

Adult Care Home Program Newsletter

October 2019

Program Manager Letter

Dear Providers,

I want to share some program updates with you:

Staff Changes: Tina Edge has transferred in from another Multnomah County program to join ACHP as a DD Licensor.

Program announcement: In November there will be opportunities to participate in workgroups developing next year's program goals.

Save the date: Annual Conference - May 14, 2020

Resources/Organizations that support your work:

Business supports:

1. OAME - <http://oame.org/>
2. Better Business Bureau - <https://www.bbb.org/>
3. Mercy Corps NW - <https://www.mercycorpsnw.org/>

Resident advocates groups:

1. Ombudsman - <https://www.oltco.org/>
2. Disability Rights Oregon - <https://droregon.org>

Provider Network groups:

1. Adult Care Home Providers' Mentoring and Support Group - Contact Anthonette "Net" Guy to be added to the mailing list at: usguyz4u@comcast.net

Representative groups:

1. SEIU503 - <https://seiu503.org/careworks/>
2. DHS Adult Foster Home Provider Complaint Form MSC0944 <https://www.oregon.gov/DHS/PROVIDERS-PARTNERS/LICENSING/APD-AFH/Pages/Forms.aspx>
3. Oregon Association of Care Home Providers <https://oachp.org/>

Thank you for the work you do both with residents and the ACHP. Through collaboration and partnership we make a positive difference in people's lives.

Felicia Nelson, Program Manager

Just Ask

Question: What is the correct template form to use for my ACH Emergency Preparedness Plan?

Answer: In July 2017, there were changes to the MCAR and the Emergency Preparedness Plan was updated in November 2017. Please update your plan using the current form located on the Resource page of the ACHP website. Here is a link: <https://multco.us/file/67361/download>

Question: When do I use the Controlled Substance Log?

Answer: When a controlled substance is prescribed, the administration of the controlled substance shall be documented on an ACHP approved form, separate from and in addition to the medication administration record. MCAR 023-080-524.

The ACHP approved form is called, Controlled Sub Count Sheet.

Each time a controlled medication is administered, you must document the controlled substance count sheet by subtracting the amount of the medication given from the amount of medication on hand, leaving an accurate count of the medication on hand. Please remember to have a witness verify your count and sign off on the sheet.

The form is on the Resource Page of the ACHP and here is a link that will take you directly to the form: <https://multco.us/file/67973/download>

Here is a list of controlled substances: <https://multco.us/file/64872/download>



Progressive Corrective Action Policy

Progressive Corrective Action is a policy that supports the ACHP's goal of fair and equitable corrective action.

The ACHP provides training, gives technical assistance, and issues warnings and sanctions that can include conditions or civil penalties in response to violations of the MCARs. The ACHP may also deny, revoke or refuse to renew the license of a licensee who repeatedly fails to maintain substantial compliance with MCARs. ACHP must demonstrate the licensee's actions put residents at risk and/or the licensee repeatedly violated MCARs after lesser interventions.

At renewal, the licenser identifies a violation and provides technical assistance to ensure an understanding of the rules and expectations. The licenser and Operator develop a Plan of Correction and problem-solve to mitigate future violations.

At next year's renewal the licenser notes the same violation. This time the licensee is issued a written warning (warnings are not part of the public file, but give written notice of the ACHP expectations). The licenser may require the home to write up an ongoing Plan of Improvement stating how the licensee will prevent future violations.

At the third renewal, the licenser notes the same violation and a sanction is now given. The provider and licenser may also modify the Plan of Improvement.

What can you do to avoid repeat violations?

1. Use the ACHP Self-Audit tool to prepare for the renewal inspection:
<https://multco.us/adult-care-home-information/operator-resident-manager-forms>
2. Review past inspection reports, warning and sanction notices to identify areas where errors were previously cited.
3. Review MCARs and visit the Rule interpretation site:
<https://multco.us/adult-care-home-information/rules-and-rule-interpretation>
4. Contact your Licenser to ask questions and seek clarifications.

APD Training Opportunities

As of March 1, 2019, the Oregon Home Care Commission is offering FREE training to APD Operators. The courses can also be offered to staff but will need to be accessed through the Operator's sign-in.

First you need an iLearnOregon account. Here is the link to create an account:

<https://ilearn.oregon.gov/default.aspx>

When you are ready to sign up, email the OHCC commission at: Training.OHCC@dhsosha.state.or.us or call 877-867-0077 and provide the following information:

1. Name of APD Operator
2. License #
3. Your return phone #
4. Class, time, date and location you are interested in signing up for.
5. First and last name of person attending.

Providence Home Services Grief Support Groups & Classes

Providence Hospice Grief Support Groups and Classes are open to community members as they grieve the death of a significant person in their lives. All services are offered at no cost to participants.

Providence Portland Medical Center

4805 NE Glisan St., Portland - Spiritual Care Library
First & Third Tuesday 11:00 am - 12:30 pm
Second & Fourth Thursday 5:00 pm - 6:30 pm

Providence St. Vincent Medical Center

9205 SW Barnes Rd., Portland, Conference Room 6
First & Third Tuesday from 10:00 am - 11:30 am

Providence also offers many classes: Getting through the Holidays, Seven Strategies: Coping with the Recent Death of Someone Important to You, Men and Grief, Mindfulness Grief Group and more.

You can find more information here:

<https://oregon.providence.org/our-services/g/grief-support-groups/> Or by calling 503-215-4622

Training, Testing, and Events

Please pre-register. Call 503-988-3000 or email adult.carehomeprogram@multco.us

Qualifying Testing

209 SW 4th Ave., Portland-Free / Register online / Dates online

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

Provider Meeting:

Question, Persuade, Refer- Learn how to recognize a person may be experiencing thoughts of suicide, offer first aid until more experienced help is available. Sign-in 2:00pm; Training 2:30-4:30pm. \$20 Check or Money Order. 2.0 CEUs. **October 23rd**

Orientation

Sign-in 8:30-9:00; Training 9:00-4:30
\$55.00 check/money order:

October 10, November 14, December 9th

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

Chinook Room - October 11th

Record Keeping A - Required training for APD/MHA Operators/Resident Managers in first year. Sign-in 1:00pm, Training 1:30-4:30 pm \$30 Check or Money Order. 3.0 CEUs. **Nov. 6th**

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., **November 19th,**

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, **October 15th, December 16th**

Multnomah County Library Adult Literacy Tutoring

The library is providing one-on-one literacy work with a tutor. Books and materials are provided. Tutors will support adults who:

- Want to prepare for the GED: math, language arts, science and social studies
- Learn to read
- Learn English: reading, writing, speaking and listening
- Life Skills: reading, writing and math for daily life

These services will be available:

- **St. Johns Library** Mondays 4-6pm beginning September 30
- **Midland Library** Tuesdays 5-7pm beginning September 24th
- **Central Library** Thursdays 10:30-12:30pm beginning October 3rd
- **North Portland Library** Mondays 5-7pm beginning September 30th
- **Gresham Library** Thursdays 5-7pm beginning October 2nd

Emergency Preparedness Planning. Required for all Operators and Resident Managers in the first year. Sign-in 8:30 am; Training 9:00 am to Noon. \$30 Check or Money Order. 3.0 CEUs **December 16th**

Honoring Diversity - Required training for Operators/Resident Managers in first year. \$30 Check or Money Order. 3.0 CEUs. Sign at 8:30 am; Training 9:00am to Noon **October 14th**

M198

Multnomah County Oregon
Department of County Human Services
Adult Care Home Program
209 SW 4th Ave., Suite 650
Portland, OR 97204

RETURN SERVICE REQUESTED

**PRESORT STD
US POSTAGE
PAID
PORTLAND, OR
PERMIT NO
5522**

Inside This Issue

Page 1 - Program Manager Letter, Just Ask

Page 2 - Progressive Corrective Action

Page 2 - APD Training Opportunities, Providence Home Services - Grief Support Groups & Classes

Page 3 - Training, Testing and Events

Page 3 - Multnomah County Library Adult Literacy Tutoring