



Summer 2022



ORIOL HEALTH CARE FAMILY NEWS



The Grapevine

WELCOME TO OUR COMPANY NEWSLETTER!!!!!!

The last couple of years have been especially trying on the healthcare workforce. Since wellness is our daily goal, this issue of the Grapevine will primarily focus on helpful articles, tips, and ideas to enhance your physical, emotional, financial and general wellness.

Every member of the Oriol team is crucial to our success and is appreciated for what they do. It has been said that "laughter is the best medicine" so we are including some healthcare memes to share with you and hopefully make you laugh a little! Be well!

TEAM WELLNESS



Oriol has the BEST team !



Covid 19 Testing & Vaccine Updates



Free at-home Covid test Kits for everyone

Starting January 15, most people with a health plan can go online, or to a pharmacy or store to purchase an at-home over-the-counter COVID-19 diagnostic test authorized by the U.S. Food and Drug Administration (FDA) at no cost, either through reimbursement or free of charge through their insurance. This applies whether you purchased your health plan on your own or whether you get health insurance through your job. Each covered person is allowed 8 test kits per month. Try the local Walgreens & Walmart for no upfront cost. See CMS.gov for more information.

You can also place an order for 8 free test kits at USPS.com. You will enter your address and they will send confirmation of order and ship in two separate packages. You may be eligible for two orders per home.

Massachusetts DPH issues New COVID19 Surveillance Testing Directive effective July 1st.

All LTC facility staff who are up to date with COVID-19 vaccines must conduct weekly testing. Staff who are not up to date with COVID-19 vaccines must conduct twice-weekly testing. Staff who are not up to date with COVID-19 vaccines should be tested on two non-consecutive days during the testing week. Testing will be conducted using BinaxNOW or similar FDA approved/EUA rapid test. Symptoms of COVID-19 include fever or chills, cough, fatigue, muscle or body aches, shortness of breath or difficulty breathing, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.

What does "Up To Date" mean?

You are **up to date** with your COVID-19 vaccines when you have received all doses in the primary series and all boosters recommended for you, when eligible. This includes the second booster for those over 50 or who are moderately or severely immunocompromised. For staff turning 50, you are expected to get your second booster within three weeks after your birthday.

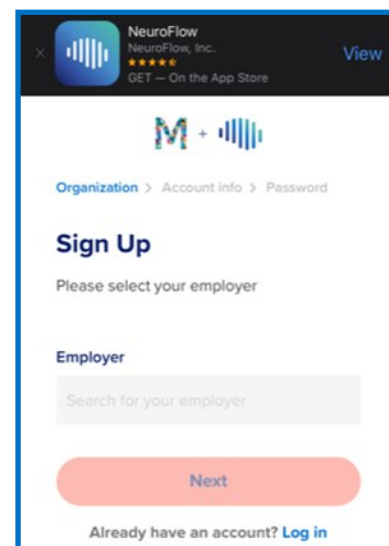


Take control of your whole health—life, mind and body.



Looking for a mobile resource to support your overall wellness? NeuroFlow allows you to track your mood, sleep and pain, connects you to your provider, and helps you feel your best. NeuroFlow encourages you to take control of your total health, both physically and mentally. Strengthen your mind-body connection through relaxation and mindfulness techniques, strength-building activities, behavior tracking and wellbeing assessments.

Download the NeuroFlow app to your mobile device or sign up online. Be sure to enter **Oriol Health Care** as your employer to create your account! This site is an employee only benefit!

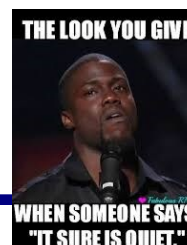


Magellan Ascend—Oriol Health Care Employee Assistance Program

<https://magellanascent.com/Content/View/17737?ccid=hpZiwiTni%2FVKNrZqvUQNB%2Ftoqx7XbPT88aZ922NGPRU%3D>

Magellan Healthcare + NeuroFlow Video:

<https://vimeo.com/622749283>



“Never ruin an apology with an excuse”

from a McKnights LTC News Blog by Jean Wendland Porter, PT and submitted to share by David Oriol, CSO, Oriol Health Care

Never ruin an apology with an excuse – Ben Franklin

Medical malpractice is not something we like to think about. For my entire career, even though I worked for corporations and individual entities, I have carried my own malpractice insurance. Fortunately, I've never had to use it.

Some malpractice cases in the nation are well-known, including when comedian Dana Carvey had a cardiac bypass on the wrong coronary artery. There is a well-known case of an OB-GYN who artificially inseminated many of his patients with his own sperm (watch *Our Father* on Netflix for the story.) There is Christopher Duntsch, who performed spinal surgery and killed or crippled too many of his patients to mention (check out *Dr. Death* on Peacock.) These stories are compelling because they're outrageous. Most of the lawsuits we see are less outrageous but are still devastating. We make mistakes. How do we avoid the damaging effects on our residents and the possibility of bankruptcy-threatening lawsuits against our facilities? What's the answer? Easy, don't make mistakes. How realistic is that? Not very.

I had a recently-discharged resident from our skilled nursing facility who was threatening a lawsuit because she thought her care with us was poor and contributed to further health problems. We asked for a meeting with her and her family to discuss her concerns. She had the misfortune to be admitted to our SNF just before midnight on a Friday. I don't have to explain the challenges that brings.

She complained about a number of things that didn't have to happen: long call-light wait time, didn't get out of bed until Sunday and only after her family demanded it, didn't get a shower until Monday, etc. All these things are bad and shouldn't have happened, but staffing continues to bedevil us. My staff was exhausted from a very terrible week, and because her orders included PT/OT/ST, I came in on Saturday morning and evaluated and treated her myself. I remembered her, and she remembered me.

I began our meeting by apologizing. She was right about so many of her issues, and no amount of “we were short-staffed-it was the weekend-you had a new nurse” was going to right our wrongness. She was right. We made mistakes. And I told her that. I told her that this should never have happened to her, and I couldn't apologize enough. She was surprised and somewhat speechless. She thanked me for my candor and for coming in on that first Saturday to see her. The talk of litigation ended in that meeting.

It is fundamentally and ethically correct for providers and practitioners to apologize for mistakes. According to *The Journal of the American Academy of Psychiatry and Law*:

Apologies are an integral part of human communication and can repair damaged relationships. Within the medical system, apologies remain controversial. Physicians often wish to apologize to patients harmed by medical errors, but they may not disclose errors to patients and their families because of the concern that disclosing errors could increase the likelihood of a malpractice claim. Yet physicians who apologize to patients may instead mitigate many of the communication problems known to prompt patients to pursue legal action. This idea has prompted many state governments to pass apology laws, legislation that aims to reduce rates of malpractice by encouraging physicians to apologize.

We are all human, and we all make mistakes. My mantra has always been, “Catch mistakes early, don't make them twice.” We rely on our expertise and willingness to listen to prevent all but the very tiniest errors, and we certainly don't want our patients to suffer because of that. But when faced with an angry resident, or angry family, try opening with empathy and an apology before defending the indefensible. We can always do better.

Dollars & Sense

FISHER INVESTMENTS*
401(k) SOLUTIONS

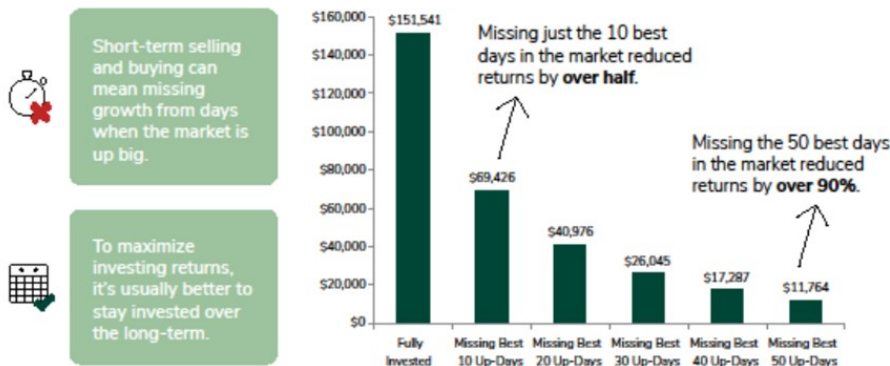
Time in the Market, Not Timing the Market

Missing stocks' big up-days is risky too

When you see your investments drop in value, it's hard to avoid the urge to do something. Volatility can cause some retirement savers to sell out of stocks they may need for their goals and instead hold cash or other investments that feel less risky. This is often a mistake.

Consider the following example, which shows what would happen to someone who invested \$5,000 in stocks more than 30 years ago. If they left their investment alone, they ended up with over \$150,000 today. However, if they tried to time the market and missed stocks' strong growth days, their returns dropped dramatically.

Value of \$5,000 Invested in 1988¹



The Bottom Line

Stocks are often volatile, and whether they move up or down in a given day, month, or year tells you nothing about what they will do in the following months. Selling stocks to avoid downside can mean missing out on big up-days, which are impossible to predict. This can be especially impactful for retirement saving, which requires long-term growth that may be difficult to achieve if you miss out on strong growth periods. So while it may be tempting to make short-term changes—especially when you see friends, family, or others doing so—we believe it's best to stay focused on your long-term goals.

If you have questions about market volatility or other current events, **Fisher Investments** can help. We offer retirement savers one-on-one support and guidance to help you understand what's happening in markets now, and how selling or changing investments could affect your goals. If you have questions about this or other 401(k) topics, call or email to speak with a Retirement Specialist today!

Call 401(k) Help Desk: 888-322-7586
Email: contact401k@fi.com

¹Source: FactSet, as of 02/05/2021. Daily S&P 500 Total Return Index from 01/01/1988 – 12/31/2020.

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Investing in securities involves the risk of loss. Past performance is no guarantee of future results.



SAVE THE DATE



Health & Wellness EXPO

09-13-2022



Harvest Craft Fair



2nd Annual Harvest Fair returns on Saturday October 8th from 10am - 2pm in the parking lot at 52 Boyden Rd, Holden.

- * Crafters
- * Authors
- * Bakers
- * Car Show
- * Raffles



Join us for some family fun! Free to all, take photos, shop and browse the car show! Rain date October 9th.

Checking your pockets before the laundry:



Normal people



Healthcare workers

