

Health Home Herald



Person-Driven Outcome Measures Demonstration

By James Cook, Community Health Plan of Washington

This past year Community Health Plan of Washington (CHPW) participated in National Community of Quality Assurance's (NCQA) Person-Driven Outcome Measures Demonstration. This demonstration aimed to test approaches in collecting Patient Reported Outcome Measures (PROMs) and their importance, reliability, validity, and usability across different healthcare settings. To achieve the goals of the demonstration, CHPW utilized one of our telephonic case managers and partnered with HealthPoint, Yakima Neighborhood Health Services, and Area Agency on Aging and Disabilities of Southwest Washington, three of our Health Home Care Coordination Organizations, to test these approaches. The staff at these

organizations worked very hard to implement PROMs with their clients and NCQA was able to gain invaluable insights from the data they collected throughout the entirety of the demonstration. We are very appreciative of the work everyone put into this demonstration and we would like to recognize their efforts in this undertaking!

The participating CHPW case managers and Health Home Care Coordinators are:

- Emily Buzzard (CHPW)
- Afshina Taghezidah (HealthPoint)
- Maliha Mirza (HealthPoint)
- Maria Jimenez (HealthPoint)
- Maribelle Olivas (YNHS)
- Rebecca Shaw (YNHS)
- Alicia Taylor (Area Agency on Aging)

- Shawna Thom (Area Agency on Aging)
 - CJ Bruner (CHPW)
 - Asia Harris (HealthPoint)
 - Cecilia Villegas (HealthPoint)
 - Maria Mendoza (YNHS)
- CHPW thanks all the staff and organizations for the hard work and dedication put into the demonstration!

For the latest COVID-19 health guidance, visit the Washington State Department of Health website

<https://www.doh.wa.gov/Emergencies/Coronavirus>.

For all other state resources related to COVID-19 visit the Washington State Coronavirus Response website at

www.coronavirus.wa.gov

SMART Goals follow-up from January webinar

By Brendy Visintainer

A presentation on *SMART Goals - Making Real Progress Possible* kicked off our 2020 Health Home Care Coordinator and allied staff monthly webinar series. Amy Besel, the ALISA Organizational Development Administrator provided fantastic information about SMART Goals. Here are some of the highlights from the webinar.

SMART goals are:

- ❖ **S**pecific
- ❖ **M**easurable
- ❖ **A**ttainable
- ❖ **R**elevant
- ❖ **T**ime-Bound

The Health Home program encourages the use of SMART goals because SMART goals:

- ❖ Help you focus your efforts
- ❖ Help you track your progress and stay motivated
- ❖ Ensure your goal is realistically something you can do

Cover Picture: United Health Care Health Care Staff from upper left: Tiffany Moon, Sharon Williams, Andrea Ray, Natasha Hoover, Linda Coombs

- ❖ Ensure you are working on something meaningful
- ❖ Ensure you have a deadline to focus on, work toward & celebrate

When working with clients on SMART goals, we strive to:

- ❖ Start with something meaningful for the client
- ❖ Stay concrete in what is being measured

- ❖ Set small goals and make iterative improvement
- ❖ Make tracking progress visual
- ❖ Celebrate successes

The webinar presentation was recorded and will soon be available. A tool called *The Wheel of Life*® was encouraged for use when clients may feel stuck in figuring out a goal.

Participant Portrait

Sandra is a Nooksack Elder living in Bellingham with her husband. She is receiving treatment for cancer and has mobility issues due to some knee trouble. The Health Home care coordinator involved with Sandra meets monthly with her care team at the Nooksack Tribal Clinic which includes her primary care physician, community nurse, social worker, and Nooksack Elders. Through this relationship the care coordinator has helped Sandra manage her new cancer medications and has arranged transportation for oncology appointments. In addition, the care coordinator has worked with the long-term care case manager and supportive housing specialist to address the needs within the apartment Sandra husband rent.

The apartment had an issue with raw sewage that made it uninhabitable, but arrangements were made with the city to repair the situation and to provide a temporary rental to the couple while the repairs were made. One of Sandra's goals was to attend the fair with her children and grandchildren, but due to her need for a double knee replacement, this goal seemed precarious. However, the care coordinator was able to find a donated scooter for Sandra which made it possible for her to attend the fair with her family this year.



What day is May 6th?

Spotlight on Resources



ADVANCED CARE PLANNING

As Care Coordinators, one service you provide is having a discussion with the client regarding advance care planning within the first year of Health Home services.

Here are some resources for you as you have those conversations

- **Honoring Choices Pacific Northwest:** Joint initiative between the Washington State Hospital Association and Washington State Medical Association that has many resources regarding making informed choices. Visit www.honoringchoicespnw.org



What day is May 14th?

- **The Conversation Project:** A public engagement initiative that includes resources dedicated to helping people talk about their wishes for end-of-life care. Visit www.theconversationproject.org
- **Washington State Department of Social and Health Services Aging and Long-Term Support Administration** has links for legal planning, advance directives and guardianship.

Visit

<https://www.dshs.wa.gov/alt%2Fhome-and-community-services%2Flegal-planning>

- **Aging with Dignity:** Developed the *Five Wishes*® resource. Visit <https://agingwithdignity.org/>

These are just a few of the many state and national websites that discuss advance care planning. Also, check with your organization on any resources they have and use.

Care Coordinator Corner

Submitted by Action Health Partners on behalf of Vicki Seabrook, Care Coordinator

Patty has loved horses all her life. As a teenager, while competing in barrel racing she fell with her horse and suffered a broken neck and brain stem injury. This accident left her wheelchair bound but didn't diminish her love of horses. Patty is 58 now and lives in an assisted living facility. She shared with her Care Coordinator that her long term goal is to ride a horse every day. Her Care Coordinator contacted a Therapeutic Riding Facility and assisted Patty to complete and submit an application to attend. There is a waiting list to participate in riding but there were many obstacles to overcome first. Reliable transportation had to be arranged. Patty's current posture is stooped and the facility required that she be able to sit upright safely in a saddle. She is required to have someone with her when she is at the riding center. In June Patty was able to make an introductory visit to the riding center accompanied by her Care Coordinator. She interacted with horses, fed them treats and led them on a rope from her wheelchair. This was a tremendous emotional boost and motivator for Patty to work on her posture. The Care Coordinator was able to find a volunteer who has committed to attend the riding center weekly with Patty so she can interact with the horses. Patty is happier and working on improving her core strength. Her Care Coordinator was integral in helping Patty fulfill her goal.

Care Coordinator Corner

This space was created just for you. It provides a place for Care Coordinators and allied staff to share their experiences, resources, and advice for working with clients. To share your story, resource, or ideas, submit them to:

healthhomenewsletter@dshs.wa.gov

Please include your telephone number so we can contact you if your submission is selected for publication. Confidential information such as client names or other identifying information will not be published.

healthhomenewsletter@dshs.wa.gov

Webinar Trainings

Please use this link to register:

<https://attendee.gotowebinar.com/register/7659129129662973699>

- ❖ Registration link is good for April through June
- ❖ There will be a new link for July through September
- ❖ When registering, please make sure your email address is correctly entered
- ❖ Invitations are also posted on DSHS website at <https://www.dshs.wa.gov/altsa/washington-health-home-program-%E2%80%93-training-invitations>



What day is May 9th?

For Your Entertainment!

Enjoy some bad Jokes and don't forget these upcoming National days.

Q: What do you call a fake noodle?

Q: Why shouldn't you write with a broken pencil?

Q: Why did the barber win the race?

Q: how do you get an octopus to snicker?

Q: When do you go in at red and stop at green?

Q: What is Forrest Gump's Facebook password?

Q: How to you make a tissue dance?

Q: Why wouldn't the shrimp share his treasure?

Q: Why did it take so long for the pirates to learn the alphabet?



June 8th?

Q: How do you catch a unique rabbit?

Some Special Days

April 16 - National Bean Counter Day
 April 22 - Administrative Professionals Day
 April 23 - National Talk Like Shakespeare Day
 April 25 - National Telephone Day
 May 5 - Cinco de Mayo
 May 6 - National NURSES Day
 May 9 - National Lost Sock Memorial Day
 May 10 - Mother's Day
 May 14 - National Dance Like a Chicken Day
 May 25 – Memorial Day
 May 27 - National Cellophane Tape Day
 June 8 - National Best Friend Day
 June 14 – Flag Day
 June 17 - National Eat Your Vegetables Day
 June 21 – Father's Day



April 16th?

For answers to our bad jokes go to <https://www.dshs.wa.gov/altsa/stakeholders/washington-health-home-program-quarterly-newsletters>