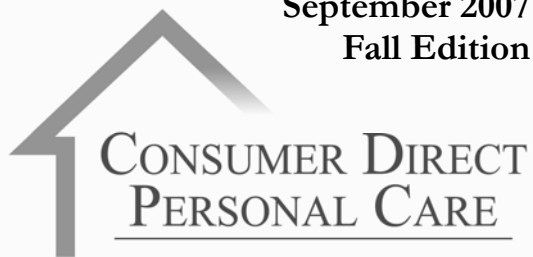


September 2007
Fall Edition



Rocky Mountain Chronicle

Hello to all Consumers, PRs, and Caregivers,

This summer was HOT!! The scorching Montana heat that we've experienced this summer is almost over. To go along with the heat, came the frightening wild fires. We know that a few of you had to evacuate your homes, but eventually returned home safely. Times like this remind us all to have an effective disaster plan in place for homes, our family members, and ourselves. Please think and plan ahead for possibilities such as fires in the summer or severe snow storms in the winter.

Also, make sure and thank all the fire fighters that worked in your area!



With the start of the fall season we are looking forward to seeing some of you at the upcoming Community Services Bureau conference at the end of September here in Missoula. We know many of you applied to attend the conference and *are able* to come. It is 3 days filled with great speakers, lots of providers, case managers, state folks, and of course you...Consumers, Personal Representatives, and Caregivers! If you are attending, please take this time to introduce yourself to people you don't know, you might make a few new friends. Also, learn what is available and possibly new and exciting in the field of human services. There may be things that could benefit you physically, mentally, emotionally or it might just be fun!

Also when at the conference, look for information and presentations on the new **Big Sky Bonanza** waiver program currently offered in (and around) Missoula, Great Falls, and Butte. There will be state representatives, provider agencies (including CDPC), and current participants available throughout the conference if you want to talk with them.

We all hope this fall CDPC Newsletter find you in good spirits and in good health!

Katie Spaid
Program Manager

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WANTED

A highly motivated PCA (caregiver) to become a member of the **Consumer Direct Personal Care's Safety Committee**. The committee meets quarterly (4x's per year) and strives to educate Consumers and PCA's about safety management. Would prefer PCA to live in or near Missoula, MT. If interested or in need of more information please contact **Laura Glueckert, Program Coordinator**
@ 541-8700 or 866-438-8591



Who is MPQH?



The Mountain Pacific Quality Health (MPQH) is a quality-improvement organization. The MPQH Nurses work statewide and perform the following tasks:

1. **Initial home visits** are conducted to develop a Profile that is based on your unmet personal care needs. This plan includes an assessment of your needs in terms of your activities of daily living. It also depends on your living situation, family support, and approval of your health care professional.
2. **Annual Reviews** are conducted in order to reassess your Profile at least once a year. This can be done by a home visit or phone call. This reassessment will occur during the month in which your current Profile will expire. The authorization span is printed in the upper right hand corner of your current Profile. Please let us know if you have misplaced your current Profile and we will send you a new one.
3. **Process Amendment/ Change Requests** If you feel that your current Profile is not meeting your needs and you would like to be re-evaluated, please contact us. If your request is within the scope of the program, CDPC will ask the MPQH nurse to contact you for a re-evaluation by phone or by a home visit.

****The MPQH Nurse works with you to develop your Profile.****

CDPC does not authorize your Profile. CDPC's role is to act as a liaison between you, the Consumer, and MPQH to ensure you have a Profile that reflects your needs and meets the program requirements. **Here are some tips for building a good rapport with your MPQH nurse:**

- When an MPQH nurse phones you and leaves a message, return the call as soon as possible.
- Always ask who is calling and for what reason.
- During any communication with an MPQH nurse, be up-front in terms of your needs and abilities. Under the self-direct program, it is expected that you (or your PR) are able to clearly express your needs.
- If you have important issues to discuss, try jotting down notes in advance to use during the nurse's visit.
- Be home when you have an appointment scheduled with the MPQH nurse. If you are not home or they cannot contact you by phone, they may mark you as "inappropriate" for services.

MPQH Nurses with Corresponding Regions:

Rona Meyer (SE), Colleen Cooney (SC), Linda Birkoski (NC), Jennifer Zody (C), Barbara Carvajal (SW), Mary Danelson (NE), and Karlynn Halden (NW)

REMINDER: To guarantee active employment status, work your PCA's at least once every 6 months. After 6 months of inactivity the PCA will no longer be paid until a new application is completed and accepted.



Encourage Direct Deposit

"It's pay day Friday and my check did not come in the mail, what am I going to do?" Have you ever had a caregiver say something like the above statement around a pay day? Paychecks are sent out every other Thursday around noon. Montana usually has one day delivery all around the state, therefore paychecks should make it to your caregivers mailbox by Friday afternoon. But, sometimes the mail does get held up due to fires, weather, holidays, etc..

Encourage your caregivers to sign up for **Direct Deposit** to aid in a quick, easy transaction straight into a specified bank account on pay day Friday. Direct Deposit erases mistakes and unavoidable situations that can occur with Snail Mail.

**If interested in signing up for Direct Deposit, contact:
Consumer Direct Personal Care @ 1-866-438-8591**



Timesheet Reminders

1. **Do NOT pre-sign timesheets**, only sign a timesheet when all work for the given week has been completed.
2. After you have completed a timesheet, make sure to **review and edit**. Look for completed signatures (consumer/pr and caregiver), dates, tasks, daily total hours, weekly total hours, and in and out times.
3. For reference in recording hours and minutes: (.25=15min.), (.50=30min.), (.75=45min.)
4. If **Medical Escort** is authorized and used, make sure to list the date, time left, time returned, and doctor's name.
5. Fax (1-866-541-8704) or Mail (1903 S. Russell, Missoula, MT 59801) in completed timesheet by **Mondays at Midnight**. If timesheets are not in by Monday, pay checks may be delayed for your caregivers.
6. If faxing: Fax your timesheet and then give this office a call **1-866-438-8591** to verify that we have received it on our end. Sometimes faxes will misprint causing them to be illegible, partial or not received at all.
7. If anything **changes** (e.g. addresses, phone numbers, health issues, surgeries, need of more timesheets) you may document it on your timesheet under the "Comments" section in the middle of your timesheet or just give us a call.

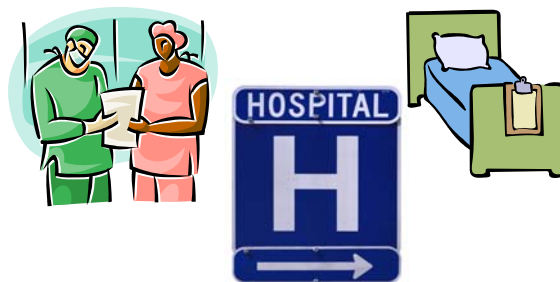
What is Medicaid anyways?

Medicaid vs. Medicare

Let's get one thing straight first. Medicaid is NOT Medicare. Medicaid differs significantly from Medicare. Because of the similarity of the spelling most people confuse the two programs. Most of us are fairly familiar with the Medicare program. We either have used it to pay for hospital and doctor visits, or our parents have. Regardless, everyone has seen the deduction on their paycheck.

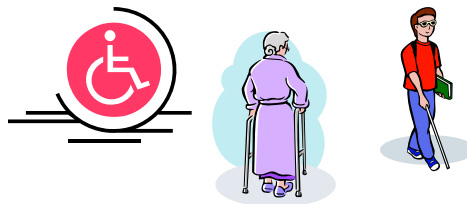
Medicare, briefly, is a type of public health insurance that pays for primary care including doctors visits. Every senior who has paid into the Medicare system during their working years is eligible for Medicare. There are two "parts" to Medicare Part A and a Part B. The "A" part pays for hospital visits while the "B" part picks up part of your outpatient doctor visits and some other medically related services. It will, and this is one place where the confusion begins, even pay for nursing home care. The catch is, it will only pay for nursing home care under some very limited circumstances, and even then for no more the 100 days.

- Health Insurance for seniors.
- Need to have contributed to Medicare system to be eligible.
- Pays for primary hospital care and related medically necessary services.
- Generally individual must be over 65 to be eligible.
- May have a co-pay provision depending on the services received.



On the other hand many of us have never encountered the **Medicaid** program. Medicaid is a needs based program. Its eligibility requirements are based on the perceived need for assistance based upon an inquiry into the individual's financial and medical position. This is the starting point for determining eligibility for benefits which is broken down into two avenues of inquiry, a medical need and a financial need. The catch here, you must meet the eligibility requirements.

- Needs based health program.
- Pays for long term care.
- Individual must meet income and asset test to be eligible.
- Individual must be over 65, disabled or blind.
- Requires mandatory contribution of ALL recipient's income.



Individual state by state differences create a different program in each state. (Generally similar, but may be different in specific application.)

Even though the Medicaid program seemingly has strict financial requirements, there are options with which a family can restructure its assets to qualify for benefits while preserving at a large part of the assets for the remaining family members and or the person in the nursing home.

Full Coverage Medicaid

There are 2 main types of Medicaid, Full Coverage and Basic Coverage. For Self Directed Personal Assistance Services, one would need Full Coverage Medicaid, **NOT** Specified Low-Income Medicaid Beneficiary (SLMB) or Qualified Medicaid Beneficiary (QMB) which are both Basic Coverage. The SDPAS program requires each consumer to have Full Coverage Medicaid EVERY single month of the year to be eligible to receive in home health care. The caregivers are actually paid through Medicaid and in some cases a spend down must be paid monthly to keep that eligibility. A spend down or incurment is when assets and/or income go above and beyond the Medicaid limit and the consumer then has to pay the difference. If the spend down is not paid in a timely fashion (each month), the person receiving services may lose Medicaid eligibility that would in turn affect Consumer Direct Personal Care's ability to pay caregivers. If eligibility is lost and Consumer Direct Personal Care is not notified the consumer may end up actually owing money to CDPC.

SO, PLEASE PAY MONTHLY SPEND DOWNS IN A TIMELY FASHION TO STAY FULL COVERAGE MEDICAID AND TO GUARANTEE SERVICES AND A PAYCHECK FOR CAREGIVERS.



Wit and Wisdom



Life Saving Steps to take in an Emergency Situation

****Remember to stay calm and when in doubt call 911****

Bites and Stings: For animal bites, flush wound with water for several minutes. Then wash the wounds with soap and water. Transport victim to doctor or the Emergency Department. If possible, identify animal and obtain name of owner. For Insect stings, remove the stinger. Apply ice for comfort. If victim gets hives or itches all over, wheezes, vomits, or has an allergic reaction, immediately call 911 for emergency medical transport.

Choking: Lean victim forward over a chair and deliver four sharp blows to the upper back between the shoulder blades. If the object does not dislodge, stand behind the person and wrap your arms around his or her waist. Place one clenched fist above the persons navel and below the rib cage. Grab your fist with the other hand. Pull clenched fist backward and upward under the rib cage six to ten times. Repeat if necessary. If choking continues, call 911 and continue to administer first aid until help arrives.

Bleeding: For minor bleeding, wash wound with soap and water. Apply clean dressing. For major bleeding, elevate area above victims heart. Apply firm pressure directly on the wound with sterile gauze or a clean cloth. If blood soaks through, do not remove gauze or cloth. Apply more gauze or cloth directly on top and increase pressure. Do not use a tourniquet. If bleeding persists, immediately take victim to emergency room.

Fever: If fever is at least 102 degrees orally and 103 degrees rectally, remove unnecessary clothing from victim and give acetaminophen as instructed on the label. Do not give aspirin to children. If fever is higher than 104, sponge the victim with lukewarm water. Do not use ice or rubbing alcohol for sponging. Do not let victim get chilled. If fever persists, call your doctor.

Eye Injuries: To remove a foreign object in eye, grasp victim's eyelashes and pull upper eyelid over lower eyelid. Allow tears to wash object out of eye or flush eye with water. If object does not wash away, cover eye loosely and call your physician or go to emergency department.

Burns: For minor heat burns, immerse burned area in cool water or apply cool wet towels. Do not apply grease or butter. Do not break blisters. In case of broken blisters, apply a clean dressing. A light coating of antibiotic ointment may be used. For major heat burns, have a victim lie down. Do not break blisters or remove charred clothing. Do not apply ointment or any other medication. Cover with clean, dry dressing. Call 911 immediately for medical transport. For chemical burns, flood burned area with water to rinse chemicals off skin. Do not break blisters. Do not apply ointment or any other medication. Cover with clean, dry dressing. Call 911 immediately for medical transport. For electrical burns, move victim away from the source of electricity when it is safe to do so. Immediately dial 911 for emergency medical transport.

Shock: Electrical shock — If possible, turn off electricity. DO NOT touch victim until contact is broken. Pull contact line from victim with dry rope, cloth or wooden pole. Keep victim warm and still. Call 911 for emergency medical transport . Traumatic shock — Keep victim lying down and lightly covered. Avoid moving patient. Make sure victim is breathing and airway is open. Try to stop major bleeding by applying direct pressure. Call 911 for emergency medical transport.

Heart Attack: In the event of steady pressure felt in the center of the chest lasting two minutes or more, immediately call 911. Do not wait for severe pain, dizziness, sweating or shortness of breath. Victim should stop all activity and rest. Loosen clothing at neck, chest and waist. If victim has nitroglycerin tablets, help victim take as prescribed. If unconscious, check for breathing and pulse. Begin CPR if needed.

Poisoning: Try to find the container of substance ingested. Call poison control and report the age of the victim, the name of the product or plant ingested, the approximate amount ingested and the approximate time of ingestion. Follow the instructions given to you. Do not induce vomiting unless specifically instructed to do so by medical personnel. If the victim is unconscious, roll onto left side to allow drainage of fluids which may block the airway and call 911.



Bathroom: Germ-free and Healthy

Poor bathroom hygiene can present a health risk to the entire household. When not cleaned properly and often, a dirty bathroom becomes a breeding ground for bacteria and germs that spread illness through the house.

Personal Hygiene: Your own personal hygiene plays a large part in improving bathroom hygiene. Like the bathroom, your mouth and hands are breeding grounds for bacteria. Overall bathroom cleanliness begins when you clean yourself.

- Replace your toothbrushes every three months.
- Don't let your dirty toothbrush hang in the holder with your family's toothbrushes.
- And never share a toothbrush with anyone. That's the quickest way to spread infections.
- Wash your hands with warm soapy water thoroughly each time you use the bathroom.
- Use disposable towels to dry your hands, you'll be throwing away germs instead.
- Communal towels contain bacteria and viruses that cause illness.
- Bath towels should be changed and washed regularly.
- Hang the bath towels up to dry after use; the longer they remain wet, the more germs will collect on the towel.

Surfaces: All bathroom surfaces should be cleaned regularly. These include the door handle, faucets, toilet, sink, floor and shower/bathtub.

- Shake water from the curtain after showering to prevent buildup of mold and mildew. Always leave the curtain open so water evaporates. Clean the curtain liner once a month.
- Occasionally remove your showerheads and soak them overnight in vinegar or a commercial cleanser. This removes the build-up and dirt that clogs the head and contaminates the shower water.
- Be especially careful when cleaning the toilet, especially if a family member is sick. All toilet parts should be cleaned regularly including the seat, rim, lid, bowl and flushing handle. Always wipe the toilet seat with tissue before and after using.
- Never share razors
- Wear shoes or slippers in the bathroom to prevent contact with germs on the floor
- Use toilet paper or paper towels to wipe up spills and water
- Keep the bathroom dry; bacteria breeds in moist environments

Preventing Falls in your Home

1. All stairs and steps should be protected with a secure banister or hand-rail.
2. Make sure all porches, hallways and stairwells are well lit. Use the maximum safe wattage in light fixtures. (Maximum wattage is typically posted inside light fixtures.)
3. Use nightlights to help light hallways and bathrooms during night-time hours.
4. Keep stairs, steps, landings and all floors clear. Reduce clutter and safely tuck away telephone and electrical cords out of walkways.
5. In homes with children, make sure toys and games are not left on steps or landings. When very young children are present use safety gates at the tops and bottoms of stairs.
6. Use a non-slip mat or install adhesive safety strips or decals in bathtubs and showers. If you use a bath mat on the floor, choose one that has a non-skid bottom.
7. Install grab bars in bath and shower stalls. Don't use towel racks or wall-mounted soap dishes as grab bars; they can easily come loose, causing a fall.
8. Keep the floor clean. Promptly clean up grease, water and other spills.
9. If you use throw rugs in your home place them over a rug-liner or choose rugs with non-skid backs to reduce your chance of falling.
11. Use a sturdy step stool with hand rails when climbing is necessary.
12. Follow medication dosages closely. Using multiple medications and/or using medications incorrectly may cause dizziness, weakness and other side effects which can lead to a dangerous fall.



Putting the Fun Back Into Home Health Care



By Clifford Kuhn, MD (The Laugh Doctor)

No matter what we try to accomplish – delivering excellent health care, getting over a devastating loss, earning a bigger income, becoming a better parent or spouse, or simply telling a joke successfully at a party – if we're not having fun at it, we're settling for less than our best. We know that an active sense of humor can reduce stress, boost immunity, relieve pain, decrease anxiety, prevent depression, rest the brain, enhance communication, inspire creativity, maintain hope and bolster morale. These strategies, which I call the **Fun Commandments**, will enable you to have more fun, at any time, even on your worst day.

One – Have Fun Above All: This is critical because it forces us to remember that our goal is to have more fun, rather than to be funny.

Two – Always Go The Extra Smile: A wise man once said, "A smile is the shortest distance between two people." The expression on your face has a powerful influence on your inner physiology, as well as the quality of your social relationships. Even when you don't feel like smiling, it's a good idea to fake it until you do.

Three – Believe In Yourself: Your humor nature is an inner voice that will not mislead you. Unfortunately most of us have been taught to mistrust it. It deserves more respect.

Four – Tell The Truth: That inner humor nature will not lie for you. It loves you too much for that. Therefore it is not helpful when you are trying to be someone or something you are not. Being yourself is a role for which you are uniquely gifted. No one has ever been, or ever will be, more qualified than you.

Five – Listen Very Carefully: We miss out on a lot of things because we are not paying close attention. Listening carefully focuses us on the here and now, which is where all the fun is to be found. Seeking to understand is more important to our success than seeking to be understood.

Six – Laugh With Yourself: The word is "with," not "at." Laughing at ourselves is mean-spirited and demeaning. Laughing with ourselves is a form of affirmation. None of us is perfect. Taking ourselves less seriously makes a lot of sense.

Seven – Welcome Your Mistakes: Far from a formula for mediocrity, this strategy is a recipe for excellence. Mistakes become our best teachers, if we are willing to face up to them. Your humor nature will help you turn your perils into "pearls."

Eight – Challenge All Assumptions: Another wise man once said, "The only difference between a rut and a grave is the depth." Asking the question "What if?" breaks down prejudice and opens us to opportunities for creative growth. Get out of your rut.

Nine – Expect The Unexpected: If you become willing to challenge your assumptions, you must be prepared for the unexpected. Once again you will find that your humor nature is capable of handling this for you. The unexpected is the lifeblood of humor.

Ten – Let Go Frequently: Holding onto a grudge or resentment is a sure way to drain personal energy away from more effective pursuits. Forgiveness always benefits the forgiver more than the one who is forgiven. Letting go frees us to move forward and expand our horizons.

Eleven – Stay Focused, But Remain Flexible: At first blush, this seems to be an assignment for a contortionist, but it is really quite simple. If we lose focus we can drift aimlessly. On the other hand, lacking flexibility, we may become brittle and easily broken.

Twelve – Reach Out to Others: Health and success are more likely to result from a network of relationships, than from a solo effort. Even the Lone Ranger, the quintessential rugged individualist, would have been stymied without Tonto at his side.

Thirteen – Take Action Promptly: Life is not a spectator event. Success requires action. A failed action is much more valuable, than a failure to act.

Fourteen – Embrace Failure: Striving for excellence means increasing the risk of failure. We must accommodate this reality and learn to live comfortably with it, in order to enjoy maximal success.

Fifteen – Don't Look Down: Your humor nature can take you to dizzying heights. Sometimes it is important for the right hand not to know too much about what the left hand is doing.

Sixteen – Don't Look Back: The past is over. Although that seems self evident, we often find ourselves treating it as though it was still in play. Trying to "fix" the past is a losers game. As we've already observed, fun is to be found in only one place – the present.

Seventeen – Celebrate Everything: This involves the determination to find opportunity in every setback, a pony in every pile of manure. Frequent celebration produces constant gratitude. If you want more joy, begin each moment with gratitude.



Laugh Factory



Try This Mind Bender

This is a test to gauge your mental flexibility, and creativity.
Good Luck!

Example: 12 = M _____ IN A Y _____
Answer: 12 = MONTHS IN A YEAR

- (1). 26 = L _____ IN THE A _____
- (2). 7 = W _____ OF THE W _____
- (3). 1001 = A _____ N _____
- (4). 12 = S _____ OF THE Z _____
- (5). 54 = C _____ IN A D _____
- (6). 9 = P _____ IN THE S _____ S _____
- (7). 88 = P _____ K _____
- (8). 13 = S _____ ON THE A _____ F _____
- (9). 32 = D _____ F _____ AT W _____
W _____ F _____
- (10). 18 = H _____ ON A G _____ C _____
- (11). 90 = D _____ IN A R _____ T _____ E _____
- (12). 200 = D _____ FOR P _____ G _____ IN M _____
- (13). 8 = S _____ ON A S _____ S _____
- (14). 4 = Q _____ IN A G _____
- (15). 24 = H _____ IN A D _____
- (16). 1 = W _____ ON A U _____
- (17). 5 = D _____ IN A Z _____ C _____
- (18). 57 = H _____ V _____
- (19). 11 = P _____ ON AN A _____ F _____ T _____
- (20). 1000 = W _____ T _____ A P _____ IS W _____
- (21). 29 = D _____ IN A L _____ Y _____
- (22). 64 = S _____ ON A C _____
- (23). 3 = B _____ M _____ (S _____ H _____ T _____ R _____)
- (24). 101 = D _____
- (25). 9 = I _____ IN A B _____ G _____
- (26). 66 = B _____ IN THE B _____
- (27). 40 = N _____ S _____ F _____ D _____ A _____ F _____ N _____
- (28). 360 = D _____ IN A C _____
- (29). 50 = S _____ IN THE U _____
- (30). 20,000 = L _____ U _____ THE S _____
- (31). 1760 = Y _____ IN A M _____

Jeff Foxworthy's Comments on Montana

If you're proud that your state makes the national news primarily because it houses the coldest spot in the nation, You might live in Montana.

If your local Dairy Queen is closed from November through March, You might live in Montana.

If you have worn shorts and a parka at the same time, You might live in Montana.

If you measure distance in hours, You might live in Montana.

If you know several people who have hit deer more than once, You might live in Montana.

If you often switch from "heat" to "A/C" in the same day and back again, You might live in Montana.

If you can drive 65 mph through 2 feet of snow during a raging blizzard without flinching, You might live in Montana.

If you carry jumper cables in your car and your girlfriend knows how to use them, You might live in Montana.

If there are more people at work on Christmas Eve Day than on opening day of deer season, You might live in Montana.

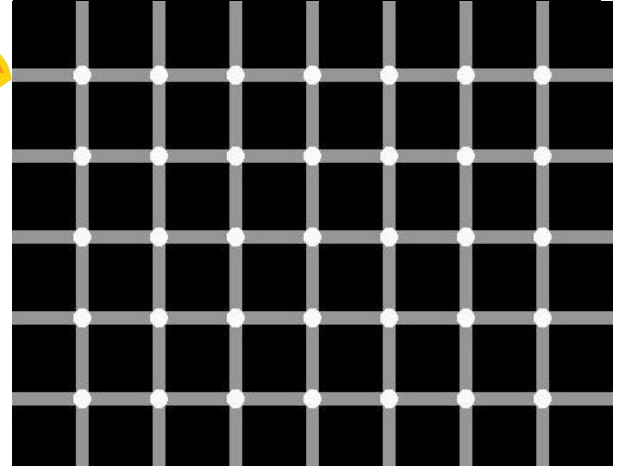
If you design your kid's Halloween costume to fit over a snowsuit, You might live in Montana.

SUDOKU -answer on back

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



Try to Count the Black Dots!





1903 South Russell
 Missoula, MT 59801
 (406) 541-8700 phone
 1-866-438-8591 toll free
 (406) 541-8704 fax
 1-866-541-8704 toll free fax
 infoMT@consumerdirectonline.net
 www.consumerdirectonline.net

Mind Bender Extravaganza

On page 7, you will find a “mind bender”, which matches numbers with well known associations. For example: 5: F_ _ _ _ _ O_ A H _ _ _ . (answer: 5 Fingers On A Hand). You can do the mind bender for fun or follow the rules below and compete to win a prize.

Rules and Regulations:

1. There are 31 fill in the blank mind benders. (Answer as many as you can)
2. Write all answers on a piece of paper. (Only 1 answer per mind bender is allowed)
3. Mail the answer sheet to: (Only 1 answer sheet per person will be accepted)

Mind Bender @ CDPC
 1903 S. Russell, Suite 3
 Missoula, MT 59801

The answer sheet will be reviewed and all correct mind bender answers will be added up and the person with the most answers correct will win the prize. If all 31 answers are correct, then the first answer sheet received in the office with ALL correct answers will be the winner. No phone calls for hints, help or answers. *****MIND BENDER ANSWER SHEETS WILL ONLY BE ACCEPTED UP UNTIL OCTOBER 1, 2007***** Winners will be notified by October 2, 2007.

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