

Home Manager Q&A Dec 2024

1. Home managers not aware of pre-planning meetings taking place.
 - a. This could be a communication issue between the HM and case holder
 - b. We will remind supervisors to assure that case holders are talking with persons served about inviting someone from the AFC homes or day services to the persons planning meetings.
2. Should suspected marijuana use outside the home be reported in the form of an IR?
 - a. Yes, staff should not use IR's as a threat or punitive action towards the person served,
3. Health Deliveries are not responding/delivering meds in a timely manner, what can be done?
 - a. Genoa was at the training, hoping that home managers discussed this issue with them.
 - b. SCCMHA will continue to discuss with Genoa how we can assure persons are receiving their medications timely from the pharmacy.
4. What is the clear cut off per policy for reordering meds (how many days prior to running out)
 - a. Judy indicated 5 days prior is the minimum.
5. Can HMs assist staff with writing IRs?
 - a. HMs can help them with the structure, not content. How to write not what to write.
6. When does not showering become a health hazard? What if you contact the case holder and nothing is done?
 - a. This discussion should occur with the case holder. Not showering for a week does become a health concern. Are there reasons why the person does not want to shower. Talking with the case holder to help with problem solving is the best way to make sure we are providing the best possible care. Also having the case holder put in the plan how the home staff should address with the person served.
 - b. If you contact the case holder and they do not respond, the process is taking it to the supervisor of the case holder. If no response then, take to the director of the team to assist with addressing.
7. Is it neglect for reporting issues late?
 - a. Failure to report and failure to report timely will cause a staff person to have a substantiated rights complaint against them.

8. Should an IR be written when you are notified of an issue even if it's several weeks after the incident took place?
 - a. Yes, because the information is new to you.
 - b. When in doubt report it.
9. Do unlicensed areas in the home have to be made accessible to people served? Under which circumstances?
 - a. Unlicensed areas of the home do not need to be accessible to persons served unless they are areas that house items the person may need access to. If laundry facilities are housed in the unlicensed area, under HCBS rules persons must have the ability to be able to do their laundry. Be careful where persons personal belongings are stored as the person should have access to their personal belongings. A persons private snacks need to be stored where they have access.
10. Why do the homes get cited for something the case managers are not doing?
 - a. HMs have to document the attempts to contact the case holder (at least 2 attempts) and have you attempted to contact the case holder supervisor or director to resolve or obtain the necessary items needed. Please note that contacting the case holder just prior to an audit is not the best course of action.
11. What are the different ways that the pharmacy might identify a medication as a controlled substance? Where can the information be found?
 - a. When using Genoa pharmacy, a controlled substance form will be sent with the medication so you will know it is a controlled substance. Also, it is noted on the top of the medication card if it is a controlled substance. "C" next to RX is for controlled, "N" narcotics.
12. Hope Network question, do Rx numbers change monthly? They use Quick Mar online.
 - a. Numbers may change with new scripts. (scanning bar codes and QR codes).
 - b. "C" next to RX is for controlled, "N" narcotics.