DIVISION OF
DEVELOPMENTAL DISABILITIES

SPRING 2014

IN THIS ISSUE

MEDICAL APPOINTMENTS
Things to Keep in Mind
Tips for Keeping Track
•
"SPECIAL INSTRUCTIONS"
Can Certainly Be Confusing
•
BEHAVIOR PLANS
Two-Day Class Offered
•
CHOKING HAZARDS
Awareness & Prevention
•
FINGERPRINT CARDS
DPS Card Status Verification
Site Available
•
SUMMER HEAT HAZARDS
Everyone's Responsibility

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.

DEPARTMENT OF ECONOMIC SECURITY
Your Partner For A Stronger Arizona

GROUP HOME BULLETIN

A QUALITY ASSURANCE BULLETIN

MEDICAL APPOINTMENTS & FOLLOW-UP

Things to Keep in Mind • Tips for Keeping Track

—Jill Houtchens & Diane Tasev
DDD QUALITY ASSURANCE UNIT

Attending doctor and other provider appointments is important for our members. Residential settings must ensure the member gets the care they need when they need it. Visits to regular doctors and/or urgent/emergency care will also require follow-up. The member may need labs or other testing. They may need special diets, new medicines, medication dose/schedule changes, specialist visits, or new equipment.

The residential provider must document all visits for every member. All follow-up must be completed. All visits and tests must be documented. Use your agency's medical appointment form to stay on track. Bring the form to each visit. Fill out the form at the appointment not later when you might forget the details.

Things to keep in mind:

- **Write down the name and type of provider (doctor, nurse practitioner, psychologist);**
- **Write down the reason for and date of the visit/appointment;**
- **List any tests, labs, prescriptions, equipment, diet, or service ordered;**
- **After urgent care and/or emergency room visits, as well as hospital or other facility discharges, a PCP appointment should be scheduled within 3-5 days (or sooner, if directed) with the member's regular doctor.**

Here are some tips for keeping track of needed follow-up:

- **Note the original appointment and purpose when entering information on follow-up appointments and testing (labs, etc.).**
- **Pick-up and start new prescriptions as directed.**
- **Document the new medicine on your agency medication log and other forms.**
- **Do not delay starting medication, especially for infections; fill prescriptions right away!**
- **List possible side effects of the medication.**
- **Always write down any information you share with the doctor or other provider.**
- **Make sure to arrange for delivery, training, and maintenance/repair of any equipment. If you do not know how to do this, ask the doctor/provider, company that delivers the item, and/or your supervisor.**
- **Make sure you understand any diet orders and what needs to be tracked. Create menus that follow the diet and keep them where staff can see and use them easily for meals and snacks.**
- **Always document the reason for not completing any needed follow-up; examples would include: member refuses, no appointments available, provider cancelled appointment, etc.**

All staff is responsible for making sure health care routines are followed. Our members depend on you to get their healthcare needs met. If you have questions or are unsure of your agency procedures, ask your supervisor or manager for help.

DDD FRAUD HOTLINE
1-877-822-5799

CPS HOTLINE
1-888-767-2445
1-800-SOS-CHILD

APS HOTLINE
1-877-767-2385
1-877-SOS-ADULT

WHAT ARE "SPECIAL INSTRUCTIONS"?

—Jill Houtchens
DDD QUALITY ASSURANCE UNIT

...Can Certainly Be Confusing!

Prescription bottles from the pharmacy often come with little stickers or printed statements such as "drink with a full glass of water" or "take with food". There are so many different instructions, it can be hard to determine what needs to be written on the Medication Administration Record, or medication log, as a special instruction.

So here's a little help!

The special instructions that are required to be noted on the Medication Administration Record are those that specifically pertain to the administration of the medication. Examples include the following:

- **TAKE WITH FOOD**
- **TAKE AT LEAST THIRTY MINUTES BEFORE A MEAL**
- **DRINK WITH A FULL GLASS OF WATER**
- **DO NOT CRUSH OR CHEW**
- **DO NOT LIE DOWN FOR 30 MINUTES AFTER TAKING MEDICATION**
- **DO NOT TAKE WITH OTHER MEDICATIONS**

Precautionary statements that may be included on the label are not required if they do not pertain to the administration of the medication. When in doubt of the instructions' applicability to the administration of the medication, it would be best to list it on the Medication Administration Record.

DEVELOPING BEHAVIOR PLANS

Two-Day Class Offered

A Developing Behavior Plans class is being offered for those responsible for the writing of Behavior Plans. Vendors and providers of supports are encouraged to enroll.

Dates: May 21st and 22nd
Time: 9:00 AM - 4:30 PM
Location: 3443 North Central Avenue
Phoenix 85012
9th Floor Conference Room
Enrollment: Send an email to:
dddcentralregiontraining@azdes.gov

Class located in the Phoenix Financial Center on the NE corner of North Central Avenue and Osborn Road. Parking is available just east of the building. Parking tickets will be validated. There is a light rail station at this intersection.

IN THE EVENT OF ANY EMERGENCY INVOLVING AN INDIVIDUAL SERVED BY THE DIVISION, CALL 9-1-1 IMMEDIATELY!

CHOKING HAZARDS AWARENESS & PREVENTION

—Alvina Miller & Diane Tasev
DDD QUALITY ASSURANCE UNIT

Prevention is always the best, but be prepared for an emergency...

The National Safety Council reports that choking and suffocation are the third leading cause of home and community death in the United States. Individuals with developmental disabilities are at even higher risk for choking. Peanuts, hot dogs, grapes, hard candy, carrots, and popcorn are the most common cause of choking.

PREVENTION:

- **Keep members in an upright position during meals.**
- **Always monitor members at meal time.**
- **Avoid multi-tasking or socializing during meals and snacks – your undivided attention is needed.**
- **Provide proper supervision to members known to eat non-food items.**
- **Avoid giving any of the foods known to cause choking (listed above) whenever possible to those at risk.**
- **Keep meal and snack times quiet, organized, and not rushed.**
- **Follow *all* diet instructions for members with a known choking risk or swallowing problem.**

If you think someone is choking or having difficulty breathing, **call 9-1-1 immediately** and start CPR if no pulse is found. **Never** give fluids to someone who is choking or coughing. Do not try to remove the object or food with your hands or another object. Make sure you are able to perform the Heimlich Maneuver Technique as recommended by the American Heart Association. If you need training or a refresher, notify your agency supervisor.

Prevention is always best, but be prepared for an emergency. It is important to know your agency policy and to be aware of the needs of individuals.

SOURCE: National Safety Council (1995-2014)
http://www.nsc.org/safety_home

FINGERPRINT CLEARANCE CARD

DPS Website Offers Card Status Verification

The Arizona Department of Public Safety (DPS) has a public link allowing anyone to check on the current status of a Level One Fingerprint Clearance Application or Card.

The site is an excellent employment tool to verify the current status of a card for applicants already having a Level One fingerprint clearance card.

Go to http://www.azdps.gov/ or

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

SUMMER HEAT HAZARDS Everyone's Responsibility

The Division issued statewide Vendor Blasts encouraging providers to review the **HOT TOPICS** on **"Heat Hazards"** and **"Dehydration"**. These publications and the Division's "Heat-Related Illness" Health Information Fact Sheet #8 are available on the Division's website — **https://www.azdes.gov/landing.aspx?id=2668**

The **GROUP HOME BULLETIN** is a quarterly publication presented by the Arizona Department of Economic Security Division of Developmental Disabilities' Central Office Program Monitoring Unit. Please send any questions, comments, or requests for feedback to **dddmonitoring@azdes.gov**. You may also contact the Monitoring Unit at 602-771-8122.