



# Health Care Alert

A QUARTERLY PUBLICATION PROVIDING TIPS FOR INDIVIDUALS WITH MENTAL RETARDATION AND THEIR SUPPORT TEAMS IN ACCESSING HEALTH CARE THROUGH THE MANAGED CARE SYSTEM

## Nursing Pre-Forum & Nursing Forum

*Nursing Pre-Forum Held October 11, 2006  
Nursing Forum Scheduled for  
December 11-12, 2006*



On October 11, 2006, 38 nurses participated in a Nursing Pre-Forum at the SE Area Staff Development Training Center in Bridgeport, PA. This Pre-Forum was held in preparation for the Southeast Region's Nursing Forum scheduled for December 11-12, 2006 to be held in Norristown, PA. The Pre-Forum was an opportunity for all the

nurses working in small community homes in our region to provide their input before the larger Forum takes place in December. At the upcoming gathering, important nursing issues and future challenges will be discussed by not only nurses but also Provider Agency Directors, Supports Coordinators, and County MR staff. At the Pre-Forum work groups were formed for the 10 topic areas described in the "Nursing Survey" published in October, 2005 by PCHC (see [www.PCHC.org](http://www.PCHC.org)). Each of the ten topic areas was discussed in a group of 7 nurses with suggested "best solutions" formulated for discussion at the Nursing Forum to follow. The 10 topics included:

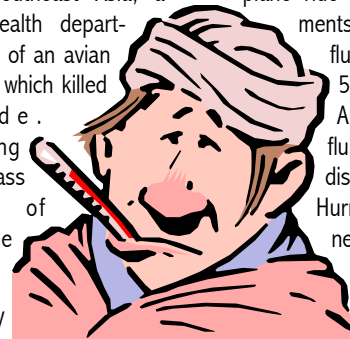
1. Medical appointment process
2. Policy/procedures/risk management
3. Continuing education for nurses
4. Medication responsibilities
5. Behavioral health/psychiatric
6. Staff and individual training
7. Team participation
8. Barriers to implementing nursing activities
9. Clinical work
10. Insurance issues

Each of the five counties in the Southeast region will receive 30 invitations to the Nursing Forum (10 for nurses, 10 for provider agency directors, 10 for supports coordinators and county MR staff). The goals of this Nursing Forum are to: present the findings of the Nursing Survey, provide more understanding of roles and expectations, increase awareness of issues faced by the nurses working at MR Residential Agencies, and to employ nurses' expertise in the most effective manner.

## Risk Management Corner

### *Pandemic Flu Preparedness!*

The recent out break of SARS showed us how quickly infectious disease can spread through air travel. Avian flu has spread in human-to-human contact in Southeast Asia, a plane ride away. Our federal and state health departments have focused on the possibility of an avian flu pandemic similar to the 1918 flu, which killed 50 million people worldwide. Authorities are recommending flu preparedness as part of mass disaster planning. The experience of Hurricane Katrina lends support to the necessity of provider readiness.



If an agency does not yet have a plan, the key to getting started is to form a committee that includes executives, medical, nursing and infection control staff, and key staff from human resources, maintenance, risk/QL, training and purchasing. Many provider agencies in our system have decentralized operations over large geographical areas in more than one country. Thus, planning through the agency network is critical because a pandemic may involve shutdown of utilities and communication if essential workers can't report to work.

The agency must consider how it will arrange for distribution of supplies of nonperishable food, water, and medication. Planning for staff coverage is critical, because many employees may be ill, caring for family members, or quarantined. Questions of how to cohort, isolate and quarantine sick and well individuals and staff must be addressed, together with current immunization status. Centralization of medical records and contacts is recommended if individuals are temporarily moved. Contacts with several area hospitals, physicians, pharmacies, and ambulance services will enable better access to care in the event of emergency. A triage system should be developed, staff should be trained how to recognize and report flu symptoms and some cross-training could be made available in case of forced cohorting. For more information, review and continue to monitor federal, state and local health department websites and their specific sections on pandemic planning.

**PCHC would like to welcome  
Bette Belleville  
as PCHC's new Community Based Nurse  
for Delaware County**

*The information presented to you is to increase your awareness of health conditions. It is not intended to replace medical advice. Please seek the advice of a physician for any health related concerns.*

## Department Transition (HCTA-HCCO)

The Health Care Technical Assistance (HCTA) Department has been changed to the Health Care Community Outreach (HCCO) Department. The main responsibility of this department will now be to increase access to community health care services through outreach, training and technical assistance. In addition to continuing to offer training and technical assistance to individuals, families and provider agencies, this department will now step up outreach to community health related organizations in order to increase awareness of individuals with intellectual disabilities and their needs. Some examples of these types of organizations include area hospitals, community health centers, and specific disease organizations (ie. American Cancer Society). The Health Care Community Outreach (HCCO) Department will strive to make contact with a wide variety of community organizations in order to raise awareness of the need for health promotional activities designed to be inclusive of individuals with intellectual disabilities.



## Feeding Tube Survey Update (Thanks!)

PCHC would like to thank all of the residential providers who were contacted in regards to the feeding tube survey. The Health Care Technical Assistants called agencies within the South East Region and asked various questions about how residential providers support individuals living in the community who use feeding tubes. The questions included how many people are supported with feeding tubes, how staff are trained and what happens when it becomes dislodged or broken. The results will be compiled in a report for the Southeast Region OMR, which will help create a baseline for the purpose of understanding the amount of incidents entered into HCSIS involving feeding tube issues the report will be shared with all participating agencies, county and regional staff.

## ATTENTION! ATTENTION!

## Keystone 65 Complete Updates

### Dental



Keystone 65 Complete (Medicare Advantage Plan) has announced that as of January 1st, 2007, they will no longer provide dental benefits as part of their plan. Currently, Keystone 65 Complete reimburses up to \$600.00 in dental coverage. For those that are dual-eligible, members should continue to seek out and utilize dentists that accept Medical Assistance (ACCESS) for dental coverage. Keystone 65 Complete members should receive notification in the mail regarding this change in coverage.

### Rx

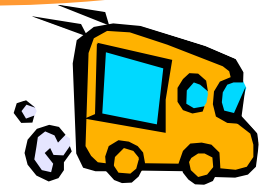
Keystone 65 Complete is in the process of changing their prescription co-pay amounts:

- As of 1/1/07, there will no longer be a co-pay amount for generic drugs.
- Brand-name drug will cost \$3.10 for each prescription co-pay.



### Transportation

**Did you know that Keystone 65 Complete provides a "Transportation Benefit?"**



It includes 12 round trip transports via van or wheelchair van for a medical reason. Members must request wheelchair van when they make their reservations. 48 Hours notice required for transports.

*Keystone Quality Transport (KQT)* serves Philadelphia, Bucks, Montgomery, Delaware and Chester counties. Contact: 1-800-480-0710 (TDD: 1-800-566-1108)

Transportation is available between the hours of 7 a.m. and 7 p.m. Monday through Friday, and between 7 a.m. and 5 p.m. on Saturdays.



## Philadelphia Coordinated Health Care

123 S. Broad Street • Philadelphia, PA 19109 • 215-546-0300 • fax 215-790-4976  
PCHC is a core program of PMHCC, Inc.