

CARE PARTNERS NEWSLETTER



SUMMER 2024



CARE PARTNERS

Transitional Medicine Care Management Home Care Senior Placement

Care Partners

SUMMER NEWSLETTER

Page 3-4.....Meet Tina R. & Dianna R.

Page 5.....Welcome To The Team

Page 6.....Tiki Potluck Party

Page 7.....Take Your Dog to Work Day

Page 8.....June In-Services

Page 9.....CP Blood Drive

Page 10.....Connection Event

Page 11.....National Nonprofit Day

Page 12..... Home Care 100

Page 13.....Inc. 5000

Page 14-15.....CP Over The Summer

Page 16.....Reminders & Referral Bonus

Meet Tina R.

ECM Supervisor

In the ever-evolving landscape of healthcare, individuals who bring both extensive experience and genuine compassion are invaluable.

Tina, who joined Care Partners on December 29, 2023, embodies these qualities, making her an outstanding addition to our team. With over two decades of experience in healthcare, Tina's journey has taken her through various crucial roles in the industry. From skilled nursing and health plan case management to serving as a CalOptima case manager, palliative care manager, and transitional medicine manager, her diverse background has equipped her with a unique perspective on patient care. This wealth of experience now informs her current role as an Enhanced Care Management (ECM) supervisor at Care Partners Medicine.

As an ECM supervisor, Tina's responsibilities are multifaceted and challenging. At the core of her role is the support she provides to her ECM team, enabling them to serve our most fragile and vulnerable populations effectively. Since starting, Tina has already made significant contributions. She has been instrumental in building processes, partnering with CalOptima, capturing crucial metrics, and contributing to the development of our new Electronic Health Record system, Exym. Her involvement extends to developing policies, conducting home visits, and offering assistance wherever needed, demonstrating her versatility and commitment to the organization.

What truly sets Tina apart is her deep-seated belief in the power of human connection and advocacy. She acknowledges the complexity of the healthcare system, even for those within the industry, and finds immense fulfillment in simplifying these processes for clients. "Anytime I can help a client, or my team streamline the process for a client, my heart is happy," Tina shares. This sentiment reflects her core values of service and support, which drive her passion for her role.

Tina's impact as the ECM Supervisor is already evident. In just over nine months, she and her team have tackled some of the most complex cases, advocating tirelessly to improve the quality of life for clients who have felt lost in the system. Their efforts in partnering with other health systems to serve clients have yielded significant wins. As the team prepares to launch a new EHR platform and expand their coverage area, Tina expresses gratitude for the opportunity to make a difference.

Beyond her professional life, Tina maintains a rich tapestry of interests that reflect her creative and nurturing nature. She cherishes time spent with her family, particularly enjoying nature walks. Her love for the outdoors is evident in her statement, "Anytime I can be with trees and gardens, I am beaming with happiness." This connection to nature seems to fuel her creativity, which she expresses through repurposing various items into art pieces and furniture. Recently, In the past, Tina has taken up quilting, a hobby that has already brought her recognition - she proudly won a ribbon at the OC County Fair for one of her quilts in 2020.

Tina's journey at Care Partners is a testament to the impact one individual can have when passion, experience, and dedication converge. Her ability to navigate complex healthcare systems while maintaining a focus on human connection makes her an invaluable asset to our team and the clients we serve. As Care Partners continues to grow and evolve, professionals like Tina ensure that we never lose sight of our most important goal: improving the lives of those we serve, one person at a time.



"My Journey" Crazy Quilt by Tina Roth

Category: F (22) Home Arts: Fiber Arts (Sewing)

Award: Top Three

Meet Dianna R.

Recruiting Manager

In July 2020, as the world was cautiously emerging from lockdowns, Dianna embarked on a new journey with Care Partners. Her arrival marked not just a professional transition, but a pivotal moment in her career that would align her passion for making a difference with the meaningful work of healthcare recruiting.

Dianna's path to Care Partners is a testament to her adaptability and desire for purpose-driven work. Her career began in the fast-paced world of casino gaming, where she honed her skills in HR and recruiting. This experience provided her with valuable insights and knowledge, but Dianna felt a calling for something more impactful. Inspired by her parents' backgrounds in healthcare, she made the bold decision to transition into healthcare recruiting, a move that would ultimately lead her to Care Partners.

As the Recruiting Manager at Care Partners, Dianna's role is multifaceted and crucial to the organization's success. Her primary responsibility is to build and set her team up for success by hiring top-tier Personal Care Attendants who embody Care Partners' mission, vision, and values. This task requires more than just filling positions; it demands a deep understanding of the industry, an ability to forge strong relationships, and a keen eye for talent that aligns with the organization's ethos. Dianna's work extends beyond recruitment; she collaborates closely with department managers to cultivate and strengthen their teams, ensuring that Care Partners continues to provide exceptional care.

What sets Dianna apart is her profound sense of fulfillment derived from her work. She finds inspiration in the knowledge that her efforts make a tangible difference in people's lives. Whether it's connecting personal care attendants with an employer that supports and advocates for them, helping clients find compassionate support in their time of need, or mentoring her team members in their career development, Dianna sees her role as a catalyst for positive change. This sense of purpose fuels her passion and keeps her motivated each day.

Under Dianna's leadership, Care Partners has seen remarkable growth. The caregiver roster has expanded to over 750 individuals, a testament to both her recruiting acumen and the positive work environment at Care Partners. What truly makes Dianna proud, however, is not just the numbers, but the lasting impact of her work. She recounts with joy the story of a caregiver she hired years ago who recently reached out to share their success in securing a hospital position. This former employee's gratitude for the skills and experience gained at Care Partners underscores the ripple effect of Dianna's efforts in shaping healthcare careers.

Beyond her professional life, Dianna finds joy and balance in her personal pursuits. As the mother of an energetic two-year-old, much of her free time is delightfully occupied with family life. However, she maintains her passion for an active lifestyle, enjoying snowboarding in winter and engaging in high-energy activities like boxing classes.

Perhaps the most revealing insight into Dianna's character is her affinity for hummingbirds, which she considers her spirit animal. To her, these tiny, vibrant creatures symbolize joy, love, and perseverance - qualities she strives to embody in her own life and work. She admires how hummingbirds can carry nectar weighing twice their body weight and find beauty in every flower they encounter. This perspective informs Dianna's approach to life and her work at Care Partners: finding strength in challenges and beauty in every interaction.

Dianna's journey from multiple industries to healthcare recruiting at Care Partners is a story of personal growth, adaptability, and a unwavering commitment to making a positive impact. Her ability to nurture talent, foster relationships, and find joy in the process of building a compassionate and skilled workforce makes her an invaluable asset to Care Partners. As she continues to shape the future of healthcare staffing, Dianna remains true to her hummingbird spirit - bringing energy, perseverance, and a touch of beauty to every aspect of her role.



WELCOME TO THE TEAM



Raul C.
Client Care Assistant



Lily V.
Client Care Assistant



Carmen R.
Transitional Care
Coordinator



Yon Hui K.
Billing Coordinator



Summer H.
Billing Coordinator



Beeta F.
Nurse Practitioner



Leiloni H.
Social Worker



Tricia Hoang
Nurse Practitioner



Sheyanne E.
Nurse Practitioner



TIKI POTLUCK PARTY



On June 12, 2024, we welcomed the summer season with an incredible Tiki Potluck Party at our office! The event featured a delightful array of foods, lively decorations, and a fantastic sense of camaraderie. Kudos to Kayla and Vincent for winning the dish challenge with their spam musubis! A big thank you to our Client Care Coordinator, Val for her exceptional efforts in organizing and ensuring the event ran smoothly. It was an unforgettable day that brought everyone together to celebrate the joys of summer.

TAKE YOUR DOG TO WORK DAY



On June 21, 2024, we celebrated National Take Your Dog to Work Day, and it was a huge success! Our office was filled with joy and wagging tails as everyone brought their beloved Care Partners. It was a fantastic opportunity to see our furry friends interact and add an extra layer of happiness to our work environment. A big thank you to everyone who participated and made this day so special!

IN-SERVICES

OPERATIONS TEAM



On June 12, 2024, our Operations Team conducted an in-service focused on defining their team brand—Nucleus, and clarifying their roles and responsibilities within the organization. Building a strong culture is essential, and it goes hand-in-hand with ensuring both employee and client satisfaction. The presentation was highly interactive, featuring an ice breaker that encouraged engagement and participation from the audience to share their perspectives on the Ops Team and their duties. Well done, Team!

CLIENT CARE COORDINATING TEAM



On June 26, 2024, our Client Care Coordinating Team delivered an exceptional presentation under their brand—Humans Caring 4 Humans. They effectively outlined their daily responsibilities, the challenges they face, and their methods for matching our amazing clients with the right placements. They also shared their “WHY,” emphasizing their multifaceted role in advocating for both PCAs and clients, while ensuring satisfaction for everyone involved. Thank you for your dedication and hard work, CCC!

CARE PARTNERS BLOOD DRIVE



In July, we partnered with the Red Cross to host a blood drive on the 16th. It was a huge success; having 30 amazing people sign up to donate, surpassing our goal of 19 pints of blood with a total of 21 pints! Because of these donations, we have helped save approximately 63 lives! Thank you to everyone who donated!

CONNECTION EVENT



In July, we hosted our Connection Event to honor the our incredible team in the homecare division, who have gone above and beyond in their roles at Care Partners. We celebrated their hard work, dedication, and commitment to realigning with our word of the year—Connection. Management expressed their heartfelt thanks, presented awards, and gifted each team member a beautiful succulent plant—a symbol of adaptability, love, strength, and resilience. Together, we continue to grow, support one another and succeed as a team!

NATIONAL NONPROFIT DAY

Our Selected Nonprofit Organizations

1. LA On Cloud 9
2. A Wish for Animals
3. Cooper Steinhauser Foundation



**COMMUNITY
IMPACT**



August 17 was National Nonprofit Day. In celebration, our team nominated 14 organizations close to their hearts. We gathered and chose to donate to 3 organizations: LA On Cloud 9, A Wish for Animals, and the Cooper Steinhauser Foundation! We understand that our role extends beyond providing the services we do. We're part of a larger ecosystem, and recognizing and supporting nonprofits is our way of contributing to the overall well-being of our communities!



HOME CARE 100



We are thrilled to acknowledge our COO, Medicine, Jordan Hellman, for his outstanding presentation at Home Care 100. As a deeply committed company to succession planning and maximizing our potential, Jordan's remarkable presentation exemplifies our dedication. His insights into Transitional Medicine not only showcased our initiatives but also provided valuable knowledge to other organizations and industry leaders. Well done, Jordan!





GLOBAL TRANSITIONAL CARE

124% 3-Year
Growth



CP OVER THE SUMMER

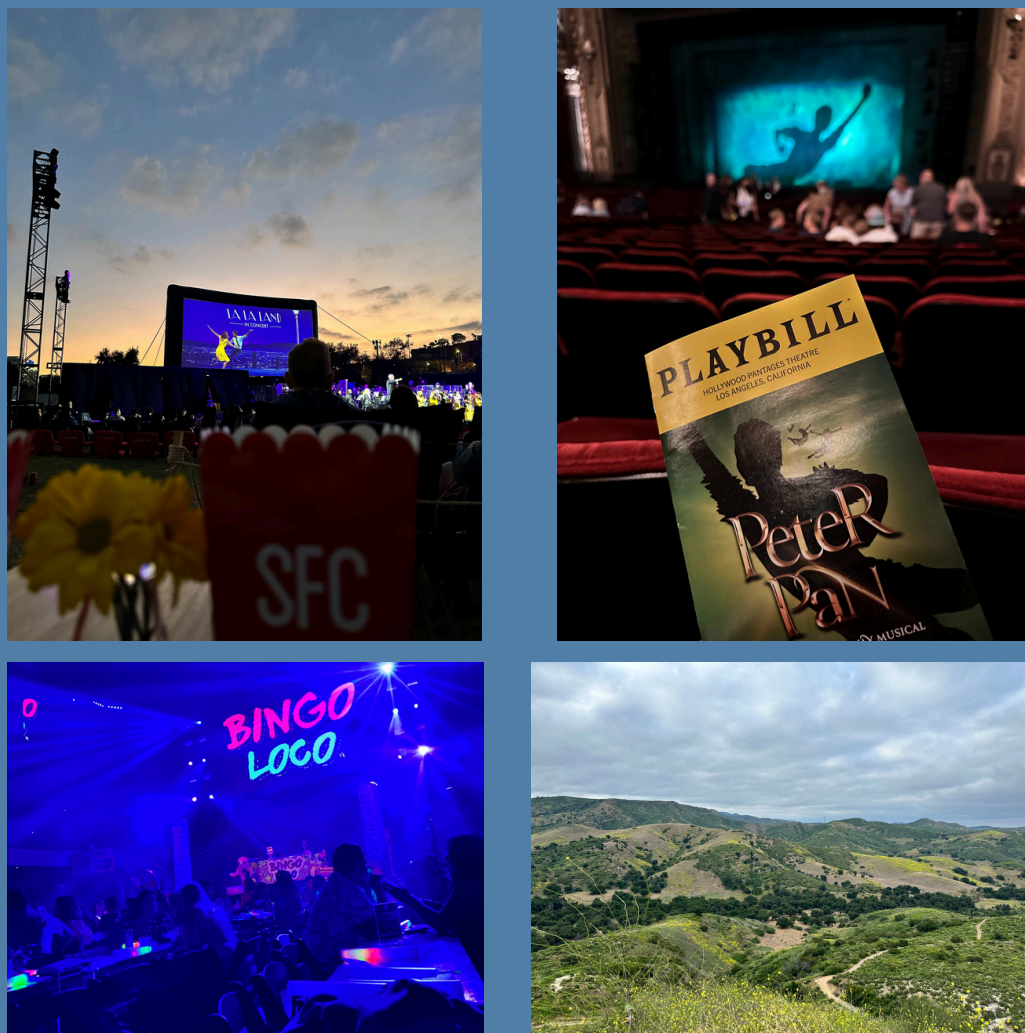
Jess K.

Our Transitional Care Nurse, Jess, spent her summer traveling to Tahoe and Palm Springs with her family and loved ones!



Nicholas T.

Nicholas, our Payroll Coordinator had an adventurous summer! He went hiking through Weir Canyon Trail, watched Peter Pan the Musical—being one of the most beautiful sets he's seen all year, attended multiple Bingo Music events with his friends—a highlight of the summer for him, and watched one of his favorite movies, La La Land at Historic Park with a live orchestra—a beautiful and emotional experience!



Judith L.

Judith was able to visit Super Nintendo World for the first time and her boyfriend caught this photo of her candid reaction! She had such a fun experience and would love to go again! How fun!!



CP OVER THE SUMMER



Arthur R.

Our Client Care Coordinator, Arthur, attended Power Morphicon for the 30-year celebration of Power Rangers! This event was held in Pasadena, and as a huge fan, Arthur had such a blast!

Vincent D.

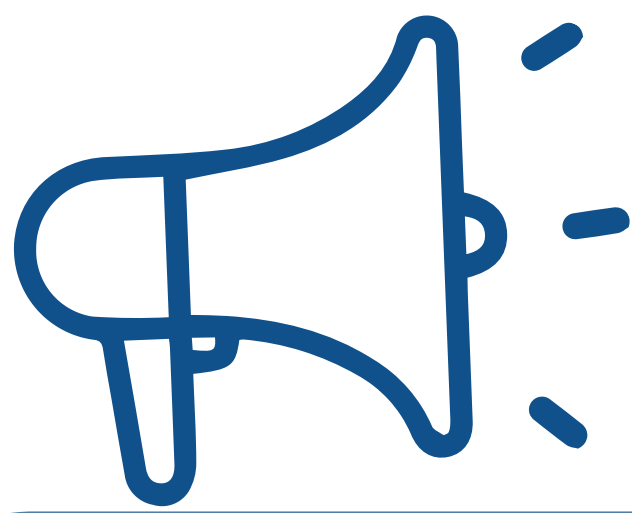
Vincent, our OD Supervisor, spent time with his family on a cousins' cruise to Ensenada, Mexico! He had such a fun time relaxing and being on vacation for his birthday!



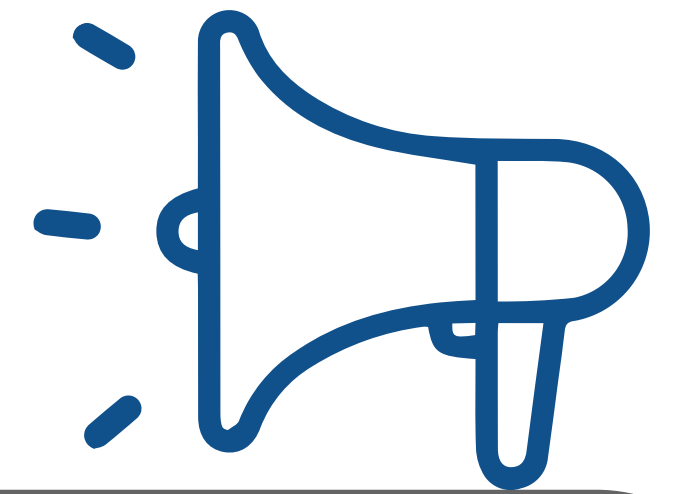
Brittney P.

Our Client Care Assistant, Brittney, took a trip to Las Vegas, Nevada with her father and spent some quality time relaxing, exploring, and eating delicious foods!





REMINDERS



PCA Credential Renewals

To all Personal Care Attendants:

You may receive or have already received a notice to renew your credentials: ID/Driver's License, Home Care Aide Registration, Covid Vaccination Card, TB Test, Caregiver University, etc.

It is crucial these are renewed in a timely manner, as it is required for employment. For any questions, please relay them to our Onboarding Assistant, Kayla Dang.

Email: kdang@carepartners.us or
amichel@carepartners.us
Direct Line: 949.590.3263

Time/Attendance

Please continue to do all you can to arrive on time to your shifts in the event you are running late. Please call the on-call phone, so we can notify the client and update your schedule.

When clocking in/out please make sure to complete all daily care logs. If you need to make any adjustments to your time, please leave a general comment and let our Client Care Assistants, Brittney or Sophia know.

Time sheets are not accepted. If you cannot use the app to clock in/out, call the Telephony number from the client's phone.

24/7 On-Call Phone: 949.664.9258
Brittney's Direct Line: 949.647.5748
Sophia's Direct Line: 949.669.1559
Telephony: 844.469.6760

Referral Bonus

Have a friend that would like working for us too? Let us know! If they get hired with us, you can make \$250! the person you refer needs to work 6 shifts within the first 2 weeks of being hired, and they need to let us know the first time they talk to us that you referred them. After they've worked for their first 2 weeks, reach out to the office so we can confirm their shifts and get your bonus on your next check!

Contact Us

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