

Congratulations



Primary Health Choice has been issued a 3 year CARF accreditation extending through February 28, 2021.

In God We Trust



PRIMARY HEALTH CHOICE, INC A PRIMARY CHOICE, INC

"Individuals' First Choice"

Second Quarter 2018

Mission Statement

We are committed to helping and providing all individuals and families with the best of services to enhance, grow, and maintain a high quality of life. The needs of each and every individual we serve are first and foremost. We strive on the belief that all individuals should receive the best services regardless of any factors.

Happy Nurses Week



National Nurses week is celebrated May 6-12 and celebrates nurses who lead the charge for health and wellness. This week is devoted to highlighting the diverse ways in which registered nurses work to improve health care. **A Primary Choice** currently employees 7 nurses that cover the state of North Carolina. As we continue to expand our services we look forward to adding additional nurses to our staff. The program is supervised by Lynette Chavis and she has been with the agency for 5 years. We appreciate the hard work and dedication that our nurses provide to each and every one of our patients and staff. You are a key to our success and we appreciate all that you do. Thank you!!



Pictured from left to right: Lynette Chavis, Leslie McDonald, Gloria "Faye" Hunt, Ashley Locklear, Natalie Locklear
Not pictured is Shelia Cooke and Elizabeth Cole



Our agency is currently partnering with Veterans Care Coordination to offer home care services for eligible veterans and surviving spouses with non-services related disabilities who may require assistance with their Activities of Daily Living. If you or someone you know may qualify for this service, please contact our agency's Veterans Representative/ Exe. Regional Director
Shelley Comella



Call Shannon Oxendine at the corporate office and ask about the agency's ERP program

\$ 910-865-3500 \$



BEAT THE HEAT, DRINK PLENTY OF FLUIDS!!

ATTENTION !!

NC WORKS in the surrounding counties currently have a financial program to assist you with obtaining your CNA certification. This program will cover the financial cost of classes, books, uniforms, test and other cost associated with obtaining the certification. If you are interested in becoming a CNA, please contact NC Works in the county that you reside and request to speak with a WIO-A representative for more information.



Primary Health Choice, Inc. "Individuals' First Choice"

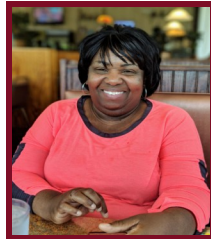


We are please to announce the agency's newest location in **Greensboro, NC**. The office is located at 2509 Battleground Ave. Suite C and the telephone number is 336-285-7715. The office manager at this location is Natalia Brown. At this location we offer both Home Care & NC Innovation Services.

Congratulations

Congratulations to our **Dunn office** on their nomination in Harnett County for **Best Customer Service Award** in the **Professional Service Category**. Thank you for all of your hard work.

Employee of the Quarter



Sharon Townsend

Primary Health
Choice Inc.

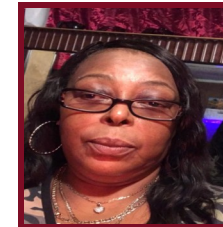


Ashley Locklear



Faye Hunt

A Primary Choice, Inc.



Sharon Strickland

Mental Health Awareness

May is national mental health month. During the month of May **Primary Health Choice** and many across the country raise awareness of mental health issues. It's reported that 1 in every 5 Americans are affected by some type of mental health condition. NAMI has begun promoting their 2018 campaign "CURESTIGMA," to help decrease the stigma associated with people getting help for their mental health conditions. Their website list stigma as being toxic to mental health because it creates an environment of shame, fear and silence and prevents many people from seeking help and treatment. The professionals here at **Primary Health Choice** support NAMI to spread compassion, empathy and understanding for those in need. Our clinical director, Alan Capistrant, states that "we are committed to treating all individuals as they should be treated and not as a diagnosis." If you or anyone you know is in need of mental health assistance please call in to any of our offices for intake or referral information.



Annual Day Supports Fun Day

Day Supports held it's annual fun day on 06/28/2018. There was lots of exciting activities for our consumers and community partners. Our agency would like to thank several community partners that were in attendance for this special event: Jerry Stephens, City Commissioner, Monti McCallum, Eastpointe Board of Directors, Matt Moore, Robeson County Sheriff Department, Mr. Brown and Charles Hues for entertainment and James and Janice Thompson, the cooks and Charles Townsend. Our consumers enjoyed a day in the sun filled with fun activities for everyone.



Human Rights/CFAC Meeting

The agency held it's quarterly human rights/CFAC meeting on 05/03/2018. During the meeting we discussed topics including incident reports, accommodation to barriers, gaps in services, consumer suggestions, MH updates and other important information relating to our consumers. The next meeting will be held on 07/26/2018 at 12:00pm. Please contact our agency's QM/Training Director, Alice Hunt at 910-865-3500 for inquiries.



IMPORTANT FYI

By law our agency is required to protect the health information of the consumers we serve. **Primary Health Choice and A Primary Choice** is committed to protecting confidential information of our consumers. Our agency have specially trained officers onsite to assist employees and consumers should any questions or concerns arise. Please feel free to contact our Privacy Security Officer, Alice Hunt at 910-865-3500 for any matters concerning privacy practices. Thank you.

Consumer Satisfaction Survey

The results of our agency's **2nd quarter** consumer satisfaction results are in! ! The following are a list of staff strengths that were recorded from those surveys:

- Professional
- Courteous
- Timely
- Reliable



JOB WELL DONE