

# Neurobehavior HOME Program Semi-Annual Newsletter

Issue 20

October 2010

“Society's accumulated myths and fears about disability and disease are as handicapping as are the physical limitations that flow from actual impairment.”

— **William J. Brennan, Jr.**

## Flu Shots

It's time again to get your flu shot. HOME has a supply of child and adult vaccines. Patients can come in any time between 9 a.m. and Noon, and 1 p.m. and 5 p.m. to get their shot. This year, the seasonal vaccine includes protection against the H1N1 strain.

## Latest News

### Update on HOME North

Starting September 2010, Dr. Ashworth (Psychiatry) will be seeing patients in Ogden on the second Thursday of the month and Dr. Lehmann (Primary Care) will be seeing patients on the fourth Thursday of the month. You can call the HOME North clinic directly at (801) 621-1444 for appointments with these providers. HOME North in Ogden continues to offer primary care services Monday through Thursday, and counseling on Thursdays. Call your case manager for a referral for counseling services.

### New Referrals to the HOME Program

HOME is scheduling appointments for new patients on a limited basis. Medicaid is sending intake packets out to people as we get more room in the HOME clinic. We encourage people interested in enrolling in HOME to call Medicaid at 801-567-3835. \*\*\*Important\*\*\* If you have made a referral to Medicaid and have received an intake packet at ANY time in the past, please send it in to HOME.

### Relationship Class

HOME is restarting our 12 week relationship course which teaches our patients about relationships, boundaries, self esteem, and sexuality. The course is designed for adults with developmental disabilities. The teachers for this course will be Charisse Sagers, B.S., and Becky Glover, B.S. If you are interested in participating in future courses, call Charisse at (801) 585-0394.

### Welcoming Our New Employees

Please join us in welcoming our newest psychiatrist, Dr. Ben Chan, who returns to Utah from the VA in Berkeley, California. We also welcome a new social worker to our team, Travis Sorenson; two medical assistants, Mariela Arnold and Misty Johnson; and case manager, Paula Hansen.

### 10 Year Celebration

HOME turned 10 years old in July 2010. We had a great celebratory open house on July 12. Thanks to everyone who attended, and a big thank you to everyone who has supported us through these 10 years, helping us to provide exceptional care to people with developmental disabilities.

# Caring for the Caregiver

“When we truly care for ourselves, it becomes possible to care far more profoundly about other people. The more alert and sensitive we are to our own needs, the more loving and generous we can be toward others.”

- Eda LeShan

In a care providing situation, it's often difficult to schedule time or even remember to take care of ourselves. If we take time to care for ourselves and pay attention to our own needs, we will be able to better deal with the problems and concerns of others.

A few things you can do to help relieve stress and to recharge your batteries include:

## Stretching or Exercise

Enjoying your favorite meal

Listening to relaxing music

Taking a bath

Going for a walk

Talking with friends

Reading a good book

Watching a movie/television show

The activity in itself is not the focus. Your main focus when participating in these activities is YOU. Remember that you have to set aside this time to do something for yourself. Ignore feelings of guilt or anxiety and realize you need time to yourself so you can be on top of your game, and willing and able to do your best for those you care for. The little things can wait. Focus on doing something for yourself at least 3-5 times a week. There doesn't need to be any set amount of time nor does it need to be a specific activity. The main point is that the time is for YOU.

**Travis Sorenson,  
Clinical Social Worker**

**“Ignore feelings of guilt or anxiety and realize you need time to yourself so you can be on top of your game, and willing and able to do your best for those you care for.”**

## Clinic Visit Checklist

Things to remember for your HOME Program clinic visits:

- ⇒ Bring a CURRENT medication list.
- ⇒ Make sure the accompanying caregiver is someone who knows the patient.
- ⇒ Make sure the caregiver remains available for the duration of the visit.
- ⇒ Bring a health summary—how things have been since your last visit.
- ⇒ Bring any current behavior data or graphs.
- ⇒ Bring other data, assignments, or homework given by your doctor or therapist.
- ⇒ If the patient is diabetic, bring your blood sugar logs.
- ⇒ Bring immunization cards for a child's appointment.
- ⇒ Be prepared to tell us of any emergency room or urgent care visits since your last visit with us.
- ⇒ Arrive 5 minutes early
- ⇒ If you are unable to make your appointment, be sure to cancel with at least 24 hours notice.

## Urgent Care Slots

HOME has heard from several of our patients and caregivers about the challenge of being able to be seen in the clinic for a sick visit. In response to this, we have implemented an urgent care schedule where we have appointments every day for patients to be seen urgently for medical appointments. These slots become available for scheduling the day before the appointment and will help us to be more responsive to our patients' needs.

## Reminder calls for your appointments

Starting November 1st, patients of the HOME program will receive a reminder call two days prior to their appointments. This call will be made by an automated system and will tell you who your visit is with and the time of your appointment. It will ask you to confirm or cancel the appointment by pressing 1 or 2. These calls are to help remind people about their appointments so we can help stay on top of their healthcare needs.

These calls will not apply to behavior specialist visits. For this system to be effective, we need to have your preferred phone information for receiving these calls. Please be sure to give us the most up to date phone number when you come to the HOME clinic.

### Updating Your Information

To update us with your correct address and phone information, you can call (801) 585-3828 or email Charisse Sagers at [u0225502@utah.edu](mailto:u0225502@utah.edu)

## No Show Policy (EPIC)

As you know, we have focused a lot over the past year on decreasing the number of appointments that patients miss without telling us. This is because no shows stop us from serving the many people waiting for our services who would use those slots if they could. In addition to adding reminder calls, we are implementing a new policy which says that if a patient has 3 or more no show appointments within 6 months, they will receive a warning letter. If another appointment is missed within the following six months, HOME may disenroll the person from the program.

### Case Manager Split

**Every patient in the HOME Program has a case manager assigned by the first letter of the patient's last name:**

<b>A—B</b>	<b>Melissa Brewer (801) 581-3855</b>
<b>C—J</b>	<b>Mark Lance (801) 587-3359</b>
<b>K—P</b>	<b>Paula Hansen (801) 585-0218</b>
<b>Q—Z</b>	<b>Becky Glover (801) 587-7687</b>

## Vitamin D and Good Bone Health

75% of Americans have low Vitamin D levels. This "sunshine" vitamin is important for strong bones and muscles, and a healthy heart. It also decreases the risk of some cancers. Sensible sun exposure is the major source of Vitamin D for both children and adults. Everyone should get 15 minutes of sunshine every day on their arms and legs without sunscreen. If you are going to be outside for longer, then go ahead and apply sunscreen after 15 minutes. Some foods are enriched with Vitamin D such as milk, juice, and breakfast cereals. Very few foods naturally contain Vitamin D, but eating fish every day also helps. At the HOME Program, we are trying to test all our patients Vitamin D levels, this is done with a blood draw, and then start giving Vitamin D supplements if the level is too low. This simple vitamin will help our patients stay healthy for years to come.

**Barbara Faust, PNP-C**



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**Our mission is to optimize the quality of life of the people we serve by providing excellent, compassionate, and integrated health services throughout the lifespan.**

We're on the Web  
<http://healthcare.utah.edu/home/>

### **Recognition Spot**

We want to recognize  
**Steve Wrigley**

Steve is the emergency systems administrator for the Division of Services for People with Disabilities. Steve works tirelessly to help his agency's clients who are in crisis or need emergency placement. He has one of the most challenging jobs in our business, and we are grateful for his hard work.

Thank you, Steve.

## **Behavior Management Tip:**

**Having a Homework time free of crying, whining, and hiding.**

Anyone who has a school age child knows how hard it can be to have them do their homework. They often spend more time avoiding the task than it takes to do it. Here are some suggestions for helping your child get their homework done:

- Make homework time predictable each night (i.e., 30 minutes after dinner)
- Have an established clutter free homework space with needed supplies in arms reach (i.e., paper, pencils, dictionary, calculator, etc)
- Eliminate clutter and chaos
- Reduce distractions (i.e., turn off the T.V. or other things making noise)
- Before homework is started, establish expectations as to what the child must accomplish (i.e., 5 math problems, 10 spelling words, 1 chapter, etc)
- PRAISE, PRAISE, and PRAISE your child for doing homework and staying on task. Praise effort and completion.

*For more advice on managing behavior, ask for our behavior management book at your next visit to the HOME clinic.*