

August 2020

# CMSA-OK News

EDUCATION \* RESOURCES \* CREDIBILITY \* NETWORKING



## PRESIDENT'S LETTER

Dear Colleagues,

During times like these, filled with uncertainty, we are all faced with difficult changes and choices. One thing remains unchanged and that is, we as your CMSA Board are committed to doing everything in our power to help support our Professional Case Managers. The year 2020 will be recorded as a year of "Firsts" for many events and momentous occasions. "Virtual" may be the largest word in any 2020 Word Cloud, uttered by people around the world. We may not be able to see your smiling faces or share a meal during our Continuing Education Series, but we will travel this road together and in our new "Virtual" world we will work hard to stay connected, educate and support our community.

We will be offering 3 Virtual Continuing Education in September, October and November. And due to the current climate, we are living in, this is being offered this at no charge to attendees. Your CMSA-OK Board knows the struggles going on in our community and this is our way as an organization to give back. So, this is the time to share with your friends, your coworkers and all Professional Case Managers throughout Oklahoma because the perk of being virtual is they can attend from anywhere and no travel time is required! Think of this as our gift to you, because we appreciate YOU!

Also, a big thank you to our Vendor Partners for your continued support. We receive messages regularly asking all the ways you can continue supporting our organization and we appreciate YOU!

We truly are stronger together!

Natalie Teeter  
CMSA-OK President



## REGISTER

CMSA-OK  
CONTINUING  
EDUCATION  
WEBINARS

12:00 – 1:00 PM

*September 17th 2020*

*"Continuity of Wound  
Care in Home Health"*

*Kari K. Harman, RN,  
CCM, CWCA, AACCWS,  
DAPWCA*

\*\*\*\*\*

*October 15th, 2020  
"Pandemic – Covid "*

*David Chansolme, MD  
Infectious Disease  
Medicine*

[illegible]

## 2020 CMSA-OK Board

### OFFICERS

President: Natalie Teeter

[NTeeter@Hanger.com](mailto:NTeeter@Hanger.com)

President Elect: Robert Fuxa

[RFuxa@hpic.org](mailto:RFuxa@hpic.org)

Vice-President: Sara Forrest

[sara@cohesivehealthcare.net](mailto:sara@cohesivehealthcare.net)

Secretary: Janet Fedor RN, BS, CCM

[janet-fmms@cox.net](mailto:janet-fmms@cox.net)

Treasurer: Randy Hulin

[Randy\\_Hulin@onecallcm.com](mailto:Randy_Hulin@onecallcm.com)

Past President: Robert Fuxa

[RFuxa@hpic.org](mailto:RFuxa@hpic.org)

### DIRECTORS

Becky Grantham

[beckyg@llhcokc.com](mailto:beckyg@llhcokc.com)

Kyle Spencer RN, BSN, CCM

[kyle@eiffelmedical.org](mailto:kyle@eiffelmedical.org)

Kurt Ederer RN, CCM

[kjernccm@aol.com](mailto:kjernccm@aol.com)

Debbie Moffett RN, OHN, RM, CM

[debbie.moffett@aarcorp.com](mailto:debbie.moffett@aarcorp.com)

Thom Bishop-Miller

[thom@humanityhospice.com](mailto:thom@humanityhospice.com)

Tamara Webb MSN RN

[twebb@seniorhelpers.com](mailto:twebb@seniorhelpers.com)

Maria Davidson

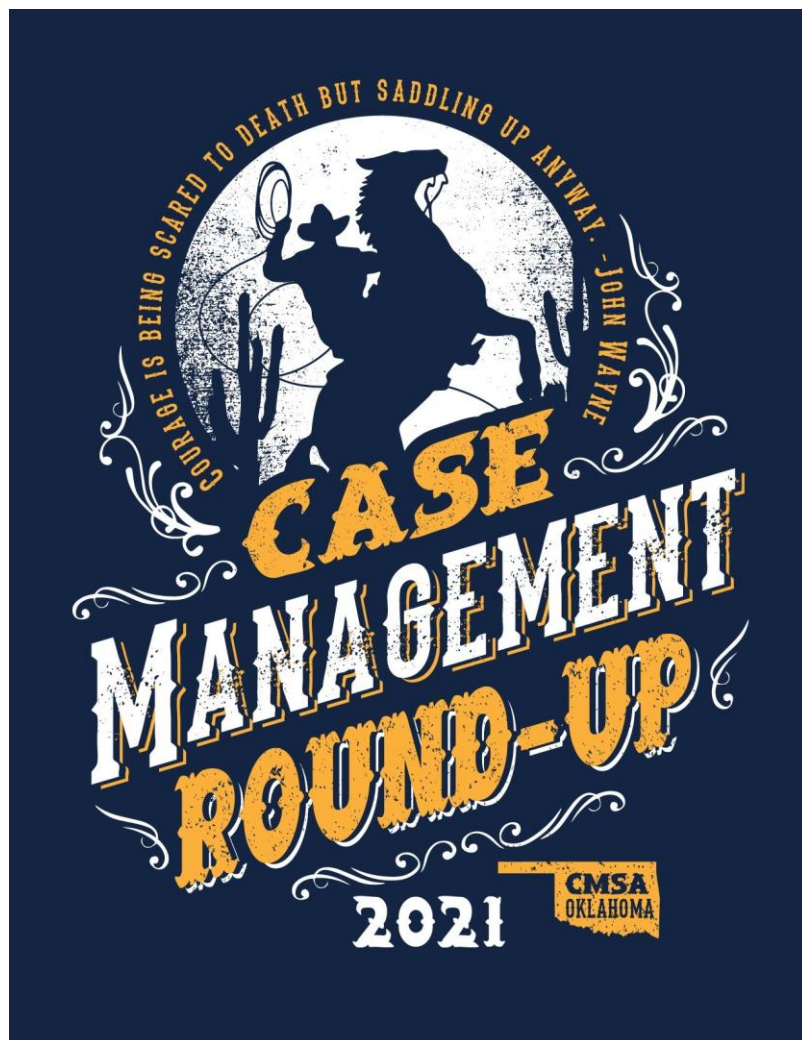
[madavidson@selectmedical.com](mailto:madavidson@selectmedical.com)

Charita Chavez MSN, RN, CCM

[Charita.Chavez@integrisok.com](mailto:Charita.Chavez@integrisok.com)

**cmsa ok**

case management society of america • oklahoma



### 2021 CONFERENCE

**NOVEMBER 10, 2021**

**ETHICS WORKSHOP**

**1:00 ~ 4:30 PM**

**NOVEMBER 11, 2021**

**FULL DAY EDUCATION,  
EXHIBITORS,  
NETWORKING & MORE**

**EMBASSY SUITES BY  
HILTON OKLAHOMA  
CITY NORTHWEST  
3233 NW EXPRESSWAY  
OKLAHOMA CITY, OK  
73112**



## Valued Business Members



Spectrum is a **physician-led** network, dedicated to closing Oklahoma's care gap. We present a *new approach* that **improves outcomes** and dramatically **reduces readmissions** to acute care settings. At Spectrum, we **bridge the connection** between hospitals and post acute care facilities to provide better continuity of care for patients.

**Our Goal:**  
**Reduce SNF RTAs to <15%**

Spectrum Facility  
Average RTA Rate for  
2019: **11.11%**

To find out more about partnering with Spectrum:  
[www.spectrumhealthok.com](http://www.spectrumhealthok.com) 405.237-8610 [info@spectrumhealthok.com](mailto:info@spectrumhealthok.com)



### Walk In. Feel Better.

MedNOW can help when you need immediate attention for a non-life threatening illness or injury. We have providers trained to care for your acute medical problem while avoiding a costly trip to the emergency room.



Fever

Flu

Infections

Pain

Cuts

Bruises

Minor Burns

Broken Bones

X-Ray Capable

Physicals (*School/Sports/Camp*)

Pre-Employment Physicals

DOT Physicals & Testing

Pulmonary Function Testing

Drug Screens

Breath Alcohol Testing

Workplace Injury & Follow Up

visit [www.mednowcares.com](http://www.mednowcares.com) for  
a list of locations & more information



CNS is safely providing therapy to all In-patient and Day neuro patients via telehealth. All CNS patients, day treatment and in-patient, will receive their therapeutic dosing through telehealth mediums.

Telehealth can be provided through most devices with a Wi-Fi connection. At CNS we are committed to assisting our patients during this difficult time.

## Telehealth Connects Patients and Clinicians in Real Time

Telehealth is an innovative, secure technology that enables real-time clinical interactions across the entire continuum of care.

CNS customized therapeutic treatment plans include, but are not limited to counseling, behavior, speech therapy, physical therapy, occupational therapy, educational therapy, case management and family communication, business partner communication, and physician or specialist consultation.

## CMSA-OK Members

### New Member

Karen Marie Corbett,  
RN, CCM, CRRN

\*\*\*\*\*

Thank you for  
Re-Newing Your  
Membership!

Carol Coppock, CCM

Becky L. Grantham

Connie Janzen

Kurt J. Ederer, RN,  
CCM, CET

Shea A. Little, RN, BSN,  
CCM

Karissa Maddox

Erica Perryman

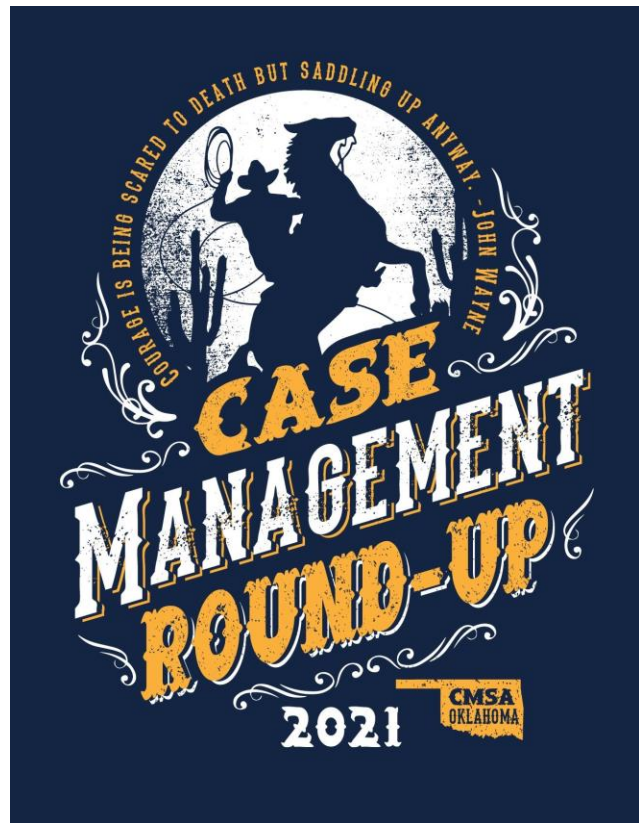
Teri Round, MS, BSN,  
RN, NE-BC

Corie Silas, RN CM

Welcome Everyone!



New Members Are Joining



## 2021 CONFERENCE SPONSORS!!!

### TOTE BAG SPONSOR

LAURA LYNN'S  
HOME CARE

from our  to your home

### LUNCH CO-SPONSOR

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Helpers®

SENIOR CARE  
ONLY BETTER

## Valued Business Members

### Safe and Healthy: Laura Lynn's Home Care Rises to the COVID-19 Challenge

For families across Oklahoma, the COVID-19 crisis has presented unique challenges when it comes to caring for elderly loved ones. As Oklahoma's leading in-home care and private duty provider, Laura Lynn's Home Care is rising to the challenge and meeting the needs of the community's most vulnerable residents.

"What these past several months have shown is that we were already ahead of the game when it comes to client safety," says Laura Hicks, Founder of Laura Lynn's Home Care. "Because we care for seniors, many of whom have a variety of health problems, our caregivers are already up to speed when it comes to following specific protocols to keep our clients healthy."

The Laura Lynn's Home Care team of caregivers adheres to orders from their clients' physicians and the CDC in order to maintain safe, in-home environments.


"When we are in a client's home, safety is paramount," says Courtney Steward, co-owner of Laura Lynn's Home Care. "Our families know we are providing safe, in-home care that's centered around their loved one," says Steward.

As the COVID-19 pandemic continues, Oklahoma families can look to Laura Lynn's Home Care for customized, in-home care they can trust.

Founded in 2002, Laura Lynn's Home Care has grown to become one of the largest in-home care and private duty care providers in the state. With a large team of certified caregivers, Laura Lynn's Home Care is well-suited to provide personalized care from just a few hours a day, to complete 24/7 coverage. They can also provide specialized care for patients diagnosed with Alzheimer's or Parkinson's.

Laura Lynn's Home Care is licensed by the Oklahoma State Department of Health and serves families across central Oklahoma.

For more information about Laura Lynn's Home Care or to schedule a FREE in-home consultation, visit [LauraLynnsHomeCare.com](http://LauraLynnsHomeCare.com) or call (405) 418-2961.

LAURA LYNN'S  
HOME CARE  
*from our*  *to your home*



Thank you to all our  
Valued Business Members!



1 of 2

# LIVERHEALTHNOW™ Supports Quality of Care for Patients With **Chronic Liver Disease**

**Chronic Liver Disease (CLD) affects an estimated 4.5 million people in the US.<sup>1</sup>**

Cirrhosis is a severe form of CLD and is associated with serious complications such as hepatic encephalopathy (HE). For patients with cirrhosis, HE is a leading reason for hospital readmissions.<sup>2,4</sup>

HE may develop in up to 80% of all cirrhosis patients.<sup>3</sup>

### **LIVERHEALTHNOW supports patient engagement.**

[LIVERHEALTHNOW.com](https://liverhealthnow.com) is an easy-to-use website aligned with the latest CLD/HE guidelines for appropriate care management and standardized care. The site offers patient and caregiver resources as well as provider resources that support guideline-driven care. The site is organized into 3 main areas that can be conveniently incorporated into your organization's workflow.

#### **Section 1: Screen Patients**

The tools in this area will help you identify CLD patients who may need increased management. Resources are also available to educate your patients and/or their caregivers about the different stages of cirrhosis and HE and how they can work with their doctor to manage their care.

#### **Section 2: Define an Episode**

Know what to look for and educate your patients and/or their caregivers on symptoms that define an episode or occurrence so they can seek help from their doctor as soon as possible.

#### **Section 3: Coordinate Care**

This section provides support for your organization to offer important care management information to the next site of care, whether it be home care, a skilled nursing facility, or something in between.

Register at **LIVERHEALTHNOW.com** to access all resources.

**All resources are:**

- Evidenced based and aligned with AASLD/EASL guidelines
- Auto-updated using the latest evidence
- Adaptable to any digital or mobile device
- Customizable using your organization's logo
- Can be saved to your profile as your custom URL that can be used in your systems

**Patient/caregiver resources are:**

- In accordance with CMS guidelines for font and readability
- Written at a 5th-grade reading level or below



To integrate custom URLs into your EHR, try GINA™ (Guided Integration Assistant™).

**Here's a sample of the tools available:**

**Provider Tools:**

- Assess HE With the Stroop Test
- West Haven Criteria
- Monitoring and Documenting Overt Hepatic Encephalopathy Episodes
- Help Patients Set Goals Using Shared Decision Making
- Nurse Checklist for Patients With Hepatic Encephalopathy Who Are Transitioning to Another Care Setting
- Discuss Patient Journaling With Your Patients

**Patient Tools:**

- What Is Hepatic Encephalopathy?
- Important Signs and Symptoms for Patients With Chronic Liver Disease
- Importance of Taking Medication as Prescribed for Overt Hepatic Encephalopathy
- Setting Up Medical Alerts on Digital Devices
- Medication Information for Patients With Hepatic Encephalopathy and Their Caregivers
- Lifestyle Self-management for Patients With Overt Hepatic Encephalopathy

AASLD/EASL, American Association for the Study of Liver Diseases and the European Association for the Study of the Liver; CMS, Centers for Medicare & Medicaid Services.

**References:** 1. Centers for Disease Control and Prevention. Chronic liver disease and cirrhosis. <https://www.cdc.gov/nchs/fastats/liver-disease.htm>. Accessed February 18, 2020. 2. Vilstrup H, Anstee P, Bajaj J, et al. Hepatic Encephalopathy in Chronic Liver Disease: 2014 Practice Guideline by AASLD and EASL. [https://www.aasld.org/sites/default/files/2019-06/141022\\_AASLD\\_Guideline\\_Encephalopathy\\_4JF6\\_2019.pdf](https://www.aasld.org/sites/default/files/2019-06/141022_AASLD_Guideline_Encephalopathy_4JF6_2019.pdf). Accessed March 1, 2019. 3. Bajaj JS, Reddy KR, Tandon P, et al. The 3-month readmission rate remains unacceptably high in a large North American cohort of patients with cirrhosis. *Hepatology*. 2016;64(1):200-208. 4. Tapper EB, Halbert S, Mellinger J, et al. Rates of and reasons for hospital readmissions in patients with cirrhosis: a multistate population-based cohort study. *Clin Gastroenterol Hepatol*. 2016;14(8):1181-1188. 5. Clichee-Lach H, Michalak A. Current pathogenic aspects of hepatic encephalopathy and noncirrhotic hyperammonemic encephalopathy. *World J Gastroenterol*. 2013;19(1):26-34.



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**LIVERHEALTHNOW**



## Valued Business Members

### Staying Home Safe: Rethinking the Critical Days Post-discharge

At Senior Helpers of Greater Oklahoma City, we are fully aware of the statistics following patients who return home from acute care. The harsh reality is that 1 out of 5 seniors return to the hospital within 30 days. It is one of the most troubling issues crippling our healthcare system in general, and for families, can prove devastating. Why does this happen? Where and how do things go so terribly wrong?

There are a couple of very common reasons. For one, patients leaving a hospital or skilled nursing facility are leaving, in effect, a very “controlled” environment. Virtually everything is being done for them and they have few, if any decisions to make about taking medications, getting physical therapy, or eating. In going home, they are returning to an uncontrolled situation, where suddenly they find themselves on their own and in charge of every decision requiring attention.

Secondly, the discharge process can often feel chaotic and difficult to personalize. Too often social workers are over-burdened and have little opportunity to get to know individual patients and families, let alone their special requirements. They are on tight deadlines to discharge multiple patients, and many automatically turn to “go-to” resources for standard follow-up care. As a result, seniors are often sent home overwhelmed. They have sheets of instructions but too little preparation. And even fewer tools to navigate through the information they are given.

What can happen in the first day or two at home can sabotage the best of recovery efforts. A fall. A missed medication. Dehydration or simply forgetting to eat. Family members are often at a loss as to how to help. And seniors, many of them proud and independent, are too embarrassed to ask for it.

So many of these stories do not have happy endings. There are frantic calls. Panicked visits from adult children. Or worse, 911 and a trip to the Emergency Room.

At Senior Helpers, we believe we must change the rules about recovering at home. We empower families and their loved ones with information they can use and tools and processes that enable them as well as the health care providers to succeed.

Any recovery care program must be comprehensive - but not complicated. It must be built on a well-designed discharge plan, effective nurse Case Management, caregiver training and specialized care provision. It must have built-in contingency planning if risks materialize, and involves collaboration with you as Case Managers, the family, and your system of care providers.

When it comes to rooting for families and loved ones who want nothing more than to recover safely at home, then it becomes our job, and that of our staff and caregivers at Senior Helpers, to provide the support and expertise to help them do so - beginning with our LIFE Profile Assessment.

Called LIFE Profile (for Life Independence Function Evaluation), this assessment takes care planning to the next level by combining today's technology with 15 years of research to provide the most thorough and accurate assessment tool in the industry. This approach has been proven to significantly lower the risk of future hospitalizations and help seniors achieve a higher quality of life while aging in place. Better Assessment. Better Care Plan. Better Outcome.

The LIFE Profile assessment uses data collected on over 32,000 seniors for the most common causes of hospitalization, the LIFE Profile assessment analyzes hundreds of data points to provide a clear, objective picture of the current living situation, health challenges, and safety risks. The results identify daily tasks patients can do reliably and safely on their own, activities that need regular monitoring and close supervision, and essential care tasks that require crucial support and assistance.

LIFE Profile was used to develop care plans for seniors who were recently discharged from a skilled nursing facility (SNF) to their home. Those who were evaluated with LIFE Profile and followed the recommended care plan had a 30-day readmission rate of just three percent. This compares to the national average readmission rate of more than 21% for those who do not use LIFE Profile. Importantly, the clients who were assessed using LIFE Profile continued to do well and did not have an increased readmission rate at 60-days or 90-days after discharge.

We work with each family to create a highly-personalized, purposeful care plan that is developed to address the unique needs of each client by focusing on the areas of concern identified in the LIFE Profile assessment. This includes a blueprint to schedule, manage and direct care; tasks essential to reducing the risk of hospitalization; as well as the incorporation of support from family, friends, and the community.

Beyond providing improved care for our clients, LIFE Profile and the related care planning process has the potential to significantly change the approach to caring for seniors in the US, while simultaneously lowering health care costs. By starting the care journey with a LIFE Profile assessment, patients, families, and care providers receive the benefit of an effective care plan proven to lower overall safety risk, increase autonomy, and improve quality of life.

That's Senior Care, Only Better.

Senior Helpers  
The Collonade  
9636 North May Avenue, Suite 274  
Oklahoma City, Oklahoma 73120  
Tel: (405) 608 4339  
Fax: (405) 608 4348  
Cell: (405) 888 3443  
Email: [lstansbury@seniorhelpers.com](mailto:lstansbury@seniorhelpers.com)  
<https://www.seniorhelpers.com/ok/greater-oklahoma-city>

State of Oklahoma Home Care Agency License #HC8055



# Valued Business Members

Hello Members!

What a crazy time this is! CMSA-OK has been thinking about YOU so much and trying to figure out the best way to keep you informed. CMSA-OK has always been trying to get our membership together, engaged and talking in person. But for now, we must bring YOU educational topics via webinars. Once this is over, you bet we will be together again. So CMSA-OK has been working on educational topics and speakers for the fall.

Our first webinar is with guest speaker Kari Harmon on “CONTINUITY OF WOUND CARE IN HOME HEALTH” on Thursday September 17th at noon. Register online to receive the Zoom Link. There is one CEU available for Case Managers, Certified Case Managers, RN, Social Workers and a Certificate of Attendance for Administrators.

The second webinar will be with guest speaker David Chansolme, MD on “Pandemic – COVID” on Thursday October 15th. More details will follow. I know everyone will be looking forward to his presentation.

The CMSA-OK webinars are Free for everyone this Fall. CMSA-OK understands the need for CEUs and with jobs in jeopardy, we are here for you. Case Managers, RNs, Social Workers and many other healthcare workers are on the front lines, helping, serving and protecting people. We truly appreciate your knowledge and service. Thank you for all you are doing.

Hope you have had a chance to look at the website and see all our CMSA-OK Valued Business Members. We have an area so you can learn more about them. Their support of CMSA-OK is very important to us. Please check them out!

Thank you all for your continued support and re-newing your membership. Together we will get through this and be stronger than ever.

Thank you, Wendy Gerdes, Executive Director CMSA-OK

## Contact Information

### CMSA-OK – your local association

Website – [www.cmsa-ok.org](http://www.cmsa-ok.org)

Email – [director@cmsa-ok.org](mailto:director@cmsa-ok.org)

Phone – 405-406-1933

### National Membership Contact – Keep your info up to date!

Brandy Sanchez

Client Services Liaison

Fraser Imagineers (FI)

6301 Ranch Dr

Little Rock, AR 72223

501-673-1144 Direct; 501-225-2229, ext 1144 Main; 501-221-9068 Fax

email: [bsanchez@fraserimagineers.com](mailto:bsanchez@fraserimagineers.com)

National website – [www.cmsa.org](http://www.cmsa.org)



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