

# Connections

The Assisted Living Facility Provider Newsletter for Pima Health System Spring/Summer 2010

## PIMA HEALTH SYSTEM

### OUR VISION

*To improve the quality of life for the community and the people we serve through an integrated system of health and social services.*

### OUR COMMITMENT

*To promote prevention, wellness and maintenance of optimal health by providing and utilizing education, service, and treatment*

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*Working Together We All Make A Difference*  
 3950 S. Country Club Rd., Suite 400  
 Tucson, AZ 85714  
[www.phs.pima.gov](http://www.phs.pima.gov)

## COMMUNICATION

It is important to keep the lines of communication open and to maintain professionalism during all of your contacts with others. When you don't have an answering machine you may miss important information if you are unable to answer the phone. Medical providers need to be able to contact you to give orders and review their client's needs. It is imperative that calls are returned timely. Additionally, when you don't return phone calls you may miss a potential new resident for your home. Recently I have heard from some family members that they have been "turned off" when they call a prospective provider and leave a phone message and don't receive a return phone call. Not returning calls timely or not returning calls at all becomes a barrier to excellent customer service. We are all each others customers and everyone networks in some fashion, sharing information. You want to make sure the perception others have of you coincides with what you want others to think of you. I know how busy you are and the phone may sometimes be the last priority but it is important for you keep the lines of communication open and return calls at the earliest opportunity. Additionally, in this time of electronic communication it is important to know that your fax machine is in good working order and that you can both send and receive faxes appropriately.

## The PHS Diabetes Program is Up and Running



Pima Health System is proud to announce that the Diabetes Chronic Disease Management Program is now in full swing. This chronic care and health promotion program is designed to provide diabetic members with valuable information regarding their condition and the need for routine hemoglobin A1C checks-at least every six months, yearly lipid tests, and annual eye exams.

If someone is due or has not had one or more of these tests, your assistance in reminding providers at visits to address this would be very helpful to us as well as promoting your client's health. Not only do these tests help control damage from diabetes, it is also required reporting to other governmental agencies tracking national health trend data.

Pima Health System is here to assist you and our members. If you have questions, please contact Therese Henn, ANP, Disease Management Coordinator at 243-8278. Also, don't hesitate to refer your diabetic PHS members to Therese for one to one education/ intervention. Thank you for all that you do and your continued support of Pima Health System in our endeavor to provide quality care to our members.

### CORPORATE COMPLIANCE

As a PHS contracted provider for health care services, your compliance with the rules, regulations, standards, and quality of care is of utmost importance to us. Any compliance issues, suspected provider fraud, member eligibility and Share of Cost concerns should be reported to the Compliance Officer, Virginia Rountree R.N.

For compliance & fraud issues, she can be reached at:

Office: 520-243-8032

P H S Compliance Hot Line: 520-419-0317

P.O. Box 27895

Tucson, Arizona 85726



You can call or write or you can report concerns anonymously. If you report anonymously, make sure that we have enough details of the situation so that we can look into it.



**WORLD ELDER ABUSE  
AWARENESS DAY  
JUNE 15<sup>th</sup>**

Together we have the power to prevent elder abuse!! When the first World Elder Abuse Awareness Day was established in 2006, the International Network for the Prevention of Elder Abuse selected purple as the official color. The National Center on Elder Abuse is encouraging everyone to wear purple on June 15<sup>th</sup> as a visible demonstration of support for all the known and unknown victims of elder abuse.

Colorful logos and symbols are powerful tools in raising awareness of an issue which is the first step in prevention. Here are some ideas for how we can use the color purple to raise awareness this June:

- Wear purple clothes, jewelry, or accessories.
- String violet holiday lights around windows and door frames.
- Decorate with baskets or bouquets of iris, violets, and other purple flowers or plants.
- Display a giant jar filled with purple jelly beans and invite people to guess how many there are.
- Use purple backgrounds for decorating message boards or highlight or compose in purple.
- Work with senior centers to create and distribute purple ribbons.



***SPECIAL OCCASSIONS***

- May is Older Americans Month  
May 9<sup>th</sup> -----Mother's Day  
May 31<sup>st</sup>-----Memorial Day  
June 15<sup>th</sup>-----World Elder Abuse Awareness Day  
June 29<sup>th</sup> -----Father's Day  
July 4<sup>th</sup>-----Independence Day

**ASSISTED LIVING FACILITY  
(ALF) PROGRAM UPDATE**

The time goes so quickly it is hard to believe it will be summer almost before we know it. We want to take this opportunity to thank each of you for your continued commitment to meeting the needs of the individuals living in your homes and facilities and truly helping each resident to feel "at home".

As most of you know we are busy with contract monitoring and soon will be working on the contract amendments in assisted living. Once you receive the renewal application please complete it as soon as possible and return to the ALF program office. It is important to include a copy of your most recent ADHS survey when you return the application. If deficiencies were identified during the survey, please include the corrective action plan when you submit the renewal application. If we have your current license and insurance documents you don't need to send copies again. If you are unsure you can call us to avoid sending documents we already have in your file. We will keep you informed when we schedule the meetings for the contract renewals. If the scheduled dates conflict with your vacation plans please let us know at the time the meeting dates are distributed so we can work with you to make other arrangements in getting the renewals signed within an appropriate time frame.

The assisted living provider network remains closed due to the number of vacancies in the current contracted homes and facilities. Please continue to keep us informed if an ALTCS approved bed is filled with a private client to assist us in being accurate with true vacancies. We provide lists to community agencies, residents and family members identifying the vacancies that are available. We can review vacancies in specific areas of need but we cannot provide recommendations so it is very important that you keep us informed. Please call Sandra Pesqueira at 243-8112 to provide updated information on your vacancy status.

## Updates to AHCCCS Provider Registration:

Please remember to send your updated ADHS Licenses to AHCCCS Provider Registration to ensure your AHCCCS Provider ID number is not terminated. Remember to include a note stating your AHCCCS Provider ID number and your EIN number. You may fax the information to (602) 256-1474. If you have any questions, please contact the AHCCCS Provider Registration Unit at 1-800-794-6862. This requirement applies to all providers.



### REMINDERS

If you have ALTCS members who received influenza immunizations from another source other than from Quality of Life, please ensure that PHS receives the required verification that the immunization was received by the member. You can contact your case manager or the ALF division if you are unsure about what documents you need to provide.

Please remember that there are some requirements in the Pima County Agreement that are not looked at by the Arizona Department of Health Service but are reviewed as part of contract monitoring. If you are unsure about these requirements please review the complete Pima County Agreement and not just the amendments. For questions, please contact anyone in the ALF division for assistance.

In accordance with R9-10-703 B-2, the case manager is to be notified whenever there is an accident, incident, or injury. This includes notification to the PHS case manager even when hospice or other agencies are involved. **Please note:** All falls are to be reported.



### EXPIRED OR CANCELLED INSURANCE DOCUMENTS

It is your responsibility to ensure you meet the conditions of the Pima County Agreement. Failure to pay an insurance company in the required time may result in cancellation of the policy. Once you have been cancelled, you will usually have to re-start the process which results in a lapse of coverage. Some companies will not continue to work with you once a policy has been cancelled for lack of payment. This is a serious breach of the Pima County Agreement and will result in action being taken by Pima Health System. Worker's Compensation coverage, *as applicable*, is a statutory requirement as well as required by the Pima County Agreement. Please maintain your business records in a professional manner so your insurance isn't cancelled. In the instance something does happen and you are notified that a policy is no longer in effect, you are required to notify the ALF program immediately.



### AFTER HOURS ASSISTANCE

PHS business hours are 8:00 A.M. – 5:00 P.M. Monday through Friday. To obtain assistance for **urgent issues** after normal business hours please call 243-8000. Please listen to the menu of options and follow the prompts in the phone tree. Initially you need to press 1 for English and 2 for Spanish. Once you have accessed either the English or Spanish language, you will be given additional options. The phone tree will direct you to Member Services (press 1), Transportation (press 2), Claims (press 3), Prior Authorization/Utilization Management (press 4), Attendant Care Program (press 5), and Long Term Care which includes Case Management, Quality Management, Pharmacy, Maternal Child Health and Assisted Living Facilities (**press 6**). Once you have pressed 6 you will be given a phone number to connect with the answering service.

## **CHANGES REGARDING YOUR ASSISTED LIVING HOME, ADULT FOSTER CARE HOME, OR ASSISTED LIVING CENTER LICENSURE**

It is imperative that you keep the Assisted Living Facility Program informed of changes that involve your facility licensure. Changes include the following:

- Sale of your home or facility
- Changing from a sole proprietor to a corporation, L.L.C. or partnership
- Changing from one corporation or L.L.C. to another L.L.C. or partnership
- Dissolution of a corporation, L.L.C. or partnership

Each of the above stated changes must be reported to the Arizona Department of Health Services and PHS. Each of the above changes is considered a change in ownership and requires a new license from ADHS.

When a new license is issued due to a change in ownership, an application for a new AHCCCS Provider ID number must be completed. The application for the new Provider ID number cannot be submitted until the new license from ADHS has been issued. This application process includes completing a new W-9 from with the new Employee Identification Number (EIN). Either a new contract or an Assignment of Rights of the Pima County Agreement must be completed to reflect the changes. It is important to note that we cannot pay under the old AHCCCS ID # when there has been a change in ownership and a new EIN has been issued. When this occurs, the payment process is put on hold until the new AHCCCS ID number has been issued. Depending on the time of the month the change occurs, payment could be delayed so it is vital you keep us informed.

As you know PHS requires a thirty (30) day written notice of intent to sell or closure of a home/facility. This notice can be faxed to the ALF program at (520) 243-8390 or you can mail it to the attention of the Assisted Living Program at the following address:

Pima Health System  
3950 S. Country Club Road  
Suite 400  
Tucson, Arizona 85714

Please keep the ALF program informed of planned changes so we can assist you in submitting the required documents to avoid unnecessary delays. If you have any questions please contact Claudia Weigand at 243-8114.

Other changes may also require updated information to AHCCCS as well as PHS. Please keep the ALF program staff apprised of plans and impending changes.



## ACTIVITIES

### ***Activities Build Resident Bonds***

It can be a challenge to keep your activity schedule fresh, especially when your residents may have different backgrounds, interests and levels of functioning. It's ideal to develop activities that each resident can relate to in different ways that give them meaning and pleasure. For example, a root beer float is likely to have been a part of many of your residents' past life experience. Gathering your residents around the table on a hot afternoon to make the floats, converse and drink them can provide cognitive stimulation and build a sense of commonality. The more physically-capable residents can mix the ingredients as they reminisce about making root beer during the depression, or attending ice cream socials at their church when they were young. Residents from other cultural backgrounds can be encouraged to share stories about sweet treats from their own traditions. A resident with advanced dementia sitting at the table may not be able to verbalize their own memories, but the discussion or consuming the float might trigger a pleasurable image from the past.

Tap into the pleasures of classic poems, encouraging residents to clap along with a particularly rhythmic poem. It's fun to get a little dramatic, using different voices, volumes and intensity as you read a poem. Combine poems around a certain subject with tactile objects to stimulate discussions about gardens they have had, sports they have played, how snow feels, etcetera. Residents in the early stage of dementia may enjoy composing poems by having you write down what they are saying. Even a person with moderate dementia may recall childhood poems, or relate in surprising ways to the emotions or events a poem may evoke. See <http://www.alzpoetry.com/resources/> for more information about integrating poetry into your activity schedule.

If you have residents who enjoy reading, you can contact Readrunners with the Pima County public library system to receive a delivery of materials once every three months. Books by Mail is a free library service for persons who are visually impaired or who cannot read or use conventionally printed matter due to a physical handicap. Large type and audio materials are mailed directly to your home free of charge. Contact them at 594-5416 for an information packet. You can encourage your readers to come out of their rooms to discuss their books over coffee and a pastry, or have a daily time to listen to an audio book together.

Include your residents in planning both activities and menus. This in itself can be a scheduled activity and placed on your activity calendar.

Many residents may say they don't want to participate in activities. This is one of those times you need to be creative in identifying ways to elicit participation. Simple gardening activities often provide a feeling of accomplishment and well being in one who otherwise may have chosen to sit and watch TV. Others may just enjoy watching the gardening activity. Take advantage of the spring weather before it becomes too hot for the residents to spend much time outside. Others may enjoy folding clothes, sweeping the porch, or planning small celebrations like birthdays. It might be stimulating for a specific resident to be given the task of watching the news or sports events and reporting highlights back to the other residents during a scheduled socialization period or during a meal. There are many ideas on the internet that you can access. Keep your residents involved and you will find many have improved outlooks on life. The way you view life can have a tremendous impact on the way one reacts to others.



## Tips To Encourage Participation In Activities

Knowing your residents is essential in developing an activity plan that will encourage each resident's involvement in some if not all of the planned activities. Activities can provide a sense of accomplishment to the participants, improve self-esteem, provide for an outlet for creativity, increase feelings of pleasure and satisfaction, improve alertness and socialization and provide for personal recognition. Following are some tips that can improve an individual's involvement in the planned activities.

### Do

- Make sure the activity is one that the resident enjoys
- Match the activity to the resident's physical and mental capabilities
- Some activities should be broken down into small, simple parts
- Offer choices but limit alternatives
- Identify the purpose of the activity
- Use humor and laughter often
- Provide lots of encouragement and patience
- Utilize each resident's strengths
- Provide assistance only when needed
- Allow the resident to proceed at his or her own pace
- Allow residents to be involved in planning activities
- Use a respectful tone of voice when addressing each resident



### Don't

- Choose an activity that the resident is not able to accomplish
- Expect fast results or rapid progress
- Speak down to the resident as if he or she were a child
- Continue a project that is obviously not going well



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## BEHAVIORAL HEALTH UPDATE

Greetings! We want you to know we are available to assist you with your behavioral health needs. There are a few ways to access our services:

- Call the case manager for a new referral
- Call your current behavioral health provider

However, if you have an urgent situation which requires immediate behavioral health intervention, (rather than leave a voice mail) please contact the Pima County Behavioral Health Outpatient Clinic at 546-3400 and the receptionist will arrange for a clinician to assist you. Please inform the receptionist that you have an urgent behavioral health situation and you need to speak with a clinician the same day. We understand that in a stressful situation, time is of the essence. Please feel free to call us and allow us to provide immediate assistance to you and our members. We appreciate all that you do for our members.



## FLUIDS AND THE ARIZONA HEAT



As we begin moving closer to the heat of an Arizona summer each of us needs to be diligent in helping our residents remain hydrated. Water is our most vital nutrient. Fluid is second only to oxygen as an essential component of life. Water or fluids constitutes approximately 60-70 % of our total weight and this amount normally decreases with age. We need water for chemical reactions in the body including the maintenance of body temperature, digestion, and absorption of foods, protection of body tissues, and removal of waste products.

Water is lost through urine, feces, perspiration, and respiration. Without adequate amounts of fluids, dehydration can occur, especially in persons who are dependent on others for their fluid intake. The elderly can become dehydrated more rapidly than younger people and can suffer serious consequences much quicker than a younger person. The vital organs of the elderly do not function as efficiently as a younger person and there is greater difficulty restoring fluid balance after an imbalance occurs. Those who live in hot, dry climates (like Tucson) or who may be physically active are also particularly susceptible to dehydration.

### **The signs of dehydration are:**

Thirst; confusion; dark color urine; lightheadedness; parched or dry lips; increased body temperature; urine with a strong or foul odor; decreased or absent urinary output; increased pulse rate/decreased blood pressure; decrease in normal body secretion – dry mouth, dry eyes; dry flushed skin (can be a sign of heat stroke and a medical emergency).

The best defense is prevention. It is important to remember that an individual's fluid needs vary. Don't wait until you feel thirsty to drink. All residents should drink at least six to eight - 8 ounce glasses of fluid per day unless the PCP has limited the amount of fluid the resident can drink, or if the resident is on diuretics (water pills). If fluids have been restricted or the resident is receiving diuretics, contact the PCP and ask how much the resident should drink while the weather is hot. The need for fluids will increase in the hot weather, especially if the resident spends time outside or the home is cooled with an evaporative cooler. Make sure your residents drink liquid before going outside during the warm weather. Avoid drinks that contain alcohol or large amounts of sugar as these actually cause you to lose more body fluid. Avoid very cold drinks as they can cause stomach cramps.

Do not wait for the resident to ask for something to drink. Fluids should be offered frequently during the day and should not be limited in the late afternoon or evening. Residents should be provided with frequent reminders to drink. Never restrict fluids unless the PCP has ordered restrictions in fluids. Provide fluid rich foods, snacks and treats including fresh fruit and vegetables, milk shakes, ice cream, sorbet, popsicles, jello and puddings, and soups (both hot and cold).

Limit outdoor activity to morning and evening hours when possible. Make sure the resident has shade when sitting outside in warmer weather and encourage the use of wide-brimmed hats and sunglasses. Use lightweight, light-colored, loose fitting clothing. Keep fluids available at all times, both when the resident is outside and inside.

For additional information you can go to the Centers for Disease Control and Prevention web cite at [cdc.gov](http://cdc.gov)



## **AUTHORIZATION OF RESIDENCY/CONTINUED RESIDENCY R9-10-722 A.3b.**

Do you know the clarification of bedbound as it relates to the need for authorization of residency?

If a resident is unable to get out of bed without assistance the resident is considered bedbound. If a resident needs hands on assistance to get in and out of a wheelchair the resident is considered bedbound even if the resident is able to self-propel the wheelchair. Therefore, any resident who requires **hands on assistance** to get out of bed or in and out of a wheelchair needs to have written authorization of residency and continued residency. This requirement applies to all of your residents. If you need the authorization of residency forms for the PCP and/or the resident's representative, please contact anyone in the ALF division and we will mail a copy to you. Once you have the copy you may make additional copies as needed. If you have any questions regarding this requirement please discuss it with the ALF nurse who monitors your home/facility.



### **Cultural Diversity**

When accepting residents from multicultural backgrounds the Assisted Living Facility must be aware and knowledgeable of cultural competence. The ALF needs to find ways to ensure every resident's traditions and beliefs are respected to make them feel at home.

The following are recommendations in accomplishing this goal:

Each month the ALF may want to honor the history and background of a different resident. Most elderly enjoy learning of other ways of life. Allow them to decide which culture they would like to learn about. When possible have the residents take the lead in designing activity events, menus, and educational information of cultural origins. Encourage staff to become involved by participation and assisting the resident's in these activities, as they will benefit from the basic information in understanding the cultures of the residents they provide care to. Assist the resident in celebrating their cultural holidays. Prepare the holiday food and drink of their preference, as each culture has their own. Play holiday music or other music that the resident enjoys from their culture.

Other ways to make the resident feel at home is by putting together a communication board for residents that do not speak the English language. Ask the resident's family to write down key phrases, so staff can communicate with the resident in their native language. You may also assign caregivers who come from the same culture to provide the care.

It may be difficult for some residents to engage in and perform certain activities, but they will still benefit from even a small amount of participation. They may have difficulty finding words to speak, yet they may sing a song or hum to the tune. The music may bring back special memories, certain activities may stimulate their senses, or provide a form of exercise. Whatever the activity it helps them keep connected to the world.





*There are two dates left to get your continuing education*

## ***Caregivers & Managers Assisted Living Workshops***

**Please call to verify dates and times. (243.8369)**

**(Bring Your Own) Lunch from 12:00 – 1:00**

**\*\*CLASSES ARE LIMITED TO 20 ATTENDEES\*\***

**REGISTRATION is 8:15 – 9:45 NO LATE ARRIVALS WILL BE ALLOWED IN  
ALLOW EXTRA TIME TO FIND PARKING**

### Supervisory Marathon

**Thursday September 16, 2010 Registration Required by 9-7-10**

9:00 - 5:00 Supervisory Care Skills \$75 Total of 6 CEU hours

### Personal - Directed Care Marathons 50% off for Contracted Providers

**Thursday October 7, 2010**

**Registration Required by 9-28-10**

9:00 - 5:00 Personal and Directed Care Skills \$75 Total of 6 CEU hours

**Please Note: Class Change**

**Phone calls and leaving during class session is disruptive.**

**Please appoint substitute to handle emergency situations.**

**You must attend the whole day to receive the 6 CEU hours.**

**The above Workshops are held at:** Education & Training Center @ Pima Health System,  
3950 S. Country Club, 3<sup>rd</sup> Floor, Room 3104, Tucson, 85714. Telephone: 520.243.8369

E-mail: [chris.calanche@pima.gov](mailto:chris.calanche@pima.gov) Fax: 520.243.8390

Pima Health System is a division of Pima County

***Continuing education classes are approved by the Arizona State Board of  
Examiners for ALF Managers.***

***Assisted living courses are approved by Arizona Department of Health  
Services.***





## TIPS FOR KEEPING YOUR MIND ACTIVE AND SHARP

Do you ever have a moment when you can't remember something uncomplicated? Have you heard people joking about having a "senior moment"? The truth is that getting older is in no way synonymous with losing your memory. Although certain disease processes may cause memory impairment and be out of our control, there are things one can do to keep your brain sharp and wane off forgetfulness. Try some of the following tips and evaluate your success over a period of time.

- Challenge your brain and see the rewards. Learn something new—work on crossword puzzles, learn a musical instrument or a new game, take a class, or take up a hobby. Learning reinforces the neural connections in our brain that help us safeguard our memories.
- Teach someone and you will retain the information longer. The old adage of "if you don't use it you lose it" is true. Something as simple as sharing your knowledge with a child is enough to stimulate your intellect.
- Exercise or go for a walk every day. A recent study has shown that individuals who walk often or participate in moderate exercise have a lower occurrence of vascular dementia which is a form of memory loss linked to poor brain blood flow. You don't have to go to a gym for exercise. Invest in an exercise video and encourage others to participate with you.
- Eat brain food. Omega-3 fatty acids have been shown to slow cognitive decline. Set a goal of two servings of fatty fish each week such as salmon or mahi-mahi. Increase your servings of vegetables each day. It isn't as hard to do as one might think. Add uncooked veggies as snacks and add vegetable juice to your daily routine.
- Develop an appreciation for good jokes. Having a sense of humor actually keeps your brain functioning well. Understanding a joke involves being able to differentiate between the expected and unexpected. It's a kind of mental hopscotch that gives your brain a little workout.

Some of the information in this article is taken from the following on-line site:

[www.qualityhealth.com/alzheimers-articles/5-ways-keep-your-brain-sharp](http://www.qualityhealth.com/alzheimers-articles/5-ways-keep-your-brain-sharp). There are many other ideas available through the internet that you can access at any time.



### ASSISTED LIVING KITCHEN

#### **Quick Sherbet Float**

Prep time: 5 minutes

Cooking time: 0 minutes

Servings: 4

Ingredients:

2 cups fresh straw berries, sliced & cleaned

½ cup red grape juice or other juice

4 cups lime sherbet



Preparation Directions:

Spoon the fruit & sherbet into individual cups or glasses. Pour the grape juice over it. Serve chilled.

## PIMA HEALTH SYSTEM

Assisted Living Department  
3950 S Country Club Rd Ste 400  
Tucson Arizona 85714

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### *Education and Training Center Information*

Scheduled classes can be accessed through the PHS website at [www.phs.pima.gov](http://www.phs.pima.gov). Once in the website click on Provider Assistance, then PHS Training Center at the bottom of the window. Once in the Training Center you can click on the Calendar of Events and you will find the schedule for training classes. If you have an e-mail address and wish to have the class schedules e-mailed to you, please contact Chris Calanche at [chris.calanche@pima.gov](mailto:chris.calanche@pima.gov) or call her at 243-8369 and give her the information. You will then receive updated schedules as they are available.

