

Health Home Herald



Thank You from the State Health Home Team

On behalf of the entire state Health Home team, we would like to express our sincere gratitude to all those who work in the Health Home program. To allied staff, Care Coordinators, trainers, program management staff, and Leads we admire how you all have continued to work together and your flexibility with recent changes due to the COVID-19 pandemic. You had to quickly change the way you do your work while still providing top-notch services to your clients.

Brendy Visintainer

Nicole Bishop

Your commitment to your clients has been remarkable and you continue to keep clients at the forefront in your work. We've heard countless stories about how you are connecting with your clients in creative ways and working with them to ensure their health, safety, and well-being. We have heard about hand-written letters to clients so they would receive something when you couldn't see them in person. We've also heard about face-to-face visits while sitting in your car and the client sitting on

Glenda Crump

Clyde Takeuchi

their porch. The Health Home program is fortunate to have each one of you working in this program doing what you do every day for our clients.

Thank you...for all you do...for who you are...thank you!

Stacey Bushaw

Kelli Emans

Silke Kramer

Nicole Dronen

Thank You from All the State Health Home Leads

Area Agency on Aging & Disabilities of Southwest Washington

To all our Health Home Care Coordinators, I'd like to take a moment to say Thank You.

To the problem solvers, the quick thinkers, and the multi-taskers.

To the de-escalators, the unwavering listeners, and the emotional support providers.

To the goal setters, the health educators, and the motivational interviewers.

To the case load jugglers, the case note documenters, and the home visit travelers.

To the resource providers, the problem preventers, and the life savers.

To all our Care Coordinators and for EVERYTHING you do, THANK YOU!

Amberly Rose Health Home Lead Program Coordinator

Amerigroup

Amerigroup Washington wants to thank all of the providers and first responders within our Health Home network for their tireless efforts amid this Covid-19 outbreak. Many have had to restructure their day to day job duties in order to help out where they can and we applaud their

Molina Healthcare

I wish to extend my heartfelt gratitude to all of the healthcare workers that support Molina and the Health Home program. When I think of how proud I am to be part of this team of people, I reflect on what it means to be truly grateful.

GRATITUDE unlocks the fullness of life. It turns what we have into enough and more. It turns denial into acceptance, chaos to order, confusion to clarity. It can turn a meal into a feast, a house into a home, a stranger into a friend. Gratitude makes sense of our past, brings peace for today, and CREATES A VISION FOR TOMORROW.—**Melody Beattie.**

The impact of your presence in the lives of those we serve is immeasurable, and my GRATITUDE immense.

Thank you.

Rena Cleland,
Molina Healthcare.

ability to adjust to a new way of work and life in order to support all of our members. We want to thank them for their continued flexibility during this pandemic as they continue to serve our most vulnerable populations. Your hard work has not gone unnoticed. Thanks!

Coordinated Care

Coordinated Care would like to express our gratitude and appreciation for all Health Home staff and CCOs across the State! We thank you for your flexibility and your continued passion to help our members navigate these uncharted waters that we are in. Thank you, Health Home Care Coordinators – for your compassion and your creativity in supporting our members. You have provided hope and encouragement on the foundation of their trust in you! Thank you, Allied Staff- for keeping the Health Home Care Coordinators and members supported even as you navigate technology and new ways of providing administrative support.

Thank you, Supervisors and Health Home Program Leaders – you have continued to provide your staff with direction and stability in the face of uncertainty and ever changing information. You all make this program successful! We appreciate you all!! THANK YOU!!

Njambi Casten, MA Manager,
Medical Home/Health Home



UHC

On behalf of the UnitedHealthcare Community & State Plan, we would like to express our gratitude to our Health Home Care Coordination Organizations (CCOs) across all parts of Washington State. Without your dedication, especially during these very challenging times, we would not be able to connect much needed services to our most vulnerable Medicaid Members. Your devotion has provided basic necessities such as food and shelter as well as addressing barriers like financial hardships, transportation needs, and gaps in care through the Health Home Program. With your tireless commitment during the pandemic, Health Home Clients received 115 smart phones and approximately 75 food referrals delivered. Additionally, you were instrumental in the reduction of 30-day readmissions from 33 percent to just 13 percent during COVID-19 months. We are proud to share that the resiliency and flexibility from the CCOs resulted in telephonic touchpoints of ongoing services which did not diminish the care we expected for our members to live healthier lives and resulted in increasing new Member enrollments by 56 percent during pandemic months. Thank you for your partnership to improve the health and wellbeing of those served and contributed to the success of the Health Home Program!

Sharon T. Williams | United Clinical Services
West Regional Director, Health Home



Olympic

In the last year plus a few months, I have been lucky enough to have a great group of Care Coordinators at our Agency to work with, they have been flexible and willing to learn another new platform take on new clients as asked, and even keep smiling!

I have also been so thankful for the patience of the Makah tribe while we were working to get the correct payments straightened out. So lucky that with an open dialogue there has been no issues and we are now paying them at the correct rate and P1 is reimbursing us at the correct rate!

Lori Lindley RN

Nurse Manager/Health Home Program Lead

Olympic Area Agency on Aging

SEWA

“It’s easy to make a buck. It’s a lot tougher to make a difference.”

-Tom Brokaw

Thank you to each and every staff member who has helped make a difference in our clients lives and their communities. But I would say that it is also not easy to make a buck during these challenging and unprecedented times. In a recent NY Times Article it was noted that Yakima County has the highest coronavirus cases by double any other county per 100,000 in the state. It is followed by Franklin County as the second highest and the third in the top ten counties is Benton County; all of these are in Service Area 7 and that contains the largest percent of our clientele. I am painfully aware that coronavirus has touched all of our lives personally and yet you have continued to serve diligently. SE WA ALTC has only experienced a less than 10% drop in billed encounters. This is all been due to your hard work and desire to make a difference. We take pride in the strength of our team! With the upmost gratitude, we thank you and wish you well! - SE WA ALTC COG Lead Health Home Team Thank you –

Emily Watts, MSW

SE WA Aging & Long Term Care
Aging & Disability Resource Center

FLC

Thank you FLC network for your steadfast service in our communities during these uncertain times. To our calm and practical “safety first” CCO managers, your wise dedication to the health and safety of your teams and clients is appreciated. We can’t help others unless we ourselves stay healthy. We acted swiftly as a network, but first our CCO managers put in place necessary safeguards to be sure their teams were equipped with the needed information to work safely. As I audited April documentation, the creative ways in which Care Coordinators worked to engage new clients was clear and heartening. I was concerned initially that onboarding new clients during this time would be too much to ask... too difficult to engage. Our care coordinator’s skilled ability to build rapport and provide a guiding hand to client goal development, was simply incredible. I’m so grateful for the perseverance and resilience we have demonstrated as a network. To our network admin team, my colleagues that work tirelessly to ensure teams have all of the information needed to do their good work, I thank you I’m so glad to stand beside you. Our work isn’t over, it’s clear to me in many ways ...life and work has changed irrevocably. As we move in to the 2nd half of 2020 we have issues of inequality amplified. I’m grateful for the

cultural capacity of our network. FLC network CCOs work hard to hire from within our diverse community. Racism is a public health crisis and undermines the wellbeing of underserved people and the communities we serve. Racism harms people we care about. I can’t imagine a more capable group of colleagues to stand with against inequality during these times. Thank you FLC network.

In gratitude, -**Katheryn Howell**

Pierce County Human Services

Pierce County Human Services wants to thank our amazing care coordinators for the flexibility, creativity, and ingenuity you have all demonstrated since the inception of the “Stay at Home” order. You adapted to your home offices, a world of virtual visits, Skype, Teams, and Zoom meetings, and, for some, virtual training to become care coordinators! Most importantly, you’ve gone the extra mile to keep in touch with your clients, to ensure that they have that same sense of having an advocate in their corner, a caring ear to hear their concerns, and an empathic guide to help them through this challenging time. We are truly grateful to all of you.

Nellis Y. Kim, LICSW |
Program Specialist

Aging & Disability Resources

NWRC Gratitude:

It is amazing the way all of the CCOs in our network have been able to reinvent their service delivery model while maintaining quality and productivity. Each and every care coordinator has gone to heroic lengths to connect with the beneficiaries they serve. Thank you for your consistency, coordination, and collaboration in this unprecedented time!

Ryan Blackwell

Health and Human Services
Planner

Northwest Regional Council

Action Health Partners

Action Health Partners wants to express our gratitude to our network partners for providing Health Home services across the region. We appreciate your commitment to provide continuity of care during the pandemic. What you do for our clients is invaluable.

With deep gratitude for all that you do!

Action Health Partners – Health
Homes Team

Kami Yacinich

*Care Coordination Network,
Program Manager,
Action Health Partners*

CHPW

CHPW would like to convey that we are so very grateful that our CCOs and care coordinators have continued their high level of care and hard work during this difficult time. We really appreciate how all of you have kept up with the ever changing guidelines, offered solutions, and thought outside of the box to provide continuous encouragement towards this especially vulnerable population. We recognize that this has not been easy and on behalf of our entire organization we would like to thank you for your patience, flexibility, and for stepping up to the challenge of continuing to provide stellar Health Home services to our members! Thanks,

James Cook

Community Health Plan of Washington
Program Specialist, Health Homes

Elevate Health

I'm writing to share how much the Elevate Health team appreciates the outstanding work our CCOs are doing, and how their contributions to our community are indispensable. With their support and hard work, the Health Homes team has reached out to 100 clients a week, engaging 65 of the 70 clients it identified in March who needed help – an incredible accomplishment. Their consistent outreach and follow-up to clients also aided us in identifying and overcoming barriers as part of our COVID-19 response. Thank you so much for all the work you do.

Sincerely,

Mohamed Khalif,

Health Homes Program Manager, Elevate Health

Spotlight on Resources



Resources to Increase Well-Being

Did you know that many state and national parks offer free or discounted passes to your client?

Foster Home Camping Pass – No Charge

Offered to resident foster parents and registered relative foster caregivers who camp with the children in their care. They are entitled to free campsites and day-use entry in WA State Parks. <https://www.parks.state.wa.us>

Disability Pass – No Charge

Offered to residents who are legally blind, profoundly deaf, developmentally disabled, or who meet the disability definition used by the Social Security Administration. You can find the application on the WA State Parks website. <https://www.parks.state.wa.us>

Disabled Veteran Lifetime Pass – No Charge

Offered to state residents with a documented service-connected disability of at least 30%.

Please visit the WA State Parks website to learn more about these passes and other park-related resources at:

<http://parks.state.wa.us/205/Passes>

Access Pass – No Charge

The Access Pass is a free, lifetime pass to National Parks, available to US citizens or permanent residents with disabilities, based on whether one's disability is permanent and severely limits one or more major life activities. Apply in person at specific park sites or mail an application with the processing fee. Learn more about the Access Pass and other national park-related resources: <https://www.nps.gov/index.htm>

Make sure to visit the Parks website for COVID-19 closures and updates.

Care Coordinator Corner

I felt the need to write this to let you know how positive the Health Home program has been for me.

When I first entered the program with Anna, my Health Home Care Coordinator, I was depressed, isolating myself, didn't go anywhere and didn't care much about myself. With the help of Anna, I started becoming more accountable for my health. I started and successfully completed a six week course at my PCP clinic on how to take control of my health.

I feel like I'm one of those success stories. I lost weight, started walking and lost 10 pounds, I got my A1c down to 7.0, which is the lowest it's ever been since becoming a diabetic

15 years or more ago. My doctor says my lab panel is GREAT! Triglycerides are down too!

Anna got me established to get a referral to a nutritionist, which I now see once a month. I was able to get a Dexcom to check my blood sugars, which I love. The first week I had it, it work me up and I had lows in the high 50's, so I was able to drink so juice. I am now using my C-pap, which I got with Anna's assistance and perseverance for my sleep apnea. I knew I had already had sleep apnea because I had been diagnosed several years before, but quit using my old machine after it quit working. I now have a new machine, and I sleep better since I use it every night.

Another big help Anna was, is she got me in touch with Human Arc and I was finally able to get on Disability due to my numerous acute and chronic health issues. I didn't even have to hire an attorney, which I didn't have the money for.

When Anna and I first starting meeting, we would meet at Starbucks, this way she would get me use to getting out more in public. I now am no longer isolating myself as much. I am getting ahold of some friends that I haven't seen in a while. I am more social than and not as depressed as I was before. Starting next month, Anna and I are going to walk a little in the Mall to get me out and for exercise. I am now going to all of my appointments as well.

I just wanted to say how much I appreciate what this program has done for me. I didn't even know about it until I got a phone call about it. And, look at how far that phone call took me!

Thank you so much for all the help I've received from Anna and this program.

- Submitted by a member with CCW

Care Coordinator Corner

A space 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 for the Third Quarter of 2020

Please use this link to register for the third quarter webinars of 2020:

<https://attendee.gotowebinar.com/register/2153624827147176972>

Registration link is good 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>

Health Home Puzzles & Games

Sudoku - su·do·ku – The objective is to fill a 9×9 grid with digits so that each column, each row, and each of the nine 3×3 sub-grids that compose the grid, contain all the digits 1 through 9.

Beginner

	8				9	7	3	
6		5	1					8
3	7					6	5	
		6		7	1			4
1	3	7	2			5		
					6	3	1	7
8	4			9	5	1		
			4	2			6	5
		9	7	1			8	

Advanced

					5		7	2
4						5		9
	1			4		8		
			7				8	
		4			6			
	6			5				
2			8					1
1	9			7		6		
	3	8			9		4	

Coloring Fun

