

Message

From: Wiedmayer, Rona [/O=PROD ISHEALTH MESSAGING/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=WIEDMAYR]
Sent: 8/24/2012 2:26:24 PM
To: Kibler, Lynette [/O=PROD ISHEALTH MESSAGING/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=Kiblerl]
Subject: Fwd: PCR for 8-23 and 8-24

Several items hear concern me. You?

Rona Wiedmayer
Regional Vice President

██████████ mobile

Sent from my iPad

Begin forwarded message:

From: "Dupont, Heather" ██████████
Date: August 24, 2012 9:56:42 AM EDT
To: Rona Wiedmayer ██████████
Subject: RE: PCR for 8-23 and 8-24

The Patient had to use the bathroom several times and then refused to leave. Multiple family members showed up at different times and wanted to speak to the therapist with their own questions. As for planning I assure you I had planned for the appropriate amount of time. Unfortunately, it is our job to educate the family and answer the question as they ask.

Maybe you are unaware. I went without a speech therapist since may. I had to depend on several per diems to cover when this company could not find one. I just was given a contractor last Monday and she has spent the week rebuilding the caseload and picking up people that should have been picked up a month ago for cog. The CEO of this facility was very unhappy with that situation. I have many emails begging for someone to find me a speech therapist. I was also told on several occasions by the CEO that he was considering finding a new company. I have managed to somehow keep the contract here by pulling per diems from anywhere I could get them.

And, an SLP eval can take up to 90 min for swallowing and a cog.

I am doing the very best I can with what I have. I have been doing this job since May and I have had very little training. Lynn has been working with me to understand numbers and what should be done and when.

From: Rona Wiedmayer ██████████
Sent: Friday, August 24, 2012 8:45 AM
To: Dupont, Heather
Cc: Lynette Kibler [Rehabcare]
Subject: Re: PCR for 8-23 and 8-24

Why would a home eval take an hour longer? Was patient present?
SLP. Did we not know when planning? How long are evals???

Rona Wiedmayer

Regional Vice President

[REDACTED] mobile

Sent from my iPad

On Aug 24, 2012, at 8:33 AM, "Dupont, Heather" [REDACTED] wrote:
I think this is what you are looking for. I put in an explanation for minute differences.

From: Rona Wiedmayer [REDACTED]
Sent: Friday, August 24, 2012 8:25 AM
To: Dupont, Heather
Cc: Lynette Kibler
Subject: Re: PCR for 8-23 and 8-24

The root cause of why your planned is different than what actually happened. The purpose of the sheet is to l'd the root causes of why what you plan doesnt occur. There are things we can control. Refer to instructions. This is a tool to help us help you not paper compliance

Rona Wiedmayer
Regional Vice President

[REDACTED] mobile

Sent from my iPad

On Aug 24, 2012, at 8:22 AM, "Dupont, Heather" [REDACTED] wrote:
Im not sure what you mean. I need to explain why they had more or less minutes??

From: Rona Wiedmayer [REDACTED]
Sent: Friday, August 24, 2012 8:07 AM
To: Dupont, Heather
Cc: Lynette Kibler [Rehabcare]
Subject: Re: PCR for 8-23 and 8-24

Need variances clearly explained so we can address root cause

Rona Wiedmayer
Regional Vice President

[REDACTED] mobile


Sent from my iPad

On Aug 24, 2012, at 8:05 AM, "Dupont, Heather" [REDACTED] wrote:

<image001.gif>

PCR calculator

Heather Dupont, COTA/L
Program Director
Rehabcare
ST. Joseph Manor
215 Thatcher St.
Brockton, Ma, 02302



<8-24-12.xls>

<8-23-12.xls>

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