

AllPro Brings Health Care Home

Agency helps patients maintain independent lifestyles

AllPro Home Health Administrator Adam Pacyga, 34, is passionate about his company and the services it provides. The Medicare-certified home health agency, licensed by the state of Florida for patients in Charlotte, Sarasota, Collier, Lee and DeSoto counties, specializes in skilled nursing; physical, occupational, and speech therapy; and medical social work.

Adam has 15 years of experience in home health care administration, both in Illinois and Southwest Florida. He operated in Englewood from late 2003 until opening his current Port Charlotte office at 995 Tamiami Trail in April of this year.

How did you get involved in home health?

Adam: My mom, Annette, is the Director of Nursing here. She started a home health company in the 1990s. I was out of college, and she offered me a job. I was a union carpenter on the side, and I painted cars in an auto shop, but she gave me the opportunity. I started from square one, going part-time and working my way up to business manager, marketing liaison, and then administrator. I've been doing this now for over 15 years. We've been working together this whole time.

How is AllPro different from other home health companies?

Adam: We are privately owned and community based. We're not a big corporation. I know each and every one of our patients. People aren't just numbers to us and that's a major thing that sets us apart from other home health agencies. Other agencies are being bought out by major corporations, but we're basically a mom and pop organization.

Everyone here cares for the patients, I can't say other agencies aren't like that, but everyone at AllPro knows all the patients and everyone knows each situation. Everyone puts the same hand in. For instance, if we have a patient who's moving and wants us back on service, he can call me directly. That's what sets us apart. Let's face it, in the big corporation thing, you become a number after a while.

Another thing that makes us unique is our full commitment to our patients. We don't just stay with them the minimum amount of time required to get reimbursed. We stay in there until the patient's well.

For a home health company to be reimbursed 100 percent from Medicare, they only have to do a certain amount of visits. That's another problem in this area. But we go above and beyond that. We take care of the patient until they are able to take care of themselves.

What is your biggest challenge?

Adam: Many patients don't realize they can choose what company they want to provide their home health care. That's a big problem here. But it's the law. They can tell their doctor who they want. It's their choice.

We try to get this message across through community involvement, such as offering free blood-pressure screenings and participating in health fairs and other educational forums. We also produce a newsletter and rely on our community liaison people to spread the word.

Why did you move from Englewood to Port Charlotte?

Adam: Our main focus is in this area, although we also service Englewood and other locales, but we needed more space because we're growing.

We're putting money back into the company. We have health insurance, dental insurance, and paid vacations for our employees. A lot of big corporations, the CEOs make so much money, they don't do anything for their employees. Ninety-five percent of my employees have been with me since day one. So we don't have the turnover here. If your employees are happy in their job, they'll take better care of our patients.

Tell me about your staff.

Adam: Our staff is made up of reliable, caring professionals, including nurses, therapists, wound care specialists, certified nursing assistants, medical social workers, community liaison personnel, and business manager. Our staff is carefully selected, supervised, and insured, which allows us to maintain a high level of care for our patients. Someone from our professional staff is always available by telephone to answer any questions or concerns, 24 hours a day.

I already mentioned that my mom, Annette Pacyga, is our Director of Nursing. She and Ruth Allen, our Supervisor of Nursing, are licensed RNs with more than 60 years of combined experience in home health care.

Our Medical Director is Dr. Michael Adler of the Janick Professional Center in Port Charlotte.

Who are your clients and where do they come from?

Adam: Basically our patients have been in the hospital or have been home and need some help. We get a lot of referrals through family members and through the community, basically word of mouth. A lot of people know us in the community. We also get referrals from doctors, hospitals, and assisted living and rehab facilities.

We help our patients remain in their homes. That's our number one priority. We can do everything in the home. Most people would rather be in their own environment. It keeps their morale up, which makes them healthier.

How are your services funded?

Adam: Medicare covers them 100 percent. We can provide anything our patients need. Whether it's Meals on Wheels or 24-hour care, we can set that up, as well. We've even had cases, since the Medicare Part D came out, where patients lost their Medicare, and we actually helped them fight to get it back.

We also accept some private insurance, such as Blue Cross Blue Shield, Signa, and Universal Health Care.

We process all of the necessary paperwork and deal directly with Medicare and/or the private insurance company. With the rising cost of hospital stays, most assisted living facilities and nursing homes, home health care is not only a less costly option, but, it gives patients the added benefit of being able to go through the healing process in the comfort of their own personal surroundings.

What protocol do you follow in working with patients?

Adam: Nurses do an assessment, go over everything a patient needs, such as medication, physical therapy, or nursing care. After the initial patient assessment, a Plan of Care (POC) is developed giving details of how care will be given. The POC is a treatment plan specifically designed for the patient and is reviewed periodically by the patient's physician. The patient always has the right to take an active part in the planning of their POC.

Our nurse is the case manager; she sets everything up. From that point on, we'll take care of the patient, whatever his or her needs may be. We basically stay involved with the patient until they're able to take care of themselves. We can recertify the patient if there's a new problem.

The home health industry in Florida is highly regulated. How does that affect your operation?

Adam: We have no deficiencies on the clerical and clinical side, and that's a major plus for AllPro Home Health. The state came out in July of this year and didn't find any problem with our agency.

State regulators do this on an annual basis. They don't call ahead, they just show up and go over all your policies and procedures. They physically accompany the nurses and watch what they do with the patients. These inspectors go through everything with a fine-tooth comb.

In addition, our skilled home health care professionals are required to meet strict standards set by Florida law. Skilled services are those services provided by a nurse, or a physical, speech or occupational therapist. Every skilled specialist on our staff meets all these requirements.

Do you get a measure of personal satisfaction from what you do?

Adam: Definitely. We're helping people by keeping them at home and helping their families as well. We have good relationships with family members. A son or daughter will call us and we fill them in on mom's or dad's condition.

Helping people is the main reason we do this job. And the people we help appreciate us.

For more information, contact AllPro Home Health at (941) 258 – 3355 or visit the Web site at www.allprohomehealth.net. You can e-mail Adam at A_Pacyga@allprohomehealth.net.

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