

GHP Welcomes Our New C.O.O. - Joel Williams

And says a Sad Farewell.....

Guardian Healthcare Providers would like to welcome Joel Williams as our new Chief Operations Officer.

Joel comes to GHP from an extensive background in healthcare staffing. He has held numerous positions in the healthcare staffing industry including CEO, CFO and COO. Now that we have got to know him briefly, it is no surprise that the companies he has worked for have experienced rapid growth. One of these was ranked as the fastest growing healthcare staffing firm in the United States.

Joel is currently living in Nashville and comes to us via Park City, Utah. His wife Rhonda and 15 year old daughter Ali will join him after the end of the school year. Joel is an avid photographer and has had some of his work published in local advertisements in Utah. He also is the world's biggest Apple Inc. fan. Joel owns at least two Macintosh computers, an iPhone and no less than 6 Ipods!

With Joel's background, the success of GHP is an exciting prospect. His business philosophy is that "A strong and focused team with a clear vision will outperform the competition and succeed in the marketplace".

Joel hopes to bring to GHP a performance driven culture where having fun is not optional. He remarked, "I'm impressed and honored

Guardian recently said goodbye to Renae McGregor, Chief Operating Officer for Guardian from 2001 to 2008. Renae has decided to take some time away from the corporate world, although she couldn't quite keep herself away from Guardian altogether. She remains on the Board of the Guardian Group, where she will be able to remain a part of Guardian during this exciting time of growth and expansion.



Joe Owen, CEO and President (left), Renae McGregor, and Karen Owen

"A strong and focused team with a clear vision will outperform the competition and succeed in the marketplace"

***Joel Williams,
C.O.O.***

to work with such a wonderful team at Guardian. All of the employees have given me an extremely warm welcome. I look forward to working with everyone to aggressively grow the company."

SEPTEMBER COMPETITION WINNER

QUESTION: How often must a restraint order be renewed?

ANSWER:
Every 24 Hours.

The first correct entry drawn was sent in by Cris Watkins, RN, Louisville, Kentucky. Congratulations, Cris, you win a \$25 gift voucher!

EMPLOYEE SURVEY RESULTS

“The format of the 2008 Employee Survey was very different to the one for previous years”, said Joe Owen, President and CEO. There were two parts to the survey. The first part was the number of people who responded either positively or negatively. We only asked you one question – “Would you recommend Guardian to a friend or colleague?”. Staff were asked to rate, from 1 to 10 (1 being definitely not and 10 being absolutely for sure), how they would answer that question.

We divided the responses up into two groups – the first group were people who would recommend the company we called PROMoters, and the second group of people were those who wouldn’t recommend the company, called DETractors. The purpose of doing this was to see how many of our staff felt good about working for our company, i.e. were there more PROMoters than Detractors.

The second part of the survey was the invitation for all staff to write, confidentially, their comments about any aspect of their jobs. We are pleased to report that each regional office had a positive response, and the company overall received a favorable score. The goal now, is, of

course, to improve those scores. Management will be putting in place a number of initiatives to this effect. Some of these initiatives will be based directly on the remarks made in the comments section.



Said Joe Owen, “I’d like to say a big thank you to each one of you who took the time and trouble to respond, and to those who wrote in the comments section, I want to assure you that we have reviewed all of these remarks, and will take them into account during the coming year.”

New Safety Officer

Mary Ellen Magyar, Director of Performance Improvement, has been appointed as the HIPAA Compliance Officer for Guardian Healthcare Providers, inc. effective January 5, 2009.

ANNIVERSARIES

*Congratulations
to those of you who have been
with Guardian for one year:*

Lina Bell, Ma-Marisa Dancel, Apollo Mark Rivera, Mariegen Calvo, Loelyn Rivera, Vemelyn Luciano, Brenmda Woods, Janet Webster-Call, Carolyn Brumley, Lisa Hall-Parker, Amanda Harrell, Elvira San Miguel, Razmia Alawi, Cheryl Winning, Brenda Baker, Danielle McDearman, Kimmy Brooks, Jackie Frost-Cruise, Matthew Stieg, Kathryn Hill, Alan Thomas, Cindy Charlton, Amy Jones

and FIVE YEARS ...

Bryan Cash

and TEN YEARS !!!

Charles A Haymon

Joint Commission Awards Guardian Healthcare National Recognition

In April, 2007 Guardian Healthcare Providers began their quest for certification by Joint Commission. Was the journey arduous? You bet it was!

Going for a corporate survey meant that the Brentwood office and the regional offices needed to be coordinated in every aspect. How did we do it? Well, it was done with a lot of persistence and the desire to succeed by every employee. The main office had an announced survey on November 5, 2008. The Louisville region office was chosen by Joint Commission for an unannounced survey on December 9, 2008.

The twenty (20) months journey came to a positive conclusion on December 10, 2008 when we received the notice from Joint Commission that we were certified as a Health Care Staffing Agency.

As a company we met the 23+ standards and 107 elements of performance as outlined in the Joint Commission manual. These standards and elements

outlined the criteria we needed to meet to obtain certification. They covered the topics of Leadership, Human Resources, Performance Improvement and Information Management.



“Health care organizations that contact Guardian Healthcare Providers can look to this certification as an assurance that Guardian Healthcare

Providers demonstrates a commitment to providing and continuously improving quality services,” says Michele Sacco, M.S. executive director, Health Care Staffing Services Certification, Joint Commission.

The process of standards compliance continues on a daily basis. In two (2) years we will be recertified to validate our continuous standard compliance. I know that each one of you will continue with the same diligence in the coming years.

To quote Joe Owen, CEO of Guardian Healthcare Providers “ Certification recognizes Guardian Healthcare Providers’ dedication to providing qualified healthcare professionals to provide safe, high-quality care to patients. We’re proud to receive the Joint Commission’s Gold Seal of Approval”

To view our certification online:

1. Go to the Joint Commission site at <http://www.jointcommission.org/>
2. At the very top of the screen on the right you will see Quality check – click the icon
3. Fill in the information requested either by name , zip code (37027) or state – press the search button
4. Next fill in the type of certification from the drop down menu (Health Care Staffing) – press the search button
5. You will see us listed. After the main office address there is a statement “show other locations of care”

OUR PROFESSIONAL IMAGE

“Our hectic and challenging lives can compromise the way we portray ourselves at work” says Deb Jones, Regional Director of Operations for Louisville. “Striving to maintain professionalism each day will also have a positive effect on our attitude.

“A professional is a person who can do his best at a time when he doesn't particularly feel like it.”
-Alistair Cooke

We work in an industry...healthcare... that offers numerous opportunities to gain trust each day. Professionalism of image and appearance becomes very important, because we all only have only a few moments to spend with each of our patients, clients, and even candidates for hire in our busy profession.

Yet, each of us must seek to look beyond outward appearances, toward attitudes, when interacting with patients, clients, and candidates in order to effectively do our jobs. This is when we see how attitudes and outward appearances go hand-in-hand. Charles Swindoll says

“The longer I live the more I realize the impact of attitude on life.

Attitude, to me, is more important than facts.

It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do.

It is more important than appearance, giftedness or skill. It will make or break a company ... a church ... a home.

The remarkable thing is, we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past... we cannot change the fact that people will act in a certain way.... we cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. I am convinced that life is 10% what happens to me and 90% how I react to it.

And so it is with you ... we are in charge of our Attitudes.”

*Deb Jones,
Regional Director of Operations
Louisville, KY*

10 REASONS WHY WE MAKE MISTAKES AT WORK

1. FATIGUE - resulting from long hours, irregular shifts or physically demanding work.
2. Rushing to complete a task.
3. Substance abuse.
4. Stress, either work-related or personal.
5. Aggravation because of delays or tasks not proceeding as planned.
6. Sensory deficits such as poor hearing or vision.
7. Illness or injury affecting judgment and reaction time.
8. Medications for allergies, pain or other conditions.
9. Attention Deficit Hyperactivity Disorder (ADHD) or other mental health problem that creates difficulty organizing things, listening to instructions, remembering details and controlling behavior.
10. Hunger from missed meals or inadequate nutrition.



GUARDIAN'S PHILIPPINE CONNECTION GOING STRONGER THAN EVER!

Meet the second 2008-group of nurses from the Philippines to attend the in-house NCLEX Comprehensive review. Alice Johnson-Davis, center, conducted classes in October, in Dumaguete City.

“Thank you for your unending support, Guardian Healthcare Providers, Inc.!! Your goal of becoming a nationally recognized company with business in all 50 states is soon to be realized! More Power!!” said Kitten Gomez.

REGIONAL ROUNDUP

Middle Tennessee

The Nashville Region continues to grow. Recruiting Manager Nate Benardino recently added two full-time employees to the region's staff. He placed both a Behavioral Analyst and a Speech Language Pathologist at Clover Bottom Developmental Center, thereby fulfilling all of their current contract needs.

The Missouri Statewide contract is also taking off for the Nashville region as the team provides RNs and LPNs to two mental health facilities in the state. With lots of potential throughout the market, they look forward to maximizing GHP's presence in that state and beyond.

Local PRN also remains hot for the Nashville region, as they dominate the correctional staffing arena in Middle Tennessee. They provide round-the-clock nursing coverage to one of the largest prisons in the state. Additionally, they service one of the state's largest mental hospitals, as well as a multitude of other correctional sites, hospitals, and long term care facilities.

Louisville

Our psychology team at Hazelwood has been making news this quarter! Ann Brian, Ph.D. was promoted to Director of Psychology from Acting Director. Courtney McEuin Ph.D. is expecting a new addition to her family, and we welcomed a new team member, Brandy Chanab, Ph.D. Congrats to all!

Ed Thompson, behavior specialist, will be promoted to crisis management trainer for the Hazelwood facility. Hats off to Ed!

Brenda Baker, Associate Behavior Analyst, successfully passed her exam and is now recognized by the Behavior Analyst Certification Board. Brenda was also recently recognized for her excellent work by colleagues at her facility, Gulf Coast Center. Congratulations to Brenda!

Progress in Nebraska! We have successfully completed hiring for four high-level and influential administrative positions provisioned by our contract with Beatrice State Developmental Center. Dan Hyman, Angela Server, Annette Hutson, and Shigeyo (Gay) Taylor will no doubt contribute greatly to the mission at the facility. Welcome!

For the past six months, Wes Kohl, business development manager, and Teri Walling, staffing manager have worked hard to obtain staffing agreements with Louisville and Southern Indiana hospitals. We appreciate their launch of this effort for 2008, and we expect to provide outstanding services to these facilities with their continued engagement!

Telisa Griffith and Kasey Karp successfully began staffing Missouri Dept of Mental Health/MRDD facilities in St. Louis this year. We appreciate their hard work to bring us new associates to the Guardian family.

The Louisville Regional office was selected by our Joint Commission surveyor to complete the regional office survey in December, necessary to finalize our Joint Commission certification. We "kicked the ball through the goalposts" with a zero deficiency survey thanks not only to the Louisville office staff (Peggy, Kasey, Telisa, Teri, and Wes), but also to all our field staffs, who were well-prepared, and the entire Brentwood office team, including our Performance Improvement Director, Mary Magyar!

Guardian Healthcare Providers Opens in St. Louis

Guardian Healthcare Providers has opened a new office in the city of St. Louis, MO. It is the second new branch office for Guardian Healthcare Providers to open in the past six months.

"Our team is very excited to become a beneficial staffing resource to the State of Missouri's healthcare industry," stated Janice Perino, St. Louis Regional Director of Operations.

Janice Perino will serve as Regional Director of Operations. Perino brings to her position with Guardian 14 years of experience within the healthcare industry, including direct care, patient advocacy services, sales and temporary administrative staffing. Before joining Guardian, she was Director of Business Development for a Patient Advocacy company out of Kansas City, MO.



Staffing Manager Jaime Schott comes to Guardian from Robert Half International with four years of experience in administrative staffing.

The St. Louis Regional Office will partner with a variety of healthcare organizations and facilities within Missouri to provide the highest quality of clinical staffing services.

West Tennessee Adds Correctional Staffing

The West Tennessee/South Florida Regional office has added two new clients to its mix during the month of December. "We now offer our RNs, LPNs and CNAs an opportunity to practice in the unique environment of a correctional facility", stated Jeff Hanover, Regional Director. The two new clients include the Northwest Tennessee Correctional Complex located in Tiptonville, Tennessee and The West Tennessee State Penitentiary, located in Henning Tennessee. Each facility averages 2500 inmates and offers full service healthcare treatment to its populations.

According to Sandi Sartin, Staffing Manager, "although both facilities are located in rural areas of West Tennessee, recruiting has gone very well and we have had lots of clinical candidates who are interested in working at a correctional facility." Guardian is staffing a significant number of open positions that the facilities have been unable to fill as well as several PRN shifts each week.

CAROLE LEISURE

Please join us in congratulating Carole Leisure, HR Benefits Coordinator in Brentwood, on becoming PHR certified. Carole has studied for the last year to take the very difficult test to become certified as a Professional in Human Resources through the Society of Human Resource Management. This is quite an accomplish for Carole and she deserves a HUGE pat on the back.

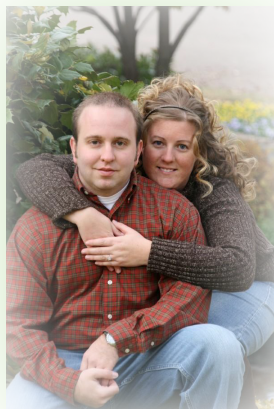
Congratulations Carole!!!



AN EARNEST STUDENT

CONGRATULATIONS to *Ernest Ita*, who graduated from the University of Kentucky (UK) on Friday, December 19th with a Masters Degree in Accounting. He is continuing on to get a double Masters Degree in Mathematics. What makes this even more commendable is that Ernest worked full time at Central State and travelled to UK in Lexington, KY, some 90 miles away several times a week to accomplish this great feat.

Hats off to you, Ernest!



Newest Member of Staff in Nashville

Nate Bernardino is Nashville office's newest member of staff. He is a transplant from Michigan who brings more than six years medical recruiting experience to Guardian. "Since moving to Nashville I have enjoyed exploring the city's unique natural recreation and culture. I want to extend a big thank you to all of the great people I have had the pleasure of interacting with during my six months with the company. It has been a pleasure transitioning from a large company to the close knit vibe that Guardian offers. I look forward to watching our company continue to grow, and to and being a part of the opportunity that will accompany that growth.

NO BLUES IN MEMPHIS NOW!

Usually you hear the sound of the Blues in Memphis. Not right now though. They are all listening to the sound of wedding bells instead!

Payroll Coordinator, Holly Hawkins and fiancee Anthony Hearnberger (pictured above) , will be tying the knot on April 4th, 2009.

No worries for those that depend on her hard work and cheerful smile though! Holly will be returning to work after honeymooning in St Croix, Virgin Islands. Best wishes to the happy couple.



JANUARY COMPETITION

What is the National Patients Safety Goal No. 14 and who does it apply to?

Send your answers to newsletter@guardianhealthcare.com and the first correct entry drawn will win a \$25 gift voucher.

Congratulations to proud new Grandma, Joanne Smyth. This little one looks like an angel! Rhys Cornelius Smit was born on December 11th, 2008. "He's going to call me Gogo - that's Zulu for "grandma", Joanne said proudly.

CONTINUING EDUCATION

This edition's **Continuing Education** article sets out the Joint Commission's National Patient Safety Goals for 2009.

Abbreviation Key: BHC-Behavior Health Care; HAP-Hospital; LTC-Long Term Care; AP-All Programs (Refers to BHC, HAP, LTC)

		Applies To
GOAL 1	Improve the accuracy of patient identification	
NPSG01.01.01	Use at least two patient identifiers when providing care, treatment or services	AP
NPSG01.02.01	Prior to the start of any surgical or invasive procedure, conduct a final verification process, such as a time-out to confirm the correct patient, procedure, and site, using active, not passive, communication techniques.	LTC
NPSG01.03.01	Eliminate transfusion errors related to patient misidentification	HAP
GOAL 2	Improve the communication among caregivers.	
NPSG02.01.01	For verbal or telephone orders or for telephone reporting of critical test results, the individual giving the order or test result verifies the complete order or test result by having the person receiving the information record and "read-back" the complete order or test result.	AP
NPSG02.02.01	There is a standardized list of abbreviations, acronyms, symbols, and dose designations that are not to be used throughout the organization.	AP
NPSG02.03.01	The organization measures, assesses, and, if needed, takes action to improve the timeliness of reporting and the timeliness of receipt of critical tests and critical results and values by the responsible licensed caregiver	AP
NPSG02.05.01	The organization implements a standardized approach to hand-off communications, including an opportunity to ask and respond to questions.	AP
GOAL 3	Improve the safety of using medications	
NPSG 03.03.01	The organization identifies and, at a minimum, annually reviews a list of look-alike/sound-alike medications used by the organization and takes action to prevent errors involving the interchange of these medications	AP
NPSG03.04.01	Label all medications, medication containers (for example syringes, medicine cups, basins), or other solutions on and off the sterile field.	HAP
NPSG03.05.01	Reduce the likelihood of patient harm associated with the use of anti-coagulant therapy.	AP
GOAL 7	Reduce the risk of health-care associated infections	
NPSG07.01.01	Comply with current World Health Organization (WHO) hand hygiene guidelines, or Centers for Disease Control And Prevention (CDC) hand hygiene guidelines.	AP
NPSG07.02.01	Manage as sentinel events all identified cases of unanticipated death or major permanent loss of function related to a health-care associated infection.	AP
NPSG07.03.01	Implement evidence-based practices to prevent health-care associated infections due to multidrug resistant organism in acute care hospitals.	HAP
NPSG07.04.01	Implement best practices or evidence-based guidelines To prevent central line-associated bloodstream infections	HAP, LTC
NPSG07.05.01	Implement best practices for preventing surgical site infections	HAP