

July 2010

ADvantage Point



Aging Services Division
Oklahoma Department of Human Services

ADvantage Administration Unit

Inside the AAU

The ADvantage Program provides Medicaid services to assist Oklahomans to stay at home rather than being admitted to a nursing facility. The ADvantage Administration Unit (AAU) was formed in October 2008 as a result of a transition from the Long Term Care Authority to the Oklahoma Department of Human Services.

As a result, many changes to policy, processes and management occurred for the betterment of the ADvantage Program.



Throughout the transition, one thing remained constant — the passion the AAU team has for the ADvantage Program and its members. Surviving numerous process, procedural and management adjustments, the AAU Team has remained focused on its most immediate priority — to assist ADvantage members with

meeting their needs while living independently at home.

Three departments comprise the AAU: (1) Provider/Client Relations, (2) Claims, Clinical Review & Service Plan Authorization, and (3) Administrative Support & Quality Assurance. These departments are led by outstanding program assistant administrators under the

leadership of Program Administrator Megan Haddock. Each PAA is responsible for the management of their

respective departments and have managers overseeing specific areas within those departments.

Future articles will feature the different departments at AAU, giving some insight into the ADvantage Program and what is involved in providing care for more than 20,000 Oklahomans every month.

Spotlight On... ...Lucille Hynson

With the release of the first issue of ADvantage Point, the ADvantage member spotlight shines on Lucille Hynson, a 91-year-old Tulsa resident and a member of the ADvantage Program for the past seven and a half years. I recently had the distinct honor of accompanying an ADvantage case manager on a visit to Lucille's home to conduct the interview for this article. Lucille is immobile and generally non-responsive due to complications from a stroke. The majority of the information for this spotlight comes from a personal interview with Lucille's daughter and son-in-law, Shirley and Charles Stanley.

Lucille was born in 1918 in Summit, Okla., and was the youngest of six girls. When she was a teenager, her family moved to Tulsa, where she attended secondary school at Booker T. Washington High School. Following graduation in 1936, Lucille attended Madame C.J. Walker's Cosmetology School and became a beautician doing hair mostly for family and friends.

Lucille took a second job washing dishes at the Carver Junior High School cafeteria. She quickly

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UPCOMING EVENTS

- Case Management Training
July 12-16
August 9-13
September 13-17
- Begins at noon on Monday
• For more information or to register, visit our website

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progressed to cook and one year later was promoted to manager of the Bunche Elementary cafeteria. Having filled several school cafeteria managerial positions over the years, she eventually retired from the Tulsa public school system as manager of the Cleveland Middle School cafeteria.

She raised her daughter, Shirley, and a son mostly on her own, working as many as three jobs at a time. Shirley recounts how her mother did whatever was necessary to provide for her children and never complained.

Lucille put Shirley through college, sending her off each semester with \$500 cash wrapped in a hanky and pinned inside of her blouse,

to Lincoln University in Jefferson City, Mo. Shirley earned her teaching certificate and accepted the first job offered her. After seven years of teaching elementary school in New Mexico, she moved back home and earned a master's degree from the University of Tulsa.

Shirley spent 27 years as an elementary school educator and 10 more years in administration as an elementary principal. Her husband, Charles, prompted her to take early retirement as he recognized his mother-in-law's increasing need for care and supervision. Shirley's decision to retire came just one month prior to Lucille's second stroke.

Shirley and Charles moved Lucille

into their home in 1994 following the second stroke, which had left Lucille severely debilitated. Charles, who retired from American Airlines, has become Lucille's primary caregiver. Shirley, who continues to teach reading (and informally teaches social etiquette to her young adult students) part-time at TCC, manages her mother's care providing structure and direction for Lucille's daily activities.

Lucille receives multiple medications and nutrition via feeding tube, not to mention personal care and monitoring of vitals several times per day from the Stanleys with support from an ADvantage PCA and ASRA. She also receives regular visits

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Spotlight on... ...Megan Haddock

The team spotlight introduces you to a different member of the ADvantage Administration Unit in each issue of ADvantage Point. Therefore, it seems only fitting that with the very first issue we introduce you to our team's leader, Megan Haddock.

Megan joined OKDHS in 2009 as the programs administrator for the ADvantage Administration Unit in Tulsa. Megan is an experienced leader who has worked in multi-faceted environments and brings creativity, energy and strong administrative skills to this important position within the OKDHS Aging Services Division. She holds a juris doctorate degree from the University of Tulsa College of Law and a bachelor of business administration degree from the University of Oklahoma.

Her recent experience includes acting as operations officer of a background screening firm, as well as owning and operating her own law firm in Tulsa for a number of years. Additionally, her expertise includes the areas of product implementation, market analysis, forecasting, and risk management.

When asked what brought her to ADvantage, Megan responded, "I was looking for something to really be able to help people." She added, "This is the good part, I love it. I count my blessings every day to be able to come to work and be part of the ADvantage Program."

She says future plans for ADvantage are "for the unit to continue to better serve its members, to provide education about ADvantage to the citizens of Oklahoma, and to continue growing strong working relationships with our providers."



On a personal note, Megan grew up in Bixby, Okla. Married to her best friend, Cory, the two have a son, Holt, who keeps them on their toes and fills their household with love and laughter. Additionally, they recently added a second child, Vance, born in May. An avid Oklahoma Sooners fan and alumna, Megan can be found at Owen Field during football season cheering on her beloved Sooners.

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from a skilled nurse. Rounding out the field of care providers to the Hynson/Stanley home is her amazing *ADvantage* case manager who helps Lucille receive the wrap around services and supports necessary to keep her safe and healthy in her home.

The Stanleys have provided nearly uninterrupted 24-hour care and supervision to Lucille since transitioning her to their home. Recently, however, Charles learned that he would be honored at his alma mater, South Carolina State University, as one of a select few outstanding athletes to have played in the football program during its first centennial. Thanks to *ADvantage*, nursing facility respite for Lucille allowed the Stanleys to attend and be honored at the event as well as reconnect with some old friends. Furthermore, they had peace of mind that their mother was being well cared for in their absence.

Ms. Stanley commented that had it not been for *ADvantage*, Charles would have opted to forego making this important trip, feeling that he had to stay and care for his mother-in-law. When asked how the

ADvantage Program had impacted their lives, Shirley stated, "People are so nice to work with and you get answers back quickly. I don't think we could have afforded to keep my mother in our home without it." She said her mother had always been there for her. Now it was her turn to be there for her mother, and that was a possibility thanks in part to the *ADvantage* Program.

As a closing thought, it occurred to me during this interview what an awesome impact Lucille Hynson has made in her family and on our community. I was given cause to wonder just how many lives, and particularly young public school students, she has positively influenced throughout her life and the lives of her children. As I drove away it was with a sense that Lucille has always been there for her children, the students of Tulsa public schools, and as a role model of hard work and determination to make a better life for future generations. Now, through *ADvantage*, it is our turn to be there for Lucille.

If you would like to see a member spotlighted, please contact us at ASD.ProviderQuestions@okdhs.org

"The Art of Aging" 35th Annual Conference on Aging

As the 35th Annual Oklahoma Conference on Aging has come to a close a fitting descriptor of the experience would be, "Awesome!" The conference is hosted each year by the Aging Services Division of OKDHS with support from a number of other state, public and private agencies and businesses. The conference

was held May 18-20, and for the first time in its 35 years it happened here in Tulsa.

The conference offered a variety of breakout session lectures on topics of particular interest to seniors and professionals working in fields related to aging services and care provision. There was an exhibitors' hall filled with approximately 70 vendors including case management and home care providers, assisted living agencies, medical equipment and supply companies, medical and mental health service providers, and

financial management services. There were also exhibitor booths for ASD, OHCA, ODMHSAS, Area Agency on Aging, Centers for Independent Living, AARP, IRS, and many other social service agencies.

Closer to home, hats off to Linda Yeargain, who tirelessly represented the AAU on the 2010 conference planning committee and recruited 34 AAU team members who made a major contribution by volunteering to help staff the information desk and ASD booth, and facilitate several lecture seminars. Kudos also to Joyce Morgan, Debbie Wair and the Tulsa/Creek County LTC nurses who staffed the first aid station throughout the entire conference.

The event kicked off on Tuesday with Senior Day. This was a day for older adults to participate free



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of charge in a variety of lecture seminars designed to provide relevant and contemporary senior living information, meet with exhibitors, and attend an awards luncheon. And participate they did, with over 900 elders in attendance through the day.

Two of the kick-off lecture seminars were presented by our very own. Lynne Miles and Misty Roden spoke on "ADvantage – In-home Service Options for Aging Adults," and Emilie Dugan, RN, spoke on "Hiring a Caregiver." Rumor has it that the presentations were phenomenal. Lynne commented that one of the highlights of the presentation was getting to meet some of the attendees and listening to their life experiences. Emilie stated that, "both of my grandmothers said they wanted to die at home and both of them ended up dying in a nursing home. Maybe if they had access to information like this they could have lived out their final days the way they had desired." She added, "that is why I love the conference, because people from all over can come and get information for free."

During the luncheon, awards were presented to the winners of the poetry writing and photography contests that were held leading up to the conference. All of the photos submitted were on display throughout the conference and the poems were reproduced in books that were then made available to conference attendees. A copy of the poetry contest book has been secured for the AAU and is available for your reading pleasure. Tuesday's keynote speaker was Jean Root, M.D., who is a geriatrician with 26 years of practice and 18 years

Transfers

Sooner or later, a member is going to request a transfer to another provider. More than likely, it's going to be related to a staffing issue – no PCA available and he/she wants to try another provider. It happens. So now what?

There are many steps involved in facilitating a transfer, and different types of transfers require slightly different processes. However, there is one function that cannot be overlooked and that is timely notification of the outgoing provider.

So what does this mean? It means that the current provider, usually the home care agency, must be notified in advance of the actual transfer. This is best accomplished by following these steps prior to the actual transfer date:

1. Contact the provider agency staffing coordinator by phone to advise of the projected transfer date.
2. Notify the current provider of the projected transfer date by faxing an ADv9 (communication form) to the provider prior to the transfer IDT Meeting.
3. Document specific details of the above actions in the case management progress notes.

Pitfalls and consequences:

- Assuming that the member (or someone else) will tell the agency that another provider has been selected.
- Assuming that the outgoing provider will be notified by ADvSP6g when the transfer is completed. The transfer may be completed for several days before the ADv6g is received by the outgoing provider.
- Departing agency continues to attempt to staff the member and may send a PCA after the transfer date without realizing that the member is no longer "theirs."

Major claims issues result from duplicate billing if more than one agency is providing services. Please be considerate for all concerned – facilitating a smooth transfer benefits the member as well as all providers involved.

of teaching experience with elders and caregivers. Dr. Root spoke on "Optimal Aging."

Wednesday and Thursday served as the professional days designed to provide cutting edge information to service providers in the field of aging. Wednesday morning was opened with remarks from OKDHS Director Howard Hendrick, Cabinet Secretary



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for Human Services. He spoke about the importance of Aging Services with specific mention of the *ADvantage* Program as well as comments regarding the state's financial crisis.

Following Director Hendrick, the morning's keynote speaker was Bill Thomas, M.D., an international authority on geriatric medicine and eldercare. He is the founder of the Eden Alternative, a

philosophy and program that de-institutionalized nursing homes in all 50 states and world-wide over the past 20 years. He is also creator of the Green House, a new approach to long-term care where nursing homes are torn down and replaced with small, home-like environments where people can live a full and interactive life.

Following lunch on Wednesday, ASD Director Lance Robertson gave remarks on the state of the state specifically relating to

Aging Services' future challenges and opportunities. Germaine Odenheimer, M.D., board certified in neurology and fellowship trained in geriatric medicine, was the afternoon keynote speaker who lectured on "Art and the Aging Brain."

Thursday reached a crescendo with the Achievements in Aging Recognition Luncheon. This year's Lifetime Achievement Award honorees were Senator Bernest Cain, Paul Stabler and Bill Major.

PCAs Have Heart!

The Annual Personal Care Assistant Conference was held in two locations on either side of the state this year in hopes of making it convenient for more of our personal care assistants to attend. The purpose of the conference is to recognize and honor our hard working PCAs for their incredible dedication, generosity, and sometimes even bravery in caring for and providing services to our state's aging and disabled population.

Quite appropriately, this year's conference theme was "PCAs Have Heart," and never a truer statement has been uttered. The event was hosted by the Oklahoma Department of Human Services' Aging Services Division with sponsorship by many of our provider agencies. Kelli Davidson and Tana Parrot of ASD were the conference chairpersons. They have been the driving force over the past several years in developing this conference into an awesome recognition event. We are especially proud to recognize two of our own team, Misty Roden and Elaine Gillispie, who worked incessantly representing

the AAU in preparation and presentation of the conference. It is also noteworthy to mention that the AAU employees held fundraisers and donated \$565 toward sponsorship of the conference.

On April 22, the PCA Conference convened in Norman, with more than 30 PCAs in attendance. Opening speaker Lance Robertson, ASD Director, and Tom Dunning, HCBS Unit Program Administrator, were among the noted guests. The keynote address for both conferences was given by Mac McCrory, Ph.D., who spoke on "Staying Motivated Through Emotional and Economic Hard Times While Carrying for Clients." Darla Wright was honored with the Red Carpet Award as 2010 PCA of the Year.

On April 29, the PCA Conference was held in Tulsa, with more than 50 PCAs in attendance. In addition to Misty and Elaine, Jeanene Bushyhead, Maggie Johnson, Kristy Caswell, Pam Evans, and Amanda McCaslin were selected by the senior management team to attend the conference representing



the AAU. Megan Haddock, Program Administrator for the AAU, gave the opening remarks at this event. Donna Crofford was honored with the Green Carpet Award as 2010 PCA of the Year.

There were 42 PCAs recognized at the two events for service above and beyond the call of duty. Thanks to donations made by our participating provider agencies, they were each presented with a plaque, trophy, gift basket or cash award. And, of course, each and every PCA was recognized for truly "Having a Heart" for our state's aging and disabled population. While it is hard to imagine how this year's conference will be outdone, it is certainly with great expectation that we all look forward to the 2011 PCA Conference.