

APPRECIATION STATION

Patients and Staff Express Their Gratitude

An Appreciation Letter to Nurses in San Antonio Home Care

Everyone was very kind, courteous and ready to answer questions and help with problems. Judy Johnson was great, Donna Nash had a wonderful personality along with being knowledgeable, and Norma Jene Hostetler was just lovely [and] kind with the best demeanor. Thank you.

M.S., client

Praise for Matt Satola, RN in Columbus Staffing:

[Matt was] courteous, efficient, friendly- always alert to my wife's needs. Very busy but prompt to respond to calls.

B.K., patient's husband

Kudos to Karen Torner, Staffing Manager and the Albany Office:

I would like to bring to your attention the prompt, professional and polite actions of Karen Torner. I have had numerous conversations with her about staffing schedules, situations that have occurred in a facility and when I have had to call off. When our conversations were done, I would have an answer to my question within the time frame that she gave me. This is refreshing because with the Staffing Managers being the liaison between the facility and me, it can be very frustrating when you are not kept up to date.

Please let Karen and the staff know that their actions are appreciated.

Sincerely,

Terry Console, LPN

Note of Thanks to Cleveland Nurses and Staff

On behalf of the Nursing department at Mount Alverna Home and Annex, I would like to let you know what a wonderful job your nurses did here the week of our Annual State Survey. Rico Humphrey, Joan Singleton, Victoria Nichols and Kate Graves not only dealt with survey personnel but also with student nurses giving medications. Kristen Brown was selected to be observed for a med pass and received a commendation...In addition, I'd like to thank Ria Scalish for her assistance...

Sincerely,

Cathryn M. Kader, D.O.N.

Cathy Seals, LPN in Atlanta Receives a "Pat on the Back"

Each time I paged her she came with a smile. She went over the call of duty by singing me a song at my request. Cathy, thanks for your hard work and great attitude.

M.P., patient

A Thank You to Barbara Seymour, RN from Chenango Memorial Hospital

I wanted to thank you for the care you have been providing our patients at CMH. Dr. W called me and stated she is very impressed with your nursing skills and caring attitude. Thanks for all you do for our patients.

Sincerely,

Julie Briggs, RN, BSN

VP Patient Care Services

A Patient Praises Ann Swanson, LPN in Wilmington, DE

Ann has excellent bedside manners and has an extremely good rapport with her patients.

Thank you,

D.B., patient

High Praise for Tammy Hudgins and Tara Benson in Fort Worth Home Care

I'm writing to express our appreciation for the quality of care you and your staff have provided for our mother. You have two people in particular in your organization who demonstrated sustained excellence. We went with Nursefinders first and foremost because of the very positive first impression made by Tammy Hudgins. Tammy made us feel as if our mother would be treated with respect, sensitivity, empathy, and most importantly, encouragement to follow the prescribed therapy programs. Equally important, Tara Benson has provided the ongoing therapy that continues to validate the wisdom of our decision to go with Nursefinders...

Best Regards,

R.C.

A Patient's Brother Thanks Tracy Alston, Area Director in Charlotte, NC

Please accept this letter as a commendation for Ms. Tracy Alston, Area Director. Today, I had the task of embarking on a very complicated situation regarding my sister who is a patient of Nursefinders. My telephone call was placed to Ms. Alston for guidance and she was highly professional, courteous, patient and proficient. In my opinion, Ms. Alston went beyond the call of duty to ensure my questions were answered effectively.

Sincerely,

F.T.

If you have information that you would like to submit for consideration for placement in the Profiles, Working in our Communities or Appreciation Station sections of FOCUS please send them to:

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chris.mccarren@nursefinders.com
or fax to 817-462-4536 with a cover sheet addressed to Chris McCarren

*"The older I get, the less I listen to what people say and the more I look at what they do."
--Andrew Carnegie*

FOCUS

SUMMER 2005

Nursefinders.
The Professional Choice.

A WORD FROM Bob Livonius, CEO



Our company is growing, and when you can say that after 31 years, that's pretty impressive! Our growth is due in large part to quickly responding to the needs of caregivers and clients alike.

In past issues of Focus, we've highlighted the growth in our Patient Care division, and that growth has often come as a result of opening in new markets where our expanded service lines were needed. Much of our growth in our Staffing division has come from rolling out our iNsite program to a number of clients across the country. With iNsite, we were responding to clients who were tired of calling 10 different agencies to get their needs filled!

In response to caregivers' requests, we are now rolling out a Loyalty Rewards program. It will first roll out in the Staffing division, and then in the Patient Care division. Generally, the program allows you to earn points for working at least 16 hours a week with Nursefinders and for other activities. You can read more about the program in the "Company News" section.

As you can see, when we listen to the needs of clients and caregivers, our company gets better and stronger. And in order to interpret the information we receive, we need talented administrative personnel as well. In the "Caregiver Focus" section, we spotlight one of our most talented area directors, Brian Tankersley. Brian started with Nursefinders as one of our nurses in the field, so it's no wonder he has been very successful! After all, "hiring and retaining the best talent" is one of the cornerstones of our culture.

With quality caregivers, talented administrative employees and outstanding clients, it's no wonder we're still growing! Thank you for all that you do to make Nursefinders a great place to be.

NURSEFINDERS CELEBRATES NURSES WEEK 2005



The cake is all eaten, the party streamers have come down and National Nurses Week 2005 is over. But with various offices recognizing this important week in so many different ways, we wanted to give you a recap.

For many years, we have been known for our unique Nurses Week posters. A few years ago, though, we realized that the posters were becoming a little less popular, so we started designing equally unique T-shirts! This year we modified the national theme and developed a colorful graphic around the theme "Many Causes, One Profession."

The graphic features several well-known symbols, including colored ribbons and bracelets worn by advocates in support of cancer research and those people affected by cancer. The other symbol is the caduceus representing the medical profession.

Many offices gave the T-shirts to their caregivers, while other offices celebrated a little differently.

Workers at the Nursefinders offices in Orange County and Los Angeles, Calif. took May 4th off to visit the popular game show, "The Price is Right" in Burbank, Calif. The group wore red "Nurses ♥ Bob" T-shirts and announced the special week to Host Bob Barker. Barker recognized the group during a commercial break. "Unfortunately, no one from the Nursefinders group was asked to 'Come on down' at the show, but everyone who went had great fun," said Vanessa Scarbo, Orange County branch manager.

Meanwhile, workers and staff members at the Nursefinders office in Worcester, Mass. enjoyed a day of pampering. One of the office's CNAs, who also works as a cosmetics consultant, brought in free mini-facials and hosted a make-up application session. There were giveaways and a raffle for a complete in-home facial.

At the Nursefinders office in Fort Worth, Tex. the staff treated employees to a country breakfast with all the trimmings. "This was a big hit for the night shift nurses who came in after work to get a Daily Pay," said Mary White, Branch Director. Later in the day, the office served a sandwich ring, various cheese/fruit/vegetable trays and drinks.

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From Left to Right:
Marianne Scarbo,
John Gaudette, LA Staffing Consultant,
Vanessa Scarbo, Orange County Branch Manager,
Julie Idokar, RN,
Richard Smith, LA Staffing Manager,
Howard Wenger, LA Staffing Manager, Raymond
Bradley, RN,
Meshel Bradley, RN

Cont'd from Page 1

Each nurse at the Fort Worth office also received a commemorative Nurses Week T-shirt, and all caregivers were entered in a drawing for a \$100 gift certificate. Amy Morris, LVN, who has worked with Nursefinders since 2002, won the certificate.

Nurses Week always occurs on May 6 through May 12. May 12th is the birthday of Florence Nightingale, who is considered the founder of modern nursing.



Amy Morris, LVN, won a gift certificate to Target as part of a giveaway offered by the Nursefinders office in Fort Worth.

Working in our Communities

- Tucson Home Care and N. Tucson Home Care employees played a vital role in collecting diapers for the Southern Arizona Community Diaper Bank. The Bank regularly provides diapers for 27,000 of Tucson's elderly, disabled and babies, and they depend on donations from citizens and organizations in the community.
- Employees in the Fredericksburg office rallied to help a colleague who had lost everything in an early morning house fire. When Nursefinders nurses and aides found out about the tragedy, they started a collection to help the family buy clothes and other necessities. The office presented \$450 to the colleague and her family. Susan Jones, CNA donated an entire day's wages.

Linda Griffin (far right) treats Jacqueline Odom, CNA to some well-deserved pampering.



Margaret Badilla, HHA donated 450 diapers to the Southern Arizona Community Diaper Bank for the elderly, disabled and babies.

*National Health Observances
Third Quarter 2005*

July
International Group B Strep Awareness Month
UV Safety Month

August
National Health Center Week 8/7-8/12
National Immunization Awareness Month
National Pain Awareness Month
Psoriasis Awareness Month
Spinal Muscular Atrophy Awareness Month
World Breastfeeding Week 8/1-8/7

September
Family Health and Fitness Day USA 9/24
Gynecologic Cancer Awareness Month
Leukemia & Lymphoma Awareness Month
National Alcohol and Drug Addiction Recovery Month
National Cholesterol Education Month
National Sickle Cell Month
National Women's Health & Fitness Day 9/28
Ovarian Cancer Awareness Month
Prostate Cancer Awareness Month

*"I don't know what your destiny will be, but one thing I know: The ones among you who will be really happy are those who have sought and found how to serve."
--Albert Schweitzer*

COMPANY NEWS

Five Knoxville Nurses Honored



Mr. Metcalf, Amy Metcalf, Rhonda Hickman-Dunn, Mark Bame and Mrs. Bame attend the 12th annual Regional Recognition Dinner for RN Clinical Excellence in Knoxville, Tenn.

Mark Bame, Sheila Brooks, Sabra Boatman, Gayle Cole and Amy Metcalf were honored recently at the 12th annual Regional Recognition Dinner for RN Clinical Excellence in Knoxville, Tenn. More than 300 nurses from area hospitals and clinical facilities were recognized, and Nursefinders was the only agency represented at the event.

The nurses were nominated and then voted on by their peers and the Knoxville office staff. Rhonda Hickman-Dunn, owner of the Knoxville franchise said, "We are extremely proud of each of them for their professionalism, clinical excellence, dependability and patient care." Thank you to all five for representing Nursefinders so well!



Barbara Boatman and John Dunn at the Regional Recognition Dinner.

Winners of the Spring Challenge Drawing

In April, Nursefinders issued a "Spring Challenge" to all employees. Caregivers were encouraged to work 120 hours or make 80 visits between April 4 and May 1. Qualifiers were entered in a drawing, and fifty employees each won a catalog from which to choose their prize. Winners were able to choose from electronics, tools, jewelry and household goods. Below is a partial list of the winners:



Melissa Cometa

- Shannon Conkle, Albuquerque HC; Layla Richmond, Baltimore; Rosemarie Canute, Bartlesville; Cassandra Thomas, Cleveland; Tami Sue Keenan, Denver; Mark Wilson, Des Moines; Elena Hiraldo, Edison; Melissa Cometa, Finger Lakes; Flora Munoz, Hackensack; Ana Acosta, Hackensack; Isaiah Kaimulua, Honolulu HC; Kilee Mactagone, Honolulu HC; Cheryl Stegmiller, Houston Kingwood; Tonya Hamilton, Jacksonville HC; Bobby Pendergrast, Knoxville; Jeff Moreno, Los Angeles ST; Radael Ajifu, Maui; Myrtle Pzyk, Maui; Reina Mata, Maui; Daphne Pirtle, Memphis; Rita Lahr, N. Tucson HC; Octavia Gardner, Raleigh; Luisa Roche, San Bern HC; Alethia Campbell, San Bern HC; Thomas Carson, San Bern HC; Kirsten Spillman, St. Louis; Judith Brimelli, Syracuse; Tony Dobson, Tazana; Mary Salas, Tucson HC; Maria Delgado, Tucson HC; Taiwo Adenowo, Verona HC; Lyubomyra Shpak, Verona HC; Roxanna Santana, Verona HC; Leslie Cairns, Wichita.



Daphne Pirtle

New Loyalty Program Piloted in Five Offices

Caregivers in Tucson Staffing, Phoenix, Dallas Staffing and Denver helped refine the new Loyalty Rewards program by giving us good feedback during the "pilot" stage. Once in the program, caregivers can earn points for hours worked and for specific activities like referrals. Points are redeemed for cash.

Over the next few months, the Loyalty Program will be rolled out in most offices across the country.

CAREGIVER FOCUS

Brian Tankersley, LVN



Some people make a conscious decision to enter the nursing profession. Others fall into nursing by accident. Brian Tankersley is definitely a member of the latter group- he got hooked because of a simple decision to try to stay cool.

When he was 16 years old, his parents told him he could either work on the family farm in Knox City, Texas in the blistering summer heat or work for the local family practice doctor. "There wasn't any question," Tankersley said. "I'd take an air-conditioned room over one-hundred degree weather any day."

Over time, Tankersley began to appreciate the office for more than its cozy environment. He learned the basics of being a caregiver: taking blood, measuring vital signs and taking blood pressure. Soon after, Tankersley realized he was in his element.

Impressed by nursing, Tankersley entered the vocational nursing program at Vernon College in Texas and graduated with honors in 1995. Then he started on his bachelor's in business administration at Texas Tech University, graduating in 2003. He received his master's degree in May 2004, and his next goal is to begin classes for his RN licensure.

His journey from field nurse to area director wasn't an overnight process. Tankersley spent his first few years as a nurse working in the pediatric ICU of a local hospital. He then worked as a Nursefinders caregiver for two years before accepting a staffing position in the Amarillo office. Within a year he became the branch director, and after another year he was promoted to area director. He's now responsible for three Texas offices: Amarillo, San Antonio and McAllen.

Tankersley says he has never lost touch with his nursing roots. Being a nurse has given him tremendous insight that helps him to be a better administrator. He knows how challenging nursing can be, and that allows him to relate to caregivers and troubleshoot problems.

"My employees know that I will go to bat for them on any clinical issue that comes along," he said.

These days, much of the process of matching up caregivers and clients is automated. But it's still the job of the managers and staffing professionals to make the final decision about where a nurse is placed. Staffing managers can create success in a nurse's career simply by putting him or her in the right environment - one where he or she can grow personally and professionally, Tankersley said.

"If you can keep nurses happy by putting them in a good spot, then that facility as a whole is a much better place," he said.