

Health Home Herald



Outreach Increasing in King and Snohomish

With the addition of King and Snohomish counties in April 2017, the Health Care Authority (HCA) and the Department of Social and Health Services (DSHS) continue working together to increase Health Home outreach efforts to community partners in both counties.

We are conducting these efforts through in-person and online events, including:

- ❖ Aging and Disability Services Care Transitions Conference in Seattle
- ❖ DSHS Division of Behavioral Health and Recovery webinar
- ❖ “Edge of Amazing” Adult Family Home Conference in Marysville

- ❖ Three meetings and three webinars for the Adult Family Home Association
- ❖ Annual Care Transitions Conference in Ellensburg

Throughout 2017, the Health Home program provided training to nearly every case manager in King and Snohomish working for Home and Community Services (HCS), Area Agencies on Aging (AAA), and Developmental Disabilities Administration (DDA). This has been a tremendous effort to inform these pivotal individuals of the Health Home program.

The Health Home program also increased our outreach to Tribes across the state in an effort to contract with them as either Qualified Lead Agencies or Care Coordination

Organizations. They have shown interest as program successes are reflected among those who have seen its effects first-hand. Stay tuned for news on this exciting new area for the Health Home program.

Our community outreach efforts will continue in 2018 to first responders, DSHS and AAA case managers, Adult Family Home providers, Assisted Living Facilities, Skilled Nursing Facilities, Residential Habilitation Centers and Eastern and Western State Hospitals.

Above: Full Life Care in Seattle. Full Life Care became a Lead Organization in King County beginning April 2017. Pictured left to right: Tim Morley, Jessica Herzer, and Rena Ferretti.

Spotlight on Resources



AHCAS: A Program That Supports Clients and Their Paid Caregivers

The Advanced Home Care Aide Specialist (AHCAS) Pilot is a group effort between Home and Community Services and the Developmental Disabilities Administration at DSHS and the SEIU 775 NW Training Partnership.

This pilot gives the Individual Provider (IP) advanced skills training with a focus on person-centered approaches to caregiving. Along with behavioral support and care coordination, the pilot gives clients with complex needs a chance to:

- ❖ Increase knowledge of their chronic conditions
- ❖ Enhance relationships with caregivers
- ❖ Play a larger part in the management of their own health care

One program goal is to reduce how often challenging behaviors occur, while stabilizing community-based living and personal care services. After the IP has completed the required 70 hours of special training, the client and Care Coordinator can work together to include the IP in the Health Action Plan (HAP) by creating goals and action steps to assist the client in reaching them.

For more information please visit the AHCAS website located at:

<https://www.dshs.wa.gov/altsa/training/advanced-home-care-aide-specialist-training-pilot>

2017 Case Review Results Are In

In 2017, HCA and DSHS staff had the opportunity to review Health Home files across the state to ensure program assurances are being met. Review of the files revealed person-centered HAPs and goal planning. Opportunities for improvement include:

- ❖ Clearly document the work being done and the progress clients are making
- ❖ Offer the optional screenings (such as the falls risk) and related discussion to clients who may benefit from them
- ❖ Complete HAP updates during each four-month activity period

- ❖ Ensure action steps identify who is responsible to complete each step
- ❖ Discuss and document advance care planning

The case files reflected how committed you are to this program and your clients and the incredible work being done every day by Care Coordinators and allied staff. Your documentation is critical to recording the program's success. Each year the work you do improves and this helps our clients.

Look for more reviews coming in the second half of 2018. Through your work and these reviews, we see how the Health Home program is changing lives. Thank you all!

Fast Facts

\$11.6 Million

Current amount of shared savings generated by Medicare-Medicaid clients in the WA Health Home program in 2014

\$10.7 Million

Preliminary shared savings generated by Medicare-Medicaid clients in the WA Health Home program in 2015

Webinar Trainings for the First Quarter of 2018

We are pleased to announce the following upcoming webinars for the first quarter of 2018:

JAN 11	Medicare Grievances and Appeals
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FEB 8	Managing Disruptive Patients
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MAR 9	Dementia and Alzheimer's Disease
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Please use this link to register:

<https://attendee.gotowebinar.com/register/5581914150461381121>

Also visit our website at:

<https://www.dshs.wa.gov/altsa/washington-health-home-program>

You'll find lots of helpful information, including:

- ❖ Invitation to the monthly webinars with registration link
- ❖ The Classroom Training Manual with the most current versions of all Health Home forms
- ❖ Statewide Training Schedule for the two-day Basic Training for Health Home Care Coordinators
- ❖ All previous monthly webinar presentations and newsletters

Participant Portrait

The Health Home program has helped a young man who was diagnosed with shaken baby syndrome, resulting in serious brain injury, severe impairment of his developmental abilities, and a multitude of chronic health conditions.

His extended family stepped in to care for him and meet the complex and far reaching needs that his health requires. Throughout the years, he has been surrounded by love and support from his family, friends, and formal supports.

When he needed to transition from pediatric care to adult medical services, his caregivers were concerned that access to supportive services would decrease.

It was at this time he began participating in the Health Home program, a welcomed and timely support. His Care Coordinator assisted with the transfer of nineteen years of multifaceted medical and social history, and facilitated the collaboration between pediatric and adult medical services.

The Care coordinator also spent extensive time coaching and teaching caregivers on how to improve communication and access to services with this changing environment.

The young man has now successfully transitioned his pediatric support system to adult medical services. His multiple chronic conditions continue presenting challenges, but through the Health Home program his support system is better able to address them.



I diagnosed “abdominal pain” when the real problem was hunger, I confused social issues with medical problems in other patients, too. I mislabeled the hopelessness of long-term unemployment as depression and the poverty that causes patients to miss pills or appointments as noncompliance. In one older patient, I mistook the inability to read for dementia. My medical training had not prepared me for this ambush of social circumstance. Real-life obstacles had an enormous impact on my patients’ lives, but because I had neither the skills nor the resources for treating them, I ignored the social context of disease altogether.

Laura Gottlieb, MD | University of California San Francisco



Care Coordinator Corner

Welcome to the Care Coordinator Corner!

This space was created just for you. It provides a place for Care Coordinators and allied staff to share their experiences and advice for working with clients. It is your space to share creative health action planning ideas.

Do you have a unique resource to share, such as a program that provides free childcare so parents can attend a local support group? This is your space, so please share with us. 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.

We look forward to hearing from you!

Health Home Puzzles & Games

Find each word in any direction – up, down, left, right, forward, or backward!

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          V Y L F          C X V Q
        S K S G Y E      P I K H G X
      Z P G I S N U V    H C M W S W R Y
    M I P Y F R P I U I N Q R Z N N W V H M
  Q N Z S Z T R B P N N B E T O O O T G M L R
U E C Y W S I I M R S E F H I H F I R F F O E O
T S C D V S D F N J A E E T B M S T A D Z Q M Q
V N D N M M V U Q U R D A R N A H A N S G J P H
I R E A E K D A F R M C B O C Q Q R S S Z K O B
R R I M F D M U A E I M C H B S K O I J D Q W H
Y A O Z E G I L O N Z T O X O S M B T Y R F E X
  N M P K G A F U Q G F O C J T Z A I X Q N R
    J A Y W Q A M N N T P P I F L Y L O B Q E L
      Z Y E Z M G A O F K R Z H V L L N B R Y
        V Z O D I N H C V E Y L Y I O S U C
          C A J C S E Z T V I Z U M C R A
            H D Z B A O R E X A I A J C
              L F T L I O N H U Z F O
                F W T N P T X I A V
                  Q H V P I O G D
                    E Q U O K A
                      F S N W
                        O M

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- SCREENING
- ENGAGEMENT
- COLLABORATION
- PRISM
- EMPOWER
- COMMUNICATION
- PREVENTION
- REFERRAL
- CONFIDENCE
- HEALTH
- FAMILY
- SUPPORT
- ADVOCACY
- TRANSITIONS
- COMMUNITY