

STATE OF CONNECTICUT

EDWARD R. MAMBRUNO



M. JODI RELL  
GOVERNOR

*DDS Council Monthly Report*

*July 2009*

Meetings held and/or attended

- o July 1<sup>st</sup> -Met with CO Utilization Nurse
- o July 14<sup>th</sup> -Met with CO Utilization Nurse
- o July 16<sup>th</sup> -Met with North Regional Director
- o July 17<sup>th</sup> -Teleconference with STS Director regarding guardian's concerns
- o July 20<sup>th</sup> -Met with CO QI Director
- o July 22<sup>nd</sup> -Met with CO Utilization Nurse
- o July 24<sup>th</sup> -Met with CO Health Care Director
- o July 28<sup>th</sup> -Met with CO Utilization Nurse
- o July 31<sup>st</sup> -Met with CO Utilization Nurse

\*Will meet with all new Directors when moves are finalized.

Concerns \ Issues

- Received a call from an individual regarding the eligibility process. Office clarified what the eligibility requirements of residency are for Connecticut. Individual felt she was being discriminated against due to the eligibility requirements that needed to be met before the process could move forward.
- Guardian contacted office, seeking assistance in getting a second opinion for a medical diagnosis. Individual is very medically involved. Spoke with Director of STS, who contacted guardian to set up a meeting. Received a call from guardian thanking me for getting the issue resolved.
- Update on SNF OBRA Resident: A new Speech Therapist will be assisting in providing an augmentative and alternative communication (AAC) assessment. Individual will get the opportunity to see and be evaluated on a range of devices. Transportation arrangements have been difficult to schedule, waiting on a date, will accompany case manager and P&A advocate.
- Received a call from mom, who was referred to me by CO, regarding her daughter. She is upset that no one including her case manager can discuss the types of services her daughter can receive from DDS. She is adamant that a new case manager will be able to direct her to the types of services she is looking for. Contacted region that stated they were in process of setting up a meeting with mom to discuss her concerns.

## Skilled Nursing Facility Visits

- Visited four consumers at Cheshire Haven Health
- Visited three consumers at Kimberly Hall in Windsor
- Visited seven consumers at Windsor Health and Rehab
- Visited two consumers at Bishops Corner Health & Rehabilitation in West Hartford
- Chelsea Place in Hartford (see attached)

Total 16 consumers

Yearly total 116 consumers

July 2009

### *Areas of Concern*

- Case Management – 5
- Day Program – 3
- Eligibility - 5
- Funding/Budget – 8
- Guardianship – 3
- Health & Safety - 1
- Information/Referral - 21
- Placement - 5
- Respite - 2
- SNF's – 9

ISSUES/CONCERN TOTAL – 62

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