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Toll Free
Skilled: (866) 243-1234
Personal Care: (877) 747-7479
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BRANCH OFFICE LOCATIONS

Annandale, VA Office

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Baltimore, MD Office

3421 Benson Avenue, Suite G-100
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Bethesda, MD Office

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Lanham, MD Office

4429 Forbes Blvd.
Lanham, MD 20706
Phone: (301) 552-8325
Fax: (301) 552-2734

Norfolk, VA Office

JANAF Office Building
5900 E. Virginia Beach Blvd, Suite 119
Norfolk, VA 23502
Phone: (757) 333-4969
Fax: (757) 333-6614

Richmond, VA Office

1650 Willow Lawn Drive, Suite 301
Richmond, VA 23230
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Fax: (804) 288-6216

Roanoke, VA Office

5401 Fallowater Lane, Suite G
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1010 Wisconsin Avenue NW, Suite 300
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Our Staff Has the Passion for Caring!



*Eileen DeCesare, RN
President / CEO Emeritus*

Our Professional Healthcare Resources staff is unique and very dedicated. Not only are they outstanding clinicians, they are also caring, compassionate and often go beyond their call of duty. We recently celebrated Nurses Week, Occupational Therapist Week and Physical Therapist Month. We want to honor them by letting them know what their patients write to us about them. These are just examples of how our "Passion for Caring" is demonstrated everyday...

- ♥ Words are not adequate to tell you how much easier you made it for my mom to leave this world and how all of us who love her to let her go. You are amazing and needless to say, I LOVE YOU. (from a Baltimore family to our Hospice Gang)
- ♥ Theta and Michelle were just wonderful! They were so concerned and spent every minute helping us and being very professional.
- ♥ Joni is excellent and so professional. She is very caring and very sensitive to my needs. She shows a great deal of concern for my well being and she is so knowledgeable and informative about the therapy she was providing me.
- ♥ I would like to express my appreciation and thanks for the excellent job that Becky has done for my mother. It has been particularly helpful to know that she is on top of my mother's problems and will contact me immediately if something is not right. Without Becky's care for my mother, I know that I would not have been able to go out of town without worrying. I greatly appreciate her caring, knowledge and skill.
- ♥ My husband really was suffering and all of your staff worked so hard even though my spouse's depression was sometimes unbearable to many.
- ♥ Jan is an excellent and most helpful example of what passionate caring is.
- ♥ Betty's efforts to get Hospice started quickly relived much suffering for my mom. Pat, your professionalism, true caring for your patients and efforts cannot be fully repaid. Thank you both.

This is a sampling of the letters we receive. They are testimonies to how we care for our patients and how committed we are to our patients and families. This is our company culture and we are proud to serve with love and caring. We are truly the home healthcare you can count on.

Eileen DeCesare RN, MS, CNA, LNC
President/CEO Emeritus

"Professional Healthcare Resources is committed to the highest standards of quality in the healthcare industry today. Our mission is to provide high quality home health care and hospice to more people."

Use of Preferred Provider Agreements by Discharge Planners/Case Managers

Many hospitals refer patients on a regular basis to post-acute providers; such as home health agencies, private duty home care agencies, hospices, and home medical equipment (HME) companies. Relationships with post-acute providers assist hospitals with controlling their length of stay (LOS), an essential component of financial viability. Consequently, positive relationships with post-acute providers are essential to the success of discharge planners/case managers.

Discharge planners/case managers may wish to use Preferred Provider Agreements in order to enhance their relationships with post-acute providers. That is, hospitals may agree verbally or in writing to make referrals exclusively or on a preferential basis to specified post-acute providers in order to help ensure quality of care.

Reasons Why Hospitals May Sign Preferred Provider Agreements

Hospitals may be willing to sign Preferred Provider Agreements for a number of reasons. Hospitals may decide to limit the number of post-acute providers to which they are willing to refer on the basis that dealing with many post-acute providers may compromise their ability to implement appropriate discharge plans effectively. Working with a number of post-acute providers may complicate communications between hospital discharge planners/case managers, which may have the potential to compromise implementation of appropriate discharge plans.

Unless patients or physicians choose post-acute providers, it is permissible, however, for discharge planners/case managers to suggest that patients may choose post-acute providers with which discharge planners/case managers are familiar or are able to vouch for the quality of care. Discharge plan-

ners/case managers are not required to survey post-acute providers in their geographic area to find every entity that provides care of a quality that is satisfactory to them. Key Provisions of Preferred Provider Agreements

Preferred Provider Agreements may be verbal or written. They should obligate hospitals to refer patients to specified post-acute providers. These Agreements should not, however, include a specific number of patients that hospitals are expected or required to refer. In fact, they should explicitly indicate that hospitals make no promises about the number or types of patients who will be referred.

Patients' Right to Freedom of Choice of Providers and Preferred Provider Agreements

Both the Balanced Budget Act of 1997 and Conditions of Participation (COP's) for hospitals guarantee patients the right to freedom of choice. Many patients, however, do not yet know enough about post-acute services and providers to be able to make choices. When attending physicians indicate that they prefer certain post-acute providers and that patients not choose other providers instead, physicians' preferences/orders must be honored.

When patients cannot choose and their attending physicians have not indicated preferences for particular post-acute providers, discharge planners/case managers may wish to encourage patients to choose preferred providers. Sound relationships with post-acute providers are crucial to operation of hospitals. The use of Preferred Provider Agreements may foster such relationships.

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Some Satisfied Customers

"Kathy was professional, very knowledgeable and truly interested in my condition and showing me the correct exercises. She also was helpful to me and [my Physician] in getting my blood pressure regulated—a delightful person."

Baltimore, MD

"Jan was a great help to my husband—had him listening to her advice and doing exercises he never did with other therapists. If I needed therapy, I would love to have her as my therapist."

Baltimore, MD

"Chuck has been great, I wish everyone could have a wonderful therapist like him."

Lanham, MD

"My mother has multiple medical problems, including two ulcers on her right foot and ankle. As a result of her dedicated care, Ms. Meisner has succeeded in clearing the severe infection in her ankle ulcer and has helped to completely heal one of the ulcers."

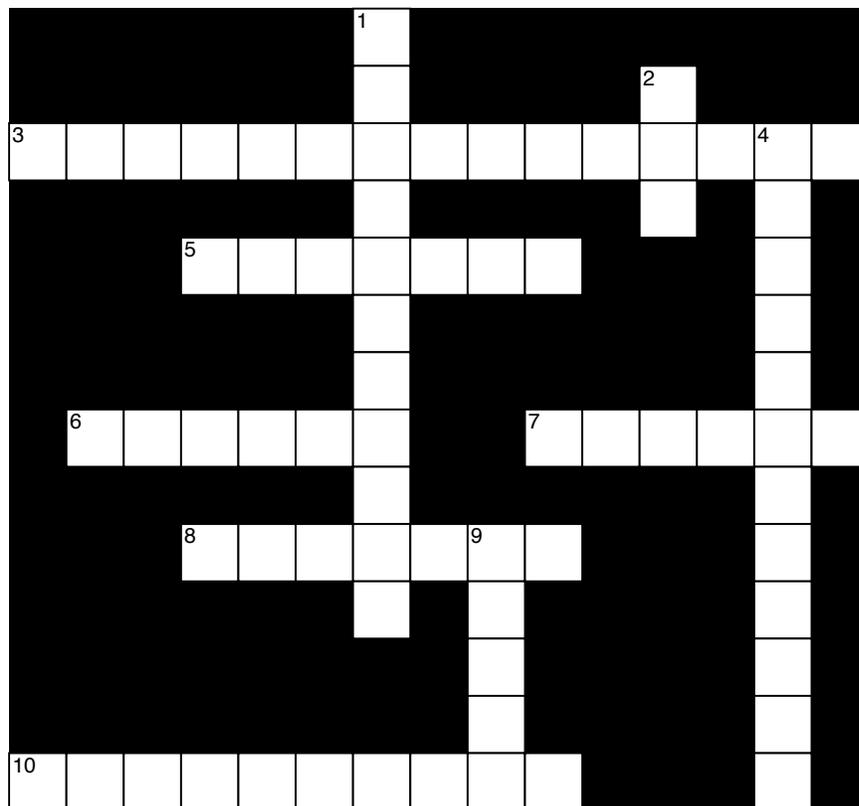
Annamdale, VA

"If most of Professional Healthcare provides equally as professional care then Professional Healthcare is best of all."

Annamdale, VA

Summer Crossword

All the answers are contained within this edition of Heartbeat
 Fax all completed entries by August 31, 2008 to (703) 752-8779 Attn: Marketing
 The first two correct entries drawn will win Gift Baskets
Employees of Professional Healthcare and their families are ineligible for entry in this competition



www.CrosswordWeaver.com

ACROSS

- 3 With a Preferred Provider Agreement patients still have a right to _____.
- 5 What does CHAP accreditation demonstrate to our referral sources and patients?
- 6 Preferred Provider Agreements should NOT require a specific _____ of referrals.
- 7 Which Professional Healthcare Branch was already CHAP accredited?
- 8 Preferred Provider agreements can be verbal or _____.
- 10 Home Health Agencies, Private Duty Agencies, Hospices and Home Medical Equipment Companies are all examples of what type of provider?

DOWN

- 1 One reason that a Hospital may use a Preferred Provider Agreement is _____.
- 2 Abbreviation for Length of Stay.
- 4 Discharge Planners and _____ may wish to use Preferred Provider Agreements
- 9 Professional Healthcare Resources has _____ offices.



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Professional Healthcare RESOURCES

Home Healthcare You Can Count On



PROFESSIONAL HEALTHCARE RESOURCES GAINS CHAP ACCREDITATION

[Annandale, VA – April 24, 2008] Professional Healthcare Resources, Inc., a home health and hospice provider with branches in Virginia, Washington, DC, and Maryland, is pleased to announce its accreditation by the Community Health Accreditation Program (CHAP), the premier accrediting organization for the home care industry.

Eileen DeCesare, the company's President and Founder, said, "Becoming CHAP-accredited has been a dream of mine for years. I am so proud of our company for having achieved this new level of recognition. Our mission is *'To provide high quality home healthcare and hospice services to more people,'* and being CHAP-accredited will help us expand the number of patients, families, hospitals, nursing homes, assisted-living facilities, and physicians to whom we offer the best home health and hospice care in our region."

CHAP's purpose is to objectively validate the excellence of community health care practice through consistent measurement of the delivery of quality services. By doing so, it seeks to motivate providers to achieve continuous improvement by adhering to standards of excellence. It also seeks to assist the public in the selection of community health services and providers with demonstrated excellence.

Professional Healthcare's Lanham, Maryland branch was already CHAP-accredited. This new review by the national CHAP organization extends accreditation to home health services in all eight of the company's branches. Professional Healthcare is currently seeking CHAP accreditation for the company's hospice service line.

In addition to achieving accreditation, Professional Healthcare received two commendations from CHAP – commendations are given to only a few of the organizations seeking CHAP accreditation. One commendation recognized the company's innovative approach to collecting exit interview information from employees leaving the company and feeding that back into the company's recruiting efforts. The other commendation recognized the company's inclusion on the HomeCare Elite lists for 2006 and 2007 prepared by Outcome Concept Systems, Inc. (OCS) and DecisionHealth. The Home Care Elite list is the definitive compilation of the most successful Medicare-certified home health care providers in the US. This list recognizes those agencies whose performance measures in quality outcomes, quality improvement, and financial performance are the best in the nation. Six of the company's eight branches appeared on the list, including one in the Top 100 (of almost 9,000 agencies nationwide) and four in the Top 500.

About Professional Healthcare Resources, Inc.

Professional Healthcare is the largest independent home care firm in the Washington, DC metropolitan area. Founded in 1994, we provide home health care, hospice, and private duty personal care services to over 1,500 patients each day. The company is headquartered in Annandale, Virginia, and operates eight branches throughout the tri-state area: four in Virginia (Annandale, Norfolk, Richmond, and Roanoke), three in Maryland (Baltimore, Bethesda, and Lanham) and one in Washington, DC. Our mission is *"To provide high quality home healthcare and hospice services to more people"*. For more information visit our website at www.phri.com.