

Dawn P. – “Educator”

“I may not be able to change *the world*, but I can change *a world* every day.”

Changing lives through the compassionate care and clinical education she provides others is the most rewarding part of Dawn’s job, and what makes her so passionate about home healthcare. Dawn is the Director of Community Outreach for Interim HealthCare in Oklahoma City, where she has been faithfully using her gifts and talents for the past four years.

Her calling to care for others began at a young age. While in the sixth grade, Dawn’s father sustained multiple, traumatic injuries in a helicopter crash. After an extensive stay at Walter Reed Hospital, the Veteran’s Administration sent nurses into their home to do the dressing changes on his wounds and Dawn saw firsthand what home-based care was all about, long before home care was even known.

Watching these nurses care for her dad, explaining what they were going to do and why, each step of the way, inspired her to become the informed caregiver she is today. Moved by this experience and the example of her grandmother, a 19th century midwife in Bristol, England, Dawn knew this is what she was made to do. In 1968, she enrolled in the first LPN class offered by a tech school in Northwest Florida, and so began her lifelong career in nursing.

Drawn by their generosity and positive work relationships, Dawn joined Interim HealthCare in 2017 as a private duty and transitional care nurse. Her clinical knowledge and gift of communication led her to become the Director of Community Outreach. Today, Dawn serves on the front lines of home health, helping clients and their families understand the different services Interim provides in order to help them live safely at home. She is the first person a family meets with to discuss Hospice, helping them navigate the decision-making process during the final phase of life. Dawn’s goal is help clients prepare for what’s ahead so they can live out their days with dignity, grace and comfort. This is all part of Interim’s HomeLife Enrichment® philosophy and what makes their care so distinctive.

Dawn is also a voice in the community, educating others on top health issues and how they can remain independent and safe at home. Dawn believes an informed public is a supportive public so she uses her clinical knowledge to help others achieve their goals. Every day, she creates a path for families to explore the full continuum of home healthcare, from hospice care to private duty nursing, and she does it with versatility, professionalism and compassion.

To Dawn, personalized care means meeting people right where they are—regardless of what that looks like—and doing your best to meet their needs. To do so, you have to be ready for the unexpected. Such was the case when she was chased by one client’s attack rooster. In her words, “You haven’t lived until you’ve been put on the hood of a car by a rooster! In rural Oklahoma, you just never know what you’re going to walk into.”

Dawn’s passionate nature, love for people and ability to communicate with others in a way they can understand has made her an amazing home health professional. In every way, she is made for this!

Yolanda R. – “Compassionate”

Helping patients have their best day, every day, is this nurse’s ultimate goal.

Some people have the ability to step into another’s shoes, understand the challenges they’re facing and compassionately help them through. This is Yolanda’s story.

Caregiving was instilled in Yolanda at a young age. Her great grandmother was a midwife during the 1940s and 50s, and Yolanda and her mother would attend her when she delivered babies. That’s when she knew, caring for others was a calling she was meant to pursue. At age 14, Yolanda began working as a private-duty caregiver, alongside her mother, caring for an elderly lady with Parkinson’s Disease and she really enjoyed it. After high school, Yolanda worked in a doctor’s office as a Certified Nursing Assistant (CNA), and shortly thereafter, a Medication Aide. In 2001, she went back to school to become a Licensed Practical Nurse (LPN).

After graduation, Yolanda worked in a variety of healthcare sectors, from nursing homes and hospice to prisons, schools and pediatrics. In 2014, Yolanda joined Interim HealthCare in Oklahoma City as an LPN Field Nurse doing home health visits. Her broad-based experience gave her a well-rounded knowledge of nursing and prepared her well for the role she is in today, LPN Preceptor. Yolanda considers it a privilege to train new nurses coming into home health and teach them the Interim way.

The most rewarding part of Yolanda’s job is the people she works with every day. As a team of nurses, they are always in communication, spurring each other on amid the challenges of life and supporting one another in every way. A caregiver at heart, working in home health is very fulfilling to Yolanda. Whatever the task, she is dedicated to helping patients have their best day, every day.

Yolanda is an old soul. She enjoys being there for her clients, holding their hand and talking to them as though they were her mother, father, sister or brother. Whatever they are dealing with, she is there to support them and help them through.

More than a job, Yolanda is invested in the lives of the patients she serves. To her, they are more like family. Such was the case with one client she cared for in 2018, a little lady battling cancer. Yolanda cared for her medically, physically, emotionally and spiritually, which is all part of Interim’s HomeLife Enrichment® standard of care. The two were like sisters. Yolanda would talk with her about everything and it always helped her feel better. When her condition worsened, she was moved to a local hospital. Yolanda wanted to come visit, but her client passed before she could get there. This was very difficult for Yolanda. One evening, while driving home, she was praying that after all of her suffering, that she was finally in a better place. Just then, Yolanda saw shining lights coming from the cross on top of the hospital where she passed. At that moment, she knew, everything was okay.

This is just a glimpse into the heartfelt compassion that makes Yolanda perfect for home healthcare. From the beginning of her career until now, it’s clear, she is made for this!

Keith M. – “Kind”

Every day, you can make an impact in someone’s life through the work you do. That’s what led this former retail professional to home healthcare.

Keith has always enjoyed helping people. So, when he had the opportunity to change industries and forge a new career path in home healthcare, he took it, only to realize he was made for this!

While healthcare was a new industry for him, Keith was surrounded by caregiving his whole life. Inspired by his mother, a seasoned RN, he saw what it meant to care for others from the heart, even amid her own pain. After losing one son to cancer, her strength and fortitude to care for other cancer patients’ children impacted him greatly, shaping him into the kind-hearted person he is today.

In March 2018, Keith joined Interim HealthCare in Oklahoma City, working in a myriad of different roles, from physicians orders, hospice and medical records to scheduling, therapy and intake. His success in each role groomed him for his current position, CSR Team Leader. Today, Keith ensures clients receive the best care while helping new employees learn the different facets of the business.

Being part of a team of skilled nurses, therapists and other home health professionals that work together to provide exceptional care to their patients is the most rewarding part of Keith’s job. The autonomy to make decisions and do his job well, along with the support of leadership makes it very fulfilling. And, if you want to increase your skills, you can through the Interim HealthCare University Learning Center. It’s a great opportunity.

Helping others is what it’s all about, and it comes in many different forms. For one patient, it’s a listening ear as they pour their heart about health concerns and you are able to calm them and connect them to a nurse who can help. For another, it might be giving them a flat-screen TV just because you have one and you want to see them smile. This was the case when Keith had the opportunity to join a nurse on a patient visit. He immediately connected with the client and saw a need that he wanted to meet. The joy that this brought both Keith and the client speaks to his heart to help others.

This is the stuff that makes home healthcare so amazing. Without a doubt, Keith is made for this!