

# March / April 2014 IV Lines

Alternacare Infusion Pharmacy

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## ALTERNACARE CELEBRATES 20 YEARS OF SERVICE!

### A few words from one of the owners, Mike Hayden, RPh...

Mike Hayden began in the home infusion industry in 1984 working for a small independent infusion provider.



Mike, RPh

Through a series of mergers, he ended up working for a large national provider. After working 12 to 14 hours a day for the large company, Mike would come home and tell himself that **he could take care of patients in a more efficient and "personal" manner.** The big corporate idea of "taking care of patients" just didn't work for him. Mike was certain there was a better way, and he knew how to take care of patients.

Mike's wife supported him throughout this exciting endeavor. She encouraged him through all of the difficult times, and she has been there with him in the good times. She is the one that said, "Go for it". Mike's very first patient was a long time friend and TPN patient that he had taken care of for many years. She called him at home and asked if he would start his own company and continue to provide her care. Mike told her that he did not have the financial means to start an infusion company.

She called back a few days later and said that she had talked to another long time patient and friend that he had provided care for over the years and she would be willing to let him take care of her again. Long story short, she recruited four of Mike's long-term patients and friends that Mike had cared for in the past. He sat down with the four of them and said that he would give it a try for six months. **Twenty years later Mike is still caring for patients with a personal touch.** These patients are his inspiration to continue to provide quality service.

When asked what the most rewarding experiences are since beginning Alternacare, he stated, **"I think the hard work you put into building a company and the rewards that you gain from that experience is the ultimate satisfaction. There is also the day-to-day experience of working with excellent co-workers over the years that have become great friends as well."** Of course, with these great rewards come challenges as well. The most recent challenge is that of pricing pressures for quality service. As the cost of providing services, pharmaceuticals and supplies increases and the reimbursement continues to de-

crease, Alternacare continues to focus on efficiencies in order to compete in an environment that does not always care about the quality of care. Alternacare tries to do all of this **without sacrificing the integrity and quality of providing "personal" patient care.** "This is what sets Alternacare apart from the competition in this market place. It is the company philosophy that we provide the best patient care that is possible with our own personal touch. **Every patient is an individual and is treated with respect and kindness.** Additionally, the experience of our personnel is exceptional; **no other infusion company in the KC area has the experienced staff that we have at Alternacare. The commitment to patient care and the community is what separates Alternacare from the competition,"** states Mike.

Mike's goal for the future is to continue to grow Alternacare's business and to be a local alternative that continues to focus on the quality of care at a time when the industry is being viewed as a commodity. **"There is a difference, but most people do not realize that difference until they have experienced our service."**

Special points of interest:

- Alternacare celebrates 20 years of service!
- What was happening twenty years ago?
- Transition of Care from Hospital to Home
- Get puzzled!
- A scrumptious recipe for blueberry oatmeal muffins
- A chance to win a Visa gift card

*"I am a patient and want you to know that your company has been outstanding in regard to service and customer care. I am in the healthcare OTC business and it is companies like yours that give the medical community a great name. Thank you."*

Patient J.W.



*"Thank you to the delivery driver for being nice and kind. It was refreshing! He treated me like a person and not just a number."*

Patient C.J.

## Thinking Back Twenty Years...

- The US president was Bill Clinton.
- In Detroit, Michigan, Nancy Kerrigan is clubbed on the right leg by an assailant, under orders from figure skating rival Tonya Harding's ex-husband.
- Former President Richard Nixon dies at 81.
- Apple Computer, Inc. released the first Macintosh computers to use the new PowerPC Microprocessors.
- Nelson Mandela was inaugurated as South Africa's first black president.
- *The Lion King*, the highest grossing hand-drawn animated feature, was released by Walt Disney Pictures.
- Nicole Brown Simpson and Ronald Goldman are murdered outside the Simpson home in Los Angeles, California.
- NASA lost radio contact with the Magellan spacecraft as the probe descends into the thick atmosphere of Venus (the spacecraft presumably burned up in the atmosphere either October 13 or October 14).
- The first version of web browser Netscape Navigator was released.
- May 19, 1994 death of Jacqueline Kennedy Onassis, First Lady of the United States (b. 1929)
- March 1, 1994 – Birth of Canadian pop/R&B singer Justin Bieber
- The Whitewater scandal investigation began in Washington, DC.
- Television programs debuting include: *Touched by An Angel*, *Chicago Hope*, *Ellen* and *Friends*.
- In video gaming, Nintendo called this year "1994: The Year of the Cartridge".
- Top biggest hit single was Bruce Springsteen's "Streets of Philadelphia".
- The 36th Annual Grammy Awards were held in 1994. Whitney Houston was the Big Winner winning 3 awards including Record of the Year and Album of the Year.
- Super Bowl XXVIII – Dallas Cowboys won 30–13 over the Buffalo Bills

## Transition of Care from Hospital to Home

*"Congratulations on 20 years of outstanding service. Everyone I work with is delighted when they find out that the patient is using Alternacare!"*

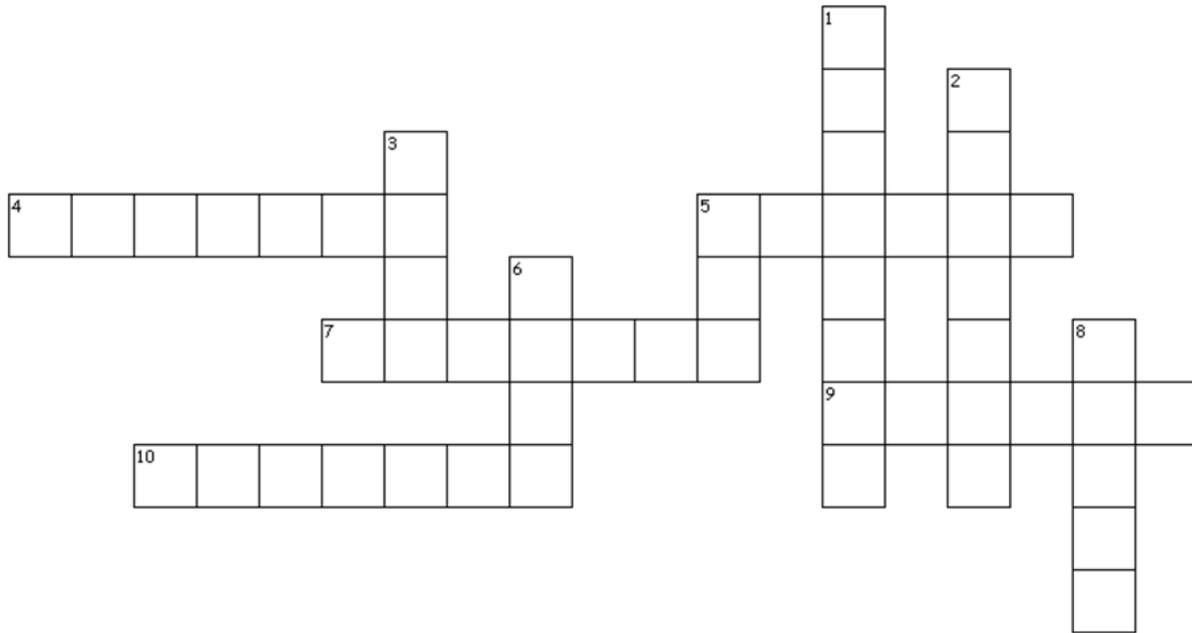
N.S. of a local hospital

One of the many positive benefits of working with Alternacare is the seamless transition of care from the hospital to the home. One of our liaisons will happily visit the patient prior to patient dismissal to inform the patient what to expect, what equipment will be involved in the IV therapy and who will contact the patient. The liaison will ensure that

the patient has the phone number for Alternacare Infusion Pharmacy in case questions or concerns arise. The liaison will reassure the patient that a nurse will meet him/her in the home to teach the patient how to use the medications and equipment or supplies. If the patient has questions regarding insurance benefits, the transition

of care liaison will discuss coverage. Alternacare's transition of care liaisons are available in person in the KC metro area and by phone outside the metropolitan area. This service has proven that patients are more confident returning home from the hospital after having met with one of our transition of care team members.

# Get Puzzled!



## **Across:**

4. Follow us here... @Alternacarekc
5. How many years has Alternacare been in business?
7. When discharging a patient, this person will visit the patient in the hospital to help the transition of care from hospital to home flow more smoothly.
9. Where is Alternacare located?
10. www.alternacare.net

## **Down:**

1. Like us on this social media... www.facebook.com/alternacare
2. Administering nutritional formula into a patient's gastrointestinal tract by means other than the mouth
3. Certification that indicates the nurse has achieved a specialized level of practice in providing infusion therapy to patients, appropriately and safely administering intravenous medications to patients suffering from a broad spectrum of illnesses.
5. A way of supplying all the nutritional needs of the body by bypassing the digestive system and dripping nutrient solution directly into a vein.
6. The number of pharmacists on staff at Alternacare
8. 913-906-9260



*"Patient care with a personal touch"*

## Alternacare Infusion Pharmacy

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## Blueberry Oatmeal Muffins



### Ingredients:

- 3/4 cup quick cooking oats
- 1/4 cup wheat germ
- 1-1/2 cups all-purpose flour
- 1/2 cup sugar
- 1/2 tsp. salt
- 1 T. baking powder
- 3/4 cup milk
- 1/2 cup vegetable oil

- 1 egg
- 1 cup blueberries
- 1/3 cup quick cooking oats
- 1/4 cup brown sugar
- 1 tsp. ground cinnamon

### Directions:

Preheat oven to 400 degrees F. Lightly grease 12 muffin cups.

In a large bowl, mix the 3/4 cup oats, wheat germ, flour,

sugar, salt and baking powder. Stir in the milk, oil and egg just until dry ingredients are moist. Fold in the blueberries. Scoop batter into the muffin cups.

Mix 1/3 cup oats, brown sugar and cinnamon in a small bowl, and sprinkle over the batter.

Bake 20 minutes in the preheated oven, or until a knife inserted in the center of muffin comes out clean.