

Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

June 1, 2023



Happy Pride Month! Since the Stonewall Rebellion in June 1969, every June communities across the U.S. come together to honor the advancements made in LGBTQ+ history and civil rights. This month-long celebration highlights the achievements and contributions of the queer community, recognizing their resilience and excellence.¹

In this edition of the monthly newsletter for Ohio Medicaid's in-home care providers, PCG is delighted to share a roundup of the resources, training, and support available to help ensure your ongoing success.

In this issue you will find:

- Rule Changes – Pending Provider Rule Updates
- Monthly Continuing Education (CE) Courses – *Misappropriation and Exploitation*
- PCG Match – Demo Following June CE Training
- Independent Provider (IP) Mentorship Program – Applications Close June 4th!
- PCG Partner Spotlight – A Healing Hand STNA School
- The Provider Toolkit – Highlight on Discharge Summary
- Help Needed! – Emergency Service Needs Around the State
- Making a Difference – *Environmental Stressors When Serving Individuals*

We hope you find this information engaging and helpful!

Rule Updates

Pending Provider Rule Updates

The Ohio Department of Aging (ODA) currently has several Provider Certification rule updates pending. These proposed rules would apply only to those providers who are certified by ODA and provide services to an individual on the MyCare waiver or another ODA-administered waiver.

To find out more about the **Chapter 173-39 Provider Certification rules** that are currently under review by the Joint Committee on Agency Rule Review (JCARR), please visit ODA's Participate in Rule Development page by clicking [HERE](#).

To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#). If you have additional questions about this, or any other rule updates, please contact us at 877-908-1746 or ohiohcbs@pcgus.com.

Monthly Continuing Education (CE) Courses

Please see the upcoming training topics and times below.

Recognizing and Responding to Misappropriation and Exploitation

Wednesday, 6/28/23, at 2:00 p.m. via Teams Webinar

Individuals enrolled in the Ohio Home Care and MyCare Ohio waivers can fall prey to misappropriation and exploitation in devastating ways. As a provider, you are an important resource for the individual and should always be on the lookout for threats to their health, safety, and welfare. In this training, we will define and identify the dynamics of this form of financial abuse. We will review provider reporting responsibilities and discuss examples of real events that PCG has investigated in order to help you identify misappropriation and exploitation and avoid falling into common pitfalls that lead to events being substantiated. Finally, we will share ways that you can help individuals protect themselves.

Following this training, participants will be able to:

- Define misappropriation and exploitation per the Ohio Administrative Code rule
- Identify the dynamics of misappropriation and exploitation such as risk factors and their effects on individuals
- Recognize provider's responsibility to report incidents of misappropriation and exploitation
- Review examples of misappropriation and exploitation committed by providers
- Identify ways to help individuals protect themselves from misappropriation and exploitation

This is a free, **1-hour** interactive webinar, beginner level course with the target audience of licensed professionals (social workers, counselors, and RNs).

The course also meets the requirements for **1-hour** of credit towards the Ohio Department of Medicaid's (ODM) required annual 12 hours of continuing education.

Interested in attending this live training? Please register [HERE](#) by 2:00 pm ET on 6/28/2023. Additional course details can be found within this link.

Unable to attend the live training? A recorded version will be posted [HERE](#) approximately one week after the live training. Licensed professionals **MUST attend the LIVE training sessions in full** to receive professional CEs. Non-licensed providers can attend either live or recorded training.

Past CE Trainings: Thank you to everyone who attended our previous CE training courses! If you were unable to attend any of the previous sessions, you can view them [HERE](#). Participants viewing the recorded training courses will receive a general certificate of completion. Licensed professionals **MUST attend the LIVE training sessions in full** to receive professional CEs.

PCG Match

Demo Following June CE Training

Following the **Misappropriation and Exploitation CE training on 6/28/23**, we will be providing a demo of [PCGMatch.com](https://www.pcgmatch.com) to help providers navigate the system. Providers can ask questions as our instructor walks through how to register for an account, update profile details, search for job postings, and communicate with individuals and case managers.

If you're interested in getting started on [PCGMatch.com](https://www.pcgmatch.com) prior to the demo, view the [Provider Quick Reference Guide](#) for step-by-step instructions!

Independent Provider (IP) Mentorship Program

Applications Close June 4th!

Applications are open for the second cohort of the Independent Provider (IP) Mentorship Program! This is a voluntary 6-month (July 2023 – December 2023) experience that aims to support newly enrolled providers as they establish their business, including both IPs who have been providers for less than three years and existing providers who could use extra support.

During this program, mentors and mentees will establish goals, meet weekly, work towards new skills, and reflect upon growth by completing monthly surveys. Overall, mentors will focus on the mentee's desired professional development, including, but not limited to the following growth areas:

- Documenting Services
- Career Growth
- Billing for Services
- Professionalism
- Identifying Members to Serve
- Reporting to the Case Manager

To thank mentors for their commitment and guidance, mentors will be eligible for a monthly stipend.

Application Process: The eligibility criteria for mentors and mentees changed, allowing us to support a broader network of Independent in-home service providers through this mentorship program! We encourage you to apply to the IP Mentorship Program if you meet the new eligibility criteria and feel the program would be valuable to you at this time. Visit the links below to learn more about the NEW mentor and mentee criteria and submit an application!

Click [HERE](#) to complete the **MENTOR** Application.

Click [HERE](#) to complete the **MENTEE** Application.

Applications close June 4th, 2023.

PCG Partner Spotlight

A Healing Hand State Tested Nursing Assistant (STNA) School

A Healing Hand STNA School is a state-approved teaching and training facility that offers high-quality teaching and learning opportunities in a compassionate, respectful, and ethical manner. They are committed to preparing individuals for the Ohio STNA Exam in an effort to help them become professionally licensed and trained healthcare providers.

The school's instructors are experienced in Ohio's Nurse Aide Curriculum guidelines established by the State of Ohio. During the three-week training course, they cover the following topics:

- Safety
- Communication

- Infection control
- Resident rights
- Personal care
- Basic nursing skills
- Mental health
- Data collection
- Role and responsibilities
- Disease process
- Dementia

Additionally, instructors discuss test-taking strategies and conduct exam reviews and practice testing. If you are interested in becoming a professionally licensed and trained nursing assistant, please visit <https://ahhschool.com/> to enroll!

Provider Toolkit

Have you signed up to receive your Provider Toolkit?

The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. There are toolkits available for Personal Care Aides, Home Care Attendants, and Nurses.

Toolkit Highlight: This month, we're highlighting the **Discharge Summary** template for **Personal Care Aides (PCA)**. PCAs must complete a discharge summary when services end for any reason; this is one of the very last tasks you will complete for the individual you are serving. As a reminder, you must maintain the completed Discharge Summary in your clinical records per OAC 5160-46-04(A)(9)(i).

Click [HERE](#) to sign up to receive the provider toolkit. By signing up, you will receive notifications when updates are made to existing forms and when new forms are available for your use. Want to learn more about the toolkit? Review the CE training [How to Make the Most of Your Provider Toolkit](#).

We hope you find these forms (and the entire toolkit) useful in completing your documentation.

Help Needed!

Emergency Provider Recruitment Efforts

ODM has partnered with PCG to identify appropriate providers for individuals in urgent need of support so they can safely remain in their homes. As a part of this effort, we would like to make you aware of the following needs:

County	Service Type	Schedule	Waiver Plan and MCO, if applicable
Butler	Personal Care Aide & Nursing	Any (35 hrs. PCA & 34 hrs. Nursing)	Ohio Home Care – Care Source
Greene	Nursing	Any (40 hrs. per week)	Ohio Home Care – Care Source
Lake	Personal Care Aide	Tuesday, Thursday, & every other Friday (12 hrs. each day)	Ohio Home Care – Care Source
Mercer	Nursing	Any (96 hrs. per week)	Ohio Home Care – CareStar

Warren	Personal Care Aide & Nursing	84 hrs. PCA & 16 hrs. Nursing (3 x 8 hr. Shifts)	Ohio Home Care – Care Source
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If you are able to fill this need and would like to be connected to the case manager to learn more, please reach out to PCG's Ohio Provider Expansion Recruiting Team at rbennington@pcgus.com.

Making a Difference

Environmental Stressors When Serving Individuals

As an independent provider, you have an opportunity to engage in meaningful work, however, you may face challenging work conditions and demands from the individuals you serve.² These challenges can be sources of stress that lead to decreased job satisfaction and burnout.

While it may not be possible to control all of the factors causing you work-related stress, there are some actions you can take to minimize your stress when providing services to individuals. Below are a few recommended practices:

- **Practice self-care.** Taking care of yourself and setting aside time each day to focus on your needs can help reduce stress. For example, regular physical exercise such as yoga or walking can increase your ability to handle stress, improve your mood, and help reduce daily tension.³ Additionally, eating well, getting adequate sleep, and setting boundaries that allow you to maintain a work and personal life balance can all help reduce feelings of stress and anxiety.⁴
- **Know your limits.** It is important to understand what activities you are able to do while providing services to individuals to ensure you do not take on tasks that exceed your capabilities. For example, if you have a physical condition that hinders your ability to safely lift and move an individual, or if you are uncomfortable or do not feel adequately prepared to care for individuals with certain conditions, it is essential to convey this when finding individuals to serve. Working within your limits can help keep your stress at a minimum.
- **Determine if you need training specific to the individual's condition.** In order to provide safe and quality care, it is important that your experience and training match the individual's care needs. Creating a list of care approaches and needs specific to the individual, such as their physical and mental health needs, schedule requirements, and specific tasks to be performed, can help you determine if your skills match the individual's needs. Additionally, if you desire to work with such individuals in the future, you can determine where and with whom you can access the specific training you will need to help the individual. Being qualified to meet an individual's specific needs can help you successfully provide services and reduce stress because you know what to expect and are prepared to address any issues that arise.
- **Communicate with the individual and their care team.** Communicating your limits and concerns to an individual and their care team can help reduce feelings of frustration and anxiety that may arise due to unaddressed issues. Clear communication can also help avoid misunderstandings and conflicts that cause unnecessary stress. Additionally, active communication can also promote a sense of trust and understanding, which can further reduce stress in a caregiving relationship.

By having a clear understanding of your needs, boundaries, and skills, you can minimize work-related stress, help prevent burnout, and continue to serve as an essential part of an individual's care team.

References

1. oc.gov/lgbt-pride-month/about/
2. <https://surface.syr.edu/cgi/viewcontent.cgi?article=1666&context=etd>

3. <https://www.mayoclinic.org/healthy-lifestyle/stress-management/in-depth/exercise-and-stress/art-20044469>
4. <https://www.dignityhealth.org/articles/five-tips-to-reduce-stress-and-maintain-work-life-balance>



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Contact Us

info@pcgus.com

www.publicconsultinggroup.com

Public Consulting Group | 148 State Street, Floor 10, Boston, MA 02109

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