

# Health Home Herald



## Working Together—Developmental Disabilities Administration and Health Home

**By: Kerri Hummel DSHS HH QA Specialist**

**Cliff Nguyen, DSHS DDA Case Manager**

Cliff and I met while working as Long-Term Care Case Managers in 2017 and would often share ideas on how to assist our clients. We were recently brainstorming on how DDA Case Managers (CM) and Health Home Care Coordinators (CC) can better support one another when providing services for our clients.

DDA CMs and HH CCs often assist the same clients. These clients have high needs, may not understand their health conditions, have a hard time navigating the healthcare system, might have been referred to Adult Protective Services, may be dealing with caregiver stress or

burnout, or just need a little extra support. By working together and sharing information, we complement each other’s work and provide wraparound services to our clients.

CMs and CCs are mandatory reporters who also provide resources and referrals, . Here are some differences between the roles:

### CM Tasks

- Determine eligibility for DDA LTC Services & Supports
- Complete CARE or Significant Change assessments
- Approve authorizations
- Submit Exception to Rules (ETRs)
- Monitor/assist with client’s plan of care
- Transitional Care assistance
- Referrals for services

### CC Tasks

- Provide comprehensive care management
- Develop a Health Action Plan (HAP)
- Coaching and Goal setting
- Care coordination with client’s CARE Team
- Transitional Care assistance
- Provide health promotion services & education

A CC is part of a client's care team just like a CM. The CM is always the primary contact when it comes to a client’s needs. CCs may make referrals to access personal care services, report to a CM expressing big changes in a client's health, assist with Dura-

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ble Medical Equipment (DME), Environmental Modifications, Assistive Technology, help a client with a Personal Emergency Response System (PERS) unit or complete an Eligibility Review with a client. CCs provide advocacy and support in the work a CM does.

Health Home will not change the way a client's services are currently authorized, managed, or paid. CCs do not approve, reduce, or deny Medicaid benefits. However, the collaboration between the CC and CM helps close gaps in both service access and implementation.

If a CM has a client on their caseload that may need extra support and the client is interested in services from the Health Home program, they can email the HH Inbox directly at [healthhomes@hca.wa.gov](mailto:healthhomes@hca.wa.gov) or call the customer service line at 1-800-562-3022 to determine eligibility.

### Monthly Webinar Invitations

The Health Home Program offers learning topics for new Health Home Care Coordinators. For the current invitation, please visit <https://www.dshs.wa.gov/altsa/washington-health-home-program-%E2%80%93-training-invitations>



## PRISM Access Reminder:

**Please be sure to log into your SAW account every 30 days, enter the PRISM application, and click on at least one of your assigned clients so that you will continue to have uninterrupted PRISM access.**





## Care Coordinator Corner

**Submitted By: Community Health Plan of Washington (CHPW)**

**Care Coordinator: Liz Shriver, MSW LSWAIC**

This patient has been enrolled in Health Homes since March 2020 and became my patient in December 2023. Since then, I have witnessed significant growth in her ability to care for and advocate for herself. When we first started working together it was challenging to connect with her, either by phone or in person, due to her substance use.

I met the patient where she was. I used motivational interviewing and harm reduction strategies to support her in maintaining her caregiving responsibilities, staying engaged with her primary care doctor, and re-engaging with care support services. During the initial months, she experienced frequent emergency department visits due to falls and car accidents.

On her own initiative, she decided she wanted to detox and sought my support in finding resources. Together, we explored

safe options, considering the use of medication and the possibility of hospitalization due to her other health conditions that could affect her ability to detox safely at home. She successfully detoxed and entered recovery, leading to a significant increase in her engagement with healthcare. She began attending medical appointments regularly, found a new caregiver, and effectively managed her daily life.

The patient also started attending daily virtual recovery meetings and was particularly proud of visiting her daughter sober for the first time in many years. During this period, she opened up more about her past trauma and how it contributed to her substance use throughout adulthood.

Overall, this patient made remarkable strides in engaging with her healthcare in ways she hadn't been able to in years. While her journey continues, with new challenges emerging, she has demonstrated to herself her strength and what she is capable of achieving.

Submit your story, resource, or ideas to the Care Coordinator Corner via our newsletter inbox: [healthhomenewsletter@dshs.wa.gov](mailto:healthhomenewsletter@dshs.wa.gov)



## Spotlight on Resources

### Help is Three Numbers Away for Washingtonians

*By Kerri Hummel, HH QA Specialist with DSHS*

Washington 211 provides the most current and comprehensive database of community resources in the State of Washington (over 30,000 listings), which serves as a central access point for connecting Washington residents to community resources.

#### What is 211?

211 is a free confidential

community service and a one-stop connection to local services from shelter & housing, legal services, healthcare, utility assistance, food, transportation assistance, crisis intervention, and much more.

#### Why is it important?

211 provides simple access to the variety of essential services people need to lead healthier, more productive lives. 211 provides real-time tracking of community needs, allowing policy makers and funders to make informed decisions about resource allocation. 211 builds community by connecting people with the programs and agencies who can put their donations and volunteer time to good use.

211 is always ready to assist by dialing the number 211,

searching the website at [www.wa211.org](http://www.wa211.org), or texting 211WAOD to 898211. People can connect to help when they need it regardless of who provides the services or where the services are located.

#### [Health Home Relationships and Resources Huddle](#)

Join us for the Health Home Relationships and Resources Huddle.

This virtual meeting occurs the first Monday of every month at 9 am. It provides a space where care coordinators and other Health Home staff can share resources and best practices as they navigate care coordination and service provision for their clientele.

To receive the link for attendance, please email :

[ria.babcock@comphc.org](mailto:ria.babcock@comphc.org) or [Christina.Garcia3@molinahealthcare.com](mailto:Christina.Garcia3@molinahealthcare.com)

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# January is International Quality of Life Month

By Silke Kramer, HCA Health Home Program Specialist, Strategic Design & Program Oversight

January is *International Quality of Life Month*. This first month of the year symbolizes a new beginning. It is a great time to reflect on the quality of your life and its purpose.

According to the World Health Organization (WHO) and Senior Lifestyle, quality of life is defined as “the degree of satisfaction an individual has regarding a particular style of life.” Much like the pain scale at the doctor’s office, the answer is different for every person and is entirely subjective.

Any evaluation of quality of life depends on how each person feels about relationships, work, health, spirituality, and a host of other factors.

For many seniors, being able to live independently is the key; for others, feeling a sense of purpose and belonging is a major factor. Having purpose in life is important for the quality of your life.

Living a good quality of life is important for people because it results in increased energy, less stress and increased appetite. Staying mentally and physically active and staying connected to family, friends and community are also factors that increase quality of life.

In a LinkedIn article, Heather McCauley, Office Manager at Keystone Foam Corporation provides us with suggestions and ideas of what individuals can do to improve the quality of their lives and the lives of people around them.

- Find your purpose – We all have a purpose in life, but determining that purpose isn’t always the easiest thing to do. By clearing all the roadblocks from our minds, we can more easily discover what it is we are meant to do.
- Evaluate Your Crowd – Evaluate the people that surround you, the people you hold dear, and those who maybe shouldn’t be there anymore. The people around us are those who will lift us up when we’re low, when we’re sick, or when we just feel as though we can’t go on. Reevaluating the people around us, and how they impact on our quality of life, can also help us find our purpose.
- Listen – Sometimes the only thing people need is a listening ear. Lessen another’s burden by providing an objective sounding board. In the meantime, you may find it to lessen your own.

If your life needs evaluation and if you like to commit yourself to help others, then check out the website links below:

[Celebrate International Quality Of Life Month | Bridge To Better Living®](#)

[INTERNATIONAL QUALITY OF LIFE MONTH](#)

[International Quality of Life Month | January 1-31](#)



## Participant Portrait

**Submitted by: Area Agency on Aging & Disabilities of Southwest Washington (AAADSW)**

**Shawna Thom, Care Coordinator AAADSW**

CC Shawna has been working with Kurt for nine years. Kurt is a paraplegic and works at having a positive and grateful daily outlook on life. He has told Shawna that he appreciates the support and resources that he has received from her such as beginning the process for long term care services, being referred to NW Justice for information on selling his mobile home, Facebook Market Place to find an inexpensive arm bike for building upper body strength, sharing recipes, and ways to keep the house cool during soaring temperatures.

Kurt appreciates that he can count on Shawna monthly for home visits and to provide support for good days and bad days.

Because Kurt knows AAADSW helps clients with some medical equipment, he recently donated his hospital bed after receiving a new one in an effort to give back to someone in need. His generosity is appreciated by AAADSW.



## Word Search



# HAPPY NEW YEAR

I	G	C	W	Z	N	Q	M	N	S	A	I	G	K	L
N	X	C	O	R	O	L	J	S	E	E	B	C	C	
I	P	Z	H	N	B	Y	I	I	A	Q	I	G	H	L
J	A	N	C	E	F	C	M	S	W	N	A	B	Z	O
I	R	N	N	F	E	E	O	I	E	F	U	Y	T	C
T	T	O	A	K	Y	R	T	U	D	M	D	A	Z	K
Y	Y	I	N	H	E	S	S	T	N	N	A	M	R	B
G	O	A	L	S	V	Y	T	M	I	T	I	K	Y	Y
R	E	S	O	L	U	T	I	O	N	L	D	G	E	O
W	I	C	E	L	E	B	R	A	T	E	Q	O	H	R
G	D	G	W	E	F	T	D	K	S	I	V	H	W	T
C	G	Q	F	L	U	U	U	K	O	N	D	C	V	N
H	T	P	H	G	A	Q	W	A	N	M	M	S	W	C
Q	S	P	A	R	K	L	E	S	C	J	A	W	I	S
K	P	N	Y	S	W	H	T	H	M	A	O	W	L	S

CELEBRATE  
GOALS  
JANUARY  
COUNTDOWN

CONFETTI  
NOISEMAKER  
PARTY  
MIDNIGHT

RESOLUTION  
CLOCK  
CHEERS  
SPARKLES