

July/August Issue  
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## From The Desk of Steve Rosedale...

The Medicaid Budget passed and once again we avoided the silver bullet. The Governor was handed a stunning defeat. We were able to retain our system of reimbursement and avoid a freeze in Medicaid reimbursement. Our thanks to all of you who took the time and energy to make your views heard. It made a difference! The most serious challenge the budget poses is a ceiling on reimbursement that will probably mean about a 4% reduction in reimbursement. This means that expense control will be critical.

I have no doubt we are up to the task as we have great teams with increasing continuity and experience. **Keep up the great work!**

### Up Close and Personal

#### *Creating a "Fun" Atmosphere at the Home Office*

*By Judith O'Connor, Administrative Assistant*

Our home office CommuniCare Cares Committee, led by Sylvia Salvato and Kevin Krebs, has been extremely busy since the beginning of 2003. Besides making money to meet its philanthropic activities, it has promoted an atmosphere of fun and competition.

The year started out with the Second Annual Chile Cook-off won by Diane Cramer, Kena Minnick and Lisa Renaker. This was quickly followed by a Super Bowl Pool organized by Joe LoPiccolo. February's activities included a Valentines Bake Sale and a "Pennies War" between the second and third floors. The second floor won and, guess what: Third floor had to provide lunch. The highlight of March was Fat Tuesday's Mardi Gras lunch put on by volunteers who brought in Creole type food. Mary Meiser, our Southern Belle, arranged to have an authentic King Cake shipped in for the occasion. Are you getting the idea that eating is the major focal point of many of our activities?

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# Beating the Blues...

By Arthur A. Hawkins II, a Northwestern University-educated specialist

Summer means lazy hazy hot days and nights, fun, vacation, reunions with family & friends, BBQs & cookouts, parties, beaches, sports, night life, etc. But many people go crazy from the heat and experience the Blues. Here's why:

- wilting under uncomfortable heat & humidity
- sizzling traffic jams & road rage
- wild temperature swings from chilled (air conditioned) to boiling (outside) and back again
- you work hard while others are at play
- seeing ultra successful friends, family and millionaires and wondering why you haven't achieved more
- your vacation is not as fun as you thought it would be
- uncontrollable sweat and underarm odor
- sun burn and sun stroke
- ventilation and breathing problems
- sitting alone under the air condition as life fast forwards

Don't go crazy from the heat. Remember personal priorities & business strategies shift, your wardrobe, transportation and entertainment change, etc. Use Summer to your advantage. Enjoy life. Stay cool. Bust the Blues, even in the summer.

Turn lemons into lemonade. View the world with a **positive mental attitude** (PMA). Learn what triggers the sour notes and brings on those foul moods - start reducing, avoiding and eliminating these things. Become flexible and adjust to what life has to offer. Raise your quality of life along with your mood. Here are some suggestions:

*laugh, and keep laughing; reward yourself; party up, invent reasons to celebrate; surround yourself with bright colors at home and work; create well-lit areas; set up plenty of "bright" lights; GET active, up & out (power "speed" walk, use the stairs, skip elevators, park further away, walk after meals, etc.); find a hobby; learn something new; volunteer; join clubs; have people (friends, relatives, neighbors, colleagues, etc.) to talk to; don't be a couch or mouse potato; don't succumb to traffic jams and road rage; limit stressful activities; count your blessings--think of those less fortunate than you and people less successful or less healthy than you; take a break; avoid turning to alcohol and drugs change your surroundings; center yourself/get spiritual; eat right and at regular intervals; don't worry, be happy!*

**Seek help** (counseling, psychology, psychiatry) from a mental health professional (psychology, psychiatry), if you feel "chronic" depression or you just can't seem to shake the Blues and foul moods.

Have fun! Enjoy life! Get active! Appreciate what you've got (remember the grass is always greener. . .)! And whatever you do, don't let those Blues, (SAD) Seasonal Affective Disorder, burnout, stress, depression or anxiety get to you.

## Calendar of Events

### JULY

1<sup>st</sup> – Canada Day

4<sup>th</sup> – Fourth of July (Independence Day)

6<sup>th</sup>-12<sup>th</sup> – National Nurses Day and Week

To promote the practice of staff development to enhance high-quality healthcare outcomes. [www.nursingworld.org](http://www.nursingworld.org)

### AUGUST

3<sup>RD</sup> – Friendship Day

5<sup>th</sup> – Sisters' Day

14<sup>th</sup>-20<sup>th</sup> – National Therapeutic Recreation Week [www.nrpa.org](http://www.nrpa.org)

15<sup>th</sup> – Assumption

22<sup>nd</sup> – Be An Angel Day  
A day to do "one small act of service for someone" [www.drwnet.com/angel](http://www.drwnet.com/angel)

23<sup>rd</sup> – Health Unit Coordinator Day  
To promote health unit coordinating as a profession through education and certification. [www.nahuc.org](http://www.nahuc.org)

Cataract Awareness Month [www.aao.org](http://www.aao.org)

## Benefit Spotlight

### *Benefits of a High Performance Team*

*By Rachel Stevens, Corporate Benefits Manager*

What does it mean for an organization or a department to be successful today? It doesn't mean just keeping the place going. Everyone is being asked to contribute at a higher level than before. But how do you get to that next level when everyone is working as hard as they can right now? The answer is to work differently – work smarter as the cliché goes. Becoming a true team is one of those smarter ways of working. Imagine being in a situation where, as a result of doing some work with others, your workload has actually decreased. This happens all the time with true teams.

Over the past twenty years, teams have changed, but the process through which you can develop and grow a team hasn't. Here are some thoughts from Katzenbach and Smith's book, [The Wisdom of Teams](#), which work toward creating a high-performance team.

It is important to understand what sets the high-performance team apart. The authors attribute team success to “the degree of commitment, particularly how deeply committed the members are to one another.” This solid interpersonal commitment is

key. The team members are deeply committed to other member's success and personal growth. It may seem unusual, but those commitments are what ultimately lead to urgency, power and success.

High-performance teams are rare, but significantly outperform regular teams. They are goal-driven and motivated, they meet and exceed most group expectations, and achieve extremely high standards. This is not to say that high-performance teams are perfect; any group can keep improving itself. However, a high-performance team has the ability to deal with difficult situations and problems before they are in a situation where they are stuck with few options out. Teamwork is a cyclical rather than a linear concept. That is the beauty of a high-performance team!

You may be wondering what some essential elements of a high-performance team are. First, as I have already mentioned, is that deep sense of interpersonal commitment. Without that, there is no glue to hold the team together. Second, is a shared vision. Any team needs a common vision that will bring its members together. Third, the high-performance team must make extraordinary efforts at keeping open channels of

communication. Fourth, the team needs a sense of urgency, a deadline for achieving certain results. Without this, meetings can get off subject and waste valuable time. Fifth, remember that any team should be able to celebrate success! This could include small insights to major changes brought about by the team. These celebrations will boost morale and remind the members what they are working towards.

At Communicare Health Services, there are some true teams...why not make it your personal mission to practice continuous improvement and grow your team into a high-performance team? As the other old cliché goes... In a Team...Together Everyone Achieves More!

## Famous Quotes

“Undertake something that is difficult; it will do you good. Unless you try to do something beyond what you have already mastered, you will never grow.” -- *Ronald E. Osborn*

“Work as though you would live forever, and live as though you would die today. Go another mile!” -- *Og Mandino*

“Change your thoughts and you change your world.” -- *Norman Vincent Peale*

## Up Close and Personal (Cont.)

As a change of pace, in April a “silent auction” made up of gently used household treasures donated by home office employees was a great success. Additionally, several of our co-workers contributed Cincinnati Reds Tickets, which were raffled off during the month on May. Throughout June and July we have an ongoing “dress down” opportunity if that co-worker is willing to contribute \$1 daily

to the CommuniCare Cares Fund. It has been faithfully monitored on a daily basis with lots of takers.

CommuniCare Cares Team Leader, Sylvia, states “...the most important accomplishment since the beginning of the year has been that the Cares team continues to thrive. We have already used some of the monies raised to help our staff in times of personal crisis. ...we are able to make a difference.”

Future plans include a Car Wash and an ongoing project

that WILL be a reality this year is hopefully the *CommuniCare Cookbook* that will be out by November, in time for Holiday giving. Not only will it have recipes, but there will be stories that go along with them. The theme will be All-American.

If you are thinking that working at the Home Office sounds like an awful lot of food and fun, you could be right! Even our monthly CommuniCare Care’s Meetings are pizza lunches – what else!

### Share Corner

#### *News From Pine Grove*

*By Debbie Smith, Director*

Many people talk of doing for others. Very few people do for others without talking about it. We have in our midst someone who does for others and makes every efforts to avoid the limelight. This person, who chooses to remain anonymous has generously donated two pieces of equipment totaling over \$4,000.

Pine Grove is fortunate enough to be the beneficiary of an “Easy Stander” and a “Southpaw swing”. Anyone familiar with this equipment knows how beneficial these are to multiple handicapped individuals. For those of you who are not familiar, the “Easy Stander” facilitates semi-upright posturing and assisted weight bearing, both of which are beneficial in combating osteoporosis and constipation. The “Southpaw” Swing allows a non-ambulatory individual to feel and create movement in all planes, allowing them the sensation of weightlessness and movement, something they probably had not experienced since they were infants.

Seeing a particular young man that I have known for 25 years, come close to standing up overwhelmed me with emotion I have not experienced in a long time. There was a look of wonder and excitement on his face along with the satisfaction he must have felt when people were able to look at him face to face, rather than looking down at him in his chair.

I am grateful to our anonymous donor. I couldn’t think of any other way of acknowledging their efforts. On behalf of our residents who have patiently waited and suffered as medical and technological gains slowly bring us closer to meeting their needs-thank you.

To any other readers of this article: Look outside the scope of the every day meetings and budget challenges. These things are an important part of your job, but they are not your purpose. Be a part of making a difference in someone’s life. Make it contagious. It may be your most important contribution. I know it will be the most lasting.