

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

July 1, 2013 – September 30, 2013

Quarterly Report



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

TABLE OF CONTENTS

Table of Contents.....	02
Letter from Homeplace Director	03
July - September 2013, Poverty Level and Age Distribution.....	04
July - September 2013, Total Clients Served By Region.....	05
July - September 2013, Client Services	06
July - September 2013, Top 5 Client Problems By Condition.....	07
July - September 2013, Client Medications Value	08
July - September 2013, Client Services Value	09
Regional Summaries.....	10
Client Encounters	14

Front page photograph: A log cabin in Leatherwood, Ky, (Perry County) where the annual reenactment of the Civil War Battle of Leatherwood takes place.

Photograph by Karen Pratt, Account Clerk III, UKCERH, Hazard

Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace emphasizes education for clients on chronic disease management, healthier lifestyles and stressing preventative care. For overall health, Homeplace provides education on healthy eating habits and increasing physical activities. Our diabetic materials include education on the condition, eye care, foot care, diet and physical activity. Other topics for education include information on the condition and appropriate diets for hypertension, cholesterol and heart disease. Clients are also given education on preventative screenings including mammograms, Pap Smears, colon and prostate exams. For clients who want to quit smoking or quit any type of tobacco use, education and referrals for cessation classes, support groups and aids are given.

Quarterly Summary

Here's a summary of services for this quarter, July 1, 2013 – September 30, 2013: the number of unduplicated clients served was 4,464; the amount of medications accessed was \$7,561,601; other services values accessed totaled \$691,953; and number of services was 107,199. The top client medical conditions included hypertension, high cholesterol, diabetes, mental health, and heart disease.

The entire quarterly report is posted on the UK Center of Excellence in Rural Health's web page for your review at <http://kyruralhealth.org/homeplace>. The report is found under the Reports tab, Quarterly Reports and then click on July – September 2013. If you wish to have a printed copy, please call 1-855-859-2374 or email me at fjfeltn@uky.edu.

Sincerely,

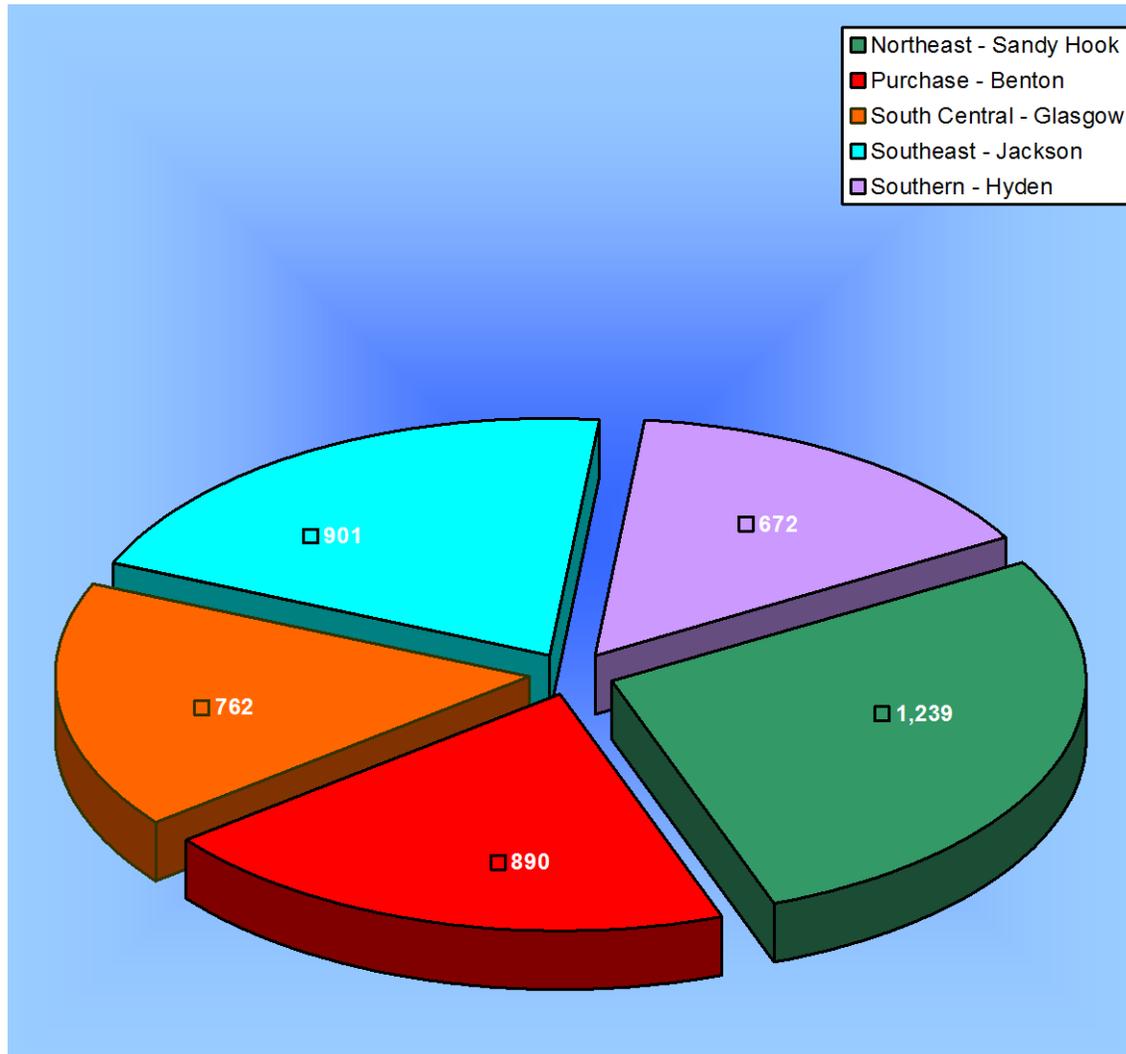


Fran Feltner, DNP, RN, MSN
Director, UK Center of Excellence in Rural Health

AGE DISTRIBUTION OF HOMEPLACE CLIENTS		
July 1, 2013 – September 30, 2013		
CATEGORY	FEMALE	MALE
AGES 0 TO 4	2	2
AGES 5 TO 12	6	4
AGES 13 TO 14	1	5
AGES 15 TO 19	16	10
AGES 20 TO 24	52	40
AGES 25 TO 44	416	282
AGES 45 TO 64	1,582	1,053
AGES 65 TO 74	417	261
AGES 75 TO 84	155	102
AGE 85 AND OVER	41	17
TOTALS	2,688	1,776
Median Age:	55.8	55.4
Source: Data extracted from the Kentucky Homeplace database. Total Unduplicated Clients 4,464		

POVERTY LEVELS OF HOMEPLACE CLIENTS								
July 1, 2013 – September 30, 2013								
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300+%	Total
CLIENTS	2,663	759	316	558	118	41	9	4,464
TOTALS	59.66%	17.00%	7.08%	12.50%	2.64%	0.92%	0.20%	100.00%
Source: Data extracted from the Kentucky Homeplace database								

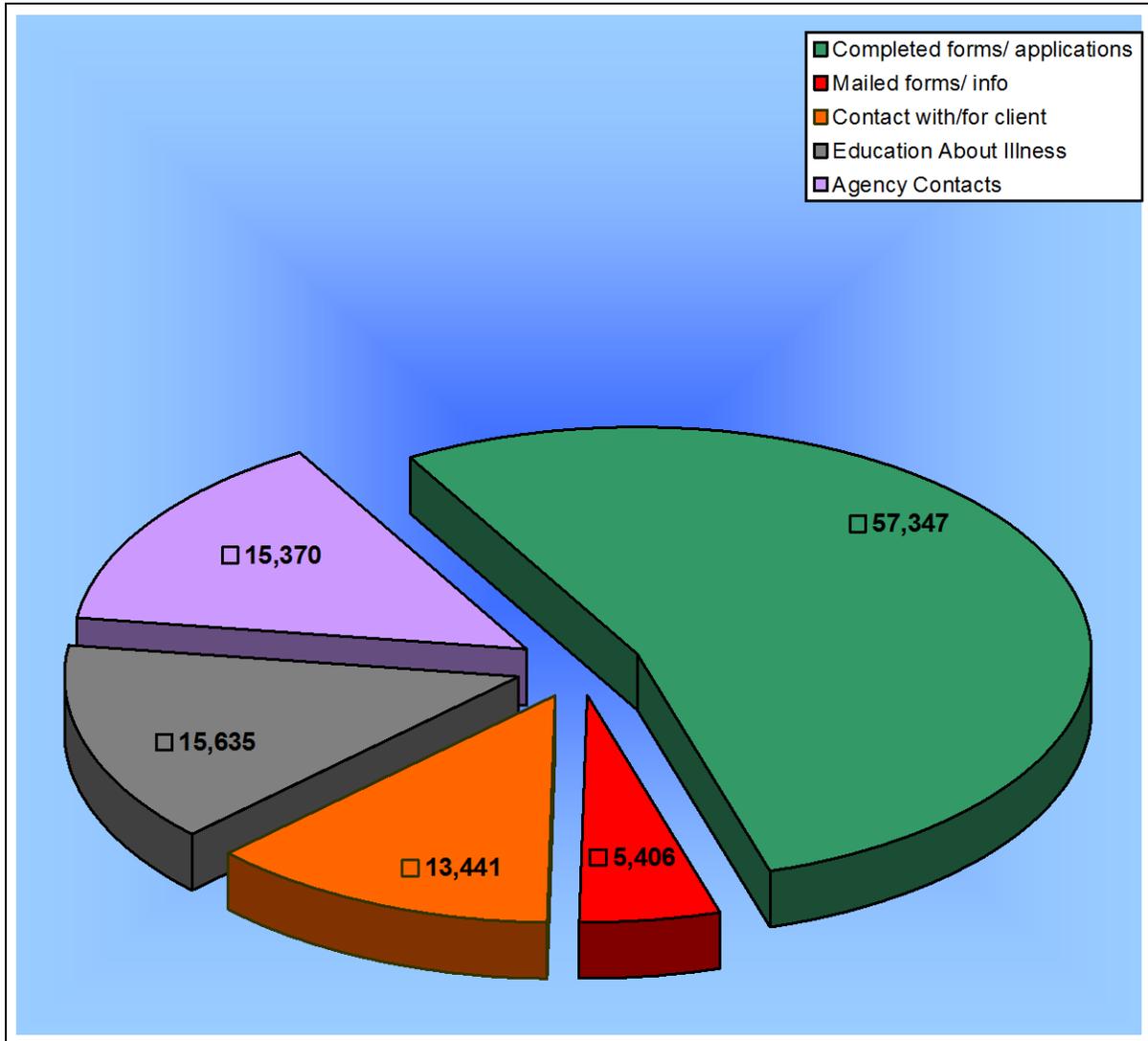
Total Clients Served By Region July 1, 2013 – September 30, 2013



TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 4,464*

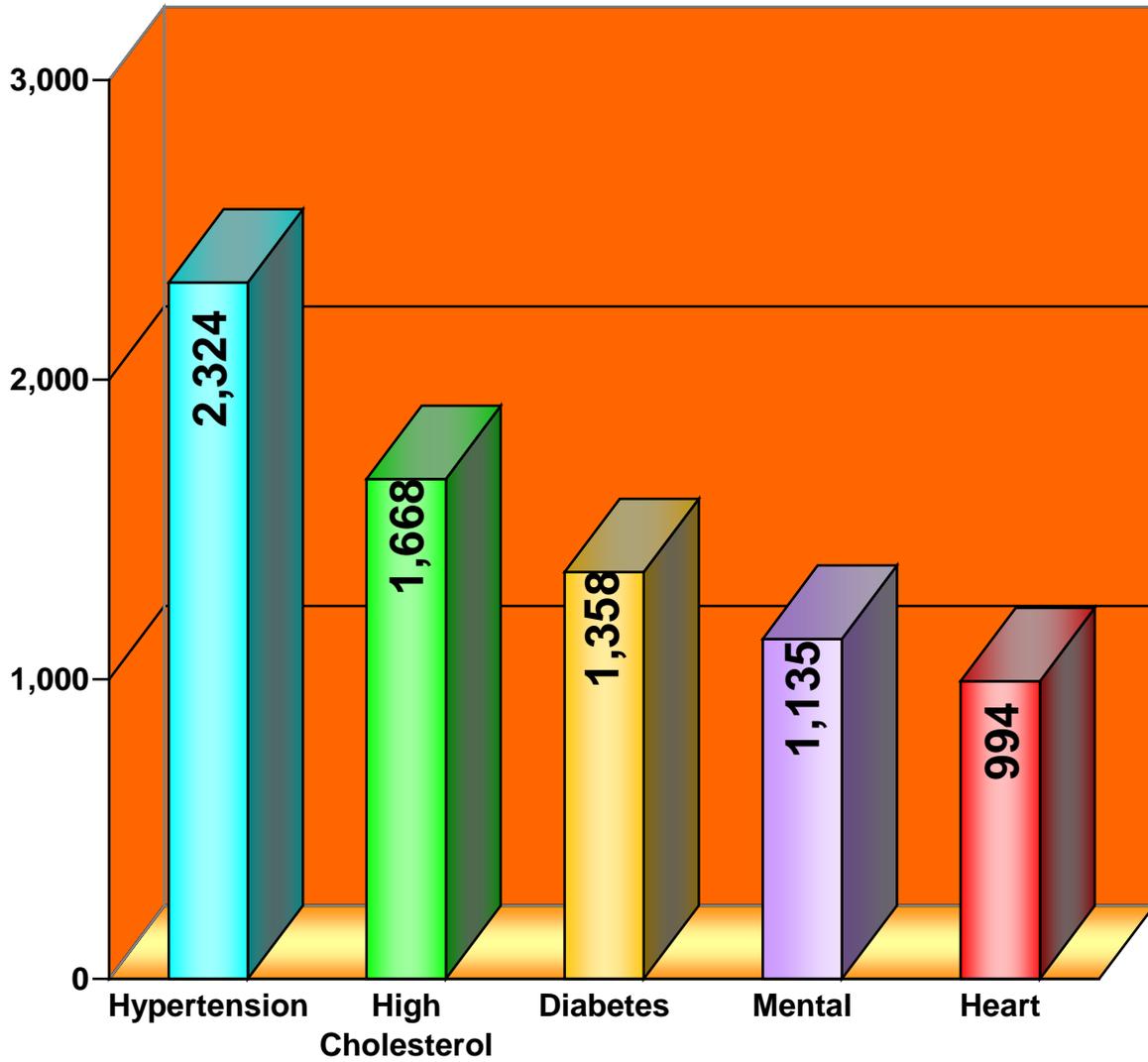
*This total represents unduplicated clients seen this quarter. Some clients may be seen more than once a quarter or by more than one community health worker a quarter.

**Client Services
July 1, 2013 – September 30, 2013**

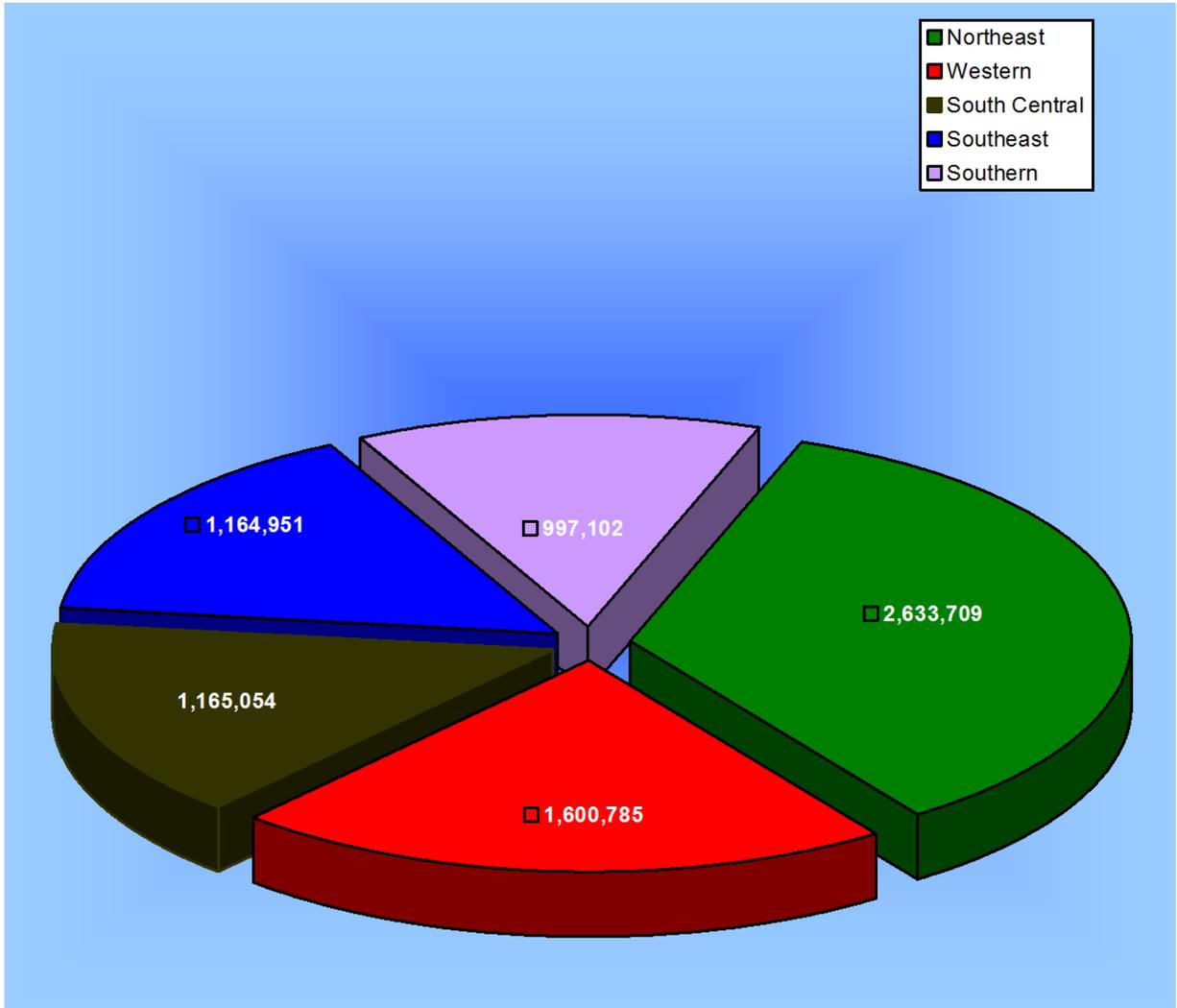


TOTAL SERVICES FOR THE QUARTER: 107,199

Top Five Client Problems By Condition July 1, 2013 – September 30, 2013

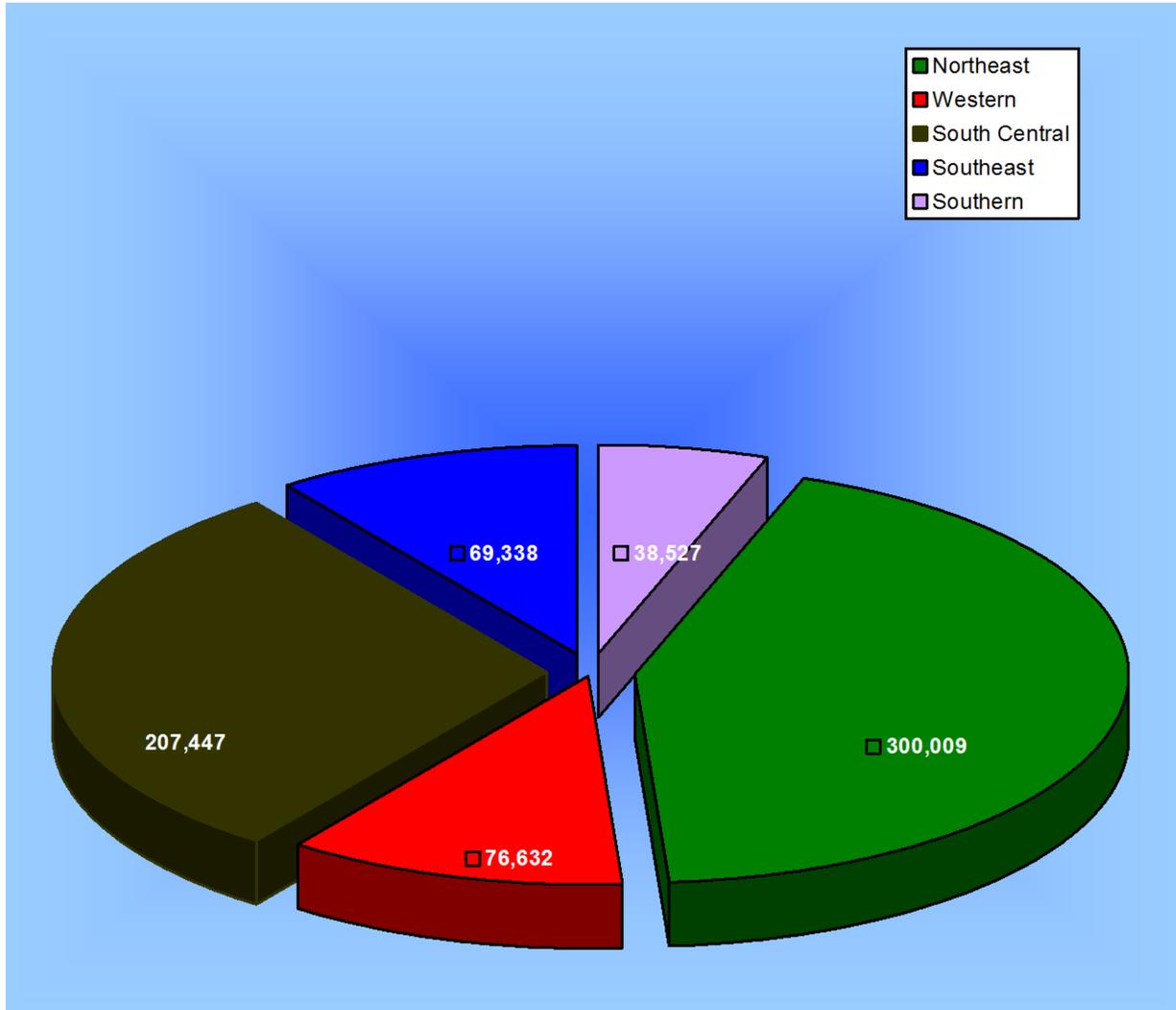


Client Medications Value July 1, 2013 – September 30, 2013



TOTAL MEDICATION VALUE: \$7,561,601

Client Services Value July 1, 2013 – September 30, 2013



TOTAL SERVICES VALUE: \$691,953

*Services Value represents any services and supplies other than medications.

REGIONAL SUMMARIES

Northeast Region

Janet Kegley

Lana Bailey

Angela McGuire

Elizabeth Smith

Shirley Prater

Judy Bailey

Regional Coordinator

CHW (Greenup)

CHW (Lawrence, Martin)

CHW (Carter)

CHW (Elliott, Morgan)

CHW (Johnson, Magoffin)

This quarter our CHWs served 1,239 clients. A total of 32,768 services were provided to these clients, with service values of \$300,009; and \$2,633,709 of free medication provided in this service area.

The Northeast Region attended training at the Greenup County Health Department and learned the process of obtaining services through the new Kentucky Colon Cancer Screening Program given by Connie Wilburn, ARPN. The Northeast Region completed the second part of the Improving Diabetes Outcome (I DO) Phase II Research Project for their counties.

The Northeast Region is proud to have CHW Lana Bailey on their team. Lana was chosen by WSAZ-TV as “Hometown Hero” for her role in bringing Remote Area Medical (RAM) to Greenup County. Lana is a member of both the Greenup County Diabetes Coalition and the Greenup County Diabetes Support Group. Lana attends the interagency meetings in her county each month.

Judy Bailey attends the interagency meetings in both Johnson and Magoffin counties. She is a member of the Magoffin County Diabetes Coalition. Judy presented Kentucky Homeplace to the Magoffin County Interagency meeting; Judy also completed her Cardiology Resuscitation (CPR) training in Hazard this quarter.

Angela McGuire attends the interagency meetings in both Lawrence and Martin counties. She is a member of the Lawrence County Diabetes Coalition, the Health Advisory Team (HAT) and the Lawrence County Rotary Club. She attended the Lawrence County September Fest along with other agencies from the community.

Shirley Prater attended the Kentucky Diabetic Retreat “Strengthening Communities” along with the Morgan County Diabetes Coalition. Shirley attended the Elliott County Ready Fest at the Elliott County Elementary School. She attended the Elliott County Federal Emergency Management Agency (FEMA) meeting and the Morgan County Interagency meeting.

Beth Smith is a member of the Carter County Diabetes Coalition and the Carter County Wellness Program at the UK Extension office and attends those meetings as scheduled.

Janet Kegley is a member of the Partnership for a Healthier Elliott County Coalition. She attended a Town Hall Meeting and the Kentucky Diabetes Retreat, “Strengthening

Communities” along with coalitions from other regions. She is a member of the Elliott County FEMA Board. Janet assisted the Community Health Workers in completing the second part of the I DO Phase II Project.

Southeast Region

Ralph Fugate
Beverly Blackburn
Julia Keene
Barbara Justice
Pollyanna Shouse
Kathy Hamilton

Regional Coordinator
CHW (Knott)
CHW (Breathitt)
CHW (Pike)
CHW (Wolfe, Powell)
CHW (Floyd)

The Southeast Region had another great quarter. Our CHW’s assisted 901 clients, provided 17,150 services with a service value of \$69,338. Also, our region accessed medications valued at \$1,164,951.

The CHWs have been busy with the next phase of the I DO II project which includes doing home visits on all the clients that participated in the I DO II nurse education day in early June. All those clients started out with a nurse visit in June for basic education and lab tests for A1C and blood glucose test. This quarter, our CHWs provided a home visit with additional educational material for all those who attended the June workshop. Currently, each CHW is working on putting together a final nurse’s visit for these I DO II clients, which will be held in December.

Not only have our CHW’s been busy with the I DO II project, they are also scheduling a follow-up nurse visit with the I DO 1 clients, in the last week of October. In addition, all our CHWs, as well as the Regional Coordinator, continue to attend local inter-agency meetings, local children’s health council meetings, attend regional health day events in each individual county that we represent, as well as monthly staff meetings in Hazard.

Southern Region

Helen Collett
Michelle Ledford
Brenda Harris
Linda Thacker
TBA
Paul Frederick

Regional Coordinator
CHW (Clay)
CHW (Bell)
CHW (Lee, Owsley)
CHW (Harlan)
CHW (Knox)

This quarter our family health care advisors served 672 clients. A total of 14,221 services were provided to these clients, with service values of \$38,527, and \$997,102 worth of free medication was provided in this service area.

The Southern Region held their staff appreciation luncheon this quarter. Our Director, Mace Baker, also attended the meeting. He and the staff discussed how Homeplace has adapted to change as our program has evolved. All of the staff members were able to attend and enjoyed this annual meeting.

Michelle Ledford attended the Healthy Clay meeting. Linda Thacker attended the Readifest Back to School for Lee County Elementary and Head Start. Paul Frederick attended the Knox County Health Coalition meeting, the Tri-County Healthcare Coalition and Regional Housing Coordinators meeting. Brenda Harris attended the Middlesboro Appalachian Region Healthcare (ARH) Lunch and Learn meeting, the Salvation Army meeting, the Middlesboro Learning Center and the Bell Whitley Service Providers meeting. In addition to interagency meetings, the Southern Region is actively conducting home visits for the I DO grant.

Helen Collett, Regional Coordinator, attended the Kentucky Appalachian Rural Rehabilitation Network (KARRN) meetings, the Healthy Clay meeting, and the UK Cardiac Grant meetings. Helen and Homeplace Director, Mace Baker, also conducted interviews for the Harlan Community Health Worker position.

South Central Region

Beth Wells
Janice Compton
Sharon Cherry
Lisa Lack
Tammy Glass
Kim Collins

Regional Coordinator
CHW (Monroe, Metcalfe)
CHW (Edmonson, Hart)
CHW (Logan, Butler)
CHW (Barren, Warren)
CHW (Allen, Simpson)

This quarter our CHWs served 762 clients. A total of 20,330 services were provided to these clients, with service values of \$207,447; and \$1,165,054 of free medication provided in this service area.

The South Central Region has been very excited, during this quarter, with the kickoff of the Improving Diabetes Outcomes II (I DO II) research project in our area. Approximately 40 of our clients participated in a diabetes education class to educate them about the importance of controlling their diabetes, as well as getting free A1C and health assessments provided by a registered nurse.

Beth Wells, Regional Coordinator, provided information about Kentucky Homeplace to the South Central group of hospital administrators associated with the Kentucky Office of Rural Health during this quarter. Our staff members continue to be involved in several community coalitions and initiatives to improve our communities, such as local Vision and Networking Neighbors meetings, while also continually providing outreach with local physicians and agencies.

Western Region

Sherry Morris
Donna Hooper
Mary Beth Rohrer
Tessa Vail
Carla Gray
Rhonda Wadsworth

Regional Coordinator
CHW (Fulton, Hickman and Carlisle)
CHW (Graves)
CHW (Marshall, Livingston)
CHW (Calloway)
CHW (Lyon, Caldwell)

During this quarter, the Western Region provided 22,740 services with service values of \$76,632; and medication values of \$1,600,785 to 890 clients.

In their individual areas, the Western Region's CHWs represented Kentucky Homeplace at meetings with the following agencies: Family Achievement Child Excellence Center (FACE), inter-agency meetings, Family Resource Centers meetings, Baptist Health, Angels on Assignment, Diabetic Support Groups, PrimeCare, Feed the Children meetings, food distributions, clothing giveaways, and the Marshall County Agency for Substance Abuse Policy Board (ASAP).

During this quarter, the Western Region conducted our I DO nurse visits. All those that attended, including the Regional Coordinator and the CHWs, stated that they really enjoyed the sessions and learned a lot of good information regarding diabetes. Everyone is looking forward to the CHW home visits and the next round of nurse visits with our clients!

Client Encounters

Actual situations encountered by Community Health Workers
July 1, 2013 – September 30, 2013

This quarter we did the Improving Diabetes Outcome (I DO) nurse visits in my counties. The clients that attended seemed to enjoy the diabetic information given to them, as well as the laboratory tests they received free of charge. I feel that this was a great thing to do, not only for a study, but for the more in-depth educational information for our clients.

Education is not the only thing that two of my clients took away from this session. I have two long-term clients that have similar health issues and both are I DO participants. They both had had stomach surgery and are diabetics. They met at the session and started talking about issues that they faced, and hit it off immediately. Each had been to numerous doctors and dieticians to seek assistance with their problems. When they met each other, they seemed to take comfort that there was someone else out there that knew what struggles they were going through.

Since the nurse visit has taken place, these two clients have become great friends. They discuss their medical issues and exchange recipes and helpful suggestions. They help support each other to deal with not only diabetic problems, but issues that come about with their surgeries. The I DO nurse's visit not only provided good information for my clients, it presented them with a wonderful chance for two people to meet and become friends.

During this quarter, our area was lucky enough to receive services that many other areas have not been offered. The National Guard, through the cooperation of Delta Rural Council, held a clinic in our town for the people of our local communities. The National Guard provided medical treatment, medications, eyeglasses and dental work free of charge for the people in our area.

While they were able to assist many in need of these basic services, some of the people still fell through the cracks. They were not able to assist some people with eyeglasses because they needed special lens or first medical attention before getting a prescription. Some of the patient's medications were not available because of the cost. Those patients with unmet needs were referred to Kentucky Homeplace for further, specialized assistance.

I was very proud of what was accomplished in our community. During the short time they were here, they assisted 789 people with much needed health care, vision care and/or eye glasses, dental and other medical needs. Since the National Guard Clinic, I have assisted at least 15 people with eyeglasses and other services which were not available through the clinic.

Sometimes the best way to get to a desired destination is not a straight line. I had a client this quarter that needed help with eyeglasses. After reviewing her information, I realized she did not qualify due to income limits; however, she did qualify for prescription assistance. I was able to help her obtain four of her prescriptions through various Patient Assistance Programs. This saved her enough money to purchase the much-needed eyeglasses. Also, during the initial interview and history, I noticed that the client had not been tested for cervical cancer nor had a

mammogram in several years. I then referred her to the local health department where they were able to help her with these preventive screenings as well.

Late one afternoon, I had an older couple drop by my office. I noticed the lady had tears in her eyes. The elderly gentleman was walking with a cane with great difficulty. They had the most basic of all needs: they needed food. The wife told me they had spent all their money taking her husband to the doctor and for his medication. He had been diagnosed with 4th stage cancer and had been given only a short time to live. As I did their interview, he would pat her and say “it will be all right.” I immediately contacted a few local resources and arranged for food to be picked up the next day. Then, I called the couple the next day to make sure they had received the food. They were so grateful and could hardly believe that they had been given so much food.

On a recent home visit to enroll a new client, I was reminded of why Kentucky Homeplace provides the services and personal care that we do. This client and I had spoken on the phone numerous times before they decided to ask for a home visit. When I pulled up to their home, the client was waiting outside. They invited me in to begin our enrollment process and when it was complete the client looked at me for a brief moment, and then said, “I’ve been paying for my medications the best way I could, and doing without some of them, so I could pay my bills. Now, here you come into my home and give me all these things. What a blessing you are. I didn’t know there was someone out there that would help me and here I thought it would just be a waste of time.” My client even walked me out to my vehicle and thanked me again, inviting me back to visit. There are a lot of people out there in need, not only our services, but our attention. This is why our program and our services are so important.

I have been helping a 64-year-old female with her medications for some time. The last two times she came in, I noticed she was having real difficulty in hearing me. I finally just asked if she was having trouble hearing. She said she had a hearing test done but they wanted \$2,750 for one hearing aid. I told her about the Hear Now program and explained how it worked. She said she wanted to apply for it. I called Hear Now to see if she qualified, and she did. We did the application right then, and I got her an appointment with a participating audiologist. Last week, she received two hearing aids through the program.

I saw a client that needed help with medications not covered under her Medicare Part D drug plan. The new medication was for her Parkinson’s disease. I telephone the Parkinson Co-Pay Program and was advised that the new medication was not covered. I then contacted the drug company that manufactured the medication and was told to apply and they would make the decision. We completed the application, got it signed by her physician and submitted it right away. The drug company reviewed her application and accepted her into their free medication program.

A lady contacted me about a migrant family in the area in need of eye exams and eyeglasses. I contacted a program that Homeplace uses and asked if they would be able to help this family if

they did not have social security numbers. Then, I called the family and made an appointment to come into my office. During their interview, they told me that they are here (in this area) working and going to school and they do have work visas. I applied for assistance with the eye exams and eyeglasses for both of them and mailed their applications to the program. I expect them to receive their vouchers any day now.

This quarter my story is about a former client that I had already assisted in receiving hearing aids and eyeglasses. When she came for her appointment, she was being held by her arm and led into my office by her husband. Her husband began by asking for help again with eyeglasses and hearing aids. I felt my heart drop when I saw that she was unable to hear me; she was trying to read my lips. I had to write down every question that I asked of her.

My client's husband said that she had been in an accident that had required her to have several surgeries to repair her ear drums. I called the agency that we obtain hearing aids from and explained our reason for requesting hearing aids again. They agreed to furnish the replacement hearing aids as soon as she heals from her last surgery. I then completed another application for eyeglasses. I faxed this application with the details of my client's situation. Needless to say, she received the voucher in less than two days. Without the help of many agencies working together, this poor woman would not have been able to get the help that she so needed.

On June 22nd and June 23rd, Greenup County hosted a Remote Area Medical (RAM) Clinic, based out of Knoxville, Tennessee. All of the Northeast Region Homeplace offices volunteered in the clinic. The RAM Clinic was made up of all volunteer professionals from across the United States who would provide free medical, dental and vision care to everyone who came to the clinic.

With no eligibility requirements, the patients were seen on a first come, first serve basis. The total patients who received care were 832. There were over 1,070 services provided, which included the removal of 1,120 teeth, 240 fillings and 425 pairs of eyeglasses which were made on site those days.

Kentucky Homeplace's involvement in bringing the clinic to our area was a long process, however very rewarding. Some of our clients that were wearing other family member's eyeglasses received their own eyeglasses for the first time in their lives. They were so proud to have their own glasses with the proper prescription for their eyes.

One Homeplace client had twenty-three teeth removed; the infection was affecting her heart and she had been told a month before RAM "you are going to die soon if you don't get these teeth out." An oral surgeon had given my client the price of \$12,000; and he also told her she was going to die if she didn't have the teeth removed. However, my client just could not afford to have them removed. A week later, she came to my office and was feeling so much better, and said she had no pain. She was ready to get dentures after RAM's oral surgeon had removed her teeth. We have heard so many stories, and continue to hear how thankful and appreciative people are that we were able to hold this clinic. What a blessing it was to have shared this experience.

My client came into my office for her scheduled appointment. She lives outside my service area, but she was willing to travel to me for assistance. She said she couldn't get any help from anyone, until the Department of Community Based Services gave her one of my flyers. She arrived a little early for her appointment. She said she wasn't sure where my office was, so she wanted to allow herself enough time to find it. She is a single mother of two teenage boys, one of whom has a disability. The benefits that he receives on his Social Supplemental Income (SSI) are the sole household income.

She didn't speak of the boy's father other than to say that he was absent from their lives and didn't pay any child support. She told me that she had made a life changing decision and had enrolled in Licensed Practical Nursing (LPN) classes. She came to me for assistance with dentures and was surprised when I told her that I could get her new eyeglasses too. She was elated and her confidence increased there in my office. She sat up straight and said, "Now I won't be so ashamed to go to class with all of the young girls coming straight out of high school."

A young man had just moved to the town where I have my office. He was homeless and out of work. A family took him in and gave him a place to stay, but he was in need of so many things. The young man is a diabetic and was doing without the things he needed to treat it properly. A local doctor's office was doing all they could to help him, but he needed so many things.

From moving place to place, he had lost the only pair of eyeglass that he had. His vision was very poor and he really needed a new pair. He said that no matter which way he turned for help, he felt that he was running into a brick wall. Then, both his doctor and social services told him about Kentucky Homeplace and that I may be able to help him.

After his initial interview, I was able to get most of his medications free of charge, an eye exam and a new pair of eyeglasses. We are now working together on getting him a job. This young man is ready to go to work; he just needed someone to help him get started.

A client came in for his yearly re-enrollment and while he was there, he showed me a place on his face and mentioned that it had not been checked in a year. He said that he was on a certain medicine and the doctor wanted to wait until he was off of it to remove the skin lesion. Now, he had been off the medicine for a while, so it was time to take care of it. I told him about a free skin cancer screening that was going to take place soon. I asked if he wanted me to go ahead and make an appointment for him, and he said agreed to have the screening.

The doctor who did the screening made him an appointment to see a specialist to have the place removed. The place was removed and a biopsy was done. He is waiting on the results of the biopsy. If he had not been in my office that day and for I had not made the appointment for him, he would not have had it removed.

A lady came to my office needing forms faxed to her employer so that she could be paid on that Friday. She works for a program that pays her to take care of family members. She said that she walked to town to try to find someone to fax her forms. Her car had quit and she didn't have the money to get it fixed.

We talked about the barriers a lot of people have with transportation. I told her about a local program that will pick you up in the morning and take you to work, pick up in the evening and take you home for \$5, anywhere within the county. She was thrilled; she said she could afford that and maybe that would give her time to get her car fixed.

I had a very rewarding experience this past quarter. I had a lady come into my office who hadn't had new eyeglasses in years. I asked her how long had it been and she said "so long that I can't remember." She had them taped together and part of the tape had cracked. I did an initial interview with her and was able to get her new eyeglasses through New Eyes. It makes me feel good knowing we are making a positive difference in people's lives. This lady really needed our help.

I had a client that came to my office who did not have a family doctor. He was in pain, but didn't have any money to see the doctor. I referred the client to the local doctor who uses the sliding fee scale. It was determined that the client needed a Magnetic Resonance Imaging (MRI) of his liver. I was able to refer him to a local hospital and get the MRI free of cost. He was very relieved that I was able to access the MRI for him because he couldn't have afforded to have it done. Now, he can get treatment to help with his condition.