Richa also oversees the administrative aspects of services to clients, including staffing, scheduling and billing functions. She has truly "grown up" with Ready Hands, having joined us in 2007 when our service volume was less than a third of today's.



**Lizzy Steinhauer, R.N.,
M.B.A., Nurse Supervisor.**

With her background in nursing, business and teaching, Lizzy brings rich professional experience to her job as the care supervisor for many of our home care clients. Nurse Supervisors prepare plans of care, give direction to our Home Care Aides, visit clients regularly and communicate often with clients and families to be sure things are going well. They also take after-hours call on a rotating basis, so that clients can reach us 24/7 for any concerns.

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News for Clients and Friends

Meet our staff, continued



Linda Emonds, R.N., Nurse Supervisor.

A former director of nursing at an assisted living facility, our senior Nurse Supervisor is well known among her clients for her warm manner and dedication to achieving the best care possible. Our aides recognize in Linda someone who has high standards but who is also supportive, respectful and a great listener.



Teri McDonald, B.S., M.B.A., Director of Operations.

The overall responsibility for directing the activities of our business falls to Teri, who has just the right mix of management experience, business knowledge and people skills for the job. An enthusiastic champion for Ready Hands, Teri can often be spotted in the community promoting our services and meeting with other senior-serving professionals.



Sue Benson, R.N., co-owner, Nurse Supervisor.

Sue served years as the main liaison between Ready Hands and its home care clients. As we brought on additional nursing and management personnel, Sue has relinquished some nursing supervisory duties in favor of community outreach, public relations and networking functions. However, she is still the voice of experience to whom we turn when difficult decisions have to be made.



Granger Benson, M.D., co-owner, Administrator.

Although as CEO the “buck” stops with him, Dr. Benson’s main functions are policy development, strategic planning, preserving our core values and actuating our vision of being Northern Virginia’s preeminent home care agency.

Fast Facts:

America’s Direct Care Workforce

Direct care workers like our Ready Hands Home Care Aides perform 70—80% of paid hands-on care for the elderly or disabled in our country. They are essential to our economy and will become much more so as our population continues to age. Here are some interesting—and perhaps sobering—facts about these workers:

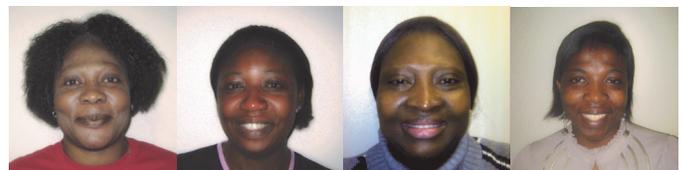
- ◆ A growing majority is employed in home and community settings rather than health facilities.
- ◆ Direct care workers top the list of projected fastest growing occupations between 2010 and 2020.
- ◆ They account for 30% of the health care workforce.
- ◆ By 2020 the projected 5 million direct care workers will outnumber K-12 teachers (3.9 million), law enforcement and public safety workers (3.7 million) and registered nurses (3.4 million).
- ◆ About 48% of direct care workers live in households earning less than 200% of the federal poverty level.
- ◆ Already low, real inflation-adjusted wages for this group have actually declined in recent decades.
- ◆ The projected increase in demand for direct care workers in Virginia from 2010 to 2020 is 78%—*higher than any other state*. For all occupations, the figure is 18%.
- ◆ Persons of color constitute 46% of the direct care workforce.
- ◆ Over 20% of direct care workers overall, and one third of those who work in home care, are immigrants.
- ◆ Nearly 90% are female.
- ◆ Their average age is 42.

Source: *The Paraprofessional Healthcare Institute (PHI)*.

Four Aides Receive Recognition Awards

We are extremely pleased to announce that the following aides have been selected as recipients of Ready Hands Home Care’s quarterly recognition award. Each aide is given a certificate as well as a gift basket and a \$100 bonus. They are selected based on a combination of criteria including length of service, feedback from clients and compliance with Ready Hands policies.

Clara Tetteh joined us in early 2010 and, with minor interruptions for travel, has remained with the same client the entire time. She has been a great asset to our company. **Rosemary Obeng**, a five-year employee, has the calmness, warmth and dedication that endear her to those for whom she provides care. In fact, one client wrote us not once, but twice, strongly recommending that she receive recognition for her excellent performance. **Francess Williams**, hired in December 2011, has distinguished herself as an outstanding aide. Clients have commented that she is an “excellent employee” who “does a great job.” She is always ready to lend a hand on short notice. She is attentive and observant. Since joining Ready Hands in December, 2011, **Gloria Addae** has consistently impressed every client with whom she has worked. She is highly reliable and has a wonderfully kind, gentle demeanor. Everyone likes Gloria!



Tetteh

Obeng

Williams

Addae