

DESERT SAGE



Toll free: 1-888-398-8409

www.ConsumerDirectOnline.net

Arizona News

Arizona Caregiver Training Program

As many of you already know, the state has started a new *statewide caregiver training program*. All caregivers who started on or after January 1, 2011 will need to complete the training and testing before December 31, 2011.

The training materials can be studied at home and are available online at http://azdirectcare.org/REVISED_Training_Manuals.html#Fundamentals2010 and the test can then be scheduled in the office.

Another option will be to attend training sessions that will be offered in the office. Please see the last page of the newsletter for dates and times. Following each training session, the caregiver will have the option to take that segment of the exam.

Most training sessions will not last more than 2 hours with testing sessions lasting 30 minutes to 1 hour following the training. Please call the office to RSVP.

Nurse Delegated Tasks Approved

We are also happy to announce that the *Nurse Delegated Tasks for the Self-Directed Attendant Care program*, previously discussed and advocated by Consumer Direct's Advisory Committee, has passed. The effective date of task expansion, upon case manager approval and clearance from a supervising nurse is 02/01/11. Further information on the Nurse Delegated Tasks can be obtained from the AHCCCS web-site, page 4: <http://www.azahcccs.gov/reporting/Downloads/UnpublishedRules/NoFR28.pdf>.

Annual Satisfaction Survey Coming Soon

We will be sending out our annual satisfaction survey soon and as always we appreciate the feedback. Remember your input is important and valued, so please take a few moments to complete the survey and mail it back to us in the self-addressed, stamped envelope.

Caregivers of the Quarter

Each Quarter, Consumer Direct will honor special caregivers with this award and a \$25 gift certificate. At the end of the year we will also honor one of these quarterly winners as Caregiver of the Year. Fax, mail, or phone in your nominations to the Consumer Direct office.

Lashawn Anderson (AKA LA) has been a very punctual, considerate and meticulous caregiver. She is known to have a generous heart and is extremely devoted to the members she cares for.

One member upon requesting assistance with caregiver recruitment reported: "I requested that CDPC send me a caregiver for my husband. What you sent was an Angel named Miss LA Anderson. Miss LA's priority is always my husband's care and comfort. She brings a bright ray of sunshine into our lives".



Rita Preciado was born in Hermosillo, Mexico and then moved to the US in 1970. She is a single mother of 6 and still continues to devote much of her life to caregiving. Having a son with a disability has taught her to be patient and drew her to the field of caregiving. Rita loves caregiving and helping people in any way she can, especially individuals with disabilities.

She says, "I feel they need me the most. I respect them and let them know I am here to help with the best of my ability, offering compassion and dignity."

Fraud Prevention

The Company considers fraud prevention, education and reporting among its most important responsibilities. Fraud is a threat to quality home-based services and to home-based health care programs in general. Remember these resources that can help prevent fraud in your services:

Fraud Prevention

- *Education:* Your Coordinator has brochures and other information on how to prevent fraud.
- *Hotlines:* If you believe that fraud related to your program has occurred, call your State fraud unit or call the Company's hotline at 1-877-532-8530. Both lines are confidential and you may remain anonymous.
- *Background checks:* All employees must pass a background screening to provide services.
- *Community Collaboration:* The Company depends on your feedback and opinions through counsels and committees. Call your local office if you are interested in participating.



Examples of Fraud in Home Health Care

An employee:

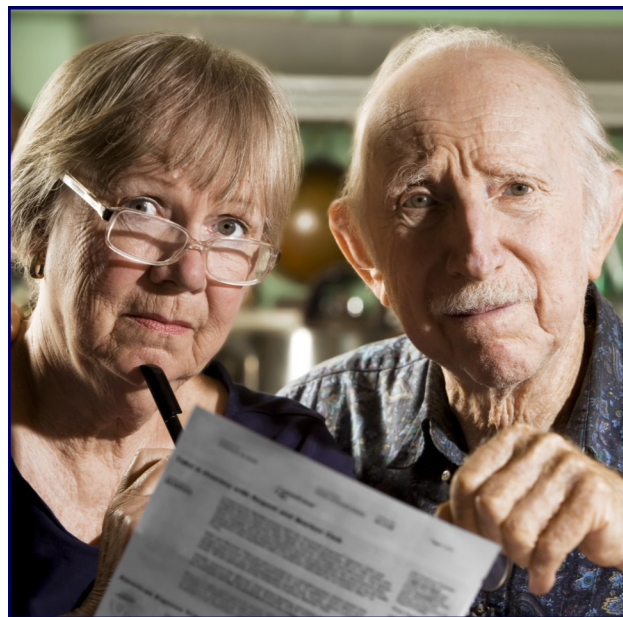
- ◆ Writes down more time than actually worked on a Time Sheet.
- ◆ Falsifies their Time Sheet by writing down more time than actually worked, or takes a break without subtracting the break time.
- ◆ Changes another person's Time Sheet or paperwork.
- ◆ Forges another employee's or a service recipient's signature on Time Sheet or paperwork.

A service recipient:

- ◆ Receives services or supplies that are not required for the person's disability.
- ◆ Fails to make records available to State Health Departments.
- ◆ Engages in activities considered abusive to the Medicaid or Medicare program.

An agency or caseworker:

- ◆ Receives a rebate or fee for a Medicaid or Medicare referral.
- ◆ Bills for services that were never provided.



Avoiding Food-Borne Illnesses

by Payne Financial Group

Food poisoning is a general term for a wide variety of diseases that are caused by ingesting food or beverages that are contaminated with harmful microorganisms, such as certain bacteria, viruses or parasites. Food poisoning is also known as food borne illness.

The most common type of food poisoning is **salmonellosis**, a type of food poisoning caused by salmonella bacteria.

Common sources of foods contaminated with infectious microorganisms: undercooked eggs, chicken and poultry or any undercooked or raw food that comes from animals, such as seafood, meat, milk & dairy products.

Other foods that can cause food poisoning include toxic mushrooms, contaminated home-canned food, raw vegetables & fruits, unpasteurized apple cider & contaminated honey.



EASY FOOD SAFETY TIPS

- ◆ Wash Hands Often
- ◆ Cook to Proper Temperatures
- ◆ Refrigerate Promptly Below 40° F
- ◆ Check Cutting Boards for Cracks
- ◆ Keep Raw Meats & Ready-to-eat Foods Separate
- ◆ Wash Fruits & Veggies in Running Water
- ◆ Thaw Foods in the Fridge, not on the Countertop
- ◆ Sanitize Cutting Boards

First Aid for Choking

by Payne Financial Group

Choking occurs when a foreign object becomes lodged in the throat or windpipe, blocking the flow of air. In adults, a piece of food often is the culprit. Young children often swallow small objects. Because choking cuts off oxygen to the brain, administer first aid as quickly as possible.

The universal sign for choking is hands clutched to the throat. If the person doesn't give the signal, look for these indications:

- ◆ Inability to talk
- ◆ Difficulty breathing or noisy breathing
- ◆ Inability to cough forcefully
- ◆ Skin, lips and nails turning blue or dusky
- ◆ Loss of consciousness

If choking is occurring, the Red Cross recommends a “five-and-five” approach to delivering first aid:

1. First, deliver five back blows between the person's shoulder blades with the heel of your hand.
2. Next, perform five abdominal thrusts (formerly known as the Heimlich maneuver).
3. Alternate between five back blows and five abdominal thrusts until the blockage is dislodged.





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DESERT SAGE

March 2011

Get Paid on Time!

- 1) Timesheets need to be submitted on time.
- 2) Please review your time sheets for accuracy; errors will delay your pay.
- 3) We recommend Direct Deposit.
- 4) Stay current with all caregiver requirements; CPR, First Aid, TB and continuing education.

Please help us get your money to you on time!

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Caregiver Training Programs at our Tucson Office

<u>Date</u>	<u>Seminar</u>	<u>Time</u>	<u>Presented by</u>
Friday, March 18	Caregiving Fundamentals-Sections 7-10 & test	9:00AM	CDAZ staff
Tuesday March 29	Aging & Physical Disabilities-Sections 1-3 & test.....	11:00AM	CDAZ staff
Tuesday April 5	Aging & Physical Disabilities-Sections 4-6 & test.....	1:00PM.....	CDAZ staff
Wednesday April 13	Aging & Physical Disabilities-Sections 7-9 & test.....	1:00PM.....	CDAZ staff