

# New Horizons Home Health Services



ROB BOREL

*Back row: Stephaniea (Scheduling), Jackie (Chart Auditor), Robin (Administrator), Michele (Director of Nursing), Mel (Billing)  
Front Row: Joanie (Office Support Staff), Megan (Billing), Jennifer (Human Resource) Anna (Assistant Director of Nursing)*

EXPERT

Founded in 1995, New Horizons Home Health Services has served nearly 1500 individuals in our community and surrounding areas. Robin Snyder, owner and Administrator of New Horizons, founded the agency with the vision of utilizing Christian values in providing home health care. Her vision to provide care with commitment, compassion and integrity extends not only to the population she serves, but also to the staff of New Horizons. All throughout the agency you get a sense of her Christian values being at the core of interactions with clients and employees.

Through the dedication of the New Horizons staff, Mrs. Snyder continues to see her passion of “assisting those in need” being fulfilled. She is proud to serve the members of our community; including the rapidly growing aging population, those with specific medical needs, as well as pediatrics. Mrs. Snyder focuses her full energy and passion into continually improving New Horizons to meet and exceed the expectations of the clients they serve.

New Horizons’ business philosophy is to not only meet the physical needs of the clients entrusted to the agency but to create a place where the highest of integrity, honor and respect is paramount. Snyder has given many presentations devoted to informing the community of resources available to them to assist in managing

health needs for themselves as well as family members. She spoke to women at the recent local event; Tapestry, *A day away for women*, on the subject of home care. She believes strongly in educating about the options available...before the need arises.

New Horizons Home Health Services is Medicare certified and licensed by the Indiana State Department of Health. They proudly provide services to many of America’s disabled Veterans through a contract with the Veterans Administration, in both Allen and Adams counties. New Horizons also has a contract with Aging and In Home Services to provide services to clients in our community who have been approved to receive Medicaid Waivers, C.H.O.I.C.E., SSBG, and the Title 3E Caregiver Respite program. The Nursing Management team applies for prior authorizations for individuals with Medicaid and Insurance.

New Horizons provides a holistic approach in its application of home health care. Each client, as an individual with multifaceted needs, receives coordination of care through the RN case managers. The nursing team collaborates with adult daycare, in patient respite, out patient therapy providers, ambulatory surgical centers, wound clinics, primary and specialty physicians, labs and pharmacies, as well as medical equipment providers to ensure that all aspects of client needs are met.

New Horizons has demonstrated their ability to be aggressive in



*Director of Nursing, Michele Parker meets with client Gula Rice.*

meeting clients' needs. They were recently recognized in 2007, as one of the top agencies in Indiana with the lowest incidence of emergent care visits. Through regular comprehensive assessments, RNs recognize the need for proactive interventions and communicating information with primary physicians, resulting in new orders being obtained and quickly implemented. Clients and family members find reassurance and comfort knowing that changes are responded to in a quick and proactive manner.

Many levels of care are offered through one cohesive agency. The skilled nursing staff of RNs and LPNs provide wound care, catheter care, medication set-up, ventilator care, tracheostomy care, blood draws and other skilled services to all age groups. Physical and Occupational Therapists work closely with physicians to meet rehabilitation goals and develop restorative exercise programs. Home Health Aides provide personal care including bathing, dressing, grooming, assistance with transfers and prescribed exercise programs. All home health aides must pass a written competency

test and a skills check prior to providing care to any client. Each aide receives skills training on a monthly basis by the RN educators. Home Companions assist with everyday chores such as light housekeeping, personal errands, and meal preparation while creating an environment of well being.

In the New Horizons approach to care, not only are the physical needs important, but staff strive to recognize and meet the need for social and purposeful activities to stimulate the mind and soul. The entire staff of New Horizons is committed to providing quality care affirming the life and dignity of our clients.

New Horizons would be honored to have the opportunity to offer you a free in home assessment to evaluate your current needs or the needs of a family member. Robin Snyder, Administrator or Michele Parker, Director of Nursing RN, are available 24 hours a day to answer any of your home health care questions. Just a quick call to the office at 260-493-1401 will provide you with information to assist you in making informed choices regarding home health care.

- Administrator available 24 hours a day to answer questions or concerns regarding home health services.
- Family owned and operated
- Conveniently located in friendly downtown New Haven.

## New Horizons Home Health Services

621 Broadway  
New Haven, IN 46774  
Local (260) 493-1401  
Toll Free (888) 517-2121  
Monday - Friday 8:30 AM to 5 PM