



HEALTHY AT HOME NEWSLETTER

MAY 2018

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+ Message from the Agency Administrator

As a valued member of the Century Homecare family, I am pleased to offer you our first ever newsletter. We aim to produce this publication on a quarterly basis to keep you informed on how to stay healthy at home. We will update you on any regulatory changes as well as include fun, informative articles.

I thank you for choosing Century Homecare for your medical needs. Our mission is to provide our clients the support they need to live safe and healthy lives in their own homes. The following is a short version of an interview I did for the Worcester Business Journal. I hope it helps you get a better picture of Century Homecare, our values, and our passion to help our patients.

Milka Njoroge, PharmD

CEO & Administrator

+10 things I know about

Owning a home healthcare business

As Americans age, live longer and increasingly communicate their desire to receive care at home, home health care is poised to become the center where health care is provided and coordinated.

+ What is home health care?

A wide range of skilled health care services provided by healthcare professionals in one's home to treat an illness or an injury through Medicare-certified agencies.

+ Who pays for services?

Most medical insurances cover home health services. Medicare covers intermittent skilled nursing and therapy services for homebound patients while Medicaid (MassHealth) covers management of chronic medical conditions. More recently, we have accountable care organizations (ACO) which are managed care health plans.

+ Who receives home health care?

People of all ages with acute and chronic care needs.

+ Who are home health care workers?

Nurses, physical therapists, occupational therapists, speech-language pathologists, medical social workers and home health aides.

+ Why work in home care?

It is the joy of seeing families together, the satisfaction of seeing patients back on their feet, the courage patients have to open their doors to strangers and accept care from them. Those are some things that keep me focused on the mission despite some day-to-day challenges

+ Who regulates home health care?

Home health care is highly regulated by multiple entities including Centers for Medicare & Medicaid Services, the Department of Public Health, and payers.

+ What do clinicians say about home health care?

It fills a void, and the care provided is very personal. You see patients at their best and their worst, and once trust is established, you are able to effectively treat the patient.

+ What investments are needed in home health industry?

A need to invest in technologies to increase efficiency and in training homecare workers who can provide specialized services at home.

+ What is the future of home health care?

There is an increased need to provide low-cost, effective and efficient patient-centered care in a more familiar and intimate setting.

+ What challenges face home health care?

Need to adapt to evolving Medicare and Medicaid payment models, keeping abreast of regulatory requirements and maintaining a skilled workforce.



+Upcoming reassignments

Navigating through the Accountable Care Organization (ACO) Options

Effective March 1, 2018, eligible members were assigned to Accountable Care Organization (ACO) health plans. According to MassHealth, these plans are designed to emphasize care coordination, member-centered care, and to cut costs.

The assignment is based on each member’s PCP relationship in mid-October 2017. This process, known as special assignment, is designed to keep members with their PCP whenever possible.

Affected Members

MassHealth managed care eligible members are:

- Younger than age 65, without any third-party insurance coverage (including Medicare)
- Living in the community (not living permanently in a nursing facility)
- Covered by one of the following MassHealth coverage types: Standard, CommonHealth, CarePlus, or Family Assistance

This reassignment does not affect members who receive MassHealth coverage through:

MassHealth managed care eligible members are:

- Fee-for-service (including those over age 65 or with third-party coverage)
- One Care plans
- Senior Care Options (SCO) plans
- Program of All-inclusive Care for the Elderly (PACE) Organizations

How this affects you

If you are one of the Managed care Eligible members as defined above, please take special note of the following:

- You were assigned to an ACO, MCO, or PCC Plan based on your Primary Care Provider as of mid-October of 2017.
- MassHealth aims to keep you with your PCP whenever possible, which means that you were assigned to the health plan that your PCP joined.
- If you would like to follow providers other than your PCP, you should contact those providers to find out which plans they are contracted with. After that, you should contact MassHealth Customer Service to enroll in that plan. Please note that you will need to pick a PCP that is also enrolled in the plan of your choice.

You should have received your assignment notification by now. Please go through it carefully and make sure your PCP is in the same Plan. If you would like to make changes to your plan, you can call MassHealth at 800-841-2900. If you would like help, please call **Century Homecare** and we will send a nurse out to help you with this important process.



Available Plans

MassHealth managed care eligible members will have the option to enroll in one of the following plans:

Accountable Care Partnership Plans:

There are 13 Accountable Care Partnership Plans, based upon the member and their PCP’s service area

- 4 Boston Medical Center (BMC) Healthnet plans
- 4 Tufts plans
- 3 Fallon Plans
- 1 NHP Plan
- 1 Health New England (HNE) Plan

Primary Care ACO:

This is a network of PCPs who contract directly with MassHealth, use MassHealth’s provider network, to provide integrated care for the members.

There are 3 Primary care ACOs:

- Community Care Cooperative
- Partners Health Choice
- Steward Health Choice

Managed Care Organizations (MCO):

Under this plan, a PCP may contract with one or multiple PCPs. These are not an enrolment option because members will be assigned through the MCO. The member can then receive services from any provider contracted with the MCO.

There are 2 MCOs:

- Boston Medical Center (BMC) HealthNet Plans
- Tufts Health Together Plan

Primary Care Clinician (PCC) Plan :

This is a network of PCPs who contract directly with MassHealth. To enroll in this plan, members must also select a PCP in the MassHealth network. PCPs may not be available in all service areas.

- PCC Plan members can enroll in an ACO or MCO at any time.



IMPORTANT MEMBER CHOICE DATES

The member assignment and noticing dates below are for managed care members with enrollments effective March 1, 2018.

- Member Noticing Begins: November 13, 2017
- Member Enrollments Effective: March 1, 2018
- Plan Selection Period: March 1, 2018–May 31, 2018
- Fixed Enrollment Period: June 1, 2018–February 28, 2019

+ Fall prevention tips

According to the CDC, more than one in four older adults aged 65 and older suffer at least one fall each year. Among older Americans, falls are the number one cause of injuries and death from injury. As the leading cause of fatal and nonfatal injuries among older adults, falls will continue to soar, as America's baby boomers grow older. Falls are also costly to the seniors as hospitalizations and ER visits often demand a co-pay. Falls also diminish the quality of life, and may trigger other health problems.

+ Prep your household

- Clear walk ways of clutter, electrical cords, books, magazines, etc
- Clean up spills and wet areas as soon as they happen to prevent accidental slips
- Keep your home well lit so you can easily spot anything that might lead to a fall
- Use non-slip rubber mats in the bathroom and the shower.
- If you have throw rugs, secure them to the floor with double-sided tape
- Be mindful of pets, as they can be a hazard if loose while walking

+ Exercise to improve strength, balance, and coordination

- Make sure to consult your doctor first
- Walking
- Yoga
- Water workouts
- Tai Chi, a gentle exercise that involves slow, graceful movement
- Strength training with light weights or resistance bands

+ See your doctor for a fall consult

- Have a medication analysis to identify medications that may cause drowsiness and loss of coordination
- Ask for a Physical Therapy and Occupational Therapy Assessment for risk of falls
- If you have the services of a VNA, ask for a

+ Assistive devices and clothing

- Wear sturdy shoes as well as non-skid socks
- Use handrails in the stairways and the bathroom
- During winter, consider special cleats for more sturdy support. Walk slowly and carefully, and be on the lookout for ice
- Use prescribed assistive devices to minimize risk for falls
- Change positions slowly, such as when rising from a chair or bed, or changing direction while walking

+ Meet your caregiver

Century Homecare has some of the most skilled, passionate caregivers we could ever hope for. They go the extra mile for our patients each and every day. Our staff speaks the following languages: Spanish, Arabic, French, Portuguese, Haitian Creole, Portuguese Creole, and various African languages. We are privileged to have such a diverse group of care providers, and appreciate their efforts very much. We are happy to introduce three of your caregivers below.

Jennifer Castro-Lainez, LPN

Jennifer started working at Century as a Home Health Aide in April of 2015. She was one of six employees sponsored by Century in conjunction with a state grant to attend QCC for the LPN Program. Jennifer is a passionate nurse who loves people and always has a smile for everyone. In addition to homecare visits, she has been involved in Health Fair programs for Worcester Housing Authority as well as other elder housing residents.

Why did you decide to become a nurse?

When I was about 5 years old I was diagnosed with lead poisoning and had to be hospitalized immediately as my levels were dangerously high. The nurses that took care of me showed me extra love and care. Being a child I was not able to comprehend why I was not able to sleep in my own home in my own bed. The nurses made me feel at home and not scared of needles and hospital environment.

Why home care nurse specifically?

This was an opportunity presented at the Agency I currently am working for, I thought why not give it a try, and so far I am enjoying giving care to patients in the comfort of their homes.

What was your path to becoming a nurse?

Century Homecare opened the doors for me and sponsored me to go to school.

What is your favorite part of nursing?

My passion to give the best care and help for those who are sick.

What is a typical day like for you?

A typical day for me starts early in the morning with my first visit and goes on all day. Depending on the patient, I will perform Vital signs, Blood sugar checks with insulin administration, INR checks calling the Doctor for orders, medication, documenting the visit, and teaching patients how to manage their disease and get better.

Do you have one highlight regarding your interaction with a patient that stands out?

I was seeing a daily patient for routine visit, related to diabetes/insulin administration. Patient presented with minimal shortness of breath at rest, right leg was red and swollen, I called her caregiver and reported what I had assessed, caregiver took patient to ER and was diagnosed with deep vein thrombosis, a blood clot, later patient ending getting surgery and short term rehab. Patient is now back on homecare services under my care. I am extremely proud of my readiness and alertness, although I am a new nurse I was able to identify a problem and patient is safe.

+ Meet your caregiver

(Continued)

Beth Wangari, BSN, Assistant Administrator

Beth Wangari graduated from Quinsigamond Community College as a LPN. She would go on to get her Bachelors Degree in Nursing from Framingham State University. Prior to joining Century Homecare, Beth worked as a Visiting Nurse for a homecare agency, a Supervisor and a Nurse Manager at a Long Term Nursing Facility. Beth joined Century Homecare in February 2014 as a Visiting Nurse in the Worcester area. She was promoted to Team Leader in 2015. She became the Assistant Administrator in 2016.

How long have you been a nurse?

I have been a nurse for 12 years.

Could you describe your job?

My job is centered around patients health and well being - providing holistic care and improving health through primary, secondary and tertiary prevention. I also oversee the nurses on the field, I am their point of contact if they need guidance on complex situations. I am constantly in touch with the doctors to obtain treatment orders and update them on their patients' progress.

What do you love most about your job?

I love empowering patients and their caregivers through education regarding the particular condition, how we are going to treat it, and what we can expect. I love making sure the patient is prepared in how to manage their condition and regain full health. I challenge my patients to aim for small improvements every day until they are able to manage their condition by themselves.

What does a typical day look like for you?

A typical day centers on patient advocacy and teaching, as well as mentoring the field nurses. It may start with calls back to the doctors' offices to brief them on the status of their patients, order medication refills as well as any supplies and equipment needed. I go through visit documentation to make sure the patients received treatment that was consistent with the agreed-upon plan of care.

Do you have one highlight regarding your interaction with a patient that stands out?

It is always a highlight every time I discharge a patient to continue managing a chronic illness on their own. It means that we have taught the patient and their caregiver well, and equipped them to handle the condition on their own. This is usually a team effort, and I am always proud of the Century team as well as the patient for this achievement.

+ Caregiver of the month

Professionalism meets Compassion!

Doctolene Desir

Our Caregiver of the Month for March 2018 is Doctolene Desir. Doctolene is a very dedicated Home Health Aide who does an exemplary job with her patients. All the families she has worked with have called us with numerous praises for her good work.



Doctolene goes the extra mile for her patients, is pleasant and engaging, and communicates any patient needs back to the office for extra assistance. She is very committed to her patients and a very engaged advocate for their needs. Doctolene is dependable, shows sound judgement and is confident in the care she gives her patients. She is able to make informed decisions regarding her patients' needs and consults the office whenever in doubt. She takes the initiative to figure out what her patients need to be comfortable and to improve their condition.

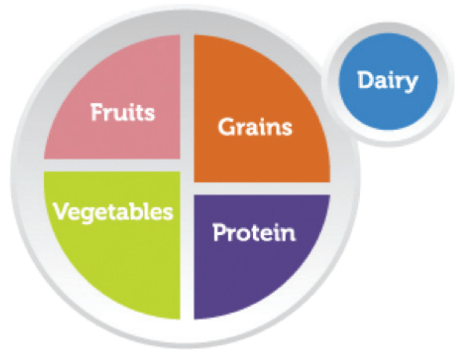
One particular patient was having muscle stiffness in his hand thus was having trouble opening his palm or gripping, Doctolene made sure to exercise the hand daily and apply powder to ensure that it did not get sweaty and smelly. She would pay extra attention during the patient's Physical Therapy sessions so as to make sure she incorporated the suggested exercises while assisting him with his ADLS and IADLS. The patient was able to improve his grip over time.

+ Healthy diet tips

Creating a healthy dietary habit is essential for maintaining your health and improving your quality of life. Below are some tips to help you along this important lifestyle journey.

Know the basics of a healthy plate

The USDA recently unveiled a simpler way to help you see what you should eat each day. It's called MyPlate (1). It is meant to be a more visual replacement of the Food Pyramid we all grew up with. The simple graphic shows exactly how the five food groups should stack up on your plate. These are the building blocks for a healthy diet.



Focus on the nutrients your body needs

To get all the nutrients you need, make sure you eat a variety of foods. A healthy meal should include:

- **Lean Proteins** – these are foods such as lean meats, seafood, eggs, and beans
- **Fruits** – Focus on whole fruits, which include fresh, frozen, dried, and canned options. Choose whole fruits more often than 100% fruit juice.
- **Vegetables** - Vegetables are divided into five subgroups and include dark-green vegetables, red and orange vegetables, legumes (beans and peas), starchy vegetables, and other vegetables. Choose vegetables from all subgroups.
- **Whole grains** – these include brown rice, whole wheat bread, and whole wheat pasta
- **Low-fat dairy** – Dairy includes milk, yogurt, cheese, and calcium-fortified soy beverages (soymilk). Choose fat-free (skim) and low fat (1%) dairy foods.

Read nutritional labels

The healthiest foods are whole foods. These are usually found around the perimeter of the grocery store in the produce, meats, and dairy sections

When buying packaged foods, use Nutrition Facts labels and ingredient lists to pick foods with the lowest amounts of fats, added sugars, sodium, preservatives, and food coloring

Nutritional supplements

You may need to take daily vitamin supplements for calcium, potassium, iron, or other minerals. Please ask with your doctor whether you need any supplements, and for recommendations on the most effective ones.



Use recommended servings

How much of each food group should you consume on a daily basis? The FDA has guidelines based on age and gender.

Below is the recommendation for men and women over fifty:

- **Proteins** – Five ounces for women, five and a half ounces for men
- **Fruits** – One and a half cups for women, two cups for men
- **Vegetables** - Two cups for women, Two and a half cups for men
- **Whole grains** – Five ounces for women, six ounces for men
- **Dairy** – 3 cups

Stay hydrated

Your body depends on water to survive. Every cell, tissue, and organ in your body needs water to work properly. Your body needs water to maintain its temperature, remove waste, and lubricate your joints, among other functions. Water is needed for overall good health.

- Keep a bottle of water with you during the day. To reduce your costs, carry a reusable water bottle and fill it with tap water.
- If you don't like the taste of plain water, try adding a slice of lemon or lime to your drink.
- Drink water before, during, and after exercise.
- When you're feeling hungry, drink water. Thirst is often confused with hunger. True hunger will not be satisfied by drinking water. Drinking water may also contribute to a healthy weight-loss plan.
- If you have trouble remembering to drink water, drink on a schedule. For example, drink water when you wake up, at breakfast, lunch, and dinner, and when you go to bed.

Remember, not all fluids are created equal. Soft drinks have a lot of sugar and other artificial chemicals. Avoid them or cut down on intaking them significantly.

1. USDA, The. <https://www.choosemyplate.gov/>. <https://www.choosemyplate.gov/>. [Online] <https://www.choosemyplate.gov>

+ What our patients are saying about us

"Love my nurse Jackie! Very compassionate girl! You are lucky to have her working for you."
- Joseph A.

"The care is good. Dawn is awesome. On time, pleasant, etc" - Paul M.

"Courtesy, politeness, nice attitude"
- Aleta B.

"My aides were the best" - Albert C.

"Very friendly, Assertive. I would highly recommend to friends and family. Courteous, respectful to all. In the future, I will most likely contact again when needed" - Robert F.

"This Agency is one of the best I've had, since all my surgeries. Accolades to all my caregivers"
- Philip P.

"I only had treatment for one week, which was great!!"
- Name Withheld

"I would like to take a minute to say Thank You my Nurse Leslie for being so kind, I look forward to seeing my friend when we have an appt" - Rhonda M.

"Heather is a wonderful nurse, I could not have asked for a better provider. Caring, courteous, respectful, kind Lady! Your company has a great asset in her!"
-Jaye C

"The Home Health Aides that are here are very caring. Excellent at their jobs" -Roger S.

"All the RNs and Home Health Aides are nice and professional. They listen to me and show genuine interest in my care"
- Patricia S.

"Kristen the nurse is very nice" - Ila B.

"My home health aide is always right on time and does a FANTASTIC JOB. My nurses care very much and always do a great job"
- Thomas G

"Having suffered a brain injury, the RN always listens to me, is here on time, and offers help and advice as to how to spend my time.
THANK YOU"
- Bruce D.

"Very happy with my aide - always nice, and always checks up on me if I have any problems. I consider them friends and not aides" - Dennis C.

"I have been well pleased with my visiting nurse care!"
- Kat M. v

"I live in Attleboro. My name is Arnold. Jen has been really great along with Peter and Jill. I was skeptical about this type of service but I would recommend Century to anyone"
-Arnold

"This is the best Home Care, I love it! Everybody is nice, they are helpful" - L.M

"Everyone from the agency was good to me" - Carol K.

"They are caring and I am happy with this agency. I have taken my meds faithfully and feel good about it. Thinking of the routine I do hardly forget to take my meds on time. They do deserve the best, specially the daily staff"
- Celeste F.

"I only had a RN who came and they were really nice and cared for us patients. If I ever need help again I will call you all. Charles RN was the main RN, was the best. His other RNs are great too, Sami and Sam. Thank you for your help"
- Janet L.

"Just wanted to let you know the woman I had was a sweetheart and very gentle and kind"
- Name Withheld



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