

# The Safety Net

DIVISION OF DEVELOPMENTAL DISABILITIES



DEPARTMENT OF ECONOMIC SECURITY

A Quality Assurance Bulletin

Your Partner For A Stronger Arizona

## ISSUE 8

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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 of 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) 542-6825; TTY/TTD Services: 7-1-1.

## CONFIDENTIALITY:

### “Everyone’s Job, Not Everyone’s Business!”

—Kate Demboski

DDD CENTRAL OFFICE QUALITY ASSURANCE UNIT

The HIPAA Privacy Rule protects all “individually identifiable health information” held or transmitted by a Qualified Vendor in any form or media, whether electronic, paper, or verbal. The Privacy Rule calls this information “protected health information” (PHI).

CONFIDENTIALITY is the right of an individual to have PHI kept private.

#### WHAT YOU SEE AND HEAR STAYS HERE!

All providers have an obligation under the Health Information Portability and Accountability Act (HIPAA) of 1996 to protect the rights of their clients, patients, or residents.

Over the past few years, the Division has experienced an increase in the number of reported incidents involving the misuse of camera phones and the inappropriate and unauthorized dissemination of client information. Employees are constantly exposed to PHI. This information needs to stay with the employee. It is not to be shared with ANYONE else. This means family, friends, and other employees.

#### PORTABLE DATA STORAGE DEVICES:

##### USB Memory Sticks • Memory Discs • External Hard Drives

- Do not store PHI on memory sticks.
- If you do store it, either de-identify it or use encryption software.
- Protect the devices from loss and damage.
- Delete temporary or non-permanent PHI files from local drives & portable media.

#### VIDEO & AUDIO RECORDING DEVICES:

##### Camcorders • Cassette Recorders • Video Security Devices

- Inform consumer or guardian about the use of video or audio recording devices in use.
- Audio or video recording of therapy sessions shall only be made with consumer or guardian consent.
- Display the video images so that they are shown only in restricted areas.
- Ensure that video images and audio recordings can be seen or heard only in restricted areas and by authorized individuals only.

#### PERSONAL WIRELESS HANDHELD DEVICES:

##### Cameras • Cell Phones • PDA's • Laptops

- Never take unauthorized photos of consumers.
- Never upload PHI to public or social networking websites including, but not limited to, FACEBOOK, MYSPACE, and YOUTUBE.
- Always remember that a camera, cell phone, laptop, or portable memory cards can be lost easily, leading to a potential disclosure of PHI.

#### QUALIFIED VENDOR RECOMMENDATIONS:

- Adopt a written policy, in accordance with HIPAA guidelines, that defines the accepted use of personal handheld and storage devices.
- Clearly state the circumstances in which personal cell phones and other wireless handheld devices may be used, i.e., on breaks, during lunch in the break room, outside, etc.
- Ensure that all staff are aware of and trained on the written policy regarding confidentiality and the use of various wireless handheld devices and personal data storage drives.

For more information regarding HIPAA requirements, please see the U.S. Department of Health and Human Services website: <http://www.hhs.gov/ocr/privacy/index.html>.



REMINDER: In the event of any consumer emergencies,  
**CALL 9-1-1 IMMEDIATELY!**

# BED BUG EPIDEMIC

## “Don’t let the bed bugs bite!”

—Steven Stencil

DDD CENTRAL OFFICE QUALITY ASSURANCE UNIT

A bed bug epidemic? When we think of bed bugs we immediately remember the nursery rhyme meant to wish our children sweet dreams: “Good night. Sleep tight. Don’t let the bed bugs bite!”

It doesn’t seem so bad in a cheerful bedtime rhyme, but bed bugs are becoming a serious concern as the nasty critters invade homes, apartments, hospitals, college dorms, shelters, motels, and even the best of hotels.

Serious bed bug infestations are being reported throughout the United States, including Arizona. Group homes and other residential settings hosting consumers of the Division are also being affected.

A bed bug is typically brownish in color, wingless, and between one-quarter (¼) and one-half (½) inch long. These parasites can survive up to one (1) year without feeding on a blood source.

Symptoms of bed bug bites vary. Some people may never know they were bitten; others may experience severe inflammation and possible infection. Most bites are so small they cannot be felt. Symptoms of bed bug bites for those more sensitive to them include small swollen areas on the skin with a white welt at the site of the bite. Many people who have been bitten experience extreme itching in the affected areas.

Bed bugs are difficult to find and even harder to get rid of. Most often the evidence of bed bugs are easier to find than the bugs themselves. The first indication of infestation may be rusty spots on sheets, mattresses, and mattress covers caused by crushed bugs or bug fecal matter, along with eggshells and shed skin. Bed bugs can be found in mattress crevices and cracks, chairs, sofas, and between floors and walls. They prefer the more lived-in areas of a home, such as a bedroom or that old comfortable sofa in the family room.

If bed bug infestation is discovered or even suspected, a professional exterminator is recommended. For further information regarding this growing epidemic, considerable sources are readily available on-line:

**Bed Bug Epidemic**  
**Bed Bug Epidemic - Arizona**  
GOOGLE.COM or BING.COM

## REMINDER!

### Criminal History Self-Disclosure Affidavit

The rule R6-6-1504.04 requires both criminal record disclosure and fingerprints to be updated every three (3) years. As you know, currently fingerprinting is every six (6) years, even though the rule requires every three (3). The Criminal Record Self-Disclosure was implemented to cover the time between being fingerprinted and issued a clearance. At this time, the self-disclosure is only required when fingerprinted (every six years).

**The Safety Net** is presented by the 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](mailto:SStencil@azdes.gov) or 602-817-6700.

# HCBS Monitoring

—Laurie Lockyer

DDD QUALITY ASSURANCE MANAGER

As a program contractor for the AHCCCS Arizona Long Term Care Services (ALTCs) program, the Division is required to monitor all ALTCs services.

The purpose of Home Community Based Services (HCBS) monitoring is to verify that independent providers and qualified vendors are compliant with contract mandates regarding attendant care, housekeeping, habilitation, and respite services. Per AHCCCS policy, program contractors are to monitor HCBS services every three (3) years, at a minimum, with the exception of attendant care and housekeeping, which require annual monitoring.

Monitoring of these services includes but is not limited to the review and verification of the following:

- Customer Satisfaction
- Effectiveness of Service Provision
- Written Documentation of Timeliness
- Documentation of Mandatory Training in Personnel Files
- Current Written Service Agreements
- Timeliness and Content of Supervisory Visits
- Appropriateness of Family Members as Paid Providers
- Provisions of Continuing Education/Training

In addition, HCBS services are monitored on a quarterly basis by Support Coordinators through the Individual Support Plan (ISP) process.

## BE ALERT!

—LaWanna Bellerive

DDD CENTRAL OFFICE QUALITY ASSURANCE OFFICER



CHOKING is a blockage of the upper airway by food or other objects, that prevents a person from breathing effectively. Choking can cause a simple coughing episode or may completely block the airway resulting in death. It is imperative that caregivers are able to recognize the signs of choking so appropriate emergency actions can be taken.

### CHOKING SYMPTOMS:

- ❑ COUGHING
- ❑ GAGGING
- ❑ HAND SIGNALS • PANIC  
SOMETIMES POINTING TO THE THROAT
- ❑ SUDDEN INABILITY TO TALK
- ❑ CLUTCHING AT THE THROAT
- ❑ WHEEZING
- ❑ PASSING OUT
- ❑ TURNING BLUE

### ACTIONS TO TAKE:

Choking is a medical emergency. Fast and appropriate life saving actions by caregivers are necessary to save a choking person's life. Caregivers need to be prepared to help. Be up-to-date with life-saving choking treatment methods and CPR training. Instruct someone else to call 9-1-1 Emergency Medical Services (*do not leave choking victim*). Immediately begin life-saving treatment.