

WV Online Case Management (CM) Pilot Project

Training – Risk and Interventions Job Aid

(Print and take to Assessment)

A. Home/Neighborhood Risks

A.1 Is the home isolated from other homes in the area (no visible neighbors)?

- PERS (Personal Emergency Response System)
- Cell phone and/or emergency Plan

A.2 Unsafe feelings in the home

- Same as A.1

A.3 Unsafe feelings in neighborhood

- Same as A.1

A.4 Trouble with neighbors/others in the household/landlord

- Eviction of other person living in the home from the home
- CM to advocate with landlord on behalf of participant

B. In-Home Risks

B.1 No Running Water

- Work with community resources: Pay water bill
- Work with community resources: obtain well or repair well pump
- Work with community resources: Truck in fresh water

B.2 Inadequate Heat/Air

- Work with community resources: Pay heating/AC bill
- Work with community resources: repair current heating/AC unit
- Work with community resources: obtain supplemental heat/fans/room A/C unit

B.3 No Working Cook Stove

- Work with community resources: Obtain functional microwave, stove, or hot plate
- Work with community resources: Setup home delivered meals

B.4 No Working Refrigerator

- Work with community resources: obtain fridge
- Work with community resources: repair the fridge

- B.5 Pets (animals which may be a potential danger to a worker)
- Put animals in room with door, outside, or in crate
 - Add behavior contract as an addendum to Service Plan to corral animal during service hours
- B.6 No Alarms (Smoke or Carbon Monoxide)
- Work with community resources: Obtain alarms, replace batteries
 - Work with community resources: obtain new alarm to meet participant accessibility needs (Example: Flashing lights)
- B.7 Firearms not locked up
- Work with community resources: obtain gun safe
 - Work with community resources: obtain trigger lock
 - Work with community resources: obtain lock box
 - Add behavior contract as addendum to Service Plan to include language that details where firearm will be stored during service hours and gives PA ability to avoid contact with gun and deliver services safely
- B.8 Structural or Upkeep Problems
- Work with community resources: obtain necessary home improvements
- B.9 Barriers to Access Inside or Outside (like steps, narrow doorways, etc.)
- Work with community resources: obtain ramp, widen doorways, etc.
- B.10 Plumbing Issues
- Work with community resources: resolve plumbing issues
- B.11 Electrical Hazards/Unsafe/Poor Lighting
- Work with community resources: resolve electrical issues
 - Work with community resources: obtain accessible necessary lighting
- B.12 Scattered Floor Rugs
- Encourage to remove rugs
- B.13 Uneven Flooring
- Tape tiles down
 - Re-stretch the carpet
 - Remove damaged carpet
- B.14 No Grab Bar in Bathroom, if needed
- Work with community resources: install bathroom grab bars

B.15 Other Safety/Sanitation Hazards (insects, rodents, no trash pickup, soiled living area, etc.)

- Work with community resources: obtain pest control for home
- Work with community resources: cleaning service
- Work with community resources: obtain trash and recycling pickup assistance

C. Medical Risks

C.1 Oxygen

- Don't smoke and use oxygen at same time
- Post signs in the home
- Make sure oxygen is stored safely
- Make sure they have ample portable oxygen tanks in the event of an electrical outage

C.2 Smoking

- Offer smoking cessation program
- Refer to doctor for medical smoking cessation program (prescription medications)

C.3 Alcohol or Substance Abuse

- Inform PCP
- Work with doctor to decrease quantity of prescription or check with pharmacy to get medication in bubble packs
- Provide phone number 800-HELP-4WV
- Add behavior contract as addendum to Service Plan to state that PA safety cannot be compromised d/t recipient's alcohol or substance abuse so use will be curtailed or cease during service hours

C.4 Morbid Obesity as R/T Mobility and Transport

- Contact PCP for order for bariatric equipment or DME
- Contact WVATS library for access to adaptive technology
- Work with community resources to resolve accessibility issues in home by widening doorways, reinforcing certain structures within the home

C.5 Need for Medication Management

- Provide details on a system for safe medication management
- Provide details on safe storage and use
- Check with pharmacy to get medication in bubble packs
- Provide prompting to take medications as prescribed

C.6 Other

- Other Intervention

D. Fall Risks

D.1 Outside/Inside Stairs

- Work with community resources: Install hand railings, obtain a chair lift, and/or change number of risers and depth of risers in stairs
- Move participant bedroom to main floor of residence
- Work with community resources: Relocate participant to new home/apartment with easier access
- Work with community resources: Install better lighting or motion sensor lighting

D.2 Ambulation Equipment

- Ensure that equipment is within participant reach
- Work with PCP to order appropriate equipment

D.3 Inability to evaluate the home

- PERS (Personal Emergency Response System)
- Cell phone and/or emergency Plan
- Ensure phone is within participant reach when left alone
- Ensure participant is never left alone because when an emergency will occur is unpredictable

D.4 Cluttered living environment and/or numerous throw rugs

- Educate on importance of clear paths for safe ambulation
- Work with community resources/family and friends to clean and clear up environment
- Remove/put away children's toys
- Encourage to remove or secure rugs

D.5 History of falls

- Assess reason for falls and based on reason refer to PCP for appropriate treatment
- Educate on importance of clear paths for safe ambulation
- Educate on danger of throw rugs

D.6 Vertigo, dizziness, numbness, tingling

- Refer to PCP for determination of cause
- If cause known, develop plan to counteract, such as moving to edge of chair and waiting 30 seconds, standing and waiting 30 seconds, then begin walking
- Make sure any ambulation equipment is within reach
- Make sure participant has prescription glasses close by and puts them on before walking
- Ensure participant has shoes on before walking

D.7 Unsteady gait

- Same as D.6

E. Behavioral Risks

E.1 Wandering

- PERS (Personal Emergency Response System)
- Work with community resources: Obtain alarms and/or location device for participant

E.2 Resistance to care

- If possible, assess for reason
- Refer to PCP for evaluation
- If appropriate, refer to APS

E.3 Changes in behavior

- If possible, assess for reason
- Refer to PCP for evaluation

F. Emotional Risks

F.1 Have you experienced a major loss that has had a big impact on you?

- Refer to PCP for evaluation

F.2 Within the last year, are you experiencing feelings of depression, overwhelmed, crying or trouble sleeping which was not there before?

- Refer to PCP for evaluation

F.3 Do you feel that you are not thinking as clearly or you feel confused?

- Refer to PCP for evaluation

F.4 Do you feel depressed and think about hurting yourself?

- Refer to PCP for evaluation
- If plan, assist in arrangement for inpatient care if voluntary or proceed to mental hygiene if involuntary

F.5 Do you have trouble taking medication as prescribed or eating when you are supposed to do so?

- Refer to PCP for evaluation
- Assess for assistive devices that could help
- Check WVATS to check out equipment

F.6 Please describe any cognitive impairment (change in memory, concentration or attention span).

- Refer to PCP for evaluation

F.7 Do you get frustrated, angry and lose control of your actions? (verbal or physical threats)

- Refer to PCP for evaluation

F.8 Other

- Other intervention

G. Needs

G.1 Do you have problems hearing people, alarms, the TV, etc.?

- Refer to PCP for audiological assessment
- if needs hearing aids, check community resources or person's own bank account to see if they have assets that need to be spent down in order to remain financially eligible for ADW

G.2 Do you need home modifications in order to safely stay in your home?

- Depending upon answer work with participant and community resources to obtain needed mods

G.3 Do you have problems with having enough food to eat?

- Refer to DHHR for food stamps

G.4 Do you have problems with bill collectors calling you, not being able to pay all of your bills?

- Refer to debt counseling

G.5 Do you have problems having enough money to pay your utilities?

- Refer to DHHR for LIEAP

G.6 Do you feel a draft when standing in front of your doors, windows, or electrical outlets?

- Refer to community resources for weatherization