



Dear Saginaw County Community Mental Health Authority Specialized Residential Provider & Contractor:

This is the 26th edition of a regular written communication to all residential providers issued on an every other month basis. Included in the 'SCCMHA Residential NEWS' are updates, reminders, and SCCMHA business information of concern/interest specifically to SCCMHA residential providers. The NEWS is published 6 times per year, starting with the November 2004 edition. Your comments, questions and input are always welcomed at any time. We hope this will be of assistance to you in your work with SCCMHA. PLEASE TAKE TIME TO REVIEW THIS NEWSLETTER, AS THIS MAY BE THE ONLY LOCATION YOU RECEIVE SOME IMPORTANT NOTICES FROM SCCMHA! We appreciate your attention to this information; let us know if you have any questions or suggested input. The next issue will be March 2009.

HAPPY NEW YEAR!



2008 SUMMARY

First Choice of Saginaw is pleased to report that a total of 315 cards were issued in December, and many gift card recipients attended the open house held on December 17th at SCCMHA. An additional (non AFC) 32 persons who were requested by case managers or supports coordinators also received cards from a restricted account available through SCCMHA as part of the card dissemination process. In spite of the tough economy environment, the fourth year of this gift card program for adults with disabilities living in adult foster care settings in Saginaw County again proved to be successful to meet the requested needs. First Choice of Saginaw will begin to plan a 2009 fund raising campaign soon and continues to seek to expand the scope of community contributors in order to meet future consumer needs. Thanks to all of the residential providers who supported the program this past year and assisted consumers to attend the open house and/or purchase items of choice with their cards.

LEARNING LINKS

February 10 – Independent Living & Supports –

Angie Irish

February 24 – How to Become a Peer Support Specialist – Melinda Moore

March 10 & March 24 – topics to be determined

These regular consumer education sessions sponsored by the Customer Services Department at SCCMHA (“Learning Links”) continue to be held typically on the 2nd and 4th Tuesdays of each month at the SCCMHA 500 Hancock building location in Room 142, at 4 pm unless otherwise noted. Both consumers and staff are welcome to attend. Whenever flyers are available for the coming sessions’ specific topics, they are included with this newsletter for posting. SCCMHA asks that residential providers assist interested consumers to attend these informative and enjoyable sessions. Contact Customer Services at 797-3452 or Mark Leffler at 797-3436 (or mleffler@sccmha.org) directly for details, or to suggest topics or speakers. All suggestions are welcomed!

HOME MANAGER TRAINING & IN-SERVICES

SCCMHA has established a routine schedule for topical in-services for 2009; they are all the third Friday lunchtime during the months of March, June and September. All in-services will be held at the Panda House Restaurant, 1010 North Niagara Street, in Saginaw at 12 Noon. The dates for 2009 for these noon in-services are **Friday, March 20th, Friday, June 19th and Friday, September 18th**. Linda Schneider, SCCMHA Director of Clinical Services & Programs will be the featured speaker on March 20th; please feel free to bring questions you might have of Linda at that time. In addition to the specific topic of the day, SCCMHA will invite any discussion of issues or questions for the first ½ hour of the lunch, from 12- 12:30, with the topical presentation from 12:30 – 1:30. Home managers are invited to suggest topics to Dawn Estrada or Ginny Reed at SCCMHA at any time. Some future topics may include medication management, documentation, recovery/self determination and property repairs and maintenance.

Watch for the specific topics for these dates in the next and future newsletters. We hope that these times will allow for some informal discussion of issues, along with presentation of specific topics.

DATES FOR COMMUNITY TIES NORTH AND COMMUNITY TIES SOUTH OPEN HOUSES

Interested residential providers should mark their calendars. March 26 and April 21 have been scheduled as open house dates for CTN and CTS, respectively. Both open houses will be held from 4-6 pm. Watch for future details from SCCMHA. SCCMHA program operations started at the new CTN facility at 3830 Lamson Street in Saginaw on January 5th, 2009.

JANUARY IS QUALITY OF LIFE MONTH

Promotion of the quality of life for all persons served by the SCCMHA network continues to be an important aspect of the SCCMHA mission and strategic plan. January is national Quality of Life Month. What defines, creates and sustains one's quality of life varies by each individual person, but general factors often associated with a high quality of life include: choices and control, social supports, opportunities, self-sufficiency, personal security and safety, adequate and appropriate health care, access to resources, community participation, ability to exercise rights, affordable housing to match the persons wants and needs, and feeling valued as a person. All homes should have active quality goals and are reminded to consider the role and focus of home staff in the promotion of the quality of life for the residents they serve.

HOME MANAGER QUESTIONS & ANSWERS

SCCMHA invites home managers to submit questions for response in this newsletter. Some recent questions with the SCCMHA response are noted below.

Q. If my home is accepting a placement of a person with a disability that is new for our staff, can SCCMHA assist with training?

A. The answer is most definitely **YES**. SCCMHA would be pleased to assist any home with targeted training on specific disabilities for home staff. As for all new consumers being placed in a home, the home manager should ask that the case manager start by providing the home with an orientation to the consumers plan and needs. If there are other team members involved in the consumers supports and services, such as a psychologist, nurse or occupational therapist, those individuals should also be able to assist the home staff in learning more about the specific persons needs. Over time, if the person's needs or plans change, or if the home experiences staff turnover, it is perfectly acceptable to seek an updated orientation on specific consumers from involved SCCMHA staff in these roles. For

homes that typically serve individuals with either mental illness or developmental disabilities, and have a new consumer being placed in the home with the disability that is less familiar to staff, SCCMHA offers trainings, both schedule and ad hoc upon request. Check with Dawn Estrada for such training needs. It is important that home staff understand the nature of the disabilities of the persons who are home residents; brief reviews of this type of information, either taken from SCCMHA trainings or home manager resource manuals, can also be used for topical subject matter at regular home staff meetings to help reinforce knowledge of specific disabilities. The greater understanding home staff have about persons with disabilities and their needs and challenges, the better they will be able to provide the supports and services to residents in their roles within the home setting.

Q. What if I have a specific question or need more information on a topic? How do I know who to contact at SCCMHA?

A. This is a very good question, as there are many different types of needs home managers have related to SCCMHA communication. Generally, specific client issues should be directed through the assigned case manager or supports coordinator, or their supervisor if need be. The case manager or supports coordinator is also the contact person on needed service authorizations or person-centered plan implementation or related service coordination matters. Business related issues, such as claims, contract compliance or policy issues can be directed to either Matt Briggs or Ginny Reed. If you have specific continuing education or training questions, contact Dawn Estrada, and if your question is about SCCMHA auditing, contact Jennifer Keilitz directly. As a rule, SCCMHA asks that the home manager, as opposed to other home staff, be the contact person as much as possible for SCCMHA related business and service coordination with the SCCMHA key contacts mentioned.

Residential Providers PLEASE NOTE: If any person in the home with SCCMHA Encompass system access changes, the provider must immediately notify SCCMHA so that improper access may be immediately restricted, and any new needed access may be accommodated. SCCMHA wishes to ensure that the home manager verifies who from the home has access. Let the Continuing Education Unit at SCCMHA know about staff changes immediately, especially if a staff member is terminated, their blocked access needs to be ensured. In addition,

Encompass requires that a password be updated every 90 days with each authorized individual. For new home staff who require access, contact the SCCMHA Help Desk, Linda Williams or Dawn Estrada in the Continuing Education Unit; SCCMHA will coordinate to ensure that current staff names and those authorized to have Encompass access are both verified by the home manager. Providers are encouraged to log onto Encompass regularly so they are not locked out of the system. If there are any questions or problems with the use of Encompass, providers may contact Brett Lyon directly at blyon@sccmha.org or 498-4207.

Note: Watch for a change from the 'Encompass' name soon. SCCMHA is working more independently now with the electronic medical record system, and recently held a 're-name Encompass' contest.

PHARMACY MATTERS

Home providers need to be aware, that if the prescribing physician dies, the medication prescription for the consumer becomes null and void. The home should document this in the record, immediately seek a new prescription from a new doctor, and coordinate this change with the pharmacy.

Homes under contract with SCCMHA recently received a letter from SCCMHA about using Advanced Care Pharmacy, and related cautions outlined in recent state Medicaid bulletins warning about illegal pharmacy practices and the risk for providers to their Medicaid eligible status. SCCMHA asks that home managers ensure that the home is following SCCMHA expectations and procedures and that no home personnel are putting the home or SCCMHA at risk in their interactions with pharmacies. Any questions on this matter can be directed to Ginny Reed at SCCMHA.

POSSIBLE SSI RECIPIENT PAYMENT ENHANCEMENT

As the United States and the world watched the change of US presidents this past week, SCCMHA received word that advocates are asking the new federal administration to support the issuance of stimulus payments to persons on SSI, given the level of funding those beneficiaries receive and the lack of increases in the level of SSI payments historically. Watch for more information on the status of this SSI stimulus payment to individuals in 2009.

UPCOMING TRAINING SESSIONS OF NOTE

Home managers are reminded there is an April 17, 2009 session, 9 am – 12 noon on the SCCMHA Residential Provider Audit Orientation. This is a regularly scheduled session to help new home managers and residential providers know what to expect and assist them during pre-audit preparations, saving actual on-site audit time. All home managers are welcome to attend this session conducted by Ted Gray, Provider Network Auditor.

Home Managers are also reminded that the SCCMHA February Continuing Education calendar includes a February 27th am session on Medication Transcription. This class is targeted for any staff who has taken basic medication over one year ago, and who have made errors in transcribing or could simply use a refresher in medication management. Transcription class takes the transcription section of the basic medication class and expands on 'profiling' medications, how to correctly transcribe to the MAR (medication administration record) when to initial the MAR, and common transcription errors.

RSVP to Linda Williams at SCCMHA to attend either of these sessions.

That's all at this time. SCCMHA is very appreciative of your continued support of consumers and we hope the year is going well at your home this season, going into winter! Let us know if you have any questions, suggestions or feedback at any time.

Look for the next issue of the NEWS in March! Do stay safe, warm and healthy this winter. On behalf of SCCMHA, all our best to you!



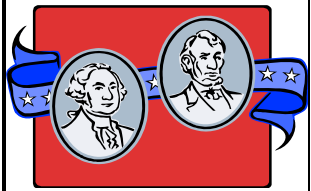
Ginny Reed, Director
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989-797-3493

SCCMHA Vision Statement




*"A Belief in Potential,
A Right to Dream,
An Opportunity to Achieve."*

- cc. NS&PP, Service/Management Teams, Advanced Care Pharmacy, Case Management, Supports Coordination, Recipient Rights, Nursing & SCCMHA Clinical Supervisory Staff, Primary Contract Provider Supervisors



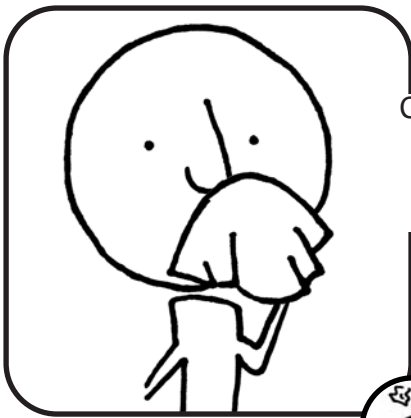
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>2</p> <p>LEP 9am-10am</p> <p>Culture Diversity 10am-11am</p> <p>Recipient Rights 1-4pm</p> 	<p>3</p> <p>Introduction to Residential Services & Person Centered Planning 9am-4pm Day 1 of 2</p>	<p>4</p> <p>Introduction to Residential Services & Person Centered Planning 9am-3pm Day 2 of 2</p> <p>Advance Directives 1:30pm-3:30 pm 142</p>	<p>5</p> <p>Basic Health/ Blood-Borne Pathogens Day 1 of 2 9am-4pm</p>	<p>6</p> <p>Basic Health/ Blood-Borne Pathogens Day 2 of 2 9am-3pm</p>
<p>9</p> <p>Person Centered Planning 9am-10am</p> <p>Recipient Rights Renewal 10:30am-11:30am</p> <p>Blood Borne Pathogens 1pm-2pm</p>	<p>10</p>	<p>11</p> <p>Basic Meds Day 1 of 2 9am-4pm</p> <p>Advance Directives 1:30pm-3:30 pm 142</p>	<p>12</p> <p>Basic Meds Day 2 of 2 9am-3pm</p>	<p>13</p> <p>Basic Meds 3-year renewal 9am-12pm</p> 
<p>16</p> <p>SCCMHA Closed President's Day</p> 	<p>17</p> <p>CPR 9am-12:00pm</p>	<p>18</p> <p>CPR* 9am- 12:00pm</p> <p>First Aid* 1:30-4:30pm *classes only available to GHC students</p>	<p>19</p> <p>CPR 9am-12:00pm</p> <p>First Aid 1:30-4:30pm</p>	<p>20</p> <p>DC Refresher Pack (PCP, BBP & Rights) Renewals only 9am-12 pm</p>
<p>23</p> <p>Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 1 of 2 9am-4pm</p>	<p>24</p> <p>Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 2 of 2 9am-3pm</p>	<p>25</p> <p>Advanced Physical Intervention 9am-12 noon</p> <p>Advanced Physical Intervention 1-4pm</p>	<p>26</p> <p>Environmental Emergencies/ Fire Safety 9am-12pm</p> <p>Nutrition & Food Safety 1pm-4pm</p>	<p>27</p> <p>Medication Transcription 9am-12pm</p>



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
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<p>9</p> <p>Person Centered Planning 9am-10am</p> <p>RR and Hipaa renewal 10:30 am 11:45</p> <p>Blood Borne Pathogens 1pm-2pm</p>	<p>10</p> <p>Environmental Emergencies/ 9am-3pm</p>	<p>11</p> <p>Basic Meds Day 1 of 2 9am-4pm</p> <p>Advance Directives 1:30pm-3:30 pm 142</p>	<p>12</p> <p>Basic Meds Day 2 of 2 9am-3pm</p>	<p>13</p> <p>Basic Meds 3-year renewal 9am-12pm</p>
<p>16</p> <p><i>HAPPY ST. PATRICK'S DAY</i></p> <p>Nutrition & Food Safety 9am-3pm</p> 	<p>17</p>	<p>18</p> <p>CPR* 9am- 12:00pm</p> <p>First Aid* 1:30-4:30pm <i>*classes only available to GHC students</i></p>	<p>19</p> <p>CPR 9am-12:00pm</p> <p>First Aid 1:30-4:30pm</p>	<p>20</p> <p>DC Refresher Pack (PCP, BBP & Rights) Renewals only 9am- 12:15pm</p>
<p>23</p> <p>Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 1 of 2 9am-4pm</p>	<p>24</p> <p>Crisis Response Working w/People I, II, Ethics of Touch & Physical Intervention Day 2 of 2 9am-3pm</p>	<p>25</p> <p>Advanced Physical Intervention 9am-12 noon</p> <p>Advanced Physical Intervention 1-4pm</p>	<p>26</p> <p>CPR 9am-12:00pm</p>	<p>27</p>
<p>30</p> <p>CPR 9am-12:00pm</p> <p>First Aid 1:30-4:30pm</p>	<p>31</p>			

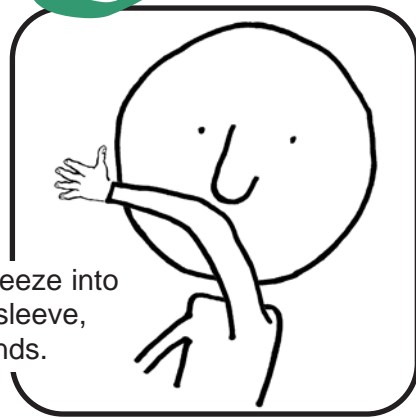
Stop the spread of germs that make you and others sick!

Cover your Cough



Cover your mouth and nose with a tissue when you cough or sneeze

or
cough or sneeze into your upper sleeve, not your hands.

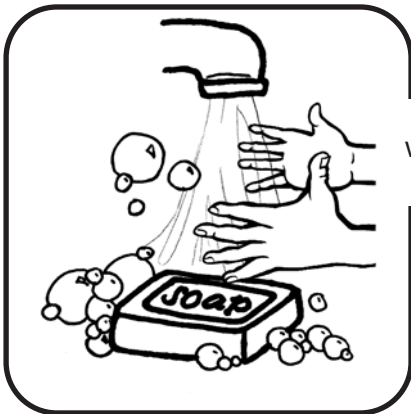


Put your used tissue in the waste basket.



Clean your Hands

after coughing or sneezing.



Wash hands with soap and warm water

or
clean with alcohol-based hand cleaner.



Minnesota Department of Health
717 SE Delaware Street
Minneapolis, MN 55414
612-676-5414 or 1-877-676-5414
www.health.state.mn.us



Minnesota
Antibiotic
Resistance
Collaborative



Infection Control Notes - January/February 2009

Submitted by: Cheryl Carlevato RN - Infection Control Coordinator SCCMHA 797-3429



The Preparedness Campaign ended with year end, December 2008. Don't allow that to end your efforts to get and be prepared. Remember the key elements of the program are:

- First Aid/CPR Training
 - Stay Informed-Hazard Awareness
 - Life without Power
 - Sheltering vs. Evacuation
 - Family Contacts & Medical Information
 - Create a Plan
 - Special Needs-Children, Seniors, Person's with Disabilities, Pets, etc.
 - Saving Personal Items-Keepsakes, Documents, etc.
 - Recovering After a Disaster
 - Food and Water
 - Emergency Supplies
 - First Aid Kits
- (If you would like materials from this initiative see the SCDPH web-site)

How Germs Are Spread and Simple Measures to Prevent the Spread of Illness

Infectious illness can spread through two types of contact, direct or indirect. Direct contact can be person to person, animal to person or mother to unborn child. Indirect contact is when the illness causing "bug" or germ is spread by touching objects such as tabletops, doorknobs, telephones, ink pens, faucet handles etc. For example, if you touch a telephone that was used by someone with a cold or flu you can pick up the germs they leave behind. There are bacteria, viruses and

Infection Control Notes - Continued

fungi (germs) everywhere and all have the potential to cause illness. Some illness spreads through the air either by droplets or particles. In persons with illness, like cold or flu, when they sneeze, droplets are expelled into the air around them. Droplets generally travel about three feet. This is why we are encouraged to remain an "arms length" from persons who are visibly ill. This helps to prevent others from "breathing in" the germ. Crowded indoor environments enhance this type of transmission. This is why some believe winter months demonstrate an increase in respiratory infections. Particles are much smaller than droplets but are spread through the air as well. These tiny particles remain suspended in the air for an extended period and can travel in air currents. If you breathe in, an airborne germ may enter and you have the potential to become infected. Tuberculosis, colds and flu are examples of both droplet and particle transmission.

Vectors and vehicles are another way germs spread. Some germs need a carrier, like mosquitoes, fleas and ticks in order to move from one host, which is the organism on which a parasite lives, to another. This kind of carrier is known as a vector. An example would be deer ticks and the role they play in the spread of Lyme disease. Vector borne spread of germs is when an insect carries the germ on/in its body and it then it bites you.

Lastly, food contamination is another way illness causing germs can infect us. They can enter through food and water. This kind of transmission can allow many people to become ill through one source. An example would be contamination with E.coli from undercooked hamburger or unwashed fruits and vegetables.

This leads us to some simple steps you can take to prevent the spread of communicable illness.

1. WASH YOUR HANDS OFTEN Be sure to wash before and after preparing food, before and after toileting, before and after toileting and simply, anytime you ask, "Should I wash now?" just do it 😊
2. Are immunizations up to date? If not, get up to date.

Infection Control Notes - Continued

3. Only take antibiotics when necessary. When antibiotics are needed, follow the doctors prescribing instructions-do not skip a dose, do not share medications and be sure to complete the prescription by taking/administering every dose prescribed-even if the person is feeling better-finish all the medication.
4. This step is simple. If someone is sick they should not be at work, school, or other activities especially if they have a fever.
5. Keep food preparation/counter areas clean when you are preparing meals and snacks. Always date and refrigerate leftovers promptly.
6. Pay special cleaning attention to the high traffic areas in your home like the bathroom and kitchen. These areas have a high concentration of germs so keep them clean. Concentrate on those "high touch" areas like doorknobs, telephones, computer keyboards etc.
7. Do not allow the sharing of personal items. This includes items such as towels, razors, hair brushes, toothbrushes etc.
8. Maintain personal hygiene and remember hand washing remains the number one thing anyone can do to prevent the spread of infection and illness.

During this, the season of respiratory illness, be sure to practice good cough etiquette or respiratory hygiene. See the attached poster for details.



As always, be certain to report any and all communicable illness as well as questions or concerns to:

*Cheryl Carlevato RN - Infection Control Coordinator
Saginaw County Mental Health Authority
989-797-3429*

