

A Patient's Testimonial

Being homebound isn't easy. We can become cranky, lonely, depressed and more unhealthy when our lives are so limited. That's why I started attending an exercise class put on by New Century. The exercise and the interaction with others were good for me. Even better though, was meeting Brenda. Brenda is the care coordinator for New Century. She came to the classes and tried to find out what individual services we all needed. Her friendliness, knowledge, and caring endeared her to me forever.

Brenda started work on my recovery by sending a nurse to see me. My current nurse, Eddie, is a wonderful woman. She has excellent skills and always encourages me. Because of her constant vigil with me, I have been able to make changes, which put me back in control of my health and kept me out of the hospital. Eddie is my rock.

Then came Cathy, my aide. She helps me bathe, does my dishes, and keeps my bed neat and clean. When I see her cheery face, I know she won't leave until my sheets are changed, my kitchen is clean, and I am bathed and content. I really don't know what I would do without Cathy.

Another angel New Century sent me is Jerzon, my physical therapist. He is the most skilled therapist I have ever worked with. I am so much stronger than I have been in years. I'm walking more and I'm walking more upright than I have been able to in a long time. Jerzon is a very skilled and very caring therapist. He also checks my vitals and general health. I have someone checking me out regularly since I've been with New Century.

New Century also has a great social worker. Sylvia is a caring and knowledgeable person. She has been able to help me with several resources, many I never knew existed. Any question I have about anything, Sylvia can find the answer. It's great having her on my side. She makes me feel special.

My life is changed with New Century in my home. I have more purpose and greater strength and abilities.

Thank You New Century!!!

J. S.
Eastpointe, Michigan



The Future of Homecare is Here

The Philips Telehealth is a small lightweight device that uses electronic communication to record a patient's measurements such as blood pressure, blood sugar, weight, oxygen levels, pulse, etc.

It offers immediate notification to the homecare nurse if measurements are outside their normal limits.

Track your health everyday and address health problems as they start to occur.

The Philips Telehealth System is easy to use:
ALL YOU NEED IS A PHONE LINE!

"The telehealth monitor has been God-sent for me. Whenever I feel dizzy or light-headed, the monitor-transmits my vitals immediately. I always get a call from my nurse or physician if medication needs to be adjusted or just to check on me as a result of the readings." —Edna H. (telemonitoring patient)

Call New Century Home Health Care for a consultation or more information.

Toll Free: (866) 885-5639 Tel: (248) 398-9600

New Century Home Health Care

Healthy At Home

Because home is where you want to be...

Visit the new website:

www.newcenturyhomehealth.com



New Century Home Health Care has been named to the 2009 HomeCare Elite, a compilation of the most successful Medicare-certified home health care providers in the United States. This annual review identifies the top 25% of agencies, ranked by an analysis of performance measures in quality outcomes, quality improvement & financial performance.



"The HomeCare Elite has become the industry standard for identifying home health agencies that perform at the highest level," says Amanda Twiss, president and CEO of OCS HomeCare. "We congratulate the 2009 HomeCare Elite for their continued success & commitment to both high quality & strong financial performance."

The 2009 HomeCare Elite is the only performance recognition of its kind in the home health industry. The 2009 HomeCare Elite is brought to the industry by OCS, Inc., the leading provider of healthcare informatics, and DecisionHealth, publisher of home care's most respected independent newsletter: Home Health Line.

Community Outreach Programs for Seniors

New Century offers educational programs & assistance to Senior Residences, Assisted Living Facilities, Senior Centers & Churches.

Professional Nursing Services

- Blood Pressure Screenings
- Glucose Testing
- Influenza Vaccine (Medicare covered)
- Educational Talks on Healthy Living and Safety
- Health Fairs & Bone Density Testing (Medicare Covered)

Consultant to Resident and Families dealing with health care issues

- Education on the Health Care system
- Resources and services available in the community

Liaison to Service Providers

- Discharge Planner of Hospital or Rehabilitation Center, to coordinate care & return to patient's residence.
- Senior Service Coordinators and Managers, to assist in obtaining services to keep the resident independent and safe in their homes.
- Our nurses can help arrange an in home appointment with a Visiting Physician, Ophthalmologist, Podiatrist, Dentist, or private duty chore provider.

Inside this Edition:

Getting Help For Our Veterans Page 2

New Century Home Health Mentoring Program..... Page 2

In Appreciation of Our Veterans Page 3

Medical Emergency Alert SystemPage 3

A Patient's Testimonial Page 4

The Future of HomeCare is Here Page 4

Community Outreach Programs for Seniors Page 4



New Century Home Health Care, Inc.

Medicare and Medicaid covered services:

- Registered Nurse
- Licensed Practical Nurse
- Physical Therapist
- Medical Social Worker
- Speech Language Pathologist
- Certified Home Health Aide

Serving the Counties of:

- Wayne
- Oakland
- Macomb
- St. Clair
- Saginaw
- Sanilac
- Lapeer
- Genesee Counties

Specialty Services:

- Wound Care
- Diabetic Management
- IV Infusion
- Pulmonary Rehab
- Anodyne Therapy
- Telehealth (Remote Nurse monitoring)
- Medical Emergency Alert System



CHAP Accredited Fully Licensed & Insured

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Email us at: centuryhealth@aol.com or Visit us on the web at: www.newcenturyhomehealth.com



Crafts Program



Chair Exercise Program



New Century Home Health Mentoring Program

"In this life we cannot do great things.
We can only do small things with great love."
- Mother Theresa



Baker College Clinical Rotation for Respiratory Therapy Students

During February and March, 2010, New Century welcomed and supported 16 Respiratory Therapy students from Baker College for their clinical rotation and here's what the students had shared:

"The most beneficial aspect about home visits by RRTs is that we are able to spend quality one-on-one time with the patient in the comfortable and familiar setting of their own home while we demonstrate how their home respiratory equipment works. This includes showing them how their O2 concentrator works, how to set up their home aerosol nebulizer, how to read and hook up to their O2 tank, and how to set up and run their CPAP machine. These patients are more inclined to take time to ask questions because they feel more comfortable and aren't as rushed as they may feel in a doctor's office." - **J. Burlet**

"I realized after this visit the importance of home respiratory care because of the increasing numbers of patient with chronic respiratory diseases. Home care respiratory therapy is helping such patients by decreasing rate of hospital admission and catching pulmonary disease condition before it get worst. Patient's quality of life can be improved a lot because of respiratory services at home." - **S. Shrestha**

"The staff at New Century Home Care were very pleasant & treated us warmly. We viewed video on the HIPAA laws and took a short quiz based on the information shared in the video, and it seemed obvious that New Century takes patient confidentiality seriously. Dwight Dorsey, the company's Respiratory Therapist was helpful and explained how the home care business operates as he took us on a tour of the facility introducing us to everyone. It was interesting to see how home care can give the patient the personalized care and education in the comfort of their own homes without the hassle of time constraints often felt in a hospital setting." - **E. McCann**

"I believe that a lot of patients would surely benefit from home care. The patient was comfortable, understanding and pleased about the visit. Overall, this experience was pleasurable & informative." - **W. Selke**

"I felt that my clinical experience was a good learning opportunity. Before this I had never thought about working with patients at home. I was able to practice my newly learned skills and gain exposure to the care of older adults. The staff was all nice to us, and was asking us questions and showing that they appreciated us being there." - **J. Hannosh**

Getting Help for our Veterans

Most Veterans simply came home, took off their uniforms & got on with their lives. Even those of us that were wounded or injured, unless those injuries were severe, just went on with life. Most Veterans know that the Department of Veterans Affairs (VA) is there to help us but we didn't need their help, or so we thought.

It is estimated that 80% of Veterans never use the VA. Of the 20% that do, only 8% receive continuous ongoing care. The remaining portion may have a test or two, get treatment for some specific issue & then stop treating at the VA. Many file a claim & that is where the problems starts

When the Veteran files a claim they are seeking medical treatment that in most cases also results in a monthly compensation check. Therefore, the VA sets up all kinds of elaborate rules and paperwork to make the Veteran "prove" that their ailment is related to their Military Service. The normal waiting time to process a claim is over one year & those are the easy ones.

There is the classification for a "non service related" ailment but until recently the VA would not even treat those Veterans. So what is a Veteran to do that needs help & has very little options left to him or her? They should seek out people who are trained in the rules and regulations of the VA to help them file a claim. They can file the claim by themselves directly with the VA, but this is not generally recommended. There are private companies that will help, there are County and State employees that can help and there are the Veteran Organizations that generally have the most highly skilled people who will help the Veteran file a claim. All of them offer FREE services.

If you want to help a Veteran with the VA ask him/her if they belong to any Veterans Organization & then contact that group for help with "filing a claim". Many of the Organizations will help a fellow Veteran if they are a member or not, so don't hesitate to ask the local Post close to you for help. If you live near the County Building, almost all Counties have a Veteran Representative, stop in to see them or call and set up an appointment with the Veteran. Make sure that you have the Veterans discharge paper or what is commonly known as the DD-214.

New Century Home Health Care is proud of the support & services we provide to our Veterans. We have many relationships with other companies that provide free claims service to help the Veteran. So if you or a family member is a Veteran, please ask your case manager about getting help with your Veteran benefits or call New Century at (866) 885-5639.

Keith King

National Public Affairs Chairman, Vietnam Veterans of America
National President, Vietnam Veterans Assistance Fund

In Appreciation of Our Veterans

Mr. Keith King's article in this issue reflects the reality of what Veterans must contend with when filing a claim with the VA. Mr. King, a Vietnam combat Veteran, served four years of active duty in the Navy honorably discharged. Mr. King's relentless mission is devoted to improving the quality of health and life for our Veterans. Since the 1980's he has been involved with the Vietnam Veteran's Assistance Fund directed toward improving the life of fellow Veterans. In 1991 this group became known as the Veterans Support Foundation (VSF). Through financial grants, the VSF supports veteran related projects. Their two greatest areas of interest and support are VSF's transitional housing program for homeless Veterans and the Vietnam Veterans of America (VVA) Veterans Benefits program (VBP). The VVA and VBP provides free representation by appellate attorneys before the Board of Veteran's Appeals should the Veteran require this, regardless of when or where they served and whether or not they are members of the VVA.

Claimants for the VA Benefits of all eras and conflicts have certain health conditions that are unique to their military service. Exposure to various herbicides and chemicals has resulted in the development of diseases such as Diabetes Type II and Prostate Cancer. The current conflict of Global War on Terror has resulted with increasing numbers of service men and women suffering from Post-Traumatic Stress Disorder (PTSD) Traumatic Brain Injury (TBI) and paraplegic injuries. " This has created an entire generation of Veterans who need services and assistance. Intervention from the VVA/VBP has helped these Veterans receive the financial and health care to which they are entitled by law".

New Century Home Health Care (NCHHC) is proud to work collaboratively with programs that service and benefit our patients who are Veterans.

"These brave men and women have given the best of their youth,
health and lives in protecting our country and the
cause of freedom at home and around the world.
It is only right that in their time of medical, physical and
emotional need, they receive the best in home health care."

Coordination of care is provided by referring to local, state & federal programs that will meet their service needs. The majority of them are unaware of an underused special monthly benefit program called Aid and Attendance. Veterans have earned this benefit by their service to our nation and should receive this, if eligible.

Governor Jennifer M. Granholm has proclaimed the week of April 12, 2010 as Paralyzed Veterans of America Awareness Week in Michigan. She encourages the citizens of Michigan to honor our state's paralyzed Veterans and reflect upon the sacrifices they have made in defense of our country. "Thousands of Michiganders have served as members of the armed forces and in so doing, have honored our nation with exemplary dedication".

Let us pray for the protection and well-being of all our Veterans. When you see a Veteran, thank them for their service, dedication and sacrifices they are making to protect our country. You can also help our Veterans by contributing monetary donations through such sites as: www.michigan.gov/dmva/, and also www.vsf-usa.org, through their secure link at LICA-GiveDirect, and www.americasupportsyou.mil/.

God Bless America and God Bless our Veterans!

Sylvia Torres-Guzman, LMSW



Medical Emergency Alert System

As part of our Falls and Re-hospitalization Prevention Program, New Century Home Healthcare, Inc. has acquired a new Medical Emergency Alert System.

If you or a loved one lives alone, is elderly, disabled or has health concerns, you shouldn't be without a medical emergency alert system. In an event of emergency, the LifeLink® system calls for help to your loved ones, your doctor, your home health nurse, and even 911. Just press the button and help is on the way. All you need is an available phone line and an electrical outlet. It's FREE!! Call Lucille at (248) 398-9600 for details.

