

CDS News

Volume 4
January 2005

A New Year..A New Name!

Welcome 2005! It's hard to believe that another year has passed and we deep in the heart of another Montana winter. Not to worry, spring will soon arrive again.

Our theme at CDS for 2005 is Out With the Old and In With the New! We are thrilled to announce that Consumer Direct Services is going to soon have a new name and a new look. The slight name change will be from Consumer Direct Services to **Consumer Direct Personal Care, LLC**. We chose to change our name to better reflect the self-direct services we provide and want to assure you that nothing else is changing! Our office and field staff will remain exactly the same:

Missoula Office Staff

Katie Spaid

Program Manager

Joe Blackman

Program Coordinator

Toby Garard

Program Support Coordinator

Noel Coombes

Administrative Assistant

Field Representatives

Twyla Kannegeisser, Billings

Anita Wallace, Billings

Cindi Hoiness, Billings

Rachel Huncovsky, Glendive

Brooke Schaffer, Great Falls

Brenda Fischer, Glasgow

Janice Nugent, Butte

Our first priority is to provide you with the best customer service possible and we feel this transition will bring you new exciting materials and tools to help direct your services. CDS (soon to be CDPC) has experienced exciting growth in the last year and we are striving to continue serving current and future consumers.

During the month of January and February we will be contacting Consumers and Personal Representatives to provide new "Consumer Training Manuals and Resource Guides" as well as updated documents to reflect the change to CDPC. Other than a new name and logo, you will not see any difference. I encourage you to call me if you have any questions or concerns. Our job is to assist you in being successful with the self-direct personal assistance services program.

Please take a look at our new upcoming logo below.

Sincerely,

Katie Spaid
Program Manager

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From Noel's Desk

Who is the Foundation Nurse?

The Mountain Pacific Quality Health Foundation (aka the “Foundation”) is the quality improvement organization that contracts with the State to perform authorizations for the Self-Direct program. Regional nurse-coordinators work statewide for the Foundation and perform the following:

1. **Initial intake home visits** for the purpose of developing a plan of care that is based on your unmet personal care needs. This plan includes a functional assessment of your needs in terms activities of daily living tasks. It will also depend on your living situation and approval of your health care professional.
2. **Annual Reviews** for the purpose of reassessing, your plan of care at least once per year. This can be done by a home visit for phone call. This will occur during the month your current plan of care is up. This date span will be on the upper right hand corner of your current plan of care. Please let us know if you have misplaced it and we'll get you a new one.
3. **Process Amendment/Change Requests** If you feel that your current plan of care is not meeting your needs and would like to be re-evaluated, please contact our agency. If your request is within the scope of the program, CDS will ask the Foundation nurse to contact you for a

re-evaluation. This can also be done by phone or an onsite home visit.

What does this mean? It means these nurses are essential to you receiving personal care services in your home. **The Foundation nurse develops your care plan.** CDS does not authorize your care plan on a permanent basis. CDS's role is to act as a liaison between you and the Foundation to ensure you have a plan of care that most accurately reflects your needs. The following are some tips to build a good relationships with your Foundation nurse:

- When a Foundation nurse phones you and leaves a message, please return the call as soon as possible!
- During any visit with a Foundation nurse be honest in terms of your needs and abilities. Under the self-direct program, it is expected that you (or your Personal Representative) is able to express your needs.
- If you have important issues to discuss, try jotting down notes in advance to use during the nurses' visit.
- Make it a point to be home when home visits are scheduled with Foundation nurses. If you're not home or they cannot contact your by phone, they may mark you “Inappropriate” for services.

Inside Story Headline

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming

events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter



Caption describing picture or graphic.

to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.

Training Tips

Code of Ethics

Consumer and Personal Care Attendants are continuously involved in situations in which both parties have to make independent judgments on a daily basis that involved both practical and ethical reasoning. Use the following as a guide to help you achieve the most efficient and professional ways of communication.

The Consumer

1. Be courteous to your caregiver
2. Respect your caregivers confidentiality
3. Be honest with your caregiver
4. Have the ability to say “no”
5. Respect your caregivers cultural and religious beliefs
6. Be respectful of your caregiver
7. Respect your caregivers boundaries
8. Treat your caregiver as you would like to be treated
9. Be trustworthy
10. Be considerate and kind

The Caregiver

1. Respect your consumer's confidentiality
2. Be honest with your consumer
3. Have the ability to say “no”
4. Respect your consumer's cultural and religious beliefs
5. Be respectful to your consumer
6. Respect your consumer's boundaries
7. Allow your consumer to make their own choices
8. Treat others as you would like to be treated
9. Be trustworthy
10. Be considerate and kind to your consumer

Consider reviewing both lists together with your caregiver(s) on a normal basis. Code of Ethic is courtesy of the Montana Choices Grant, Senior and Long Term Care Division.

Health & Safety

I. Fire Prevention and Safety

10 FIRE SAFETY TIPS

Please take special precautions when it comes to fire safety. We encourage you familiarize yourself with these tips and share them with your caregivers as well

1. Install fire alarms and check alarm batteries monthly.
2. Make an action plan so everyone in the house knows how to escape in the event of a fire.
3. Don't leave lit candles unattended.
4. Make sure cigarettes are completely stubbed out.
5. Don't smoke in bed.
6. Keep matches and lighters away from children.
7. Keep clothing and curtains away from heating appliances.
8. Take extra precaution when cooking in the kitchen. 59% of home fires occur while cooking.
9. Take special care when tired or when drinking. 50% of all deaths in home fires occur between 10 pm and 8 am.

II. Nutrition Tips

HEALTHY EATING BASICS

Whole Grain Foods/The Carbohydrate Group The body needs these foods for energy. Oatmeal, whole wheat bread, brown rice are good examples of whole grains. Eating these foods can keep hunger at bay and may help prevent the onset of Type 2 Diabetes.

Plant Oils are good sources of healthy fats in your diet. They include olive, canola, soy, corn, sunflower, and/or peanut oils, as well as fatty fish such as salmon. These fats can improve your cholesterol levels.

Vegetables and Fruits. Attempt to eat 2-3 times per day. A diet rich in fruits and vegetables can decrease the potential for heart attack or stroke. Also may protect against a variety of cancers, intestinal ailments, and lower blood pressure.

Meat, Poultry, Fish, Dry Beans, and Nuts/Protein Group Protein is needed to keep your bodily tissues healthy and the body running smoothly. Chicken and turkey are good sources of protein. Eggs aren't as bad for you as previously believed, just watch out for the bacon or butter that usually go with your eggs.

Nuts and Beans. These are excellent sources of protein, fiber, vitamins and minerals. Can include black beans, red beans, garbanzo beans and other dried beans. Many kinds

of nuts also contain healthy fats including walnuts, almonds, peanuts, hazelnuts, pecans, and pistachios.

Dairy or Calcium Supplement. Building bones and keeping them strong takes calcium, Vitamin D, and exercise. Try low fat dairy products or a calcium supplements daily.

Red meat and butter. Use sparingly! These products contain lots of unsaturated fat. Wild game including deer, and elk have far less saturated fat. Or try switch from most beef products to fish, or chicken in your regular diet.

White rice, White bread, Potatoes, Pasta and Sweets. These foods can cause fast and furious increases in blood sugar that can lead to weight gain, diabetes, heart disease, and other chronic disorders.

Multiple Vitamins. A daily multivitamin or a multi-mineral supplement offers a nutritional backup. It won't replace health eating but can help fill in daily dietary gaps.

*Information was provided by the
Harvard School of Public Health*

Health & Safety (continued)

III. More Tips for Preventing Back Injury

As you know back injuries are a common occurrence among home healthcare workers. Caregivers may often have as much strain on the back as a construction worker. If one of your caregiver does experience any injury please contact our **PCA Injury Hotline** 24-hours a day at **1-888-541-1701**.

To avoid back injury:

- Use proper techniques for lifting and transferring patients
- Maintain good posture
- Stay physically fit

Use proper body mechanics when lifting or transferring patients:

- Bend at the hips and knees
- Lift with your leg muscles, not your back or arm muscles
- Avoid any twisting motion
- Never lift a load higher than your waist
- Keep the load close to your body
- Don't attempt to lift or move something or somebody that seems too much for you to handle safely

All about January from Joe

January isn't just cold and blizzards, it is also:

National Eye Care Month
National Hot Tea Month,
National Soup month,
National Oatmeal Month
National Wheat Bread Month.

Historic January Days

- January 1st, 1922--The historic opening for Ellis Island where immigrants to the U.S. were processed
- January 9th, 1793--A balloon was sent aloft while President Washington watched.
- January 14th, 1951--The U.S. Women's Air Force Band was formed.
- January 15th, 1902 marks the beginning of 4-H Clubs.
- January 17th, 1955 marks the maiden voyage of the 1st nuclear powered submarine (Nautilus)
- January 24th, 1848. Gold was discovered in California

Special days each year in January

- January 18th: Winnie the Pooh Day.
- January 19th: Martin Luther King Day.
- January 20th, from George Washington to present, the day of Presidential Inaugurations in Washington D.C.
- January 22nd: Chinese New Year.
- January 23rd: National Pie Day.
- January 25th is Popcorn Day.
- January 28th is the Coast Guard Anniversary, 1915.
- January 29th is National Puzzle Day.

Wit & Wisdom

Welcome 2005!

What's Your New Year's Resolution?

The following is fun information about Global Good Luck Traditions, common New Year's Resolutions, and tips for thinking of your own.

Global Good Luck Traditions

England-The British place their fortunes for the coming year in the hands of their first guest. The first visitor should be male and bearing gifts such as coal for the fire, a loaf of bread for the table, or a drink for the master. For luck, the guest should enter through the front door and leave through the back.

Sicily-An old Sicilian tradition says that good luck will come to those who eat lasagna on New Year's Day, but woe if you dine on macaroni, for any other noodle will bring bad luck.

Norway-Norwegians make rice pudding at New Year's and hide one whole almond within. Guaranteed wealth goes to the person whose serving hold the lucky almond.

China-For the Chinese New Year, every front door is adorned with a fresh coat of red paint, red being a symbol of good luck and happiness.

United States-The kiss shared at the stroke of midnight in the United States derived from masked balls that have been common throughout history. As tradition has it, the masks symbolize evil spirits from the old year and the kiss is the purification for the new-year.

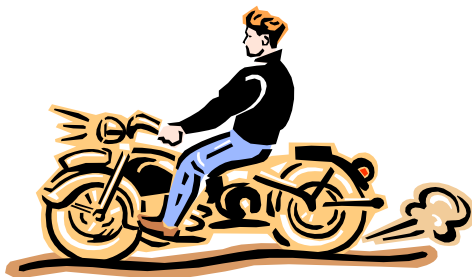
Modern Top 10 Most Common New Year

Wit & Wisdom(cont.)

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or



Caption describing picture or graphic.

enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are

also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.

Primary Business Address
Your Address Line 2
Your Address Line 3
Your Address Line 4
Phone: 555-555-5555
Fax: 555-555-5555
Email: xyz@microsoft.com



Your business tag line here.

**We're on the
Web!
example.micros
oft.com**

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.



Back Page Story Headline

