

Adult Care Home Program Newsletter

June 2019

Program Manager Letter

Dear Providers,

Look for an invitation to the 9th Annual Community Meeting. The Agenda will include survey results, finalization of last year's goal and gather feedback on next years goal plan.

We have closed the provider survey, (see page 2). We would like to hear more about the areas in which you identified we could improve. Some providers report they don't feel they can trust the ACHP and they don't feel listened to or acknowledged for their strengths.

We are encouraged that providers generally feel there are good opportunities to collaborate with us on workgroup, committees and hiring panels. Also the majority of providers feel like there is sufficient training to support your professional development.

We have accomplished a lot this year and we acknowledge there are areas which could be improved. At the community meeting, we will debrief the survey and get ideas about how we can improve.

Please come to the next Community Meeting to develop next year's goals.

Updated on ACHP Communication Strategies

We currently send out a monthly newsletter via email and postal service and in an effort to support ongoing real time communication. We have our "Just Ask" monthly newsletter article and we will be posting the Newsletter on the ACHP website. In addition the rule interpretive guide will be posted and updated monthly on the website.

Felicia Nelson,
Program Manager

Just Ask

Question: What is an "Out of Class Exception?"

Answer:

An "Out of Class Exception" is when you request approval from ACHP to admit a resident who you have screened and identified they require a higher level of care then you have been licensed to service . For example; You hold an APD level 2 license and they require level 3 care. Providers should request an out of class exception prior to admitting a resident.

The form is located on website. Here is the link:
<https://multco.us/file/58537/download>

If you want to admit a resident being served by a program you are not licensed to serve.[Example; you hold DD level 2M license and want to admit an APD level 3 resident] you must also submit an interagency exception form. Here is the link:
<https://multco.us/file/58551/download>

Question: If my resident self administers their medication, do I need to track it on the MAR?

Answer: per MCAR 023-080-594, you must create a MAR which you will note the resident is self administering. You must also ensure the Medication is securely stored.

Also, MCAR 023-080-597, a resident can only self-medicate with the written approval from a prescribing licensed health care professional. The approval needs to be kept in the resident's records. The approval also needs to contain documentation which indicates the health care professional trained the resident how to administer the medication. If the medication order changes, the resident needs to be re-trained and the provider needs to update the documentation to reflect the changes.

Provider Survey

The ACHP published its Code of Conduct in Spring 2018. A year later, we designed a short Provider Survey to evaluate how providers have been impacted. The survey results indicate how well providers are feeling we hold ourselves accountable to the Code of Conduct.

We are encouraged by the results. In general, providers feel there are good opportunities to collaborate with us on workgroups, committees and hiring panels and the majority of providers feel like there are sufficient trainings for professional development. However, we would like more providers to feel like their strengths are acknowledged and they are being heard in order to build a supportive relationship. We hope to visit the survey next year and see continued growth.

Why is my Background Check taking so long?

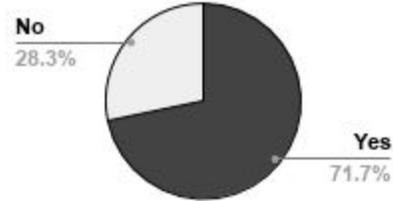
As you know, the upcoming US Census will be increasing the amount of background checks the Oregon State Police will be processing. One way you can ensure your background checks are being processed as timely as possible, is to respond to finger print requests as soon as you can. Be aware, waiting too long could result in an expired background check.

The BCU currently receives approximately 700 background checks daily. Waiting for fingerprints is one of the major reasons for a delay. In some cases, the check for ACH can be expedited.

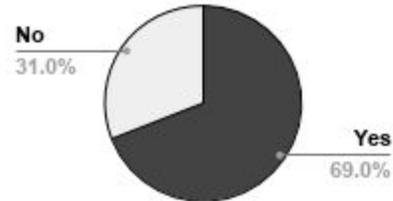
If you have received a denial and have requested a hearing, hearing requests are backlogged and could take up to several months before receiving the final order. If you have questions or concerns about BCR is pending and you are QED you can contact bcuinfo@state.or.us. If you are not QED and you have questions, please contact the ACHP for updated information.

Results of Provider Survey

Received technical assistance & appropriate rule information in writing?



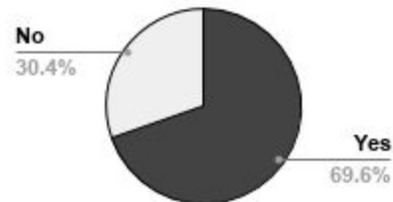
Did staff actively listen to you and acknowledge your strengths?



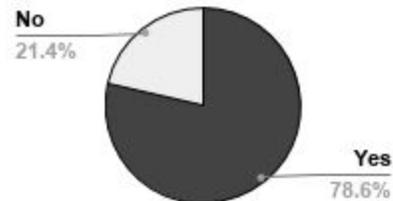
The ACHP posted opportunities to participate in hiring panels, work-groups, and committees. Did you see these postings?



Are staff holding themselves accountable for behaving in a respectful, professional, ethical and fair manner in order to build trust and positive working relationship with providers?



Do the trainings offered support your professional development?



Training, Testing and Events

Pre-registration is required. Call 503-988-3000 or email adult.carehomeprogram@multco.us

Qualifying Testing

209 SW 4th Ave., Portland

Free / Register online/ Dates online

<https://multco.us/adult-care-home-information/basic-training-qualifying-tests>

All ACHP trainings are held at the Multnomah County East Building located at 600 NE 8th St. Gresham, Sharron Kelley Room, 2nd Floor.

Orientation

Sign-in 8:30-9:00; Training 9:00-4:30

\$55.00 check/money order:

June 13th, July 11th, August 8th

Record Keeping A - Required training for Operators/Resident Managers in first year. Sign in 8:30 am; Training 9:00 am to Noon. \$30 Check or Money Order. 3.0 CEUs.

June 17th, August 20th

Recordkeeping B - Medication Management for Operators Required training for Operators/Resident Managers in first year. Sign in 1:00 pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs.

July 16th, September 17th

Recordkeeping B - Medication Management for Caregivers. Required for all caregivers who pass medications, work alone or are left in charge. Sign-in 1:00 pm; Training 1:30-4:30 pm. No Charge. 3.0 CEUs. Sign your caregivers up for one of these upcoming class dates:

June 18th, August 20th

Honoring Diversity - Required training for Operators/Resident Managers in first year. Sign in 1:00 pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs.

August 15th, October 14th

Adaptive & Inclusive Recreation - AIR

Portland Parks and Recreation offers community based recreation activities created for teens and adults who identify as I/DD. The goal is to assist people in developing and using their leisure time in ways that enhance their health, well-being and independence.

There are a variety of classes and activities that include; creative Arts, teen camps, bowling, swimming and a monthly dance, and a monthly dinner activity to name a few.

The monthly dance is for people 16 years and older and is on the First Friday of the month from 7:00-9:00 pm. The cost is \$7 and caregivers should attend with residents.

Here is a link to the Spring and Summer catalog for more information:

https://issuu.com/portlandparks/docs/ppr_air_sp19_final_for_web/16?ff&e=3709716/67596487

Understanding, Managing and Changing Challenging Behaviors for Residents with Traumatic Brain Injury (TBI)

Presented by Sherry Stock Executive Director of the Brain Injury Alliance of Oregon.

Participants will learn how to develop a model for serving residents with Traumatic Brain Injury, including cause of problems and guiding treatment.

Sign in 1:00pm; Training 1:30-4:30 pm. \$30 Check or Money Order. 3.0 CEUs **June 26th**

Emergency Preparedness Planning.

Required for all Operators and Resident Managers in the first year. Sign in 8:30 am; Training 9:00 to Noon. \$30 Check or Money Order. 3.0 CEUs **August 28th**

M198

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Adult Care Home Program
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RETURN SERVICE REQUESTED

Inside This Issue

Page 1 - Program Manager Letter, Just Ask
Page 2 - Why is my background check taking so long?
Page 2 - Results of Provider Survey
Page 3 - Training, Testing and Events