**Department of Social Services**

**Community Options**

**Quality Assurance Newsletter**

**December 2018**

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**Stage 1**: red area with pain, burning or itching.

**Stage 2:** swollen, painful, warm, and/or red; may ooze clear fluid or pus. Recovery time: 3 days to 3 weeks.

**Stage 3:** looks like a crater, may have a bad odor, with red edges, pus, heat, and/or drainage. The tissue in or around the sore is black if it has died. Recovery time: at least one month, and up to 4 months.

**Stage 4:** deep, big, black sore; shows signs of infection with red edges, pus, odor, heat, and/or drainage; may see tendons, muscles, and bone. These wounds need immediate attention. Recovery time: from 3 months or even years to heal.

We Need Your Help

Numerous clients lose eligibility due to failure to submit the redetermination or submit the required financial information. Since Impact implementation there is a reduction in the period of time to submit .

Please note clients’ redetermination dates and check eligibility/redetermination status during the six month visit and annual reassessment. Offer assistance since many clients are unable to do the forms. Provider agencies are being instructed to contact care managers for assistance. All Access Agencies have staff with Impact access who can look up eligibility and redetermination status.

ABI Providers may not be accustomed to the Community Options Critical Incident reporting system, policies and procedures. ABI providers have requested information on the types of critical incidents. See attached.

Do You Have Clients at Risk of Eviction or Homelessness?

Coordinated Access Networks (CANs) may be another resource that can help you.

CANs and service providers work together to streamline the process for individuals to access assistance with housing who are at risk of or currently are homeless. The primary goal is to connect them with appropriate housing and resources as quickly as possible.

Coordinated Access is a standardized, assessment and referral process to access community resources for people experiencing a housing crisis or homelessness.

Individuals call 2-1-1 to start the process. 2-1-1 refers anyone experiencing a housing crisis to the CAN in the caller’s community. The CAN accesses available resources to address the client’s needs.

Due to a sometimes long process of completing redeterminations with required financial information, providers may wait several months to be paid. This may result in significant financial problems for the provider. Some providers have given ten days’ notice to stop services due to non-payment. The Access Agency is also not getting paid when the client is ineligible.

Do You Want to Save Time and Effort?

**Who, What, When, Where, Why and How**

are questions whose answers are considered basic in information gathering or problem solving and for getting the complete story for critical incident reporting. Reports can be considered complete if these questions are answered thoroughly.

* Who was involved and who, if anyone, observed what happened
* What happened with complete details
* When
* Where did it happen
* Why and How did this situation come about
* What actions were taken by whom and what was done
* Names of caregiver and Provider agency entered only for alleged **perpetrators**

**Do not enter the RN who reported the incident as the caregiver.**

Severe, Untreated Wounds May Cause Fatalities

Infections and sepsis occurring as a result of severe wounds may cause fatalities from severe cellulitis (deep tissue infection), osteomyelitis (bone infection), gangrene or sepsis (blood infection).

Early identification and intervention is imperative. Bed bound/mobility impaired clients are at greater risk. Monthly monitoring questions about sores or wounds may help identify problems earlier. PCAs are required to report sores and wounds but may not. The RN usually finds the wound and often in stage 4.

Wounds are easier to treat in early stages.

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ABI Provider Critical Incident Reporting

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Attached is a list of the CAN coordinators.

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