

Another year and another birthday! PULSE turned 2 last month and we would like to thank all of our excellent staff for all the effort they have put in to help make PULSE what it is today. We receive so much great feedback about you from our clients, and our good reputation seems to spread to an increasing number of facilities.

As you may have noticed, we have started to service a number of new facilities lately, and I am excited to report that they have been delighted with you all!

This is the time we all need to be on the ball and provide our clients with superb and efficient service.

On way of helping us improve our services is by providing us with your updated availabilities on a regular basis. Your chances to get your preferred shifts will also increase as it makes the process of filling shifts a lot more efficient.

*Karoline :o)*



### UNIFORMS

A reminder to everyone that wearing a uniform shirt and your ID badge is compulsory on **all** your shifts for PULSE. We have received reports that some staff are not wearing their uniforms on duty. Should you need an additional uniform shirt, please contact the office. The shirt costs \$28.60 and will be deducted from your pay. We also have the facility to reprint your ID badge if your old one is damaged or you have misplaced it. Just call the office and we will organize it all for you!



### LAST MINUTE BOOKINGS - A TREND

We have noticed recently that facilities are moving away from pre-bookings somewhat and call in an increasing number of last minute bookings. Being an agency, we are depending on our staff to be ready to go when a shift is called in. We work off the availabilities that you have provided us with, so these need to be up to date at all times. If for some reason your availabilities change, you need to let us know as early as you possibly can - we may give your name to a facility without calling you to confirm first. A weekly call to the office with your availabilities would be greatly appreciated and it would help in the process of covering shifts quicker and more efficiently.

A problem we have repeatedly faced is staff not picking up their phones in the morning, even when they have said they are available for morning shifts. Please call us in the evening and let us know if you change your mind about working in the morning (our phones are open until 2230 and you can leave a message after that). This could save us a lot of time and effort trying to contact you at 530 AM!

Finally, if you are looking for more work - be prepared to wait for last minute calls. They do come in for all shifts, especially in these times. We are turning back a very high number of shifts and it would be great if you can help us change this trend!



### NEW SERVICES

PULSE is expanding its services and will start to provide domestic staff to aged care facilities in addition to its nurses and carers.

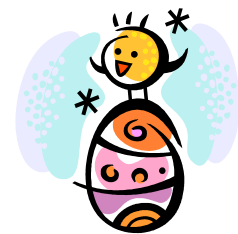
PULSE has also been approached by disability organisations and community care organisations for our staff replacements services.

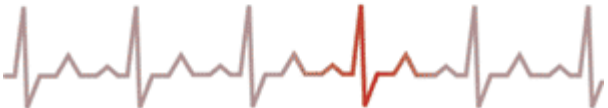
So if you have experience with and an interest in community care, disability care, or mental health, please let us know so that we can add this to your profile on our database.

If you know anyone who is looking for work in these areas, encourage them to send in an application to PULSE. We are always looking for good quality staff with relevant experience.

From previous experience we have found that referrals from our own staff have lead to high quality applicants and have been an asset to the PULSE team.

Thanks to those who have spread the word and managed to get more fantastic staff to join us!





### STAFF SPECIAL RECOGNITIONS:

#### Glenis Patience AIN

We would like to thank Glenis for her tireless work promoting PULSE. She is doing a great job changing facilities' minds on what agency to use - simply by showing them what an asset she is. She is in high demand out there!

#### Julie Barrett AIN

Julie is one of PULSE's "veterans", and she has helped recruit more new staff as well as clients! We can always rely on Julie - she loves her job and our clients love her!



#### Well done ladies!!

### WEDDING BELLS!

Julie Sims' daughter, Emma, married her Phil in a beautiful ceremony in Swan Valley on December 2008 - and just missed the print for our December edition.

We wish the happy couple all the best in the future!

Congratulations to Julie! Thank you for sending us the beautiful photos from the big day!



### COFFEE BREAK - MEDICAL REPORTS...

"At the beginning of my shift, I placed a stethoscope on an elderly and slightly deaf female patient's anterior chest wall. 'Big breaths,' . . . I instructed. 'Yes, they used to be,' . . . replied the patient."

*Submitted by Dr. Richard Barnes, St. Thomas's Bath.*

"During a patient's two week follow-up appointment, he told me that he was having trouble with one of his medications. 'Which one?' . . . I asked. 'The patch; the Nurse told me to put on a new one every six hours and now I'm running out of places to put it!' I had him quickly undress and discovered what I hoped I wouldn't see. Yes, the man had over fifty patches on his body! Now, the instructions include removal of the old patch before applying a new one.

*Submitted by Dr. Rebecca St. Clair, Norfolk General.*



### FORMS AND RESOURCES ONLINE

Did you know that you can access timesheets, availability notification forms and application forms on PULSE's website? Simply go to [www.pulsehealthcare.net.au](http://www.pulsehealthcare.net.au) and click on to the staff resources. For those who have not accessed the site lately, you will see that the layout and design has changed. Feel free to provide us with feedback so we can make the website even better and more useful to you!



### IS IT TIME YOUR HOME LOAN HAD A HEALTH CHECK?

Life is busy enough, why waste **your** time searching for the best home loan when I can do that for you. I have over 5yrs lending experience with access to over 30 lenders.

A review of your situation could help you achieve your financial goals, For example:

- changing your loan structure to perhaps reduce repayments or shorten your loan term
  - releasing some equity in your current home to allow you to realise that dream holiday or perhaps purchase that investment property
- As an added bonus for **PULSE Healthcare Employees** all new settled loans will qualify for a **\$50 Coles / Myer voucher** (including any referred loans), so tell your family and friends to get a home loan health check as well.

**Become energy efficient and make just one call to me.**

Craig Sawkins (Accredited Mortgage Consultant)

A1 Finance "We do the work for you" **0432 545 590**



### CONTRIBUTE TO OUR NEWSLETTER!

Community events, birthdays, weddings, anniversaries or other events? Send in a piece to our newsletter! Keep other PULSE staff members up to date with what is happening in your area!

### HAPPY EASTER!

From all of us in the PULSE Team we wish you a very Happy Easter!

