

Philadelphia Coordinated Health Care
Southeast Region Health Care Quality Unit

Health Care Alert

A QUARTERLY PUBLICATION PROVIDING HEALTH CARE TIPS FOR PEOPLE WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES AND THEIR SUPPORT TEAMS



It's Time to get your Influenza (flu) Vaccine!!

While some people may talk about their own experiences with the flu and act like it is “no big deal”, everyone needs to be aware and cautious about the flu. The Centers for Disease Control and Prevention (CDC) describe flu as **“a serious contagious disease that can lead to hospitalization and even death.”**¹

You may have the flu if you have **some or all** of these symptoms:

- fever*
- cough
- sore throat
- runny or stuffy nose
- headache
- Chills
- Fatigue
- sometimes diarrhea and vomiting

*It's important to note that **not everyone with flu will have a fever.**

The CDC urges you to learn and take the following actions to protect yourself and others against the flu:

Step 1: Take time to get a flu vaccine:

- This is the first and most important step in protecting against flu viruses.
- Current guidelines recommend that everyone 6 months of age and older should get a flu vaccine by the end of October (if possible).
- While the flu vaccine is recommended for everyone over 6 months of age, it is extremely important that people who are at high risk of serious flu complications (young children, pregnant women, people with certain chronic health conditions [e.g., asthma, diabetes or heart and lung disease], and people 65 years and older) receive the vaccine.
- Vaccination also is important for health care workers and other people who live with or care for high risk people – WHY? - to keep those providing care from spreading flu to those at high risk.

Step 2: Take everyday preventive action to stop the spread of germs:

- Avoid close contact with sick people and limit your contact with others if you are sick.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.

- Avoid touching your eyes, nose and mouth - germs spread this way.
- Cover your nose and mouth with a tissue when you cough or sneeze and throw the tissue in the trash after you use it – remember to wash your hands after.
- The CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine.)
- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.

Step 3: Take medication if prescribed:

- Your doctor may prescribe antiviral medication to treat the flu; antiviral medications are different from antibiotics.
- These medications can make illness milder and shorten the time you are sick; they may also prevent serious flu complications.
- Flu antiviral medications have been shown to work best when they are started within 2 days of getting sick, however, they may still be prescribed for someone after that time if the person is very sick or has high risk factors.

The information above has been taken from the Centers for Disease Control and Prevention (CDC) website at <http://www.cdc.gov/flu/protect/preventing.htm>. There is also excellent information available about what to do if you get the flu at <http://www.cdc.gov/flu/takingcare.htm>.

¹<http://www.cdc.gov/flu/protect/preventing.htm>

Inside this issue:

| | |
|--|-------|
| Time to get your Influenza (flu) Vaccine | Cover |
| PCHC Collaborates with Jefferson Elder Care | 2 |
| 911 Special Needs Form: Be Prepared | 3 |
| Direct Support Professional Recognition Week | 3 |
| Information Sessions for Providers and SCOs | 4 |
| Announcements | 4 |



PCHC COLLABORATES WITH JEFFERSON

Philadelphia Coordinated Health Care (PCHC), the Southeast Region Health Care Quality Unit (HCQU) is available to assist teams that are struggling to support someone with complex physical and behavioral health conditions. PCHC requires that a *Team Agreement Form* (TAF) <https://www.pchc.org/resources/forms> be submitted to begin the process of requesting clinical supports.

A request (TAF) was received from a Supports Coordinator needing assistance finding resources for a family supporting their brother, Tony (not his real name) who was experiencing some challenging behaviors associated with his diagnosis of dementia. Tony is a sweet, gentle and compassionate man who loves being around his family. At the time of this request, Tony's team was reporting a progressive decline in his physical and behavioral health, worsening over the past six months. Tony's family was overwhelmed and looking for solutions.

With the goal focused on improving the quality of life for Tony and his family, the team assessed the problem using an interprofessional approach. The family worked on clarifying Tony's medication with his health care providers. The Supports Coordinator worked on obtaining additional staffing supports, while PCHC looked into resources within Tony's community. A resource which provided a positive outcome for him and his team was Jefferson Elder Care.

Jefferson Elder Care is committed

to improving the lives of elders and their caregivers by providing services and training grounded in research and real world experience (www.jefferson.edu/eldercare). Occupational therapist specializing in elder care and trained in an innovative caregiver skill building program, Skills2Care®, evaluates the needs of the client and his/her caregiver. An individually tailored program is developed and implemented to address those specific needs.

The occupational therapist evaluated Tony and met with his family to determine their concerns. Tony needed help with dressing, toileting and washing, which he often refused. He was anxious about moving through his home, going up and down the steps to the second floor apartment where he lived with his family, and going into the community. He seemed to have limited leisure interests and his family felt he was bored at times. A treatment plan was developed to address all of these areas.

During the service, the occupational therapist worked directly with Tony, his family and caregivers, who provided assistance

while his sister was at work. Using the Skills2Care®, program, the occupational therapist collaborated with caregivers to develop Actions Plans with specific strategies to help Tony participate more in his daily activities with fewer behaviors. The caregivers better understood his capabilities and created a busy box with appropriate activities, which was used at home and in the community. In addition, caregivers learned to change the way they communicate and set up the environment for self-care.

The occupational therapist provided seven visits over a 70-day period. At the end of the service, Tony was dressing himself with less help, toileting and washing with less resistance, engaging in a variety of activities during the day, and going out into the community for short trips. Tony also began attending a local day program three days a week.

Through the interprofessional team effort of primary care physician, PCHC staff, the Supports Coordinator, the occupational therapist and (most importantly) family and staff caregivers, Tony has made incredible changes in his participation.

E. Adel Herge, OTD, OTR/L, FAOTA

Catherine Verrier Piersol, PhD, OTR/L, FAOTA

911 Special Needs Form: Be Prepared



The City of Philadelphia provides a form that helps to identify individuals in the community with a disability, in order to provide an effective response to emergency situations. The form is voluntary and can be accessed online on our website at www.pchc.org >Resources>Health Care Links> Emergency Preparedness. The form has been very helpful with informing emergency personnel of household dynamics, medical conditions, behaviors, preferences in approach and further information deemed important to know.

Once the form is complete, it can be mailed to the address presented on the form or dropped off at the local police station. If any changes occur from the initial submission of the form, please call 215-685-3940 to update your information. The form needs to be resubmitted every two years, because the files are removed from the system to further safeguard against inaccurate information. To find out if your county has a Special Needs Form contact your local county office for further information.

Direct Support Professional Recognition Week September 11-17, 2016

Each year we set aside time to recognize and praise Direct Support Professionals and celebrate their passion, experiences, exemplary leadership and commitment to individuals with intellectual and developmental disabilities. Direct Support Professionals (DSPs) provide a service that is not easy by any means, it is filled with arduous tasks, long days and long nights for the betterment of the individuals. Direct Support Professionals have the opportunity to assist individuals by finding ways to integrate them into the community, try new things and live a life full of as much independence as possible.

On behalf of Philadelphia Coordinated Health Care, we would like to ***Thank You*** for your service and continued efforts in assisting individuals with intellectual and developmental disabilities to live within the community as independently as possible. Your work never goes unnoticed and will always be praised.

Thank you for all you do and we hope you enjoyed Direct Support Professionals Week 2016!!!



PCHC Education Department

PCHC strives to provide quality training for individuals, agency providers, family members and county staff who support individuals with ID and MH challenges. We have been providing training in the SE Region and beyond since our inception over 25 years ago. We offer Physical Health, Behavioral Health and Public Health training topics as well as online training.

PCHC continues to create new and innovative training topics, however we are always seeking suggestions for ideas that will increase the SE Region's ability to provide the best physical and behavioral health care for the people that we support.

Our 2016 Dual Diagnosis Training Curriculum starts in September 2016 please see below for what will be available. Please visit our website to register.

| | | | |
|--|-----------------|------------------|--|
| Crisis Supports and Debriefing | 10/27/16 | 10am—12pm | Delaware Co. Intermediate Unit |
| Common Chronic Health Conditions | 10/27/16 | 1pm—3pm | Delaware Co. Intermediate Unit |
| “Naming It” | 11/17/16 | 10am—12pm | SE Area Staff Development Training Center |
| Understanding Trauma Informed Care | 11/17/16 | 1pm-3pm | SE Area Staff Development Training Center |
| Mental Health Wellness & Recovery | 12/16/16 | 10am—12pm | Willow Grove Giant Supermarket |
| Common Medications & Side Effects | 12/16/16 | 1pm-3pm | Willow Grove Giant Supermarket |

Please visit our website regularly to register for upcoming training and to review our many online trainings that are currently offered.

If you would like more information about PCHC training, please visit the Education tab on our website (www.pchc.org) or feel free to contact Bonnie DiRidolfo @ 215-546-0300 ext. 3681.



Announcements

Regional Nurse Network Meetings

An opportunity for developmental disabilities nursing education and discussion.

***If you are not on our e-mail list, or have changed e-mails, please contact Patty Graves at pgraves@pmhcc.org.*

Special Needs Unit (SNU) Meetings

All SNU meetings take place @ SE Area Staff Development Training Center (123 Boro Line Road, King of Prussia, PA 19406) from 10am – 12noon. Please contact Briana Downs at bdowns@pmhcc.org for more information or to be added to the SNU Meeting list.

Regional Nurse Network Meetings

October 7, 2016
January 13, 2017
April 7, 2017
July 14, 2017
October 6, 2017



Special Needs Unit Meetings

October 19, 2016
January 18, 2017
April 19, 2017
July 19, 2017
October 18, 2017



Learn more at www.pchc.org



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.

FUNDING PROVIDED BY PHILADELPHIA DEPARTMENT OF BEHAVIORAL HEALTH/INTELLECTUAL DISABILITY SERVICES, THE BUCKS, CHESTER, DELAWARE AND MONTGOMERY COUNTY OFFICES OF INTELLECTUAL/DEVELOPMENTAL DISABILITIES AND THE OFFICE OF DEVELOPMENTAL PROGRAMS, PENNSYLVANIA DEPARTMENT OF PUBLIC WELFARE