

Adult Care Home Program Newsletter

March 2022

Letter from the ACHP Interim Manager

Dear Providers,

As Operators, you are all aware of the risk associated with running a business, especially a business serving vulnerable people with complex or changing conditions. This month I wanted to take a moment to write about the importance of documentation in ACH risk management. For example, while there is a minimum requirement to document resident progress at least once a week, in many circumstances, that level of documentation may not be adequate. See the “Just Ask” section of this newsletter for a specific example of when more frequent progress noting is essential.

Another area of the record where robust documentation is important is the care plan. In addition to a review every six months, review and update of the plan is required whenever the resident's care needs change. Even when temporary, a shift in a resident's ability to perform an ADL, a need for special equipment, a new treatment, or a change in dietary needs are all examples of a situation that might require a care plan update.

“If it isn’t documented it didn’t happen” is the saying to remember. If you did not record within the MAR that a medication was given, or you didn’t note specific treatments provided, you cannot prove that these services occurred. In the case of a complaint or APS investigation, lack of service documentation could put you at risk for substantiated abuse or negligence. Documenting the full range of efforts you are making to support residents is an indispensable adult care home risk management strategy.

Interim ACHP Program Manager
Steven Esser

Just Ask

Question: If I’m registered for an ACHP class and can’t make it, can I give my spot to another provider or staff person?

Answer: No. If you can’t attend an ACHP class you have registered for, please call 503-988-3000 to cancel and reschedule prior to the start of the class session. You can also email the ACHP Training Coordinator, Ana Weakland (ana.weakland@multco.us) letting her know you will not be able to attend and requesting enrollment in a different session. If this is done prior to the start of the session, you may be able to re-enroll without losing class fees previously paid. Do not share your login information or class links with anyone else. Registration in ACHP classes is non-transferable. All attendees will need a unique registration in order to attend and receive CEUs for ACHP classes.

Question: Can I have a specific example of a situation that might require increased documentation within the resident record?

Answer: One example where weekly progress notes may not be sufficient is a skin condition that is starting to change. If something like this is occurring, you may need to write more frequent progress notes. How frequently you need to document will be informed by how quickly the condition is changing. Within the documentation, note the size of the area of irritation, note that you communicated with the MD, keep a copy of the fax you sent to home health, keep notes of associated medical visits, and document any care you have provided. You can and should request visit summaries from visiting home agencies and store these within the record. If an irritation were to turn into a pressure sore, and then a wound, insufficient documentation of your communication and efforts to treat the condition could put you at risk for accusations of negligence .

COVID-19 Updates

Mask Update: The Oregon Health Authority has announced a lift of the mask mandate for indoor public places effective March 12th, 2022. Please note, masks will continue to be required in healthcare settings, including ACHP-licensed adult care homes. Adult Care Home mask requirements apply at all times for staff and visitors who do not live in the home. Visitors must wear masks during both indoor and outdoor visits.

Reporting COVID-19 Positive Residents and Staff: If a staff member or resident in your home exhibits symptoms of COVID-19 or has close contact with a COVID-positive individual, please seek COVID testing. Positive COVID-19 test results (also called “detected” or “abnormal”) should be reported to the ACHP within one business day by email at advsd.adult.carehomeprogram@multco.us or by phone at **503-988-3000**. Please also reach out if you are unable to get testing for staff or residents who are exhibiting symptoms or who have had close contact with a COVID positive individual as we may be able to assist. Messages should include your name and contact information, including phone number. Someone from the program will call you ASAP with questions and further instructions.

Free At-Home COVID Tests: The ACHP has distributed a number of rapid COVID-19 Antigen at-home tests for use in our Adult Care Homes and we still have a few more available! Contact the ACHP if you are in need of tests. Also, please note, COVID-19 at-home tests are to be administered by the individual resident themselves. If the resident cannot administer the test, they can be assisted by a family member or a medical professional. Non-medical ACH staff should not administer tests to residents.

For Information About COVID Vaccines, Boosters, PPE, or Other Resources: Call the Multnomah County COVID Call center at 503-988-8939.

EQC Training Update

What is EQC? EQC or Ensuring Quality Care is the ACHP approved basic training course for APD and MHA providers. All APD and MHA Operator, Resident Manager, and Shift Manager applicants are required to successfully complete EQC training and pass the associated test prior to taking the ACHP Qualifying Test.

What are the recent changes to the EQC classes? In April, 2021, the State of Oregon updated requirements related to the EQC curriculum. EQC is now offered in two-parts. The first part, Ensuring Quality Care, Essentials is required for all APD and MHA Operator, Resident Manager, and Shift Manager applicants. The second part, Ensuring Quality Care, AFH Administration is only required for Operator applicants (APD and MHA). Please submit all EQC training completion certificates to the ACHP by email at advsd.adult.carehomeprogram@multco.us.

What if I took the old version of EQC? According to state guidance, if a new Operator completed the older version of EQC between April 1, 2019 and March 31, 2021, documentation of completing that class and passing the exam will be accepted as meeting the basic training requirement as long as the complete ACH application packet is submitted to the ACHP office no later than March 31, 2022. Existing Operators or individuals in approved roles that have already fulfilled the EQC requirement and are applying for a license (new or additional) are not required to retake either portion of the EQC course.

Where can I find an EQC course? In the Portland area, the course is offered through Oregon Adult Care Home Training and youRNurse consulting. Please see the state’s [updated EQC instructor list](#) for current training dates.
<https://www.oregon.gov/dhs/PROVIDERS-PARTNERS/LICENSING/EQC%20Training%20Documents/EQC-Instructor-List.pdf>

Training, Testing, and Events

Registration is required in order to attend ACHP training sessions. Register by emailing advsd.adult.carehomeprogram@multco.us or by calling 503-988-3000. Specify the name of training and your preferred date. If a desired training session is full, email the ACHP Training Coordinator, Ana Weakland for assistance. (ana.weakland@multco.us)

Orientation - Required for Operator, Resident Manager, and Shift Manager applicants.

Date: Wednesday, 3/2/22

Times: 9:00 am - 3:00 pm (Sign-on 8:50 am)

Cost: \$55

Record Keeping Part A, Screening and Care Planning - Required for APD and MHA licensed Operators, Resident Managers, and Shift Managers within the first year of licensure or role approval.

Date: Tues, 3/8/22 & Thurs, 3/17/22

Times: 9:00 am - noon (Sign-on 8:50 am)

Cost: \$30

Record Keeping Part B, Medication Mgmt - Required for Operators, Resident Managers, and Shift Managers within the first year of licensure or role approval.

Dates: Thurs, 3/10/22 & Wed, 3/23/22

Times: 9:00 am - 12:30 pm (Sign-on 8:50 am)

Cost: \$30

Honoring Diversity - Required for Operators, Resident Managers, and Shift Managers within the first year of licensure or role approval.

Dates: Tuesday, 3/15/2022

Times: 9:00 am - noon (Sign-on 8:50 am)

Cost: \$30

SOQ Fire and Life Safety - Required for Operators, Resident Managers, and Shift Managers. This training can be taken online on demand. [ODHS Virtual Training Program](https://www.oregon.gov/dhs/PROVIDERS-PARNERS/LICENSING/APD-AFH/SiteAssets/Lists/TrainingList/EditForm/FireandLifeSafetyInstructions.pdf)

<https://www.oregon.gov/dhs/PROVIDERS-PARNERS/LICENSING/APD-AFH/SiteAssets/Lists/TrainingList/EditForm/FireandLifeSafetyInstructions.pdf>

March is National Women's History Month

The Women's History Month theme for 2022 is "Providing Healing, Promoting Hope." This theme is intended as a tribute to women caregivers and frontline workers during the ongoing pandemic and recognizes the many ways in which women have provided healing and hope to humanity for countless generations. Please join the ACHP in celebration!

[Women's History Month 2022](https://www.history.com/topics/holidays/womens-history-month), History.com.
<https://www.history.com/topics/holidays/womens-history-month>

[11 Bold Women Who Changed the World](https://www.history.com/news/11-of-historys-fiercest-females-everyone-should-know), History.com.
<https://www.history.com/news/11-of-historys-fiercest-females-everyone-should-know>

[21 Best New Women History Books To Read In 2022](https://bookauthority.org/books/new-women-history-books), BookAuthority.
<https://bookauthority.org/books/new-women-history-books>

Staffing Changes at the ACHP

There have been a few staffing changes at the ACHP! Program Manager Steven Esser will make a more formal announcement in next month's newsletter but just to give everyone a head's up:

- **Arthur Pittman** is moving into the ACHP Placement Coordinator role
- **Jowell Conway** will be joining Tawnya Baer as a second ACHP Corrective Action Specialist
- **Andrea Joseph** will be joining Joshua Leslie as a second ACHP Complaint Specialist, and
- **Stefannie Henderson** will be joining Annie Neal as a second ACHP Supervisor.

In addition to these exciting changes, the ACHP will continue to hire for vacant licenser and other program positions so expect to hear about the addition of more ACHP staff soon!



Department of County Human Services

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