

# Connections

A Newsletter for the Members of Community Care



How to Stay  
Positive While  
Living With  
a Disability  
**P.6**



**Words From  
Kenneth  
Munson, CEO of  
Community Care  
(inside front cover)**

**WELCOME TO CONNECTIONS,  
A QUARTERLY NEWSLETTER  
MADE SPECIFICALLY  
FOR THE COMMUNITY,  
THE MEMBER, AND THE  
INDIVIDUALS WHO  
CARE FOR THEM.**

## *What's Inside this Issue*

- P.2** Words from Kenneth Munson, CEO of Community Care We Support Choice for Community Care Members
- P.3** 5 Questions for... Dr. Mary Gavinski, Chief Medical Officer
- P.4** Calumet Family Care Member Features in Brillion News
- P.5** You CAN Work
- P.6** How to Stay Positive While Living With a Disability
- P.7** Reaching for Excellence  
Care Management Services Provided to Indian Members
- P.8** Hit Me With Your Best Shot!
- P.10** National Nutrition Month 2019 Crossword
- P.11** A Meaningful Day



## Words From Kenneth Munson CEO of Community Care

Welcome to Connections, a quarterly newsletter made for Community Care members, the people who care for them and for the greater community. Care Connections will provide readers with up to date information related to Community Care's programs and services, industry news, health and nutrition, care management and more.

For more than 40 years, Community Care has been committed to delivering quality health care services and long-term care to frail elders and adults with disabilities. Our success is rooted in meeting the member's needs and having the ability to respond to those ever-changing needs.

We hope you enjoy this newsletter and that it serves as a tool for you to live a more happy, healthy and independent life.

Kenneth Munson

Chief Executive Officer

## We Support Choice for Community Care Members

At Community Care, it is our mission to help our members live with dignity and as independently as possible, in their own homes and communities.

Thanks to a program called "Self-Directed Supports," this is possible. With this option, Community Care's Family Care, Family Care Partnership and PACE members can manage some of their long-term care needs.

Members who self-direct can choose their own service and supports; control their own budgets and make key decisions about their care. When a member chooses Self-Directed Supports, Community Care develops a budget for him or her, based on projected cost of the needed service. The member can then use the allocated funds

to purchase the services and supports that he or she needs.

**For more information on Self-Directed Supports, please reach out to your care team.**



# 5 Questions For...

DR. MARY GAVINSKI, *Community Care's Chief Medical Officer*

## 1 Could you describe Community Care's medical services department?

Our medical services department primarily supports our PACE program. They are a group of highly skilled physicians and nurse practitioners who provide primary care and medical care management for frail and vulnerable adults.

## 2 What are some medical services that we offer to our members?

We offer diagnosis and treatment of all our member's medical conditions, and education and support to member and their caregiver to help them better understand the member's health conditions. The team also provides ways the member can improve their health.

## 3 What is the secret to providing quality healthcare with the best possible outcome?

I think that it starts with getting to know your member/patient. Understanding their goal of care, strengths and wishes and what they know

about their health and conditions. I feel the most important part of patient diagnosis and treatment comes with having good history. Our model is built to allow the time to make sure we listen to members and use that history every time we see them.

## 4 What is on the horizon for member health services?

Using our Electronic Medical Records (EMRs) and other information, we are able to ensure all health conditions, screening and prevention take place. Using technology and incorporating it into our care will continue to help us provide better care. As more providers use EMRs we are able to share more information across health settings which in the long run will provide for better care.

## 5 What would you like people to know about Community Care's medical services?

Personally, I would like them to know how fortunate we are to have such incredibly skilled clinicians who have that rare

talent of being truly passionate about serving our members and working in this kind of model. The PACE Program offers so many things for its members. It allows them to stay in their own community, which is really important for all of us as we age. It also offers them incredible medical and nursing care.





## Calumet Family Care Member Featured in Brillion News Publication

A lifetime of collecting tabs has turned Calumet Family Care member, Willard Born, into a classroom hero.

Willard was recently featured in the Brillion News publication for his efforts in collecting 70,000 tabs for a school tab drive benefiting the Ronald McDonald House.

According to the news story, the tab drive was coordinated

by Rebecca Rice, a Brillion Elementary School teacher who wanted to give back to the charity for providing her

with a place to stay while her daughter recovered from birth complications.

The Ronald McDonald House provides families of pediatric patients a place to stay while children are in

active treatment. Families either stay at no cost or are asked to make a donation up

to \$25 per day, depending on the house. Payment is never expected for those who cannot afford it. The difference is made up through donations.

Tabs are made solely of aluminum, which carry a value when recycled and help offset costs for the Ronald McDonald House.

The news article stated that Willard was honored at a tab drive celebration held at the Brillion Elementary School. Willard, his two nieces and nephew (who helped with the collection), were praised by teacher Rebecca Rice and students of the school. Joanne Moehr, Brillion Chamber of Commerce Board member, was also in attendance to commemorate the donation from Willard.

During the celebration Willard met and answered questions from the students and took time to educate the children on Cerebral Palsy, a condition he has lived with his entire life.

The children enjoyed their time with Willard and affectionately nicknamed him “Uncle Willy.”

“He is an incredible humanitarian example to our young people,” said Rebecca in the Brillion News article.

# You CAN Work

If you have a disability, you may be worried that it will limit your job prospects or that you won't be able to find work. At Community Care, we believe that anyone can work if they are matched with the right job that fits their skillset and interests, if they are provided with the right supports.

If you are looking for employment, your Care Team is here to assist you.

*Did you know?* Community Care has had a large increase in helping members find employment in the community.

*Did you know?* There are many supports and services to help you obtain a job in the community. Even if you are not sure of where you would like to work or what you would like to do. You can still get started.

*Did you know?* In 2018 the state of Wisconsin signed the Employment First Bill into law. This bill encourages Competitive Integrated Employment (CIE). CIE means people with disabilities are able to work along side people without disabilities, in the community. To support this, Wisconsin has adopted a set of Guiding Principles for CIE. You can see these guiding principles at:

[www.dhs.wisconsin.gov/publications/p01786.pdf](http://www.dhs.wisconsin.gov/publications/p01786.pdf)

If you are interested in getting a job in the community, please let your Care Team know so they can help you on the road to success.





## How to Stay Positive While Living With a Disability

Here Are 5 Ways

Living with a disability can be very frightening and confusing. You may feel as though no one understands your condition, what you are going through or how you feel.

Research shows that the key to living a fulfilling life with a disability is to stay positive. Here are five ways:

**1) Surround yourself with positive people** - find people who truly care for you and that see past your disability. Spending time with your family and friends can help you stay positive, helpful and hopeful.

**2) Be your own advocate** - educate yourself about your rights and resources available to you, including at work and the healthcare system. Knowledge is power.

**3) Take advantage of the things that you can do** - Seek out tools that will help you live as independent as possible so that you are able to do the things that you enjoy. If you have a wheelchair, cane or any other Durable Medical Equipment to make your life easier then use it.

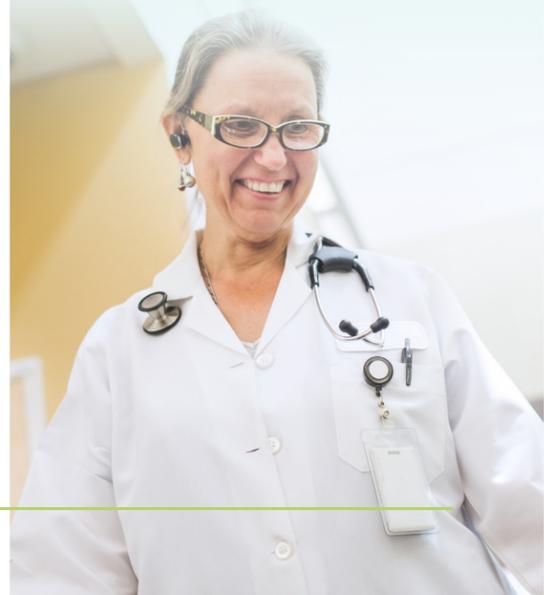
**4) Ask for help** - needing help with your disability is not a sign of weakness. Allow your caregiver, care team or anyone else who cares for you the opportunity to pitch in and help you.

**5) Volunteer** - helping others allows you to get outside of yourself and it gives you a sense of being needed. Get involved with something that you are passionate about.



## Did You Know You Can Call Us 24/7?

**866-992-6600**



## Reaching for Excellence

In the third quarter of 2018, the Wisconsin Department of Health Services (DHS) did its first Member Satisfaction Survey. Members from all Managed Care Organizations, including Community Care, were randomly picked to get the survey. If you were chosen and completed the survey, thank you for your time and feedback. DHS used the 2018 survey to gather program members' opinions of the quality of the

services being provided. A similar survey process will be used again in 2019.

Community Care is committed to providing the absolute best services to our members. We will again focus staff efforts on making sure you are extremely satisfied with your services. During the course of this year, please let your Care Team know how they are performing in the following areas:



- How often do you get the help you need from your Community Care team?  
*If it isn't EXTREMELY OFTEN please let your Care Team know.*
- How involved are you in making decisions about your care plan?  
*If it isn't EXTREMELY please let your Care Team know.*
- How much does your Care Plan include the things that are important to you?  
*If it isn't A GREAT DEAL please let your Care Team know.*
- How well do the services you receive meet your needs?  
*If it's not EXTREMELY please let your Care Team know.*

Please talk to your Care Team if you are not EXTREMELY happy with your services.

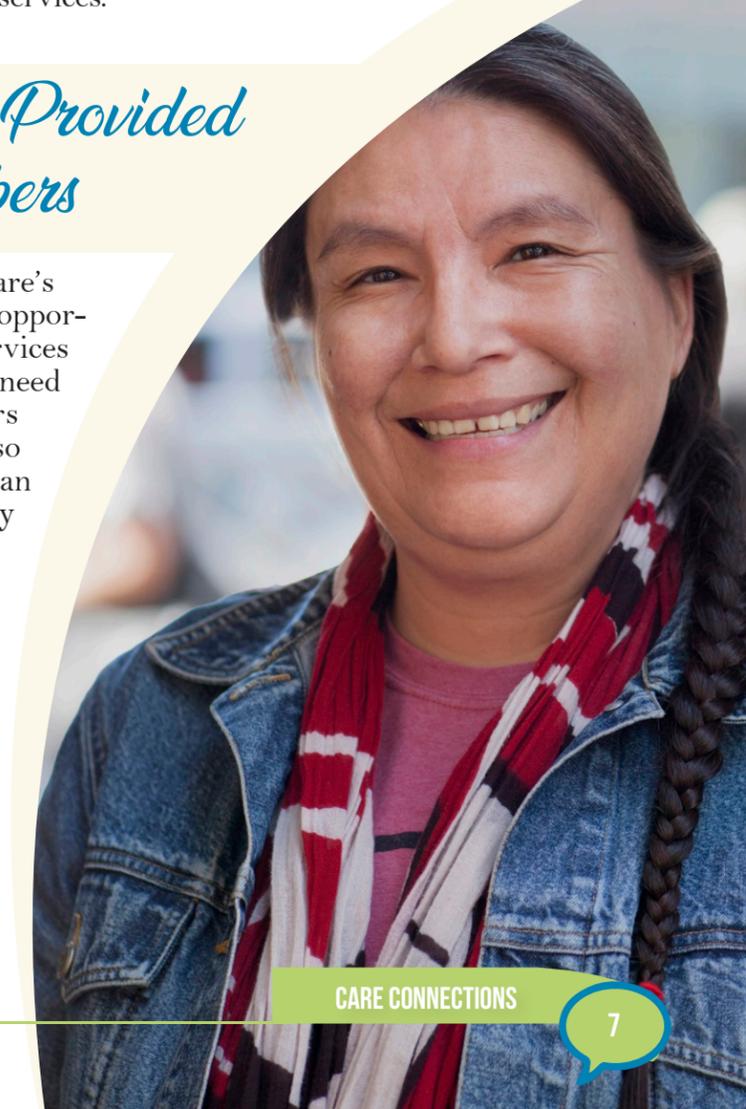
## Care Management Services Provided to American Indian Members

American Indian members enrolled in Community Care's Family Care Partnership program will now have the opportunity to use their doctor or any other health care services through an Indian Health Care Provider. They don't need to be a part of our Provider Network. Indian members who are enrolled in the Family Care program may also choose to get care management services from an Indian Health Care Provider. If that provider has the capacity to provide care management.

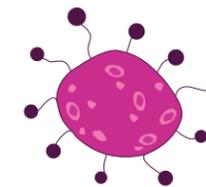
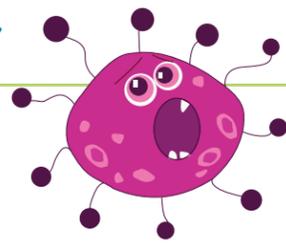
Community Care will ensure members have access to care management services. We will ensure payment and that members have no copays or additional costs because of those services.

The Indian Health Care Provider does need to meet the State of Wisconsin provider qualifications.

**Questions about Indian Health Care provider services? Contact Nancy Leipzig, Regional Program Director at Community Care, at (920) 750-5508 or toll free at (866) 992-6600, or by email [nancy.leipzig@communitycareinc.org](mailto:nancy.leipzig@communitycareinc.org).**



# Hit me with your Best Shot!



What exactly is the flu and what is your best shot at stopping it?



Influenza (flu) is a respiratory infection that affects many people each year. It is caused by a virus.

**A**ccording to the Centers of Disease Control (CDC), last winter's flu broke records for death and illnesses. Adults over the age of 65 who have medical conditions such as diabetes, heart disease, asthma, or kidney disease are most at risk.

People who live in long-term care facilities are also at a great risk.

### How Is It Spread?

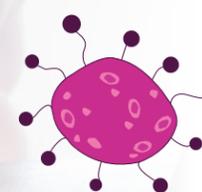
- People with the flu can spread it to others when they cough or sneeze because the virus is found in droplets from the nose and throat.
- The virus can also spread when touching an object with that virus on it. If that person then uses their hands to touch their face, mouth, or eyes, the virus can make them sick.

### What Are the Signs and Symptoms?

- Symptoms usually start 1-4 days after breathing in the flu virus droplets. Severe complications from the flu are pneumonia, hospitalization, and death.
- Fever
- Runny or stuffy nose
- Headache
- Body aches
- Tiredness
- Sore throat

### What Are Treatment Options?

- Antibiotics do not work against the flu. Most people with the flu get better on their own without any medications. Taking pain relievers, resting, and drinking fluids can lessen symptoms.
- Prescription medications called influenza antivirals can help treat the flu.



### How Can the Flu Be Prevented?

- The best way to prevent the flu is to get a flu shot each fall.
- Wash your hands often with soap and water. Use hand sanitizer if you don't have soap and water.
- Use a tissue to cover your nose and mouth when you cough or sneeze, and then throw the tissue away. If you don't have a tissue, cough or sneeze into your sleeve.
- Do not share anything you put in your mouth, such as drinking cups, straws, or eating utensils.
- Stay home if you are feeling sick so you don't spread the flu to others.

### How Can Your Care Team Help?



- If you don't know where to get the flu shot, your care team can help you find a location that accepts your insurance.
- Inform your care team when you get the flu shot so it can be included in our records.
- Let your care team know if you have any questions or concerns about your health with getting the flu shot.

# NATIONAL NUTRITION MONTH 2019

## Crossword Puzzle

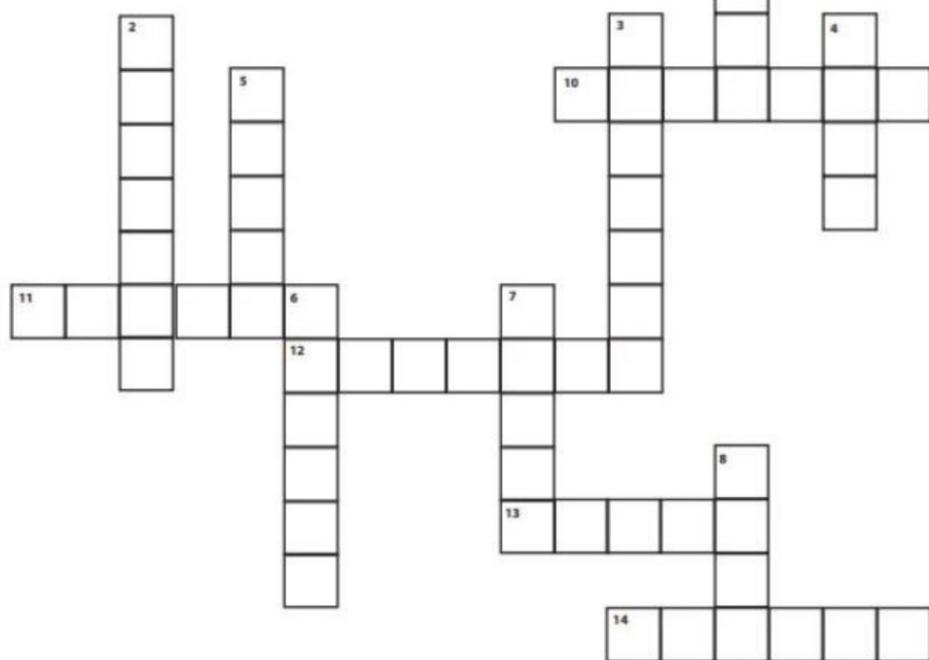
### DOWN

- 1) This orange root vegetable is a popular snack and side dish.
- 2) Tasty snack made by popping the kernels of a starchy vegetable. It's also a whole grain and a good source of dietary fiber.
- 3) This snack comes in a variety of shapes and can be either hard or soft. Sometimes dipped in cheese or mustard
- 4) Fuzzy green fruit that is high in vitamin C.
- 5) Popular fruit for snacks and at lunch – can be made into sauce, cider or juice. Cortland, Red Delicious and McIntosh are all varieties of this fruit!
- 6) Made from milk, this creamy food may be enjoyed as a snack,

- 8) Green, leafy vegetable used in salad, soup and other dishes

### ACROSS

- 9) Zucchini and yellow \_\_\_\_\_ are summer vegetables, whereas acorn, butternut and spaghetti \_\_\_\_\_ are winter types of this vegetable.



- at breakfast and goes well with fruit.
- 7) Plants that are used to give extra flavor to food. Some types include basil, thyme, oregano and cilantro.

- 10) Beef, chicken, fish, tofu, beans and lentils are all sources of \_\_\_\_\_.
- 11) A popular bird commonly served during Thanksgiving.
- 12) Hot breakfast cereal. Can be made instant or steel cut. May be served with fruit and nuts.
- 13) A spicy or mild sauce made with tomatoes that is used as a dip for vegetables or tortilla chips.
- 14) Parmesan, mozzarella, cheddar, and feta are all types of \_\_\_\_\_.

(Answers on page 11)

"The information was critical to me becoming a better and more professional caregiver."



## A Meaningful Day

No task is as important, challenging or more rewarding than helping a member experience a meaningful day. For members who have experienced repeated trauma in their lives, finding the meaning in everyday life can be very difficult.

To help our members have a meaningful day, Community Care is providing Trauma-Sensitive Care training for direct care workers throughout our service area, provided by national consultant Jonathan Cloud.

The training is to provide direct care workers with the tools to support members who struggle with trauma. The trainings began in 2017, and so far we have had over 500 direct care workers complete nine hours of training. More sessions are scheduled throughout 2019.

Our care management staff have also completed training with Jonathan so that they can better understand the effects of trauma and how to respond and develop care plans for those suffering.

Here's what some participants said about the training:

"I really enjoyed participating in the program. The information was critical to me becoming a better and more professional caregiver. Jonathan made this experience unbelievable exciting and grateful I had the opportunity."

"Very valuable and needed training that balances experience and other trainings to a higher level."

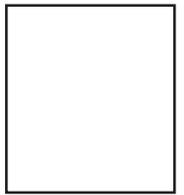
"I really hope all staff can take this training. It has helped me at work and home"

Ask your provider if they've taken or are interested in taking the Trauma-Sensitive Care training.

Crossword Answers: 1) Carrot 2) Popcorn 3) Pretzel 4) Kiwi 5) Apple 6) Yogurt 7) Herbs 8) Kale 9) Squash 10) Protein 11) Turkey 12) Oatmeal 13) Salsa 14) Cheese



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[www.communitycareinc.org/members-families](http://www.communitycareinc.org/members-families)

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