

Neurobehavior HOME Program Semi-Annual Newsletter

Issue 18

October 2009

“Let me tell you the secret that has led me to my goal. My strength lies solely in my tenacity.”

-Louis Pasteur

Email Signup

If you would like to receive E-mail notices about upcoming events and medical alerts, please submit your E-mail address at the front desk of the clinic. Or you can sign up through our website listed on the back of this newsletter. Or call Dean Weedon at 801-587-3109.

Latest News

Customer Service Survey

Enclosed with this newsletter is our annual customer service survey. This is for anyone who knows about our program to tell us how we are doing and what we need to improve. You can help us improve by telling us what you think. Please complete the survey, including your comments, and return in the enclosed envelope. If you know of other people who would like to respond, feel free to make copies. Thank you in advance for taking the time to help us improve what we do.

HOME is in Ogden

In response to patient and caregiver feedback, HOME has expanded its services to include a clinic in Ogden. We call this clinic HOME – North. Current HOME patients may attend this clinic for their primary care on Monday through Thursday. Patients may get mental health care and care coordination on Thursdays. HOME - North is at the Ogden Regional Center, 2540 Washington Blvd #122, Ogden, UT 84401. Call 801-621-1444 for an appointment.

HOME is Temporarily Closed to New Applications

Due to huge demand for services and our limited capacity, HOME is temporarily closed to new patient applications. We will continue to schedule appointments as we are able to for intake packets that have already been sent by Medicaid, but Medicaid will not send new packets until we can accept new applications. Please call Willow at Medicaid (801-567-3835) so she can let you know when HOME can receive more applications.

HOME's Special Olympics Team

HOME is a proud sponsor of our own Special Olympic team. We have many patients who have signed up to be on our basketball team. They will be competing in a local tournament on October 16 and 17 at the Huntsman Center at the University of Utah. We would love to have your support! Our team focus is to promote a healthy lifestyle through sports. Our team is also selling team T-shirts at \$15 each with all proceeds going to fund team activities and supplies. Call Jennifer at 801-585-0218 if you would like more information about our team or how to buy a T-shirt.

Continued on Page 2.

H1N1 Update

H1N1 (also called the swine flu) has caused a lot of concern for both patients and caregivers. Based on the number infected last year, it was classified as a “pandemic” by the Centers for Disease Control (CDC).

A vaccine is currently being developed that will likely be given as a single shot. While there is hope that there will be enough vaccine for everyone, it will probably be given first to those at highest risk for complications. The CDC Advisory Committee has suggested the following people should receive it first:

- pregnant women,
- people who live with or care for children younger than 6 months of age,
- health care and emergency medical services personnel with direct patient contact,
- children 6 months through 4 years of age, and
- children 5 through 18 years of age who have chronic medical conditions.”

The regular flu vaccine is available now. It is a separate vaccination from the H1N1 vaccine which we will be getting later. You can get both at the same time although we encourage you to come in as soon as possible to get your regular flu shot. You can come into the clinic anytime between 9 a.m. and noon and 1-4 p.m. to get your flu shot. You do not need an appointment.

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How to Make Relationships Better

Remember to do the following when talking with a spouse, loved one, family member, co-worker, and others we see throughout the day:

- Keep your statements direct and specific. "Please use your inside voice."
- Let others complete their thought or statement before stating yours.
- Restate what the other person said to you (paraphrase).
- Be helpful and constructive with feedback: "I am concerned about...."
- Focus on the present (here and now).

There were also ideas in the April 2009 newsletter.

Robert Bucciere, LCSW

News Continued ...

Substance Abuse Group - Location Changed

HOME's Substance Abuse Support Group has moved from the Central DSPD office to the HOME clinic. This group is held every Monday at 4 p.m., starting October 19. It is facilitated by Roger Christensen, LCSW. If you have questions about this group or would like to register for it, call Roger at 801-581-6202.

New HOME Member Handbook

HOME's member handbook has recently been updated. Please ask for your copy when you come to the clinic or call the front desk at 801-585-3828 to have one mailed to you.

The Plus 1 Pass



DID YOU KNOW?? People with disabilities can get a discounted pass to Salt Lake County Recreational Facilities (\$20 per month or \$120 per year) called a PLUS-ONE Pass that allows a nondisabled adult to accompany them for free! This allows staff and caregivers the chance to support a healthy lifestyle for the people they care for by working out with them and modeling a safe and fun approach to exercise.

Tobacco Cessation

HOME is working with the Utah Department of Health and other smoking cessation groups to offer help to our patients who wish to stop using tobacco products. If you would like information on how we can help you, please call Melissa at 801-581-3855.

Reminder for Caregivers: As caregivers, we get to set good examples for our clients. We encourage you to promote good choices by not smoking around your clients. This will also limit their exposure to secondhand smoke which is especially important in enclosed areas such as in cars.

Welcoming Dr. Kondo

Dr. Kondo graduated from the University of Utah School of Medicine in 1999. He received his general psychiatry training at the Menninger Clinic in Kansas, then transferred to Duke University Medical Center for his child & adolescent psychiatry residency. His clinical specialties are psychopharmacology, cognitive-behavioral therapy (CBT) and psychodynamic psychotherapy. Dr. Kondo comes to us from UNI and will primarily be seeing patients who were previously seen by Dr. Ashworth. Welcome Dr. Kondo.

H1N1 Continued ...

What else can you do to prevent the spread of this infection?

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hands cleaners are also effective.
- Avoid touching your eyes, nose or mouth. Germs spread that way.

Stay home if you get sick. CDC recommends that you stay home from work or school and limit contact with others to keep from infecting them.

Wilhelm Lehmann, M.D.

Accessing Staff at the Clinic

We recently changed our phone tree at the HOME Program so that if you dial our main number, (801) 581-5515, the line goes immediately into our phone tree, which we have tried to make as short and easy to navigate as possible. This will save you from having to wait while the phone rings and from having to listen to a long message. You can get to the people you most commonly need through the phone tree:

- | | |
|-----------------|--|
| Option 1 | Medication Refills |
| Option 2 | Case Managers with sub options
1 (Melissa), 2 (Mark),
3 (Jennifer), 4 (Becky) |
| Option 3 | Scheduling |



University Health Care
Neurobehavior HOME Program

650 Komas Drive #200
Salt Lake City, UT 84108
Phone: 801-581-5515

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 would like to recognize our annual award recipients for 2009. The following people and groups received awards from the HOME Program for their commitment to serving people with disabilities and their collaboration with our program. Congratulations!

Christy Day—Program Director with Developmental Options, Idaho.

Robin Stewart—Support Coordinator, Division of Services for People with Disabilities.

Community Treatment Alternatives (CTA) — an agency serving people with Autism and other developmental challenges since 1985.

Behavior Management Tip: Family Gatherings

When you have a child with a disability, some “family traditions” may lead to a feeling of trying to fit a square peg into a round hole. This means that some activities are not a good idea for a disruptive child. This may lead to a negative memory of the tradition for you and your child. This could also cause resentment from extended family members. Often, parents feel obligated to take their children to a large chaotic family event where a “melt down” is highly likely for you and your child. Traditions are important and can be successful and happy events for children. However, it is important to be realistic about what your child with disabilities can handle. For example, you may have to tell Aunt Betty that Johnny is not coming to her annual New Year’s dinner served on her 200 year old China. A small disappointment ahead of time is far better than having to leave in the middle of dinner with your child wearing the gravy bowl on his head and China strewn about the room, with everyone miserable.

Accept your child’s likes and dislikes and **give yourself permission** to accommodate his/her needs.