Member News

Welcome aboard to the new OHCA Agency Members!

Rogue Valley In-Home Care Services, Bryan Barge, Owner/Administrator, Medford

Apple Gate Trail End Home Care, Maria Faris, RN, BSN, Owner/Administrator, Veneta

News from Helping Hands Home Care:
- Renee Kibbee, was hired on December 16, 2013 as the new administrator for Affordable Care N.W., d.b.a. Helping Hands Home Care. She comes with 20 years of experience in the senior industry.
- They’ve moved to: Lake Plaza Building, 6901 SE Lake Rd., Ste. 22 in Milwaukie.
- In December 2013, Owner and Director Toby Forsberg was appointed to the Clackamas County Aging Services Advisory Council.

News from Northwest Senior Management:
Owner & President, Bob Neuner, set up a simple “Wordpress” blog for licensed In-Home Care Agencies to use as a forum to “discuss everything from regulations to the community nursing program.” Those interested in his blog can reach it through www.eldernw.com/blog.

Do you have news that you would like to share with other OHCA members? Please email your news to pruona@ohca.com. It will be featured in the quarterly IHC E-News.

Meetings, Events, Trainings & Resources

Learn More About OHCA’s upcoming events online at www.ohca.com

Meetings

2014 IHC Committee Meetings – Mark Your Calendars!
- Tuesday, January 21, 2014, 1 – 4 pm
- Tuesday, April 15, 2014, All Day Conference
- Tuesday, July 15, 2014, 1-4 pm
- Tuesday, October 21, 2014, 1-4 pm

OMEF Conference Center
11740 SW 68th Parkway
Portland, OR 97223

For those who are not able to attend quarterly meetings in-person, but can participate via conference call, please contact Pamela Ruona to let her know at least one day before the meeting at pruona@ohca.com or 503-726-5235.
OHCA Member Orientation, Trainings & Events

IHC SURVEY HAPPENS: CREATING A FRAMEWORK FOR COMPLIANCE
January 21
9:00 am - 12:00 pm – Lunch Included
Oregon Medical Education Center,
11740 SW 68th Parkway, Portland, 97223+ Google Map
Register Now! This In-Home Care specific training will focus on creating a compliance framework using three (3) of the top five (5) citations during HCRQI 2013 surveys: Caregiver training (0153), Service Plan Development (0142) and Criminal Records Checks Vendors & Records (0192). This training will provide a framework for compliance and will focus on the development of appropriate, relevant and workable policies, procedures and documents, since this problem continues to crop up as a key reason for many of the…Find out more »

Employee Retention: Cultivating Your Employee Garden
January 23
10:00 am - 11:00 am
Webinar
Register Now! A stable and well-trained workforce is one of the keys to operational success and quality resident care. This webinar will address how employers can cultivate a positive workplace in which employees want to stay and are engaged. In this webinars, attendees will: Identify how to cultivate and keep good and productive employees Summarize how to legally “weed out” the difficult or unproductive employees Explain the value of conducting staff satisfaction surveys Find out more »

New Member Orientation Webinar - FREE
February 7
10:00 am - 10:30 am
Webinar
Register Now! The OHCA New Member orientation is an opportunity for new and current members to hear from OHCA staff members about the benefits of membership within OHCA. The presenters will describe how OHCA members can TAP into their benefits including Technical Assistance, Advocacy, and Professional Development. Additional membership benefits and services will be addressed. Current OHCA Members: Attend the New Member Orientation for a refresher on how to take advantage of all your OHCA Member benefits. Find out more »

OHCA 2014 Spring Expo
March 6 - 7
Salem Convention Center
200 Commercial Street Southeast
Salem, OR 97301 + Google Map
Visit the Spring Expo Website for More Details! http://expo.ohcaonline.com
Topics include:
• Creating Magic Moments of Customer Service: Integrating Your Values into Your Organization
• Working with Residents with Mental Health Challenges: Problem Solving & Solutions
• Pain Management & Person with Dementia
• Gaining a Competitive Advantage Through Performance & Engagement Strategies
• Creating a 5 Star Online Reputation: The Most Important Way to Market Your Business
• Creating Interactions in the Early Stages of Memory Loss
• The People Challenge in On: Difficult vs. Different
• The Affordable Care Act & the Employer Mandate

2014 Annual In-Home Care Conference
Specifically for In-Home Care & Home Health Agencies
April 15th, 2014
Oregon Medical Education Foundation Conference Center
Portland, OR
More Information  Register Now!
Sessions will include:
• Increase Business through Marketing and Creating Magic Moments of Customer Service
• Unemployment Claims: Case Studies and Legalities
• Ethical Behavior: Avoiding Financial Exploitation by Staff & Families
• In-Home Care Rules, Regulatory and Survey Update

Other Trainings & Events

Free Flu Shot Clinics; MLK Day
January 20
11 a.m. – 3 p.m., while supplies last
Legacy Emanuel Medical Center, Lorenzen Conference Center
2801 N. Gantenbein
Portland
10 a.m. - 4 p.m.
FamilyCare’s
Lloyd Center at Center Court (Level 1 near the ice rink)
Portland

Portland Paid Sick Leave New Ordinance
Presented by Stoel Rives labor and employment attorneys
February 5, 2014
7:30 - 8 a.m. - Registration and Breakfast
8 - 9:30 a.m. - Presentation
Multnomah Athletic Club
Lownsdale Room
1849 SW Salmon St.
Portland, OR 97205
(503) 223-6251
Click here to register by Friday, January 31
For more info. contact: Trina Gremaux,
(503) 294-9226; tcremaux@stoel.com
$25 (breakfast included)

2014 OCN Leadership Conference
February 20
8:30 a.m. - 4:30 p.m.
Holiday Inn
Portland South
$200/person
Register today: http://ocnlead2014.brownpapertickets.com/
Resources

Oregon OSHA Publications Update
NEW Hazard Communication Standard’s label requirements fact sheet
REVISED Quick guide to safety committees and safety meetings
Download more of Oregon OSHA’s publications from their publications page on their website.

End-of-Life Conversation Kit
The Conversation Project, from the Institute for Healthcare Improvement, offers a practical starter kit http://theconversationproject.org/starter-kit/intro/ that can walk individuals through the process of talking with older loved ones about end-of-life wishes.

For information and member resources, check out the OHCA web site at www.ohca.com. Click on the “Resources” button. User Name: ohca Pass Word: advantage. OHCA member log-in codes change periodically check News Currents and other member communications to stay up to date, or contact OHCA at 503-726-5260.

E-News

HCRQI News

Staff Transitions: Heckathorn Gone; Wendt Temporarily In
Elizabeth Heckathorn served as the Trauma & Survey Manager of HCRQI for a brief time before leaving the Oregon Health Authority to become the Chief of the Jefferson County Ems District in Madras, Oregon. In her stead is Richard (Rick) Wendt, who is acting as the interim survey manager. Mr. Wendt’s background is with the radiation control program for the Oregon Health Authority.

New Oregon HR Related Laws Effective January 1, 2014

Direct Deposit Law Related to Employee Pay
During the 2013 Regular Session, the Oregon State Legislature passed HB 2683 which allows employers to pay wages due to employees through direct deposit into an employee’s account in a financial institution, without the employee’s agreement, unless the employee requests either orally or in writing his/her wages be provided by check. The law went into effect January 1, 2014. To read the enrolled bill click here: https://olis.leg.state.or.us/liz/2013R1/Measures/Text/HB2683/Enrolled.

Oregon Family Leave Act Expanded to include Bereavement Leave
HB 2950 passed by the Oregon Legislature provides workers up to two weeks off to grieve the death of a family member. The leave must be completed within 60 days of the date on which the eligible employee receives notice of the death of a family member. The bill, adds a family member’s death as a condition for leave under the Oregon Family Leave Act, requiring businesses with 25 or more employees to give workers job-protected time off in the case of the death of a family member. Employees will be able to make arrangements, attend a funeral or memorial service and grieve the loss. The law went into effect January 1, 2014. To read the enrolled bill click here: https://olis.leg.state.or.us/liz/2013R1/Measures/Text/HB2950/Enrolled.
OHCA’s IHC Agencies’ Salary Survey

2014 SALARY SURVEY - YOUR PARTICIPATION IS NEEDED!
The 2014 Salary and Benefits Surveys will soon be distributed. When you receive the survey, please complete and return it as soon as possible. Those agencies that complete the survey will receive the report for free. Those that do not complete and return the survey, must pay for a copy of the report to receive the information. Your information is critical to assure the reliability of the data. All data is aggregated, so no one agency’s data are revealed. If you have any questions regarding this survey, please contact Pamela Ruona, Director of Policy & Programs at pruona@ohca.com or 503-726-5235.

Attention Home Health Agencies

Face-to-Face Encounters
The Affordable Care Act mandates that prior to certifying a beneficiary’s eligibility for the Home Health benefit, the certifying physician must document that he or she or an allowed non-physician practitioner (NPP) had a face-to-face encounter with the beneficiary.

The regulation governing the face-to-face encounter requires that as a condition for payment, the encounter occur within 90 days prior to the start of care or up to 30 days after the start of care and the documentation of the encounter includes “…an explanation of why the clinical findings of such encounter support that the patient is homebound and in need of either intermittent skilled nursing services or therapy services....”

Note: The homebound status of the patient and his/her need for skilled services must be written in a brief narrative, signed by the physician, titled “Home Health Face to Face Encounter”, and dated.


Behavior Issues & Dementia

Behavior Issues due to Dementia – Toolkit Available
Materials are available that can help your agency and caregivers use a person-centered approach to dealing with behavior problems that occur due to dementia, without using antipsychotics. The key is individualizing the client’s care and assessment. Knowing an individual’s history can provide clues to why a client with dementia is acting a certain way or what his/her behavior might mean. Clients with dementia are very vulnerable as their ability to communicate their needs and requests are diminished. Most individuals with dementia exhibit behavior such as agitation, restlessness, and anxiety. A person-centered approach to providing care for a client with dementia is one that includes assessment and understanding of the individual’s history (likes, dislikes, interests, routines, etc.). Often behavior problems are the result of unmet needs. The efficacy of using antipsychotics to control an individual with dementia’s behavior is questionable at best, and can have severe, deadly side effects at worse. In fact, antipsychotic medications are not FDA-approved for the treatment of behavioral disorders in patients with dementia.

To learn more about various methods of managing specific behaviors, click here: http://www.nursinghometoolkit.com/#!managing-specific-behaviors/ctie. To review the full toolkit developed for residents with dementia in various facilities (the information is also helpful and relevant to clients still living in their own homes,
Marketing & Customer Service

4 Marketing Resolutions to Make This Year
If there’s one area of operations most small businesses can stand to improve, it’s marketing. Since the New Year is all about improving oneself, how about making some marketing resolutions for your business? Here are four to consider from expert Rieva Lesonsky. > Read more

Find a Way to Make It Happen
“As long as it is legal, ethical, and moral, find a way to make it happen.” That was the directive which was programmed into Dr. Bryan K. Williams’s brain very early in his career. No matter where he has traveled, Dr. Williams stated on his website that, “it is obvious that the most dedicated professionals, regardless of the request or the industry, find a way to make it happen.”

In his blog article he lists what a team might do for “one customer.” This list includes:
- Be grateful for that customer’s patronage (and tell him/her so)
- Have a sense of urgency and be eager to serve
- Learn that customer’s preferences, then act on them
- Not only comply, but anticipate that customer’s needs
- Understand that even though you have a lot of service and attentiveness to give, that, ultimately, service is about what THAT customer wants (which, in some cases, may be to leave him/her alone)

Click here to read the entire blog version of “Find a Way to Make it Happen”, and other great pieces focused on customer service from Dr. Williams.

Quarterly IHC Committee Meeting Notes

Norco Medical sponsored the October In-Home Care Committee Meeting. Joe Greenman, J.D., V.P. and General Counsel for OHCA provided an update and clarification with regard to the home care workers’ negotiated contract. Pamela Ruona, MHR, Director of Policy & Programs, OHCA, provided resources and general information regarding unemployment claims. Ray Hobizal, Administrator for Adventist Health Home Care Services, provided information on what he does with regard to unemployment claims and what his general experience has been with regard to unemployment claims. Ms. Ruona provided further information on the USDOL Wage & Hour Companionship and Domestic Worker Rule and information on criminal records checks. (If you were unable to attend the meeting and would like a copy of Ms. Ruona’s power point presentation, contact her at pruona@ohca.com and request a copy be sent to you.)

An education subcommittee was created consisting of: Patti Sadowski, Faith Keolker, Meagan Lawler, Molly Bauergard, Joni Hickie and John Hughes.

Elizabeth Heckathorn, Trauma & Survey Manager of HCRQI Team at the Oregon Health Authority reported on the survey team’s activities including their survey process changes. She explained that the HCRQI’s goal is to conduct surveys that are robust, efficient and consistent. She further explained previous changes made including: posting of the initial survey materials, attestation form and changes to refunds. Other changes made to the survey process include the initial survey interview format, the re-licensure survey interview format, using “focused surveys” that concentrate on client safety and caregiver competency, and she stated the team is continuing to engage in improvement activities. She further reminded agencies that
HCRQI is not enforcing the National Practitioner Data Base because it is not available to IHC agencies. However, agencies do need to conduct the List of Excluded Individuals and Entities (LEIE) check on their employees, which is found at no cost here: [http://exclusions.oig.hhs.gov/](http://exclusions.oig.hhs.gov/). Also, the background check vendor must also conduct a check of the National Sex Offender data base. If not, agencies can go to the government website at: [www.nsopw.gov/](http://www.nsopw.gov/). Proof of checks must be kept in the employees’ personnel files.

**Total IHCAs licensed as of October, 2013: 131**

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<td>Licenses Returned</td>
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**Top Citations as of October 2013**

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<td>Caregiver Training</td>
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<td>Service Plan Development &amp; Completion</td>
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<td>Disclosure Statement</td>
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<td>Criminal Records Checks Vendors &amp; Records</td>
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<td>Monitoring Visit Schedule</td>
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