



QUARTERLY PROVIDER BULLETIN

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A publication for the providers of
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Access to Services & Customer Service:
 877-470-7130 *NEW NUMBER*
 24 Hour Crisis Helpline:
 877-470-4668 *NEW NUMBER*
 TTY: 711

North Country CMH receives its principal funding from the Michigan Department of Community Mental Health (MDCMH)

Serving Antrim, Charlevoix, Cheboygan, Emmet, Kalkaska, and Otsego Counties ...
 Keeping Services Close to Home!

DESIGNING HEALTHY ENVIRONMENTS AT WORK

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

In December, 2018, nineteen employers were awarded Healthy Michigan Worksite Awards by the Michigan Department of Health and Human Services (MDHHS) for investing in wellness programs designed to improve the health of their workforce.

Congratulations to Grand Traverse Industries for earning a Bronze Award from the State of Michigan and for completing the requirements of the Designing Health Environments at Work program.

This new award is part of “The Designing Healthy Environments at Work” program

and for the first time, recognizes employers across the state that have committed to enhancing the culture of health within their workplace by focusing on the work environment along with organizational practices and policies. Awards are presented to worksites meeting the criteria for bronze, silver or gold status. To be awarded bronze, companies had to complete a Designing Healthy Environments at Work Assessment; complete at least one action for improvement; and submit a success story. To receive silver, awardees also had to receive an assessment score between 60 and 79 percent and complete at least two actions for improvement. Gold awardees had to score 80 percent or more on their assessment and complete at least four actions for improvement.

Information to begin a workplace health and wellness program is located in the Health & Wellness section of Michigan.gov at:
<https://www.michigan.gov/healthymichigan/0,4675,7-216-33086---,00.html>.

Links to quality tools for the assessment, employee interest and feedback are provided to assist with these healthy worksite program implementation at this link: <http://www.mihealthtools.org/work/>

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NCCMH has initiated a 2019 Wellness program focusing on the 5Ms
Mindfulness, Motivation, Mentorship, Movement and Meaning.

What will your worksite wellness program look like?

CONTRACT INFORMATION

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

TIME STUDY REQUIREMENTS

Contractually, time studies for each consumer residing in an AFC home are to be submitted no later than September 1, of each year of the contract term. The **CONTRACTOR** will also complete and submit a time study for each resident that is newly placed in a residential setting, within thirty days (30) days of placement. The time study will include detailed information about the number of hours per day that an individual receives personal care and community living supports. These services should be differentiated from those activities where the person is guided or assisted with these tasks or where the tasks are performed for the individual. The information is used by **BOARD** to develop rates for both personal care and community living supports.

HOW UNEXPECTED ABSENCES OR LEAVE OF ABSENCES IN AN AFC HOME AFFECT BILLING

Many provider questions come up concerning Leave of Absences. A Leave of Absence of a client from a licensed residential AFC home is when the client is absent from the home overnight for family visits, jail time, camp experiences, and hospitalization, among various types of absences. The following is an overview of the Licensed Residential Home provider's requirements with regard to Leave of Absences:

*"The Home Census Reporting Sheet must be attached to the CMH 3806 if there is a consumer leave of absence. The **CONTRACTOR** will receive compensation on a per diem basis when the consumer is residing in the home. All leaves and vacancies must be separately indicated on the CMH 3806. A vacancy is a bed not currently associated with a named consumer. Consumer leaves of absence are days in which a named consumer is not residing in the home. The **CONTRACTOR** will not receive compensation for vacancies or consumer leaves of absence within the home. When appropriate, adjustments may be made to the per diem rates during the contract period."*

The **CONTRACTOR** agrees to notify the **BOARD** immediately in the event of an unexpected absence from the home or its program by a consumer. Outside of normal business hours, the **CONTRACTOR** shall contact the **BOARD's** emergency service at 877-470-4668.

The **CONTRACTOR** agrees to report immediately to the consumer's case manager, by telephone, any serious illness, hospitalization, unusual circumstances, injuries or deaths of consumers, including any instance of consumer behaviors that poses immediate and serious risk of harm.

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PROVIDER SATISFACTION SURVEY RESULTS

Our thanks to the providers and their personnel who completed the Provider Satisfaction Survey submitted to providers via email in February. Results of that survey may be reviewed with providers at future quarterly meetings.





Seeking Community Partners!

To help get the word out about



May is Mental Health Month is a good opportunity to share information on how to protect and support our own mental health and how to help and support others!

Will you help us?

In recognition of May is Mental Health Month 2019, North Country Community Mental Health (NCCMH) is looking for community agencies, organizations, and companies interested in hosting mental health awareness events of their choosing, with support from us if needed or wanted.

Events underway:

- **22nd Annual Splash of Color 5K Run/1 Mile Walk** – May 18 in Petoskey (This is a fundraiser for the NCCMH Client Special Needs Fund)
- **16th Annual Walk A Mile In My Shoes Mental Health Rally** – May 9 in Lansing for all counties in Michigan
- **Photovoice** art exhibition created by local people experiencing life in Northern Michigan with a disability
- Free **family-friendly movies** at local theaters with mental health experts on hand for discussion

Can you help add events to the list?

If you are doing something in the community and it is not listed, please let us know!

Antrim County	Charlevoix County	Cheboygan County
<ul style="list-style-type: none"> • Free movie at Bellaire Theater on May 9 	<ul style="list-style-type: none"> • Photovoice exhibition and displays at Charlevoix Library all month • Free movie at Charlevoix Cinema, May 11, 11 am 	<ul style="list-style-type: none"> •
Emmet County	Kalkaska County	Otsego County
<ul style="list-style-type: none"> • Splash of Color Run/Walk on May 19 • Free movie at Petoskey Cinema on May 7 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Free movie at Gaylord Cinema West, May 15, 4 pm
All Counties		
<ul style="list-style-type: none"> • 16th Annual Walk a Mile in My Shoes Mental Health Rally at the State Capitol in Lansing – May 9. • Day of Recovery Education – May 29, sponsored by Northern Michigan Regional Entity, Gaylord Treetops • Planning is underway to show Coming Up For Air, a Michigan-made documentary on how caregivers can help those in need and quickly access mental health services needed. 		

Contact Megan Grebe (231.547.5885) or Tiffany Kiper (231.439.1260)

DESIGNING HEALTHY ENVIRONMENTS AT WORK - *Cont'd*

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

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About the Designing Healthy Environments at Work Website

This website contains tools and resources to improve your worksite's infrastructure to support health, physical activity, healthy eating and tobacco-free lifestyles. This website is for all Michigan employers who are interested in improving the health of their workforce. The following tools are available to support healthy environments at work: an assessment tool to identify changes your worksite can make to support health;

- a feedback report with suggestions for improvement;
- an action planning tool that allows you to choose the improvements you want to make and to document progress and completion;
- survey tools to capture employee interests and feedback and to determine the impact of your wellness program on employee health behaviors;
- a success story tool to document and share your worksite's achievements; and
- an easy to use, on-line resource guide to help you create an impactful worksite wellness program.

CONTRACT INFORMATION *Cont'd*

By Lani Laporte, Contract Manager (llaporte@norcocmh.org)

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*Outside of normal business hours, the **CONTRACTOR** shall contact the **BOARD'S** emergency service at 877-470-4668. **CONTRACTOR** will take emergency measures to ensure the safety of all concerned. The **CONTRACTOR** shall provide the **BOARD** with appropriate written documentation within forty-eight (48) hours. Furthermore, the **CONTRACTOR** shall submit a copy of all Adult Foster Care Licensing Incident Reports to the **BOARD'S** case manager within forty-eight (48) hours of the incident.*

**BOARD'S New Emergency Service
Number is: 877-470-4668**

CALENDAR

PROVIDER QUARTERLY MEETING:

9:30 am (coffee)

10:00 am – 12 noon Meeting on these dates, at the Gaylord University Center, Gaylord

- May 14th, 2019
- August 13th, 2019
- November 5th, 2019

NEW

PROVIDER TRAINING REGISTRATION

Found under the 'DIRECT SERVICE PROVIDERS TRAINING' at www.norcocmh.org

Please take a few minutes to locate the new on-line registration form listed in (PDF Format).

Once you fill it out, before you hit send, please save the form in your own files. Once it is saved, it will activate the email address button. Click on the button and your class request is off!

providertraining@norcocmh.org

BENEFIT OF USING THE NEW EMAIL ADDRESS

- The provider training is checked daily.
- More than one person monitors it.
- You can track what you've sent.

REMINDER: Please attach the map for your new employees. The GPS does not work from all directions.

TORNADO REFRESHER

by Linda Kleiber, Safety Specialist (lkleiber@norccmh.org)

Prevention and practice before the storm

When conditions are favorable for severe weather to develop, a severe thunderstorm or tornado WATCH is issued. Weather Service personnel use information from weather radar, spotters, and other sources to issue severe thunderstorm and tornado WARNINGS for areas where severe weather is imminent. Severe thunderstorm and tornado warnings are passed to local radio and television stations and are broadcast over local NOAA Weather Radio stations serving the warned areas. These warnings are also relayed to local emergency management and public safety officials who can activate local warning systems to alert communities. If a tornado warning is issued for your area or the sky becomes threatening, move to your pre-designated place of safety.



Know the signs of a tornado:

- Strong, persistent rotation in the cloud base.
- Whirling dust or debris on the ground under a cloud base -- tornadoes sometimes have no funnel!
- Hail or heavy rain followed by either dead calm or a fast, intense wind shift. Many tornadoes are wrapped in heavy precipitation and can't be seen.
- Day or night - loud, continuous roar or rumble, that doesn't fade in a few seconds like thunder.
- Night - small, bright, blue-green to white flashes at ground level near a thunderstorm (as opposed to silvery lightning up in the clouds). These mean power lines are being snapped by very strong wind and may be a tornado.
- Night - persistent lowering from the cloud base, illuminated or silhouetted by lightning -- especially if it is on the ground or there is a blue-green-white power flash underneath.

Additional information can be found on the National Safety Council's website.



MUCUS AND YOUR HEALTH

by Debra Erber, RN | Director of Health Medicine (derber@norcochm.org)

Your body typically produces 1 to 1.5 liters of mucus a day. Much of this is swallowed and we aren't even aware of it. Mucus protects the body from viruses and bacteria. The stickiness traps foreign particles which can then be expelled from the body. Mucus has special germ fighting proteins and antibodies. It's in your mouth, nose, sinuses and lines many other tissues in your body. Mucus production may increase when exposed to an allergen but typically stays clear and production decreases once the allergen is removed. Healthy mucus is watery and clear but when it turns other colors it may signify illness.

What Does the Color Mean?

White – May mean a cold is coming on. The mucus thickens and turns white as our body is increasing the white blood cells to fight infection.

Green or yellow – Usually indicate you have an infection. The color comes from proteins released from your inflammatory cells.

Red or pink – May be from broken blood vessels from your nose or throat if you have been coughing a lot. In some cases, it can be a sign of cancer. If it persists you should check with your doctor.

Brown or black – May signal an infection is present. It may also be due to heavy smoking or being around heavy smoking or coal dust. May be a sign of chronic lung disease. The color comes from a mix of blood and inflammation in the lungs.

White, green or yellow may clear up on its own, but if you also have a sore throat, fever or chills you should let your doctor know. If your mucus is any other color or is stringy, you should also let your doctor know.

How to Find Relief

Saline or saltwater rinses will help thin the mucus, so it can be expelled. Neti pots or squeeze bottles are often more effective than nasal sprays or a bulb syringe. You should only use distilled or sterile water when flushing your mucus as tap water may have germs that could make you sick if they get in your nose. (You can make your own sterile water by boiling tap water and cooling it before use.) Steam from a hot shower may help thin the mucus so it can be expelled. Drink plenty of fluids to help loosen the mucus. Young children with increased mucus should be managed with saline spray and a bulb syringe. If they also have a fever or are very tired you should consult their doctor. Over the counter decongestants may help decrease symptoms, but they don't decrease mucus production.



INDIVIDUALIZED WRITTEN PLAN OF SERVICES

MMHC 30.1712

by Kim Rappleyea, Recipient Rights Officer (krappleyea@norccmh.org)

The Michigan Mental Health Code (MMHC) requires the responsible mental health agency of a recipient to provide and use a person-centered planning process to develop a written individualized Plan of Service (IPOS) in partnership with the recipient.

- A preliminary plan must be developed within 7 days of commencement of services.
- The IPOS must consist of a treatment plan, a support plan, or both and will include meaningful and measurable goals. ANY restriction and/or limitation must be approved by BTC and also included in the plan.
- The IPOS will address the recipients desired or required need for food, shelter, clothing, health care, employment opportunities, educational opportunities, legal services, transportation, and recreation.
- Each IPOS must remain current and modified when indicated and the individual in charge of implementing it shall be designated in the plan.
- If a recipient is not satisfied with their IPOS then the recipient, the person authorized by the recipient to make decisions regarding the IPOS, the recipient’s guardian, or the parent of a minor recipient may request a review which shall be completed and carried out within 30 days of the request.
- An individual chosen or required by the recipient may only be excluded from participation in the planning process if inclusion or that individual would constitute a substantial risk of physical or emotional harm to the recipient or a substantial disruption to the planning process. Justification for this exclusion must be documented in the recipient’s case record.



RECIPIENT RIGHTS, HEALTH AND SAFETY QUARTERLY UPDATE - PLEASE PRINT AND POST

SIGNATURE SHEET REQUIREMENT

Residential or Service Sites subject to site reviews are requested to please create a signature sheet (example below) to record that staff have read and will comply with the material presented in the Quarterly Recipient Rights, Health and Safety pages of this bulletin, which replaces the previously issued Quarterly Brochure. This bulletin also replaces annual updates of Environmental Emergencies, Recipient Rights, and Medications. Sign off sheets will be monitored during annual site visits. We suggest printing & posting the Quarterly Recipient Rights and Safety pages of this bulletin on site, as well as reviewing them during staff meetings.

MARCH 2018

NAME	SIGNATURE	DATE
Mary Smith	<i>Mary Smith</i>	3/03/19
Ben Hur	<i>Ben Hur</i>	3/03/19