

The Safety Net

DIVISION OF DEVELOPMENTAL DISABILITIES



A Quality Assurance Bulletin

DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

SPRING 2013

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Equal Opportunity Employer/Program

Under Titles VI and VII of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability.

The Department must make a reasonable accommodation to allow a person with a disability to take part in a program service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible.

To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at (602) 542-0419 or 1-866-229-5553 (outside Maricopa County); TTY/TTD Services: 7-1-1. TTY/TTD Services: 7-1-1.

STANDING-TO-SEATED FLOOR RESTRAINT TECHNIQUE PROHIBITED EFFECTIVE JULY 1, 2013

In October 2012, the Division announced its intent to eliminate use of the "Standing to Seated Basket-weave Restraint". The Division instructed service providers request additional support in developing acceptable alternatives if necessary, and to work with Individual Support Plan (ISP) teams to design appropriate alternate supports for individuals for whom this restraint is used.



Effective July 1, 2013, "Standing to Seated (Basket-weave) Restraints" are not to be used under any circumstances. Please ensure that all staff receive this notification.

The "Standing to Seated Basket-weave Restraint" is where an individual, who is standing, is placed into a seated position on the floor or ground with their arms crossed in front of them and held by staff, with staff applying pressure from behind to fold the individual forward. As noted, this prohibition does not apply to the "Standing Basket-weave" (Standing Restraint - Option 1) or "Basket-weave Modification" (Standing Restraint - Option 2) techniques.

Similar to prohibition of the prone/supine restraint implemented in the late nineties, the Division reviewed the use of the "Standing to Seated (Basket-weave) Restraint" technique across the nation and the state. The Division is strictly prohibiting its use because:

- It is philosophically incompatible with the mission and values of the Division.
- There is a strong potential for serious injury, including asphyxiation, to the individual.

During May and June, Division staff is working with service providers and ISP teams to provide requested support and technical assistance to eliminate use of this restraint. Service providers may request technical assistance; however, the restraint will be prohibited effective July 1, 2013.

Division staff will track and monitor any incidents involving the use of prohibited restraints. Use of prohibited restraints after July 1, 2013 will require corrective action on the part of each service provider, and may result in contract action; which may include a letter of concern, Notice to Cure, Demand for Assurance, and/or contract termination.

DES/DDD HIPAA & EMAIL REQUIREMENTS [SECURE] TO BE USED FOR EMAIL SENT OUTSIDE DES INTRANET

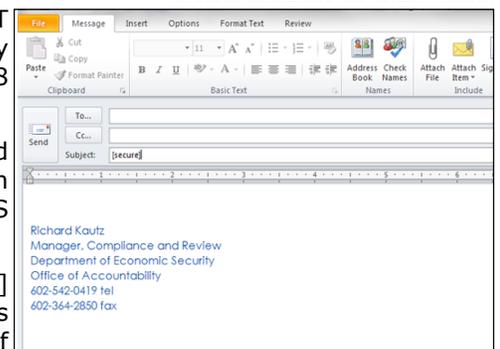
—Richard Kautz

OFFICE OF COMPLIANCE AND REVIEW MANAGER

DES/DDD staff are reminded of the EMAIL REQUIREMENT compliance with regard to Health Insurance Portability and Accountability Act of 1996 45 C.F.R, § 164.508 (HIPAA).

Division staff must send all emails that contain Protected Health Information (PHI) in a secure manner, when sending to recipients that are not on Globalcerts (DES Intranet).

To send securely (encrypted) the sender enters: [secure] in the subject line as illustrated on the sample. Emails that contain PHI that are not sent secured is a violation of HIPAA and must be reported to the Office of Administrative Review (OAR).



Additional information is available at the following links:

Instructions for "External Recipients Only" on opening a secure email
<http://ddweb/helpdesk/faq/secureem.htm>

DES Information Technology Standards Policy

http://intranet/Linkit.aspx?Filelocn=appFiles/Policies/pdf/DES_1-38-0079.pdf&FileType=1&FileId=6628

PRESSURE SORES

Bed Sores, Decubitus, Ulcers, Pressure Ulcers

—Cecelia Anderson
HEALTH CARE SERVICES ADMINISTRATOR

Pressure sores are areas of open skin. They are caused by staying in one position for too long. These sores most often form where there are bones close to the skin. The most common areas are on the ankles, back, buttocks, elbows, heels and hips. An individual who is elderly, or must stay in bed for a long time, or is in a wheelchair, wears braces, or cannot change positions on their own, could get a pressure sore. Individuals with chronic diseases, poor diet and fluid intake, infections, injuries, and poor blood flow to a body area may get a pressure sore.

Prevent sores by keeping the skin clean and dry, applying lotion to dry skin, and not rubbing the skin when bathing, drying or putting on lotion. If confined to a bed, move the individual every two hours from their right side, to their back, to their left side. If an individual is in a wheelchair, change their position every 30 minutes. Do not drag or pull the individual when changing their position; this can cause skin tears. Check the skin of an individual who is at risk for getting a pressure sore every day.

Pressure sores can start quickly and are often hard to heal. Pressure sores have many treatments, depending on the seriousness of the sore. Advanced sores heal slowly, so prevention and early treatment are the best. Call the individual's doctor right away if you are worried that he or she has a pressure sore.

FINGERPRINT CLEARANCE CARDS

DPS Website Offers Current Card Status Verification

The Arizona Department of Public Safety (DPS) has a link within their website <http://www.azdps.gov/> that allows **anyone** to check on the current status of an individual's Level One Fingerprint Clearance Application or Card. I have provided the link so you can all test this site to see how it works. This site is an excellent new employment tool for applicants having a current fingerprint clearance card and to verify its status.

http://webapps.azdps.gov/public_inq_acct/acct/ShowClearanceCardStatus.action

HEALTH / SAFETY INFORMATION FACT SHEETS

Series Intended for Licensed/Certified Settings

During the past two (2) years the Division has been compiling a series of HEALTH and SAFETY INFORMATION FACT SHEETS which have been distributed to licensed residential and day program settings throughout the State of Arizona. Fact Sheets are available upon request and posted on the Division's website:

<https://www.azdes.gov/main.aspx?menu=96&id=2668>
"News & Events"

- | | | |
|-----------------------|-------------------------------|--|
| #1 - Dehydration | #7 - Dental Emergencies | SAFETY INFORMATION FACT SHEETS: |
| #2 - Seizure Disorder | #8 - Heat-Related Illnesses | |
| #3 - Aspiration | #9 - Urinary Tract Infections | |
| #4 - Constipation | #10 - Pneumonia | |
| #5 - Asphyxiation | #11 - Scabies | #2 - Medication Administration |
| #6 - MRSA | #12 - Pressure Ulcers/Bedsore | #3 - Hand Washing |
| | | #4 - Transfer / Lift Safety |

"ACHOO!" ALLERGY TIME

Know the Symptoms & Obtain Treatment

—Annette Lammon-Belcher, R.N.
HEALTH CARE SERVICES MANAGER

Spring is a time for allergies. Nearly one (1) out of five (5) persons experience allergies. Allergy symptoms can differ from one person to another, and here are some common allergy symptoms:

- | | |
|---|---|
|  RUNNING NOSE (clear) |  COUGHING |
|  SKIN RASH or HIVES |  HEADACHE |
|  BREATHING PROBLEMS |  DIARRHEA |
|  RED SWOLLEN EYES |  WHEEZING |



Allergy triggers can be caused by pollen, mold, dust, pet dander, medications, food, insect bites and other types of substances. Most allergies are treated with antihistamines.

If you are experiencing allergy-like symptoms, you need to make an appointment with your doctor, or Primary Care Provider (PCP). During your appointment, your PCP will try to identify the cause of your allergy symptoms and discuss the most appropriate options to assist you. If **severe** allergy symptoms are present, your PCP may give you a prescription for various medications. Persons with allergies to food or insects may require an Epi-pen, which is an epinephrine injection prescribed to stop/reverse severe life threatening allergic reactions. If prescribed, the Epi-pen needs to be with the person at all times.

Allergies can also become a primary trigger for ASTHMA.

Be aware that severe allergy symptoms such as **SHORTNESS OF BREATH, WHEEZING**, and **SWELLING OF THE MOUTH OR THROAT** can become life-threatening and require immediate treatment at the emergency room.

FOR ADDITIONAL RESOURCE INFORMATION:

www.nlm.nih.gov/medlineplus/ency/article/000812.htm

Be Alert!

HAVE FUN THIS SPRING & SUMMER WHILE OBSERVING THE FOLLOWING SAFETY TIPS:



DRINK plenty of water to prevent dehydration.

When planning to be outdoors, watch for signs of heat stress and heat stroke: thirst, cramps, fatigue, dizziness, nausea, vomiting, headaches, and fever. Take plenty of water when planning activities to ensure proper hydration. Ensure that those with alone time have adequate access to water, i.e., portable water containers or bottles similar to what any jogger would wear or carry.



Use SUNSCREEN to prevent sunburn.

Select a sunscreen with a SPF rating of 15 (or higher) which offers maximum protection against the sun's UVA and UVB rays. Apply sunscreen every thirty (30) minutes before going outside and reapply every two (2) hours -- or more often -- if swimming or perspiring heavily. Wear a hat, sunglasses, and use an umbrella to provide extra protection.



Observe WATER SAFETY.

Provide continuous supervision for children and vulnerable adults around swimming pools and other bodies of water. Make certain you have the appropriate water safety equipment readily available for use.



DO NOT LEAVE a child or vulnerable adult alone in a vehicle.

During and following all summer activities, make certain your vehicle is regularly checked to make certain no one has been unknowingly left behind. **LOOK BEFORE YOU LOCK!**

DIVISION OF DEVELOPMENTAL DISABILITIES FRAUD HOTLINE

**TO REPORT SUSPECTED FRAUD CALL TOLL FREE
DES/DDD FRAUD HOTLINE: 1-877-822-5799**



is presented by Division of Developmental Disabilities' Central Office Quality Assurance Unit. Articles are researched and compiled by Quality Assurance staff and Division Managers. Any questions or feedback? Please contact Steven Stencil at SStencil@azdes.gov or 602-771-8113.