

19:04:52 this way you can see some of us and we don't feel like we're talking into like a black hole, cause that's kind of what I feel like sometimes when we're on the call and we're just talking you

19:05:04 can't see anybody you can't it doesn't feel like you're connected.

19:05:08 So i'm excited about this so tonight. we have i'm gonna talk a little bit in the beginning what I'm gonna yeah, we're recording alright alison you got the recording great So i'm gonna talk a

19:05:26 little bit in the beginning about just some opening remarks and some reminders and things that we want to talk about and make sure that you know any updates.

19:05:36 And then we have a really great presentation about that is, showing the results of the employee, which is you engagement survey, which I hope everyone on this call took when they had the opportunity.

19:05:52 That was your opportunity. Your voice survey, which gave you a provided you the opportunity to share your thoughts and answer some questions about how we're doing as an agency.

19:06:05 And where we can improve, and we learned some really great things from that.

19:06:12 And i'm really excited to share that with you part of the sharing of that with you is so that we can report that to you exactly what you're reporting up to, us, and what we plan on doing in order to be

19:06:22 able to make the improvements that you're suggesting and how we're gonna do that. So i'm really excited.

19:06:28 I'm so thankful and so proud of the amount of people who responded to the survey.

19:06:35 I know that we give you so many things to respond to.

19:06:41 In so many different ways. And so the fact that you took the time in such big numbers to respond to that survey is really really great and really really meaningful, because that means that you care enough about running to take the opportunity to

19:07:00 share how you feel and help us to shape your experience here at the Nsl.

19:07:09 Personal care which reminds me of what I always like to say.

19:07:17 And what I mean is that we know that you have so many opportunities to work for so many different agencies.

19:07:24 And we feel very blessed and very fortunate that you choose to work with us at Vns health personal care, and we want to do everything that we can to make you to keep you here. and make you want to still work.

19:07:38 With the Ns. health. Personal care. Very, very important to us is the most important thing that I think that we do.

19:07:44 And now we can do is ensure that you're experience here is a good one, knowing that you have so many choices, and how we can.

19:07:54 Continue to keep you here. So with that I think I want to talk a little bit first about an exciting new contract opportunity, which I hope many of you guys received a notification about which is something called the department for the aging it's Now

19:08:16 called New York City Aging Tom is that right Do I get that right?

19:08:25 Yes, that's correct. about. Oh, you know what I should do before we do that.

19:08:32 See i'm I'm i'm at a this is my first time doing the zoom call.

19:08:39 We should introduce the the leadership team that is on the call today.

19:08:43 So you have a face right if you can see us to the name and you know who's on the call to help.

19:08:49 So I will start with Tom being that I asked him a question and He's right on camera. Hi!

19:08:54 Everybody i'm tomfy coz i'm director of Operations. So it's a pleasure to meet all of you.

19:09:01 I oversee most of the HJ. services that we do outside of private care services.

19:09:09 So. if you ever are in the office, and you see me if you're, you say, Hello, Kelly.

19:09:20 Kelly you're on mute sounds like it looks like you're driving too.

19:09:24 Well, you're still on mute

19:09:32 All right. i'm gonna introduce Kelly Kelly is Kelly Hornet is the Vp.

19:09:34 Of administration, and she Oversees private care and works works alongside Tom and the rest of the leadership team here, so we'll move over to Lorraine Earl.

19:09:51 Good evening, everyone. i'm so happy to be here tonight almost a pleasure to meet you.

19:09:56 The Home health dates i'm director support services and oversee

19:10:01 The managers and the homeouted supervisors.

19:10:07 And most importantly, the area, we all the cases coming. So the area where you can actually get work we are never sure to work.

19:10:13 I love to say that vina sell personal care we're never out of work.

19:10:17 So if you want to get work, just call us use your phone and this always work for you.

19:10:23 So. i'm more than happy to welcome me if you want tonight.

19:10:28 Okay, I think that's that's who we have for the leadership team tonight.

19:10:37 So if we have a if you have any questions related to things like in service education, training or anything like that, or any Hr related questions, we could bring those back to the leadership team if the any of those questions come up that we

19:10:56 can answer, but I think that we do a really good job of.

19:10:58 I think we can answer most of the questions. all right.

19:11:03 So what I was saying before I forgot to do the introductions is that we have the new contract for the New York City Aging office office in the age of New York City aging.

19:11:16 But you'll see difta you probably saw that Dfta.

19:11:21 That is a new contract in the borough of Brooklyn, and we have many, many, many, many, many there.

19:11:29 I say many cases to choose from that you could have new assignments in those areas.

19:11:34 We know how much working and having enough hours to work is important to you, and we always want to make sure that you have enough hours here, And so it's a great opportunity for those of you who are in Brooklyn or willing

19:11:49 to work in brooklyn for these new clients and so we're really excited about that we're gonna see around 700 patients coming to us beginning in January, and we have lots and lots of openings

19:12:04 for those cases today, so if you have and they're not in not being, you know they're not all long hours the maximum number of hours that each case is is 20, it could be less.

19:12:15 But it could be up to 20 h a week so if you're working 20 h a week.

19:12:20 You could take another case and have a 40 h work week if you're working only 10 h a week.

19:12:24 You might be able to take 2 cases and have a 40 h work week.

19:12:28 You could take 2 10 h cases if you just want one more case and it's 10 h.

19:12:34 You have the ability to fill your schedule. So please make sure that you reach out to us.

19:12:41 And let us know that You're interested in one of these cases, or more than one of these cases, and we will make sure that you are placed to start January.

19:12:49 The first Lorraine. Is there anything that I should else that we should cover about that?

19:12:55 Just to say the cases are in Brooklyn.

19:12:57 But you can travel from manhattan even from Greens and you know lots of work where the cases are in Brooklyn. Yeah, the only other thing i'd say, Jim, is that while they're not particularly large our cases

19:13:11 necessarily they're all long, term cases exactly so it rather you know if you're somebody who likes to fill in with a short hour case every now and again, or to jim's point you've got almost enough hours per week but you're

19:13:23 looking at just a little bit more necessarily like you get one of these cases, and it keeps going for like well over a year.

19:13:31 So so they're long term cases and we can and there's enough of them to Jim's point that 700 or so.

19:13:38 Whatever the number is. that. we should be able to get it so that you don't have to be traveling all around the city, or to get your hours in.

19:13:47 So we're really excited about it it's a really cool thing the other thing about the case, too, that I think, is is interesting is that there is no weekends.

19:13:55 And there's no holidays on these cases right so if you have a problem working on the weekends.

19:14:01 But you're looking to fill up your case load this might be the the right the right cases for you Exactly.

19:14:08 That's important stuff that I forgot so i'm glad that everybody caught me on that good Alright, So is there.

19:14:15 They just what's, how how should they reach out to get these cases the same way that we robbed them.

19:14:22 They're not gonna be on care. connect yet, right Tom yeah the there won't be broadcast on care connect on until about the last week of the year.

19:14:30 I would say i'm going to put a phone number in chat in a little bit.

19:14:36 I don't wanna make sure I type it the right way and then when I do that, i'll read it out to everybody.

19:14:41 There's a phone number or an email address part of me that you can reach out to directly.

19:14:45 If you're interested in this and we can find out What's the right zip code what's the right area.

19:14:51 What's the right mix of cases for you okay they can also reach out to the supervisors by chance if they want to, because you know, we'll be able to help them.

19:15:01 Also. So let's say they didn't remember this feel free to prices.

19:15:04 They are also placed in cases to this program, so your supervisors can help you also.

19:15:10 Yes, alright, so that's exciting we're very happy to have this opportunity, and to give you this additional opportunity to get similar work.

19:15:19 Okay, the other thing. we are at the end of the year.

19:15:24 So fast. it's been a long but exciting year it's actually not been long.
19:15:31 It's actually gone very very fast it's been a very exciting year.
19:15:35 And we've gotten we have a lot of plans underway for 2,023 a lot that involve you, and we want to make sure that you are able to continue to work with no interruption and so you know
19:15:52 that every year around this time is crunch time with inserts.
19:15:58 Right, making sure that we have your if you've completed all through all hours of your in service.
19:16:02 We really hope that you like, working on being able to do that online through care, connect.
19:16:10 The feedback has been very positive around that. and that you you do enjoy the online educational experience.
19:16:20 And so I would encourage you to please make sure that you get your 12 h done, because there's only a few more days left.
19:16:27 It's 2 2 more weeks left of january up 2022 and so it's important that you get your in service completed 12 h of in service.
19:16:37 All of the courses are available. I want to thank you for all the work that you have done.
19:16:41 We have some of our highest percentages of completion rates ever
19:16:47 Especially very early on in the year. so we know that people are taking advantage of the opportunity to take those courses.
19:16:56 At your pace at your own pace so we're excited about that, and I would encourage you to please please check your make sure that you fulfill your 12 h of in service there's also an in service.
19:17:11 That we just recently added, which, you know, is your annual corporate compliance training.
19:17:15 That one is because of We changed our name and all of the things that we had to do.
19:17:23 For the rebrand to Vns health, personal care from partners and care that took a while to get that ready for delivery.
19:17:33 And so there's gonna be some time an extension.
19:17:40 I don't know how much time when those will be due but please get that done as soon as possible.
19:17:45 We know we didn't leave a lot of time for that to get done
19:17:51 Anything else on in service, Lorraine, or time that I think you think I should add or cover.
19:17:58 No, I think you covered it well, and I just I put that contact information in the chat for everybody.
19:18:14 But if you're interested in in work you can reach out to Cynthia Ayalla at 6, 4, 6, 8, 3, 2, 5, 2, 7, 6, that the phones men during regular working hours, 8 30 to 4 30 Monday, through
19:18:22 Friday or you can reach out to her via email at Cynthia Iala at Vns health org again.
19:18:29 That's in the chat you can look into that and this is recorded so you can go back to it later on.
19:18:33 If you need to. and again she's looking at those emails all the time.
19:18:38 So if you are interested, reach out even if you're not sure maybe I want it.
19:18:42 Maybe I don't we'll find out if we can get a right fit for you.
19:18:46 Alright.

19:18:51 All right. I wanna remind you also, as I always do about the importance of clocking in and out for your attendance.

19:19:03 It's really really important that you are up on the mobile app the Hha exchange mobile app, and that you're using that That is the best way and the preferred way for you to be able to call in and out

19:19:17 your attendance and enter the tasks that you have performed for your client.

19:19:24 We've made some enhancements and some improved. Yeah, to that, And the way that we do that, Tom. Perhaps you could just review some of the recent changes, and and how they should be doing their tasks

19:19:41 sure. So what happened, Roth the recently, and I know that there was some confusion for some staff, because again was.

19:19:51 It happened all of a sudden, a little bit. but if there is a plan of care that we have for your K.

19:20:01 In our system, and that plan of care will appear on your HJ.

19:20:07 Exchange. app. Then, when you clock out at the end of the day, you need to answer every task of that plan of care, even if the answer is, the client refused to service, or we didn't provide the service, for that particular

19:20:14 day, because I only need to shower them you know whatever it is not every single day.

19:20:18 I'm not going to wash their hair whatever the case would be.

19:20:22 But if it's on the plan of care we want to address that task it's really really important for us.

19:20:30 Every time that you work to make sure that that plan of care it's in the clients home that's on the application, or when you clock out on the phone, you'll hear it that we addressed those tests that we say

19:20:41 whether we did it or we didn't do it that's a requirement for us by by the state right, and it's something that we're all together learning about how to do the right way and what that means so

19:20:58 it's a really important for us that you guys do that's very important for you to make sure that you're doing that sometimes.

19:21:05 Sometimes the plan of care you you can't do that because the client can't like stand up for a shower anymore.

19:21:12 Let's say, and the fact that you were that task is refused to.

19:21:15 That helps us know that there's something wrong with the client that we need a nurse to do a visit.

19:21:21 So it's really really important that we know what's going on every visit.

19:21:26 So and that's pretty much it I think you know to Jim's earlier point, using the app is the best way to clock in to clock out.

19:21:35 It's the quickest way for us to notice the visit happened, and we can get you paid and it's the best way for us to stay in compliance.

19:21:43 We all need to do for the state if you haven't started using the app yet, or you're not using it all the time.

19:21:50 Now is the time really. Now is the time we're offering incentives for people who do use the app rightly when they clock in and out.

19:21:59 So this is the time if you haven't if you've been on the fence about it.

19:22:04 This is the time to dive in, and Tasco sheets are no, no, no task.

19:22:14 Code sheets. we we cannot accept and continue to accept task code sheets.

19:22:17 Just want to make sure that everybody is aware of that so if you don't call in and out your attendance, and put your tasks into the system.

19:22:24 It's a problem, it's a big problem it's a compliance problem.
19:22:26 It's a compliance it's a problem for the for the of the State.
19:22:30 It's a problem for the Federal government. and it's then, that makes it a big problem for us.
19:22:37 So it's really really important that you if you haven't downloaded the app we have support available in the office every day in order for you to come in.
19:22:46 There's also some other videos that are going out about videos that are gone have gone out or going out about how to download.
19:22:55 There's some videos that are out there already on the hj resource, Page. and when there's new ones that are coming out soon, that really help, I think, make it as simple as possible for you to understand how to how to clock in and
19:23:07 out what's required of you how to get how to use the app the right way.
19:23:10 So we're really trying to make sure that we're giving you all the the the help and support that you we can because we're asking you to do this but I think it's it's it's good for
19:23:22 me it's it's not just we want you to do that I think using the app is better for you as a home health aid.
19:23:29 I think it is accurate and up to date in regards to the schedules in case something has changed, and we don't get in touch with you over the phone the app tells you What's going on It's
19:23:38 got that Gps so that you can get directions in case you're going to a new client, or you're going to a client home from a different location that you normally do and again, I think it just if you
19:23:51 use that appropriately. you get paid on time and I think that's the biggest thing right?
19:23:58 Every time that not only is there like what used to be okay with doing paper duty sheets doing those task code sheets is no longer okay when you do not talk out freely, it takes us so much effort And time to make
19:24:10 sure that that visit gets verified appropriately. to pay you that that pay could be delayed.
19:24:18 We don't want that to happen so it's It's got benefits across the board, I would say, and so Nadine entered into the chat. i'm.
19:24:29 Sorry, but Lorraine yep are you gonna talk about this.
19:24:33 You're on mute lauren. Yeah. I was just gonna tell Tom that she was asking Okay, Nadine. Thank you for the question, she put in the chat. is There a simpler way to enter tasks or can I get training on using the
19:24:50 app sorry nadine there's not right now a simpler way to do what I would say.
19:24:57 But we didn't definitely give you training it's simple actually it's actually very simple.
19:24:58 You gotta get the training on the yes That's it.
19:25:01 That's it it's not like there's not a There's not just a cheat code that we can get through.
19:25:07 But once you get the training that you need and you start using it regularly, it's good to be easy for you right.
19:25:13 So yes, if you feel comfortable, put your Id number in the chat as well, and we'll have some reach out to you tomorrow.
19:25:21 Okay, Great. Stay. Okay, I forgive me you are here from Hr. I didn't see you I didn't know if there was anything that you wanted to cover with the with the team here.

19:25:35 Well, we have the opportunity, and we have you here.

19:25:42 Oh, oh, I mean the only thing I could add this the opportunity for the Hhs to use the linkedin learning app something.

19:25:54 We relaunched on Monday and again. to explain a little bit to say platform, where you can learn, and you can choose up to 7 17,500 classes.

19:26:13 They're all available and they're all free for the at least. and there, there's many topics that you can pick over there to learn like, for example, they are topics that you can learn over there is also their

19:26:33 professional certificates that are offered something that you have to pay.

19:26:39 For example, a school you can nerve a free through linkedin learning, and, I've already mentioned this earlier today in one of our calls.

19:26:44 So feel free to contact me. i'm the single person of contact for linkedin learning.

19:26:50 If you have any questions. Thanks a day, Absolutely. All right. Okay.

19:26:55 So before we get to the little show that we have with the employee engagement survey, I will talk briefly about the incentives because one of them I want you to be aware of is getting ready to end and that is

19:27:10 the hazard pay pandemic pay bonus, as a reminder that bonus was for those who worked between the period of March first, 2,020 through 1231, 2021.

19:27:34 So if you were working, and you worked at any time during that period, you were eligible to receive at pandemic pay bonus, and we distributed to of the bonus installments.

19:27:51 It was in 3 installments We we've paid 2 and we are preparing for the last one which is this month this week.

19:28:00 Possibly this somewhere Yes, this week, this week. yeah it should be not I don't know if it's gonna be on the paycheck that's getting out

19:28:14 And then, and then that's that's that bonus will have been exhausted.

19:28:19 Okay, but they are the bonuses that are available, and you should.

19:28:23 You are all eligible for and if you are working today working, meaning you're actively working, and you're on a case you are earning a retention bonus which is 50 cents for every hour that you are

19:28:40 working right. You earn 50 additional cents for every hour you work, and that bonus is paid out quarterly.

19:28:47 So every 3 months we take a total of the number of hours that you worked.

19:28:53 We multiply it by 50 cents and that's What you get as an additional bonus incentive payment.

19:28:59 Check. the more you work the big of the check if you don't work a lot of hours.

19:29:03 Then it won't be as big but you're in control of that, and that's why we would encourage you to take as much work as you can, because just going to work every day you're earning additional incentive

19:29:14 bonus payments, which is exciting. and then we have a bonus for everything that we just talked about with respect to calling in and calling out and using the

19:29:28 H. 8 x mobile app So every time, you consistently use it. and I think we sent out some instructions, or we're preparing to send out like how you qualify or like what is this what is what is an

19:29:45 acceptable amount of usage right, Tom yeah we're going to be sending out a revised thing on that.

19:29:57 I believe either tomorrow or Monday let me just reinforce that if the expectation is that you do it for every visit. but it's every visit.

19:30:06 Okay. And so for every visit when you for a period of time, if we look at it monthly or quarterly or monthly

19:30:11 And You've called in and called out using the mobile app called in your attendance, called out your attendance, and used the the tasks.

19:30:20 You are earning an additional \$75 for every every every quarter.

19:30:30 Right Alright, there's so many it's hard to keep the most right alright.

19:30:37 And then, of course, we have the incentive bonus for every 6 cases that you complete, that are 2 h or less 6 cases that are 2 h or less.

19:30:46 You will earn an additional \$250 which is really good.

19:30:51 It's really good because we wanna reward you and thank you for taking short hour cases, because we know that they are not the most.

19:30:59 Then they're not they're not easy it's not easy to to to work for those short hours. And so we want to reward those that are working those short hours.

19:31:09 Okay, So for every 6 cases that you complete that are 2 h or less, you will receive an additional 250.

19:31:21 Right? And then, of course, we have additional programs that I'm gonna talk about on the next call, because I don't want to give everything away today.

19:31:27 But we have a really exciting program that we are rolling out, that we rewards you in many different ways.

19:31:35 And we'll put some additional dollars into your into your pockets bank account on a on a on a regular basis.

19:31:45 And it's ways that we want to show that we appreciate and value the the work that you do and for you being here.

19:31:51 So we're really excited about that. but you can have to wait till next month to hear, because we're not ready to roll it all out yet.

19:31:56 But I just wanted to give you a little bit of a teaser that there's some more good things, and so stay with us.

19:32:04 And you won't, regret it okay so allison if you wouldn't mind putting up the presentation i'm going to share a little presentation, and if for those of you that are that are calling in and you can't see a

19:32:19 different way about it. i'm gonna talk through it so that you don't So you'll know exactly what i'm talking about.

19:32:27 And so these are the results of the your voice survey.

19:32:32 Okay, And that was the survey that you received that asked you a series of questions.

19:32:40 And those questions gave us an indicator based on your responses of how you felt about the agency on these particular and working for the agency.

19:32:51 On these particular in these particular areas. Then there was also a section where you were able to write your comments and give your feedback.

19:32:58 About That was like open text. You could write whatever you wanted.

19:33:03 And that was another section of it. and so we compiled all these we didn't compile.

19:33:10 This we have a we We had a company a

19:33:16 We used a a an external company to both, administer the survey and interpret all of the results and then provide us with the results.

19:33:26 It was all anonymous we don't know who said what I want to. I can't I can't stress that enough.

19:33:30 If you said something really great. thank you but I think you personally, cause I don't know who it was, and if you said something that wasn't so great, i'm glad that you let us know how you feel and don't

19:33:41 worry, because I don't we don't know who you are or what you said.

19:33:45 Okay, so I wanna make it very clear. that there's no way of knowing who said what and all we do is gather the results, and then we can present them.

19:33:54 And so this was the second time that we did this, and we measure one thing.

19:34:01 I talked about it briefly. but one thing that's really important is what's called employee engagement, and employee engagement means, and Sergey is going to correct me if i'm wrong.

19:34:09 But employee engagement means that, you took an active role in participating in the survey and studies show that when when people want to respond to surveys, especially workplace surveys that means that they care about the organization

19:34:31 and and that they feel that they have a voice in the organization in which they want to share it.

19:34:36 Okay. and so, being engaged means that you're interested in your employee experience here, and so the more people that have something to say the better.

19:34:47 And that's how we measure engagement, Sarah did I get that right?

19:34:53 Okay, I think I read your lips. It looks like I did.

19:34:57 Okay, Okay, alright. So there was a lot of good news on this on this survey, and we're really really excited, and we really thank you.

19:35:10 Ds health is very competitive. What that means is compared to other agencies across the nation and other agencies in the State meaning agencies that you maybe some of you already work for because I know you work for more than one

19:35:25 agency sometimes, which is okay. all the agencies that are in the local area as well as all the agencies.

19:35:34 Nationally we scored you scored us as better. then all of those.

19:35:40 So when we say that it exceeded the National Home Health Aid and New York State licensed agency averages, our scores were better than both of those.

19:35:55 But in both of those areas your participation it increased 52.

19:35:59 It increased to 52%. 52% of you took the survey in this year as opposed to only 23 last year.

19:36:08 And so what I said about engagement. It means that you were much more engaged, much more willing to respond, and much more.

19:36:21 Engaged in the process, willing to participate in the process.

19:36:28 We so increased, or it almost, it basically doubled. Okay.

19:36:31 And so, while not while 52% doesn't mean that everyone participated more than half of you did.

19:36:39 And that gives us very good results. Okay, So let's look at those results, and see what those are.

19:36:48 Let's see how we did next slide. Okay, So this is the one I talked about right at right at the top of the call.

19:36:58 Dns health, health aids are proud to work here so It's that big star that we couldn't make it any more obvious that that's us and that we're happy about those results with that big star at 90% said

19:37:09 that you of you see, of those of you who responded, said that you are proud to work here compared to all the other issues that are not the Ns.

19:37:20 Health. 69% said they were. They were proud to work at the agency that they worked at right.

19:37:26 So we did a lot better. We did a lot better than 69%.

19:37:36 That other people responded at other agencies. Okay, and I thank you for that.

19:37:42 And I hope that many of you on the call right now this looks familiar to you, and hopefully, this is how you feel.

19:37:50 If if it's not we're gonna give you the opportunity to let us know.

19:37:54 But this is what this is what those who responded set next slide.

19:38:02 Okay. Dna's health, home, health, Aids say their work gives a sense of personal accomplishment.

19:38:08 89% of you said that your work gives you a sense of personal accomplishment, and I've said many times on these calls for those of you that join all the time at our regulars.

19:38:20 We know you don't do this for the money right there's not It's not like you're doing this because you're making a whole lot of money you do this, because this is you have a love and a

19:38:29 passion and a commitment to caring for people in need and that's not something that a lot of people have, and it's not something that people are just born with it's something that comes from within and we know that you do

19:38:44 this work out of your heart, and out of the goodness of your being

19:38:51 And so 89% of you said that this gives you a sense of personal accomplishment.

19:38:58 And that's very, very wonderful to hear because everybody wants to know that they're making a difference, and that they're making accomplishments in the work that they do and you have a really really hard job and we recognize that and

19:39:12 So you know the hard work is is the personal accomplishment, and how you feel about the hard work that you do is really what it's all about.

19:39:23 And so I'm glad that this is how you feel about the work that you do, and so are you patience, and so is the rest of the organization.

19:39:34 And 72% of everyone else who works somewhere else.

19:39:42 Answered the question. Excuse me favorably at 72%.

19:39:49 So again we exceeded, we, as an organization, exceeded.

19:39:53 How other people feel about personal accomplishment. in other organizations.

19:40:00 Alright, next slide.

19:40:06 So the Ns. health health days recommend being as health as a good place to work.

19:40:11 87% feel that this is a good place to work.

19:40:14 As compared to 64% of other agencies across the nation.

19:40:19 And this is something that we we think is a really great indicator and something we're really proud of.

19:40:27 And happy that you feel this way. Not only because it was a high score. but most importantly, what this means is that you would that you wanna be here. But you would hopefully wanna stay here.

19:40:45 And that you would tell other people that your experience Here is is so good that you want them to share in that experience.

19:40:51 Right, you don't recommend to your friends or your family something that you don't care about yourself or something that isn't good right?

19:41:01 And so this is a oh, okay, great way to Just define how you feel about an organization a biggest, you know.

19:41:11 One of the greatest confidence is is sending other people our way.

19:41:13 To have the same experience. right you wouldn't recommend a bad experience.

19:41:17 So. so we thank you for that and we're really proud of that result, too.

19:41:21 And as you can see, the big star is sort of how we characterize how we feel

about this and you right You're the stars of the organization.

19:41:33 The next slide

19:41:41 Vns Health Home Health Aids feel the in itself has an environment where people feel they belong Right?

19:41:45 81% of you feel that you belong 2, an organization.

19:41:51 And we really have tried very hard to improve on this.

19:41:54 And hopefully it's working I don't think that I think we scored much lower on this in the previous survey.

19:42:02 And I think we've made great strides We want You to feel as though you have a voice and a platform such as this one to come and share and talk about your experiences.

19:42:13 Here. It's really important to us that we We interact with you and connect with you, as much as we can, knowing that you're out, you know, in so many different places doing your work all over the 5 boroughs of New York City long

19:42:29 island in Westchester. It's hard for us to all be under one roof.

19:42:34 And So it's important that you feel that you belong to an organization.

19:42:40 And that you have a sense of connection to the to the agency that you work for work with.

19:42:45 So we're really excited about that as well next slide

19:42:55 Oh, wow! I don't think I could read that dnshealth.

19:43:01 Hhas believe there are opportunities for personal development and growth.

19:43:06 82% of you feel that there are opportunities as opposed to 64% across the State and the nation answering the same question.

19:43:15 We have a lot of work to do here though. because we saw in some of the comments that yours you you are seeking opportunities in which you can continue to grow.

19:43:26 And develop. And so we're working on that one of those ways is what Sergey talked about 2 min ago about the courses that are on linkedin learning, which gives you opportunities to acquire new skills and professional

19:43:45 development. So I encourage you to take those as well as some of the other things that we have planned for you.

19:43:48 Next slide.

19:43:54 Alright, so as great as all that was, and as much as we want to share all the good we want to also share all we want to share the not so good we want.

19:44:03 You to know that we recognize that there's a lot of things that we could do differently. And what we want to work on while 81% of you said you feel a sense of belonging and your growth in development at 80

19:44:17 2%. We want you to feel like you belong as a key member of the Vns health team, and we want you to feel like you have the opportunity to grow and develop here.

19:44:27 So we're going to be focusing on this and reporting back to you on our progress.

19:44:33 One of the ways, and it's a simple way it's. the linkedin learning that I just spoke about and we are creating a working on creating a career ladder for the home health aids that can enter into

19:44:50 you know, other opportunities as home health aids by participating in additional training opportunities.

19:44:56 We have a dementia care training program where you could work closely with dimension care.

19:45:03 Have specialized highly specialized training and working with patients that

are living with dementia.

19:45:07 Also timers and other memory cognitive memory impairment and we've heard many, many of you say that this is something that you really like.

19:45:17 That you would really like in order for you to be able to have the tools that you need to work.

19:45:20 With these complex patients next slide, and so I talked about the themes

19:45:31 From the written comments. They were 1,825 written comments from these surveys.

19:45:38 And the question was, if you could change one thing about Vns health personal care, what would it be?

19:45:42 And why And so, not surprisingly, the first one was total compensation.

19:45:48 This dissatisfaction with pay and desire for more hours while there was dissatisfaction with pay, there always is, and I recognize that we recognize that

19:46:00 What I would say here is to that. we are advocating always for higher reimbursement rates.

19:46:07 From the payers, those that pay for the care that that the that you are providing for your patients.

19:46:17 And we're collaborating always with 1199 your union.

19:46:23 For those of you that are in the collective bargaining unit.

19:46:27 Advocating for reimbursement in order for us to be able to support wage increases.

19:46:38 Okay, So we're always working on that it's something that we're always doing and something that we're gonna continue to do with 1199 and at the Federal and State level that's not something that happens.

19:46:50 quickly or overnight. but we are offering a variety of incentives now, and we have a variety of incentives in the future coming that will help with the total compensation, while the pay wage May remain the

19:47:10 same is additional opportunities to earn additional dollars in some of the ways I just talked about, and and ways that we're gonna roll out in 2,023 designing for more hours while we talked about the new contract there's

19:47:22 an opportunity for you to great add some additional hours, not just some, maybe even 40 h, over a combination of a number of cases in Brooklyn.

19:47:37 And we also are always interested in hearing from you when you don't have a full schedule calling and either taking cases out of care, connect, or calling your supervisor, and letting them know that you don't

19:47:52 have you don't have enough work on the subject of supervisors.

19:47:59 Your interaction with supervisors and others within the in the organization. There's a feature that there's not enough support.

19:48:05 And that there is a lack of listening and empathy.

19:48:12 When in you know, working with your supervisor we've we're aware of that we've made a lot of progress.

19:48:20 We think we've made a lot of progress but we obviously still have a ways to go in order to continued to cultivate and develop that relationship and ensure that the supervisors are taking the time answer your calls.

19:48:35 Hear your concerns and and solve your issues right solve the problems that you're having and so that's also something that you know it takes time.

19:48:46 But i'm hoping that you're seeing some movement in that area, if you're not we want to hear about that.

19:48:54 You can call at any time, and speak to any one of us in Lee in the leadership team, and let us know that you're having difficulties.

19:49:04 If you are in fact, having a difficult time with your supervisor, we want to respond to that.

19:49:09 We want to address it, and we want to take care of it right away.

19:49:13 And so you also have you know. also have Cynthia Nadia, who is your union?

19:49:17 Representative. She brings issues to us when there are these types of concerns.

19:49:25 And we have a quick resolve So approach to those.

19:49:34 So we are We are still working on sort of a restructure of the home the Hha supervisors role, so that they can focus on these areas that are important to you.

19:49:58 And then, of course, communication getting in touch with the office.

19:49:59 We know that the phones can be a challenge.

19:50:04 And we know that that that can be a source of frustration we are creating. and we have been building the Hha resource page as well as many, many different opportunities in which information is accessible to you So that you could get much of

19:50:20 your answers, much of your questions and and concerns. Resolved, by using these resources that are available to you, rather than feeling as though you have to call the office for everything.

19:50:34 Would like to think and get to a point where when you call the office.

19:50:39 You're calling to report something related to your patient or you need to speak to your supervisor for guidance, and that a lot of the other things that you need to get resolved can be resolved in different ways and

19:50:51 also in ways in which you can access the information either online or through your phone or in in, in in other ways.

19:51:02 In order to get your questions answered. so that you don't have to feel a sense of frustration when you call the office right, and you may have a hard time getting through.

19:51:11 And then, of course, we have those who whose primary language is not English.

19:51:18 And we have many cultural groups who who are not we don't speak English as a primary language.

19:51:27 And so we are looking at different ways in which we can communicate, and even host calls like this.

19:51:38 For for for those groups where we can have translation.

19:51:42 We are looking at all of the ways in which we communicate with you.

19:51:47 And ensure that, they are translated into these languages, so that you feel that we are culturally competent and culturally sensitive.

19:51:59 And that we are not creating additional barriers for you.

19:52:03 To to work alongside the organization. and so there's more to come on that.

19:52:11 But we do recognize that, not everyone. And even if your supervisor or your patient, you, they speak your language, not everyone that you encounter within the in Higher Vns health system.

19:52:28 May speak your language, may not speak your language, and that becomes a barrier and a source of frustration.

19:52:37 And so we are working on that, both at personal Kr as well as organization, Wide alright.

19:52:47 Next slide. I think that might be the end

19:52:56 Okay, So I I think I covered most of this we're gonna be Co.

19:53:00 Focusing on improving communication with you. We want to increase the sense of belonging, and we want to hear your your ideas about how we can do that on an

ongoing basis.

19:53:13 Not just around the time of a survey and focus on career growth and development.

19:53:20 And so right now as we speak Well, not like right this minute.

19:53:25 But What's currently going on, is the teams are reviewing the results and the supervisors and the lead supervisors are creating action plans which is the things that we're going to do to address all

19:53:40 of these different areas that we want to that we want to improve on, and that we're gonna take action on.

19:53:47 And so that's what that concludes this portion of this of the as the Svp.

19:53:55 Call and I was really proud of, as I said, of those results, and the opportunity to report back to you.

19:54:04 These are the findings right? This is what and we wanna always create sort of a two-way communication.

19:54:13 We tell you a lot of things, but I wanna make sure that you know clearly what's going on in the organization clearly what what your how you feel about it.

19:54:25 And how we can improve your experience here. alright so I don't know if there was a lot of chats that came in.

19:54:35 But I think we covered all of that what i'm gonna do now, which is my favorite part, is ask you to come all, not all of you all at once.

19:54:44 But if you have a question or a comment go ahead and come off mute and ask your question.

19:54:56 And so, just as a reminder to come off mute, you would go to the bottom, left the very bottom left of your screen, where it says mute, and it should look like it has a slash through it.

19:55:12 Click the button, and when the slash goes away you we can hear you

19:55:21 Or you can type the question here in child.

19:55:24 I know you must have questions. Well, comments and i'm gonna give you a few minutes, a few seconds to get

19:55:44 You can Also I don't wanna get too complicated I was gonna say you could raise your hand.

19:55:51 But Oh, Jim, someone just rose raise their hand all right so I think that's great.

19:56:03 So, everybody, to raise your hand up, Allison. I think you need to allow people to unmute themselves.

19:56:11 Think of. That might be one of the problems

19:56:18 Carmen, Go ahead. Thanks for raising your hand you're welcome

19:56:24 One of the questions that I have is on the new program that we have now.

19:56:30 You know it's just in january I have sent my email.

19:56:36 So but the person in charge could email me back but I think I send the wrong email.

19:56:42 So i'm gonna do it again. what's the difference between this new program and the one that we just have.

19:56:50 Now I mean I know I mentioned about cleaning and other things which I don't mind, because sometimes you know you have to do those things, especially when you know the the patient is an elderly that they do need help and you

19:57:04 know I do still do it. You know in certain cases because the patient cannot do it.

19:57:09 So what's the difference? and I think everybody sticks here on me?

19:57:15 Talk. so i'm gonna have kelly you wanna cover that you can't unmute you.

19:57:22 You still can't run me alright, all right well, good God!

19:57:30 So the difference is that the this population is a little bit more independent, right?

19:57:35 So they's definitely things that they can do on their own but they might just need a little bit of assistance, right?

19:57:43 So there's the housekeeping and then there's also personal care.

19:57:48 They may get one. They may get the other they may get both right So that's where this population differs. it's not.

19:57:54 It's not a medical model. it's more of like a a companionship model.

19:58:00 Yes, excellent way of explaining it Yeah, so it's not .

19:58:06 Quite a then. it's not quite as as an care you're not dealing with clients that are bedbound.

19:58:13 You're not dealing with clients, that need assistance with toileting and transferring, and okay because I did have a patient that wanted those services.

19:58:29 But it wasn't in her care. plan and that's why, I thought to reach out to the agency to see if they have another program that will provide those services because she didn't need a few things but she wanted somebody who who could help

19:58:47 her, you know, with the house cleaning so I guess maybe she did reach out.

19:58:49 I'm: not sure. Okay. Yeah. So there are patients. even patients that are, you know, not part of this program cleaning. lighthouse keeping, is is always a part.

19:59:05 Seems to always be a part of everyone's care plan I think the difference is Sometimes clients want that more than they want anything else.

19:59:11 And when that happens we just wanted to make sure.

19:59:16 So just let the agency know and then we can speak to the nurse.

19:59:23 And talk about with the nurse like, how should we handle that?

19:59:26 Because sometimes those services under certain payers are not or not you know that sort of if that's the only thing that they want, then they can't continue the service.

19:59:37 Without getting too complicated just call the office and Let us know what those with those situations arise the other thing that's different about this program really is that it's different.

19:59:49 It's new for us, and there's more hours so that's like the biggest thing is that that it's there's just an opportunity for people to you know to have more cases to choose from okay .

20:00:02 Thank you. Now, Carmen raised our hand like a a pro I'm gonna go explain to everybody.

20:00:10 If you want to raise your hand, if you go at the bottom of your screen, and you almost almost to the right a little bit, a little bit right of midway through, you'll see something.

20:00:23 This is reactions. you can raise your. I think you can raise your hand from there right?

20:00:32 Yes, if you click on reactions is a bought a a little bar that says, raise hand, click on that, and it'll see if you see me.

20:00:41 I raised my hand so on the phone. Jim, there's 3 little dots that says more, and you can click there, and it'll you'll be able to raise your hand.

20:00:54 Thank you. I forgot about that.

20:00:59 Or if you just wanna shout out, go ahead and come off mute.

20:01:03 Oh, Sarah raised her hand. All right, sarah on mute if you're on the phone.

20:01:14 You can on mute. Yeah. hello hi, Sarah!

20:01:18 Before The phone go back to the Zoom I have 2 questions.
20:01:27 Yes, because yesterday the supervisor call me today the the case pay should you cancel the case.
20:01:45 So. i'm so frustrated today I have no job to do already.
20:01:52 My full ready. My happen feel ties every time almost to come, and then and call me cancel.
20:02:03 So How happened this one? I don't know how it happened?
20:02:07 But I know we're gonna fix it sorry do you wanna tell us your Id.
20:02:13 And we we will have someone reach out to you tomorrow with the case.
20:02:17 Is that what you need? 6 0 0, 2, 4,
20:02:33 Okay, Sarah. Lorraine is going to ensure that someone calls you first thing in the morning.
20:02:37 Who's your supervisor the the case is Tina.
20:02:46 Okay, Well, that case might be over right wait I don't know but the patient call to cancel okay, cancel forever, or just cancel the day.
20:03:01 I don't know. Okay, we're gonna have somebody call you Okay, okay, you.
20:03:07 What you had? A second question. right?
20:03:12 Right now. the you're talking about hx app with call out sometimes happens, and I can not call out.
20:03:23 So the Supervisor asked me use of call to call out, So use the phone.
20:03:35 Okay, Well, using the phone is the the second, the second best option, it is a app.
20:03:45 And also every month of later on the new request you're right the password you'll reset the password.
20:04:02 Tom is thinking I don't know about that.
20:04:02 But Tom we set the password every month properly.
20:04:09 So I will start. I will need to call I usually call in is working and then call out and then reset the password, and that need to use the phone to call out. Okay, that I don't that doesn't
20:04:33 sound right. but but we're gonna we're gonna look go ahead
20:04:44 So if there's something odd going on say we wanna make sure we we get to the bottom of it.
20:04:48 Okay, Sarah. maybe you could come into the office cook. Are you ever in the office where we could like?
20:04:54 Go through the app with you. No. So every time I fix by myself, can you come in they they ask me. come to office they also check on my phone some nice on my own.
20:05:13 I can working on it, and a few days or one day.
20:05:22 So your your means is to be very often to change the password.
20:05:31 Yeah, that doesn't sound right So I think that so how we're gonna reach out to you tomorrow and we're gonna we're gonna see what we could do either.
20:05:44 We could talk we could talk through it over the phone. We might need you to come in and see somebody specifically that could help you with the issue.
20:05:52 So they they also just check my phone. I can tell what happened on the phone.
20:05:59 What was the so We'll, try we'll try and do it over the phone, Sarah, like if we can save the trip to come in? if not, then we might actually come in just so that we could try and figure it
20:06:09 out because it shouldn't be asking you to reset your password all the time like that that shouldn't be happening

20:06:15 So if it is, there might be something odd we'll take a look and see if we could figure it out remotely.

20:06:19 First, and if not, then we'll Take the next step Okay, Okay, okay, can I ask you one more question?

20:06:29 Because this meeting is otherwise a is not working.

20:06:36 So this is a meeting type. Nup you pay, you mean, if you I mean this meeting, this meeting No.

20:06:48 No, because this is voluntary, you don't need to participate in this the the problem we stop with you better than stuff.

20:07:01 When the supervisor, the supervisor, only send drops, only take care of the job.

20:07:10 I understand what you're saying. but but now, the only thing that we pay for things that are mandatory.

20:07:22 But, however, however, if you are unable to participate because we do this, I do this at this time, because it seems to be the best time for everybody rather than the middle of the day, when you are working, and you know you taking care of your

20:07:38 patient I about the job we still use.

20:07:44 You have the life I know I get, I I know I get that.

20:07:50 I know th these are that's why we're recording them so that if you can't participate, you could access the recording.

20:07:59 Okay, but but but let me let me also say cause you're bringing up a really good You don't have to wait until a call like this to ask you to to to get a hold of somebody to get a hold of one of us to help you

20:08:11 solve a problem. So I don't want you to feel like you can only do that here.

20:08:14 You could do that any day every day i'm i'm i'm happy you i'm happy for you to reach out to me or Tom or Kelly or lorraine for anyone else, if you're having difficulties

20:08:26 getting a question, answered, Okay, so you don't have to wait.

20:08:40 Well, actually well, so my number is 2 I don't even know my number.

20:08:41 Actually my number is 2, 1, 2, I'll put it in the chat, please.

20:08:48 Thank you. Alright

20:08:55 If I know my number i'm not giving you a fake number, I promise, Alright, any other questions.

20:09:02 Yeah, Jim, we had 6, 4, 6, 7 yeah I got a There's a whole a hand up 6, 4, 6, 7, 1, 4, 4, 4, for 1, 9, 7, apleasure, good night.

20:09:20 I I do appreciate this time of night that you guys are Okay, I want to.

20:09:32 Oh, yeah, okay. this is in regards to my age. Exchange Hub.

20:09:43 On several occasions I use it to clock here but when i'm ready to clock out. that's the time I can't get up the task code sheet to really you know seeify what I have done so that has

20:09:57 been always my problem. Well, I cooked out. but then I have to resort to the clients phone, too.

20:10:06 Okay, So let me first say that If you I appreciate and and encourage. for those of you that are having a problem with the app. That is the right thing to do is to use the phone right instead if that's what if you

20:10:25 can't use the app then you definitely use the clients phone.

20:10:28 That's better than anything else that you could do but but what we but the the key is, we want to make sure that the app is working and so the same thing, if

you want to. give Us.

20:10:40 Your Id. We can have somebody call and walk you through. Tell me what the problem is.

20:10:43 Again with the app what's not happening. Okay, when i'm ready to clap out and trying to get up the task perform.

20:10:53 There is nothing, there is nothing, all i'm ticket there is nothing to come up from it, or you know identify.

20:11:00 I got it, Tom: Yeah. Yeah. So I would say the first thing for anybody.

20:11:04 If that happens, call your supervisor and let them know there's no task when i'm clocking out, because that's a problem that that we can resolve in the office.

20:11:13 Possibly right then and there and solve it that day. Okay, it could just be a simple matter of like, hey?

20:11:21 We have to click a button and we want people to do that.

20:11:25 Okay, now, that may not always be the case. But it could be that quick.

20:11:30 So let us know right away. it could be something that we have to do a little bit more work on, and it may take us a day or 2 to fix it.

20:11:37 That could also be the case. But that is not a problem.

20:11:44 That is not a problem with the way that you're using the app. that's not a problem with the way the app works that That is a problem with the way the case is put in the system.

20:11:55 Alright, So we have to fix it ourselves in the office when something like that happens.

20:12:00 Okay, alright. So yeah, if you wanna just type your Id and chat, i'm gonna take a look right now and see if I can fix it tonight.

20:12:09 Okay, Okay, thank you. Thank you. good question sonia raised your hand.

20:12:17 I love Everybody's learning how to reuse the like so great Go ahead, Sonya.

20:12:23 Come off. Me: Yeah.

20:12:30 So you want to come off mute.

20:12:36 Okay, got it all right. Okay, The problem is with the app.

20:12:45 Now, when we have the clock called cutting in is okay.

20:12:48 The clocking out is the extra time we have to do it.

20:12:50 At least 10 min extra to do the clock, and we can keep adding on the task called Sheet.

20:12:57 There the kind of care stuff are being added to the list which we have to clap those out. whether it's assigned or not assigned to us.

20:13:08 We have to do that in order to get out of the clicking out.

20:13:12 What is that all about? Because it takes you know at least 10 extra minutes after 0s outdoorship?

20:13:20 That's ended to do that. no I have to be missing my bus in the afternoon.

20:13:25 Now my regular bus, and I if I missed that bus in the afternoon I will be 20 min more to get the next bus. It's cold in the evening. It's getting dark.

20:13:35 I want to get home early from off the street now what do I do? what's that all about?

20:13:39 Because when I noticed yesterday afternoon there were at least added chores that we have to clock hold, which we are not assigned to do.

20:13:48 What is that about? Okay, first of all I'm sorry that you're having such a hard time?

20:13:55 I don't want you to be late and I I understand

20:13:59 I know we made changes, and we may have to go back.

20:14:01 Tom, this is about to speak. Is this about the you know the having to that latest change, right?

20:14:09 Yeah, it sounds like it is. And again, Can you give me your Id number?

20:14:13 Now I wanna take a look and see what the planet care is on the case that you're working on that was 6, 7, 6, 6, 5, 5, 7, 6, 6, 5, 5, correct.

20:14:27 Okay, just 1 s alright. give me a little bit knowing that quick But yeah, I want to kind of see

20:14:34 There shouldn't be new tasks but what the what the what the system is supposed to be doing is giving you the tasks that you're supposed to be doing.

20:14:46 That are on your care plan, and I want to be very clear when the when the system is serving you a task that you didn't do that it we're not telling you that you need to say you did it when ne wha what would

20:14:58 be done is you need to then say, why you didn't do it, and it gives you choices as to why you didn't but that is, i'm finished, and I I was doing my last thing then I see a lot of

20:15:20 other like 1520, 25 more stuff added on and it's like a repeat of what we have done like.

20:15:28 Say, for instance, we do cream pin is a part of all of my of care.

20:15:34 Then don't would add it on you do clean light dustin back your minute stuff like that.

20:15:39 Let's just repeat. it if we don't cut that out with the reason we can't get out of it, and that is extra 10 min.

20:15:46 Extra. No, I do 9 to 5 that's 50 min extra for the whole week.

20:15:53 Who do I get paid for that to sit and do 10 extra minutes when I should be home?

20:15:58 I have to wait on the bus a lot of other 8 complaining They're missing the bus, I lady.

20:16:03 We work close by in the same neighborhood, will be taken by the monies.

20:16:09 But unfortunate for her. She gets up at 6 o'clock Just sorry, she said, when she misses 6 or 5 boss, You have to wait on to 6 30 to get the next month, because of all these things we have to be

20:16:20 cracking out with if it's not assigned to us on the planet Care?

20:16:23 Why do we have to sit and and and cut those out because if we don't cut it all we can get out of the system

20:16:36 You are the same ones Be saved at home save when we have to wait a the bus extra standing not the bus. Stop again.

20:16:42 That's that's another problem where it could be owned right?

20:16:46 Okay, So I I wanna just kind of address what's going on here right?

20:16:50 So it's similar to the last the last person who asked a question on this where it looks like I looked at your case right now.

20:16:57 The proper plan of care is not attached to your case.

20:17:01 Okay, and that's why, you're seeing things that shouldn't be on there.

20:17:05 You're seeing a lot of stuff if you are seeing so I said before, if you if you go to clock out, there's no tasks.

20:17:14 Call the office if you go to clock out and there's 50 tasks.

20:17:20 Also call your supervisor right away. okay cause that's a problem.

20:17:24 And that's a problem that I just fixed right now while you were talking.

20:17:27 Okay, So tomorrow you shouldn't see that anymore. you should see only the tasks that are on the plan of care.

20:17:36 Okay, We might have to wait till Monday, but I think tomorrow al alright.

20:17:41 So but I think it'll be tomorrow so yeah that's what I would say if you see something weird something that should you know this doesn't make sense like I see no test, or I see a 100 tasks right like I know

20:17:55 the plan of care is I have to give the client shower, but it's a shower and bed bath and this and that. Then right all your supervisor.

20:18:06 Say, Hey, there's something wrong with the app there's something wrong with the plan of care.

20:18:08 Can you take a look at it because that's what I was saying, if it's i'm working for the plan of care.

20:18:15 The stuff that is on the plan of care is what is on the app.

20:18:19 No, I was saying, why do we have to go through all of those that are not assigned to us to cloud those in order to get out of the the the app?

20:18:30 Because if you left one that is not done it's telling you you Haven't completed It's not completed.

20:18:38 You have to go back through it. I see which one is that completed, and then you got to kick it, and then you'll be out of out of the app that's a different story I Just wanna be clear on this

20:18:49 too, is to talk about this a little bit before what's on the plan of care for real.

20:18:56 We have this is relatively new to us that we're that we all are aware that we have to do this I wanna make sure that we're all on the same page here.

20:19:04 If it's on the plan of care we have to address it at the end of every visit, whether we did the task or we didn't do the task that's a requirement from the State.

20:19:14 So I know it takes a little bit of time but that we need to do, and then we can go back to say like, Hey, is there anything that we can do to help speed that up for you?

20:19:23 So that you know what steps to take, and how to take and how to go through quickly.

20:19:28 I don't want you to have to spend 10 min 15 min, 10 min.

20:19:34 I timed it 10 min I can sense it in your voice.

20:19:36 I believe you. If you told me it was really 11, I would believe you on that, too.

20:19:40 Okay, and I can sense the frustration there but it shouldn't take that long, right?

20:19:46 So if that's something where, hey? we need to give you something so like these are the steps that you take to make it go a little bit quicker.

20:19:55 We need to do that What I? What I really want to find out is, why has it been changed?

20:20:02 Because we used to clock out with what is what is assigned to us on the plan of care.

20:20:09 We didn't have to deal with the rest of things We are not assigned to do We used to only clock out what's assigned to us from the panel of here, but with this what is happening.

20:20:21 Now everything that's there in the app we have to give a reason why.

20:20:26 Yeah, i'm gonna i'm gonna answer that Sonya, because the answer is is easy and pretty clear.

20:20:36 While you and maybe some others are might be entering your tasks correctly.

20:20:42 The majority of people are not, and what's happening is we're out of compliance with the department of health and other various regulatory bodies, and

when they come in and they do audits, and they look at our work and
20:20:57 they look at your Not not necessarily you but the work that everybody does
right, and they look at the patient's record, and they see that there are
discrepancies between is on the care plan and what's supposed to be done
20:21:10 versus what the home health date is checking off and they don't match.
20:21:16 Then the State says we're out of compliance and we get
20:21:20 We get. what a cool thingiciencies or citations for that!
20:21:26 And so we are working very closely with as much technology as we can to
create less of an opportunity for people to make those mistakes.
20:21:40 The volume of people that we have in the volume of patients and the volume
of caregivers.
20:21:45 Thousands of them. it's it's there's no other way for us to do this and
gain control over it, and so we've had to take some very hard steps to get this
right or else you know
20:22:01 we'll continue to perform poorly on on those audits, and I know you know
you may be doing it right and you know all 60 of you on this call may be doing it
right.
20:22:11 But but there's thousands of people that are not and so we have to do it.
20:22:16 We have to. We have to put in a system that's gonna eliminate all of those
errors as much as possible.
20:22:23 So I think what is gonna happen is over time. once you get used to like
having the care plan.
20:22:30 The example that Tom just gave about you know you having the wrong camp
land like that shouldn't happen period.
20:22:35 But once you that i'm hoping that that's just an isolated incident once you
become more comfortable using this, and at least knowing why you have to use this
system this way.
20:22:50 You know it. it's eventually going to Go faster you're eventually gonna
get, you know, much more used to it, and it Won't feel so labor intensive like it
does today.
20:22:58 I hope if it continues the same way it's gonna be the same thing, because
you gotta sit and do it out.
20:23:06 If it hasn't changed that's what I I don't understand why we have to be
tortured that way.
20:23:15 Well, nobody's trying to torture you I think we would we it's just that.
20:23:19 What was the the way it was going before? People most people are not
entering tasks correctly?
20:23:25 They're just not, and and we have to show that we are doing something to
correct that.
20:23:31 And then to correct that, What you're doing is that we have to do all of
it. we have to give a reason for what we have been doing.
20:23:42 What is not assigned to us. Okay, so we're going to look at this closely.
20:23:47 I don't want to continue to take up the rest of the time about the apps,
because we can see that there's obviously, you know, a lot of frustration.
20:23:58 And you know, learning curve with the app.
20:24:04 So I i'm gonna we're gonna move on to something else.
20:24:07 So we can get the rest of the questions we're already way over time.
20:24:13 But I know common has had her hand up for quite some time, and I want to
give her the opportunity to ask the question. And then I just want to wrap up with a
couple of questions that are that were submitted as well so

20:24:25 Carmen. Sorry. Thanks for your patience. Okay. I know that you talk about the app.

20:24:30 I just wanna say just one thing when I clock.

20:24:36 Let's say I have to leave by 2 o'clock right So when I clock, I pack our own 1 58, I go all the time.

20:24:45 The patient has to sign. Is there a reason why the app is saying that the patient has to sign?

20:24:52 Because I Cl. You know, by the time I do the task in that it turns out that I already did.

20:24:58 I spend some 5 min on the app and the patient has to sign i'm like.

20:25:02 But why, if i'm signing now, even if I want over one or 2 min, it shouldn't, but it does. It gives me the clock, and she has to sign out so I don't know I do it, but I just want

20:25:15 to just to mention that I forgot to mention that before you know I don't know what that is.

20:25:25 That's the first time i'm hearing that we're here Hmm: All right, i'll i'll take some pictures.

20:25:39 Yeah, I was gonna say, take a picture and show us Okay, Alright: thank you.

20:25:40 I heard Dalia Paul said that my Supervisor hardly takes my calls.

20:25:45 What's her name or his name? you want to put it in the chat address that i'm looking I I have a Jim.

20:25:54 Okay, good. I don't even know how to clock out. I can only clock in on the app I think we're covering that we're gonna we're gonna we're gonna go back to hh

20:26:05 exchange, cause there's a lot of enough of you are saying that you're having difficulty with this to see like if there's any improvements we can make I like I hear the frustration and I

20:26:16 don't wanna not I don't I don't want you to feel like It's not important.

20:26:21 I we hear you, and I think we need to go back and see what it is that we can do.

20:26:25 Okay, cause I don't have an answer for you yet. as to what we can do to try to improve this.

20:26:33 Okay. And the clocking out seems to be like the universal problem.

20:26:39 We're gonna address the supervisor concern and I wanted to bring up a call that came in earlier one was about the bonus payments.

20:26:52 We're looking into I don't know if Tina.

20:26:57 If Tina Jones is on the call but you had brought up about the bonus payment, and we're gonna look into that.

20:27:03 Another question that came in was 1199 informed us that we should expect a wage increase at \$18 an hour.

20:27:12 We only got \$17 an hour, so I wanna touch on that for everybody.

20:27:15 If you have that same question the \$17 an hour.

20:27:25 The \$2 increase was for October first, 2022.

20:27:28 The additional dollar increase comes october of 2023.

20:27:36 So it's a total of * in \$2023 total, \$2.

20:27:42 Now October, and then \$1 next october, so I don't.

20:27:50 The Union should not have said that it was all at once I don't.

20:27:52 They probably Didn't that might just be somebody's understanding but it is \$3 an hour by next \$3 h increase by next October \$2 an hour. now.

20:28:07 Okay, Darnell, Thanks for the comment. I have no issue clocking out less than 1 min.

20:28:12 That's great jocelyn i'm glad you got i'm i'm glad i'm right good.
20:28:20 I'm glad that's your understanding too I know somebody had made a comment, and they wanted to answer it.
20:28:31 About the retention bonus let me restate it so that it's clear it's 50 cents for every hour that you work that's accumulated, and then it gets paid out every quarter.
20:28:45 So another. if you work, I don't know how many hours you can work in a quarter.
20:28:49 But let's say you were worked a 1,000 h it's making a lot a 1,000 h times 50 cents.
20:28:58 I should be able to do that math in my head but I'm.
20:29:01 Not very good at man. 500 that's what I thought.
20:29:08 That's what I thought but \$500 is what you would get after 3 months in other words, it gets paid out every quarter.
20:29:17 But you're accumulating it for every hour that you work it's not 50 cents for a quarter.
20:29:25 I hope That is more clear. if you work a 1,000 h you'll get \$500, and if you worked a 1,000 h in that quarter.
20:29:33 That's what you'll get paid alright I think we covered everybody's if we didn't raise your hand or speak up and let us know that you did not kelly did you come off to say did you want to add
20:29:49 something. No? Okay, you just wanted to do my math. Thank you.
20:29:56 Okay. alright. This was really great for me. I hope it was really great for all of you.
20:30:06 Any more questions, and if, like I said if you didn't get your I think we answered all your questions.
20:30:12 I think everybody was monitoring the chat pretty well.
20:30:14 I love the fact that you raised hands. I love the fact that you use the chat.
20:30:21 Hopefully, we'll get this much and more participation moving forward on the on the on the next call.
20:30:30 And if you have questions, please, I gave you my number.
20:30:34 If you want to use it, you feel free to hook go ahead and use it.
20:30:40 And we'll see you okay I if I don't, and I if I don't see you in the office before the holidays, I hope you have a wonderful holiday season be safe don't let the app
20:30:55 frustrate you we will get to the bottom of it and
20:31:02 What's my number. I put it in the chat i'm gonna put put it in again.
20:31:08 I think I got I know I got it right alright that's my number.
20:31:14 Okay. so if you need anything, you can call me I might not.
20:31:20 I might not be able to pick up right away. But you can leave the message, and I will call you back.
20:31:25 Seasons greetings to all of you again. Thank you for everything.
20:31:29 Thanks for staying with me for additional half hour. It was fun.
20:31:34 Pen, I will see you around in the office hopefully.
20:31:41 All right, happy, happy, happy holidays to you and your families.