Aged and Disabled Waiver (ADW)
and Personal Care Services

Quarterly Provider Meeting

LuAnn Summers, Program Manager
Bureau for Medical Services
Arlene Hudson, Director of Medicaid Operations
Bureau of Senior Services
August 16, 2017
Flatwoods, West Virginia






WEST VIRGINIA
Department of
Health & Human Resources
BUREAU FOR
MEDICAL SERVICES

Agenda

- MTM Presentation
- Training Requirements and Standards Update
- Break
- Protocols for Difficult People
- Compassion Fatigue
- Quarterly Questions and Answers and Announcements

MTM Presentation

Training Requirements and Standards Update

Competency-Based Training Curriculum

- Elements of Competency-Based Training:
  - Goals – where you want to go.
  - Objectives – how you are going to get there.
  - An evaluation system to demonstrate competency in training areas – a test that proves the student's mastery of the subject; that the student understands and can use the information in the appropriate situation.
    - Must score 70% or better on post-test.
    - Scored post-test should be kept on file for employee to prove their competency (must include name on the test).

Competency-Based Training Curriculum (Cont.)

Example of elements of Competency-Based Training for Personal Attendants (PA):

- Goals:
  - PA understands what adult abuse, neglect and exploitation is and how to report it.
- Objectives:
  - PA will learn definitions of adult abuse, neglect and exploitation.
  - PA will learn that he/she is a mandatory reporter and understands what that means.
  - PA will learn how to report adult abuse, neglect and exploitation using the West Virginia Centralized Intake.
- An evaluation system to demonstrate competency in training areas:
  - PA can identify differences between abuse, neglect and financial exploitation when given definitions of the three on a matching test.
  - PA can explain how to report abuse, neglect and exploitation in a brief answer segment of a test.

Documented Specialist

A specialist is a person who concentrates primarily on a particular subject or activity; a person highly skilled in a specific and restricted field.

- This designation of specialist needs to be documented via training verifications, certifications, resume (vita) with listed experience that would designate the individual as a specialist in the designated area, and any degrees in the designated area.

Qualified Internet Provider

An internet provider that is listed as an approved online training provider on the Bureau of Senior Services (BoSS) website or has been approved (in writing) as a qualified internet provider.

- The content of qualified internet providers has been verified to fit the knowledge base needed by workers in the ADW program.

CPR/First Aid

- **CPR/First Aid will require a certification card.**
  - When your employee's certifications expire, be sure to place card or copy of card in the file for review purposes.
  - The expectation is that all employees will have a certification card on file by July 2019.

Protocols for Difficult People

Difficult People

- Family drama (the person's family is always fighting over who has the final say in the person's care, where the person is going to live, if the provider is really working or taking care of the person or just sitting around on their phone all day)
- Mental health issues (personality disorders, hoarding, conversion disorders)
- Substance abuse issues (person or person's family)
- People with criminal backgrounds (registered sex offenders)
- People committing crimes at present time (in regional jail awaiting trial)

Protocols

- Behavior Protocol
- Clinical Protocol for Documentation

Compassion Fatigue

Empathy

- The ability to identify with or understand the perspective, experiences, or motivations of another individual and to comprehend and share another individual's emotional state.

Secondary Trauma

- Secondary traumatic stress is the emotional distress that results when an individual hears about the firsthand trauma experiences of another. Its symptoms mimic those of post-traumatic stress disorder (PTSD).

Compassion Fatigue

- A state experienced by those helping people in distress; it is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper.

Recognizing Compassion Fatigue

- While the symptoms of compassion fatigue can often be disruptive, an awareness of the symptoms and their negative effects on your life can lead to positive change and hopefully, resiliency.
- Symptoms may include:
  - Chronic physical ailments such as gastrointestinal problems, recurring colds, migraines, chronic pain
  - Difficulty concentrating
  - Reoccurrence of nightmares or flashbacks to traumatic event
  - Mentally and physically tired
  - Compulsive behaviors such as overspending, overeating, gambling, sexual addictions
  - Substance abuse to mask feelings

Ways to Cope

- Share your experience.
- Seek clinical supervision.
- Set emotional boundaries.
- Boost your resiliency.
- Reframe the problem.
- Look at the big picture.
- Practice gratitude.
- Don’t try to control the uncontrollable.
- Learn to forgive.

What To Do

- Get moving.
- Connect to others.
- Do something you enjoy every day.
- Keep your sense of humor.
- Develop a “stress relief toolbox.” Go for a walk, spend time in nature, call a good friend, play with a pet, listen to music, light scented candles, take a long bath, write in your journal, enjoy a warm cup of tea, watch a comedy, etc.

Learn to Be Resilient

- Stay flexible.
- Learn lessons.
- Stay connected.
- Accept the change as a part of living.
- Take care of yourself and believe in yourself.
- Have a sense of purpose.
- Learn healthy habits.
- Stay positive.
- Maintain a hopeful outlook.

Quarterly Questions and Answers

Announcements

Contacts

West Virginia Department of Health and Human Resources
Bureau for Medical Services
LuAnn Summers, Program Manager
Home and Community-Based Services
Phone: 304-356-4913
Fax: 304-558-4398
Website: www.dhhr.wv.gov/bms

West Virginia Bureau of Senior Services
Phone: 304-558-3317 or 877-987-3646
Fax: 304-558-6647
Website: www.wvseniorservices.gov