

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

Quarterly Report October 1, - December 31, 2011



Kentucky Homeplace

2008 National Rural Health Association Program of the Year

<http://www.mc.uky.edu/ruralhealth/homeplace.asp>

TABLE OF CONTENTS

Table of Contents.....	02
Letter from Homeplace Director	03
October - December 2011, Poverty Level and Age Distribution.....	04
October - December 2011, Total Clients Served By Region	05
October - December 2011, Client Services.....	06
October - December 2011, Top 5 Client Problems By Condition	07
October - December 2011, Client Medications Value	08
October - December 2011, Client Services Value	09
Regional Summaries.....	10
Client Encounters	13

Kentucky Homeplace

My Fellow Kentuckians:

Kentucky Homeplace Family Health Care Advisors (FHCAs) work diligently educating clients on chronic disease management and healthier lifestyles. We stress preventative care through timely medical screenings, nutrition, exercise and lifestyle changes. While we can't show the impact of educating and changing behaviors in the summaries, longevity and quality of life will be enhanced through our efforts and presence in communities.

Quarterly Summary

Here's a summary of services for this quarter, October 1, 2011 – December 31, 2011: the number of unduplicated clients served was 4,586; the amount of medications accessed was \$5,950,609; other services values accessed totaled \$656,339; and number of services was 112,215. The top client medical conditions included hypertension, high cholesterol, diabetes, heart disease and mental health.

The entire quarterly report is posted on the UK Center for Excellence in Rural Health's web page for your review at <http://www.mc.uky.edu/ruralhealth/>. The report is found on the left side of the page; click on Kentucky Homeplace, scroll to the bottom of the page and click on Quarterly Reports and then click on October - December 2011. If you wish to have a printed copy, please call 1-800-851-7512 or email me at fjfeltn@uky.edu.

Sincerely,

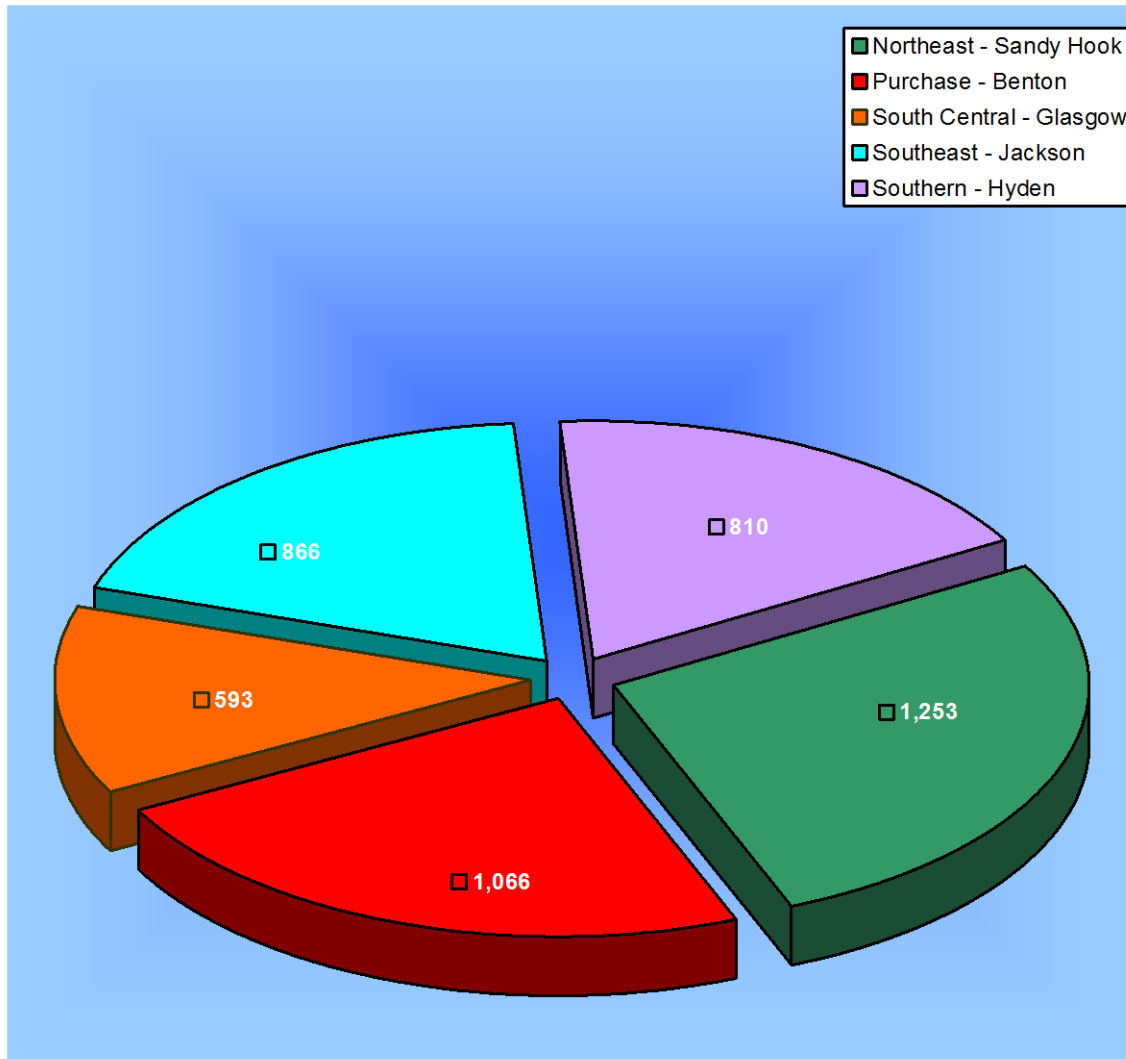


Fran Feltner, DNP(c), MSN, RN
Director, Lay Health Workers Division
Director, UK Center for Excellence in Rural Health

AGE DISTRIBUTION OF HOMEPLACE CLIENTS		
OCTOBER 1, 2011 – DECEMBER 31, 2011		
CATEGORY	FEMALE	MALE
AGES 0 TO 4	4	2
AGES 5 TO 12	8	8
AGES 13 TO 14	1	2
AGES 15 TO 19	21	10
AGES 20 TO 24	54	37
AGES 25 TO 44	487	337
AGES 45 TO 64	1,602	1,072
AGES 65 TO 74	367	284
AGES 75 TO 84	147	86
AGE 85 AND OVER	39	18
TOTALS	2,730	1,856
Median Age:	54.9	54.9
Source: Data extracted from the Kentucky Homeplace database		

POVERTY LEVELS OF HOMEPLACE CLIENTS								
OCTOBER 1, 2011 – DECEMBER 31, 2011								
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300+%	Total
CLIENTS	2,555	821	349	611	183	43	24	4,586
TOTALS	55.71%	17.90%	7.61%	13.32%	3.99%	0.94%	0.52%	100%
Source: Data extracted from the Kentucky Homeplace database								

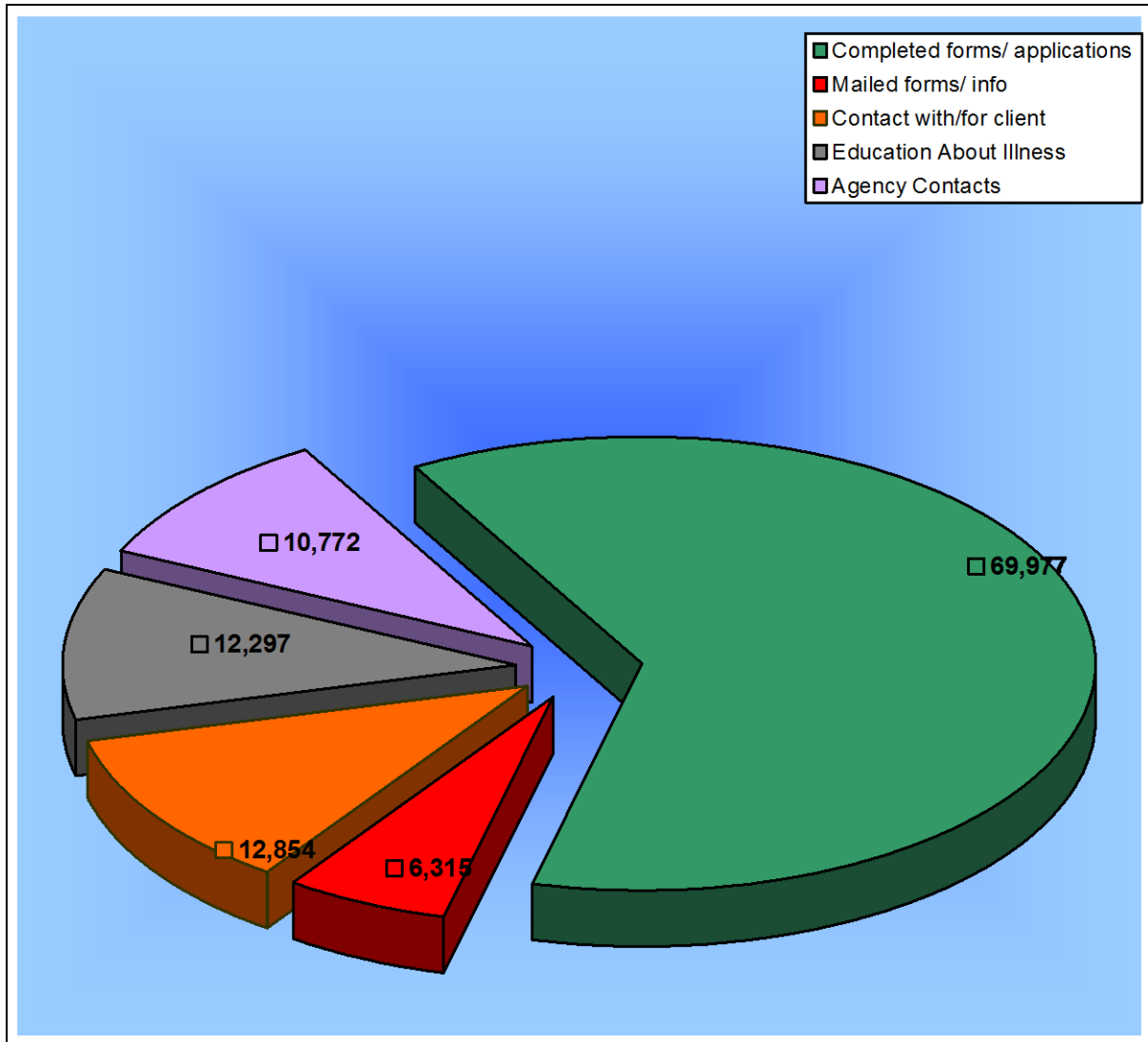
Total Clients Served By Region October 1, 2011 – December 31, 2011



TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 4,586*

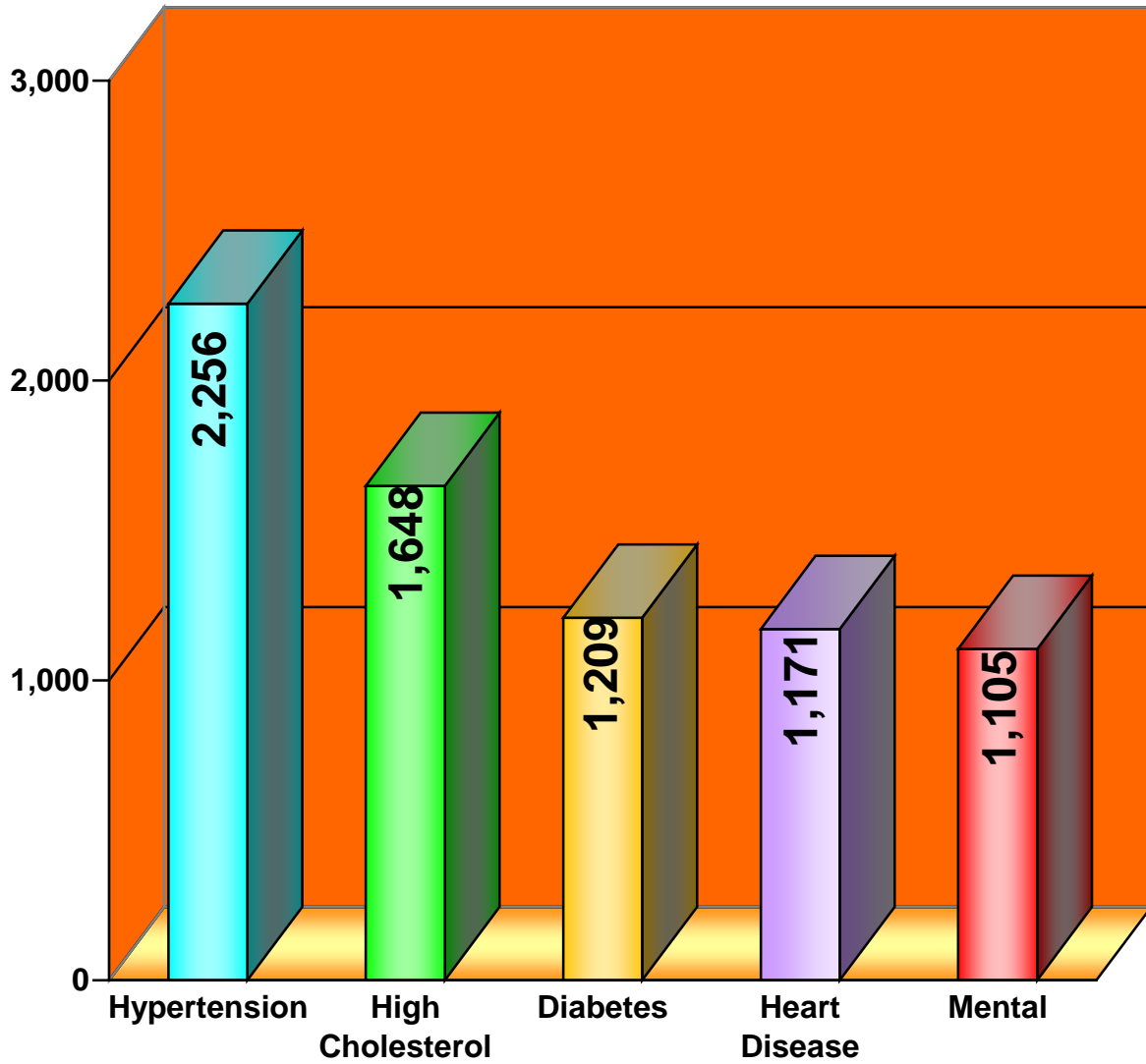
*This total represents unduplicated clients seen this quarter– the chart above shows that two clients were seen in two different regions this quarter for a total of 4,588 clients. Also, in the regional summaries (pages 10-11), some clients are seen more than once each quarter or are seen by multiple FHCAs and that duplicated number is reflected in their summaries.

Client Services
October 1, 2011 – December 31, 2011

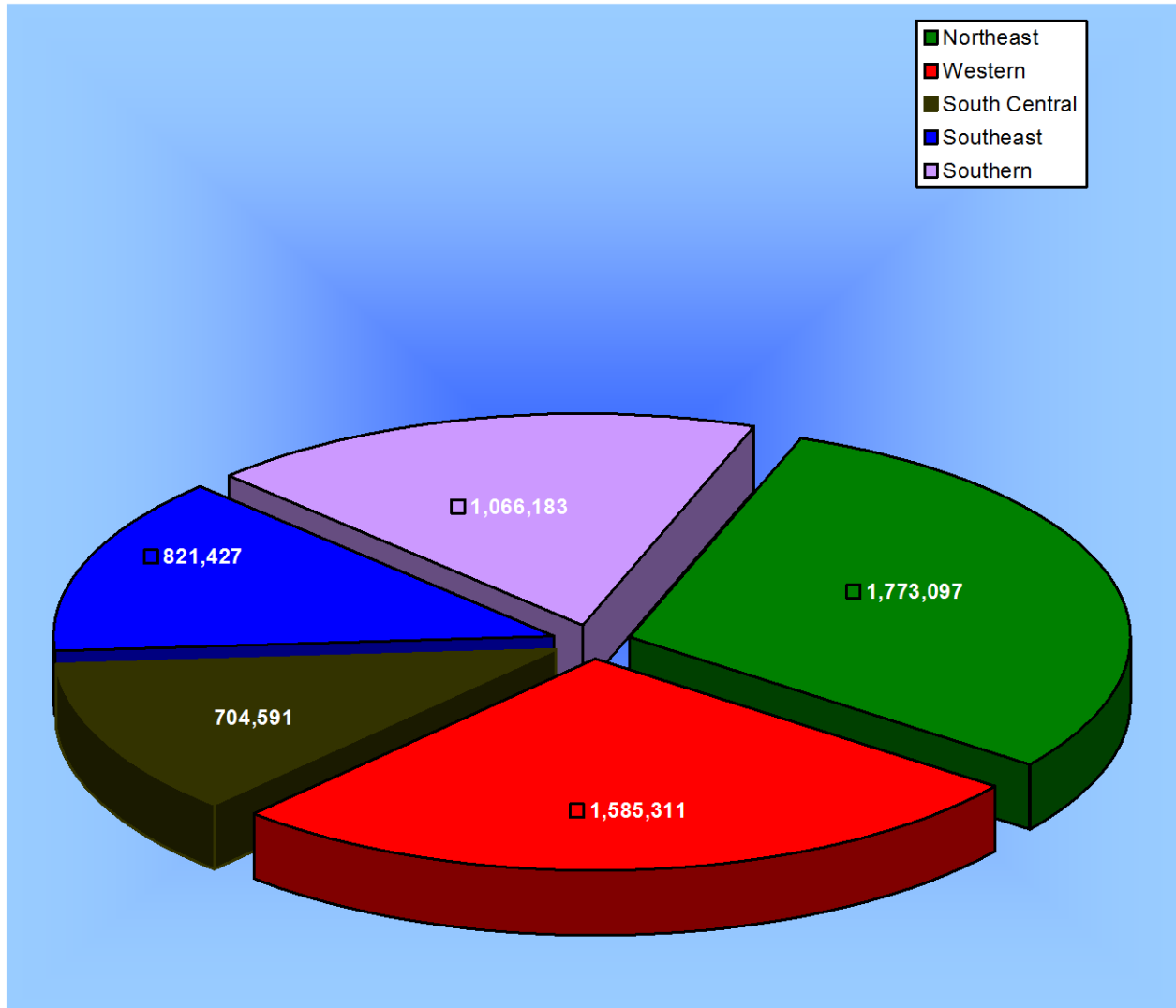


TOTAL FOR THE QUARTER: 112,215

Top Five Client Problems By Condition October 1, 2011 – December 31, 2011

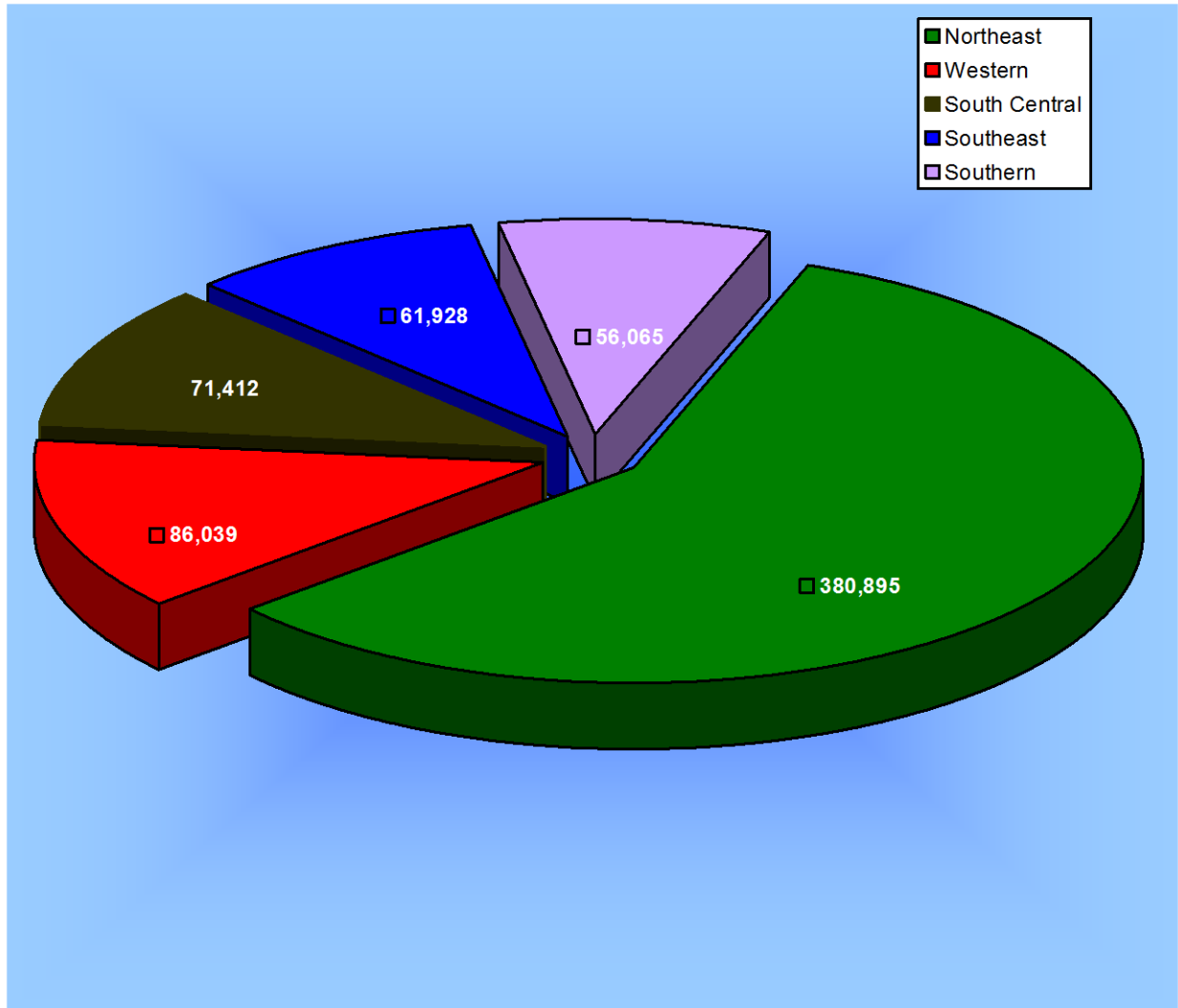


Client Medications Value October 1, 2011 – December 31, 2011



TOTAL MEDICATION VALUE: \$5,950,609

Client Services Value October 1, 2011 – December 31, 2011



TOTAL SERVICES VALUE: \$656,339*

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

REGIONAL SUMMARIES

Northeast Region

Janet Kegley

Lana Bailey

TBA

Angela McGuire

Elizabeth Smith

Shirley Prater

Judy Bailey

TBA

Regional Coordinator

FHCA (Greenup)

FHCA (Bath, Round)

FHCA (Lawrence, Martin)

FHCA (Carter)

FHCA (Elliott, Morgan)

FHCA (Johnson, Magoffin)

FHCA (Menifee, Montgomery)*

This quarter our Family Health Care Advisors served 1,253 clients. A total of 34,809 services were provided to these clients, with service values of \$380,895. In addition, \$1,773,097 worth of medication was accessed on their behalf.

The Northeast Region completed Cycles 2 and 3 of the Improving Diabetic Outcomes (I DO) Self-Management Educational Program. This program has been an exceptional opportunity for not only our clients, but the FHCAs who have worked with them. Many of our clients have experienced weight loss and improved A1C Hemoglobin test results. We are looking forward to seeing the final results from our participating clients.

Our region attended the Kentucky Cancer Program Conference at Kings Daughters Hospital in Ashland and received educational material for our clients. We also attended a presentation given by Alaena DeBoard, at the Bellefonte Centre in Flatwoods, which will enable us to have access to emergency medication for our clients that are Bellefonte patients. Our region also attended the interagency meetings in each of our counties.

Congratulations to Lela Adkins, FHCA for Bath and Rowan counties, who had a new baby boy. Lela has decided to be a stay-at-home mom with her new son. We wish Lela all the best as she starts her new career. The Bath, Rowan, Menifee and Montgomery counties are currently being covered by the other regional FHCAs.

Southeast Region

Ralph Fugate

Paul Vance

Julia Keene

Barbara Justice

Pollyanna Shouse

Kathy Hamilton

Regional Coordinator

FHCA (Knott)

FHCA (Breathitt)

FHCA (Pike)

FHCA (Wolfe, Powell)

FHCA (Floyd)

This quarter our Family Health Care Advisors served 866 clients. A total of 16,243 services were provided to these clients, with service values of \$61,928. In addition, \$821,427 worth of medication was accessed on their behalf.

Our region attended meetings with Community Action Centers, where updates on new policies and budget cuts concerning the heating assistant programs were discussed. Also, Homeplace was represented at local health departments, UK Extension offices, as well as Elder Maltreatment meetings and the Elder Abuse Conferences in October. In addition, each of our counties participated in the new “Improving Diabetic Outcomes” project and held I DO health days in each of their respective counties. Wolfe County participated in the Senior Commodity Food Program in which over 230 families were served.

Southern Region

Helen Collett
Michelle Ledford
Brenda Harris
Linda Thacker
Shirley Madrey
Paul Frederick
Lisa Wilson

Regional Coordinator
FHCA (Clay)
FHCA (Bell)
FHCA (Lee, Owsley)
FHCA (Harlan)
FHCA (Knox)
FHCA (Laurel)

This quarter our family health care advisors served 810 clients. A total of 17,651 services were provided to these clients, with service values of \$56,065. Medication value accessed totaled \$1,066,183 in this service area. This quarter we welcomed a new Family Health Care Advisor, Lisa Wilson for Laurel County.

Paul Fredericks, Knox County FHCA, Michelle Ledford, Clay County FHCA, and Brenda Harris, Bell County FHCA, held successful diabetic days in November and December. The county extension agents and Tim Vires, RN, Clinical Educator, were in attendance to educate diabetics about nutrition and self-care of diabetes.

Linda Thacker, Lee County FHCA, held three successful diabetic days this quarter. Tim Vires was in attendance to educate diabetics about nutrition and self-care of diabetes. Shirley Madrey, Harlan County FHCA, held a successful diabetic day this quarter. Tim Vires presented the educational modules on educating diabetics about nutrition and self-care of diabetes.

The Family Health Care Advisors attended several local agency meetings this quarter. Regional Coordinator Helen Collett attended training in Lexington for the new UK Lung Cancer grant and attended the monthly Kentucky Appalachian Rural Rehabilitation Network meetings. The Southern region attended the UK Center for Excellence in Rural Health’s 20th Anniversary celebration in Hazard.

Special guests for staff meetings included Michelle List and Jessica Young on Empowering Seniors to Prevent Healthcare Fraud from Medicare; Tim Vires, RN, Clinical Educator for the I DO grant and telephone conferences with Elmer Whitler, Research Director, on implementing the I DO grant.

South Central Region

Beth Wells
Janice Compton
Sharon Cherry
Lisa Lack
Tammy Glass
Angel Carter

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

This quarter our FHCAs served 593 clients. A total of 16,724 services were provided to these clients, with service values of \$71,412 and \$704,591 of free medication provided in this service area.

The South Central Region is very pleased to welcome Tammy Glass to our team as the new FHCA for Barren County. She will also provide services in Warren County. Janice Compton participated in a health fair sponsored by her local Diabetes Coalition group and Lisa Lack participated in the annual health fair sponsored by Logan County Hospital. 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
Angelic Carpenter
Mary Beth Rohrer
Tessa Vail
Carla Gray
Rhonda Wadsworth
TBA

Regional Coordinator
FHCA (Fulton, Hickman and Carlisle)
FHCA (McCracken, Ballard)
FHCA (Graves)
FHCA (Marshall, Livingston)
FHCA (Calloway)
FHCA (Lyon, Caldwell)
FHCA (Christian, Trigg)

This quarter the Western Region served 1,066 clients. A total of 26,788 services were provided to these clients, with service values of \$86,039 and \$1,585,312 of free medication provided in this service area.

In their individual areas, FHCAs represented Kentucky Homeplace at meetings with the following agencies: Breast Cancer Coalitions, Head Start, Family and Child Empowerment (FACE), Inter-Agency meetings, Family Resource Centers, Diabetic Support Groups, Trover Clinic, Women's Health Shows, Health Fairs, Feed the Children Meetings, food distributions, Leadership Marshall County, and Western Baptist Hospital.

In addition to our monthly staff meetings, we helped to promote October as Breast Cancer Awareness Month in our communities; and, worked to make everyone aware that flu season was quickly approaching and encouraged our clients to get their flu shots.

Client Encounters
Actual situations encountered by
Family Health Care Advisors October 1, 2011 – December 31, 2011

I received a phone call, late on a Friday afternoon, from the wife of a gentleman who had cancer and was undergoing chemotherapy. He had developed Shingles, and the doctor would not continue his treatment until the Shingles healed. The man had just been released from the hospital and was due another dose of his medication in four hours. The prescribed medication was \$200 and he had no prescription insurance; he could not afford the cost of the medicine.

I already knew that the prescribed medication had recently been taken off the Prescription Assistance Program (PAP) list. Still, I called hoping that they might be able to approve him and issue a voucher so that he could pick up his medication at the local pharmacy with a small co-pay. Unfortunately, the company could not help with this client.

I then called the local health department to see if they could help but they didn't have the medication either. However, they did provide the name of a similar medication that they had been prescribing to patients since the PAP change. I then called the local pharmacy to see if there was anything they could do to help the client. They agreed to give him enough medication to get him through the weekend for \$25; this would give him time to contact his doctor to see if he would be able to take the other medication as a replacement.

I had a new client who had many health-related issues. He had recently separated from his wife, had no other family, and had no idea about how to get his medications. I assisted him with filling out the prescription assistance forms and walked him through the process of getting them completed from his physician. I was able to assist him with most of his medications and referred him to several agencies for assistance with other home-life issues.

During this past quarter, I had a 62-year-old man come into my office with many prescriptions that he could not afford. He was diabetic and needed insulin immediately. I was able to contact his doctor and arrange for him to pick up enough samples to last until we could get his medications through the patient assistance programs.

My client is a woman who lost her job and had to move in with her mother. The woman could not afford a doctor or the medications she needed for her condition. While asking the survey questions, I found out that this client had a family history of breast cancer and cervical cancer. She had not had a Pap test in over nine years. I called the local health department to make her an appointment for screening.

I referred her to the Department of Human Resources for food stamps assistance. We found a doctor that used the 20 percent sliding scale fee and accessed several medications through the pharmaceutical companies. The client and her mother were so happy to know that, with the right navigation, she would be able to get the help she very much needed.

I met a client who had just lost his wife of many years. He lives with a daughter and has a son living close by to him. The client was referred by a dentist that works with Homeplace clients to

make dentures at a low cost. The client had first gone to the dentist's office to have his dentures made; but, when the dentist heard how small his income was from Social Security, he told him about Homeplace and sent him to my office.

I completed the paperwork for Homeplace and the dentist. I went on to explain to him that he would be eligible for food stamps, Low Income Subsidy (LIS), Qualified Medicare Beneficiary (QMB), and the Low Income Home Energy Assistance Program (LIHEAP). He then said that he didn't have an education and couldn't hear very well; he just didn't think he could take care of everything I had told him about. I explained that we would just do one thing at a time.

Now five months later the client has food stamps, LIS, a QMB card and received \$120 towards his electric bill from the LIHEAP Program. He is one of my clients that is enrolled in our diabetes research program, Improving Diabetic Outcomes (IDO), and attended community day in November. I now have him scheduled for a hearing evaluation, so he can get hearing aids through the Hear Now Program.

Just recently, another man stopped in my office asking to meet me. He introduced himself as my client's son and said he just wanted to thank me for helping his dad and to let me know how grateful the family was for Homeplace's assistance. He said that his dad talked about how helpful Homeplace was to him and now he thinks it will be easier for him to live with all the help we have been able to provide.

I have a client who is a humble man and lives alone on a fixed income. He has had open heart surgery and is scheduled for it again in just a few months; he is diabetic and uses insulin. I was able to access his more expensive medicines through the pharmaceutical programs free of charge; and I told him about doing the mail order for the remainder of his medications. This man was so relieved and happy that he handed out candy (sugar-free of course) as he left.

A client came into my office to get help with her medications. As I worked, I could tell that she could not see well enough to even sign her name. During the routine questions, I asked her how long it has been since she had an eye exam. She said 15 years and continued to tell me the problems that she had been having over the years with her vision.

This client could not afford an eye exam, so I referred her to the free clinic where they (the clinic) get three free eye exams a month with a local optometrist. Two weeks later, the client came in with her prescription for her eyeglasses. I filled out an application for New Eyes for the Needy and she was approved. Recently, she came by my office to show off her new glasses and to let me know how happy she was and how her life had changed because she could see so much better.

I have been helping a 52-year-old client with her medication since 2004. I had also helped her get glasses through the Gift of Sight Program. She came to my office telling me that she needed gall bladder surgery and the doctors required partial payment before they would schedule her surgery. She has no insurance and she and her husband live on his disability income. I discussed Surgery on Sunday and told her she would have to go to Louisville or Lexington. She thought she could be able to afford the travel. After she gathered her information from her doctor, I

faxed it and an application to Surgery on Sunday. She was approved and had the surgery in October. She is now recovering and doing fine.

A man called my office searching for help with cataract eye surgery. He was new to Kentucky Homeplace and was referred by the Department for Community Based Services office. He was approved recently for monthly disability benefits, but was not eligible for Medicaid or Medicare.

He is the sole care-giver of his mother who is unable to drive. He is responsible for getting her to her appointments and to the store. He is concerned that his failing eye sight will prevent him from taking care of her like he has done in the past years. His father passed away leaving his mother a widow several years ago.

I mentioned Surgery on Sunday to him and explained about the process and that it could take several months. During the visit, I realized that Homeplace could also help with his medications. I completed the referral form and he took it to his doctor. He has received his medication and has been approved for the Surgery on Sunday Program. He has been placed on a list and is aware that it may take a few months but he is still grateful that he found the help he was looking for at Kentucky Homeplace.

I have a client that came into the office with her husband who was seeking help with his medications. While in my office, she mentioned that she needed hearing aids. I explained the Hear Now program. She completed the application and I made an appointment for her. She went to her hearing screening and turned in her application. She has received notification that she has qualified to receive hearing aids from the program.

A woman had lost her Medicaid card benefits and was very emotional over losing them. She needed help with medication and her disability check wasn't covering all of her expenses. She told me that she had to quit her job due to breast cancer. She had finished her chemotherapy and radiation and then had lost her Medicaid benefits. Her Tamoxifen is no longer on a free program; however, it is on the \$4 prescription program through Wal-Mart. The other three medications, Synthroid, Nexium and Effexor XR were available and I have applied to the Indigent Programs for her. She said she had given up hope and was just going to quit taking her medications before finding out about our program.

This quarter had some memorable things happen and one of those was diabetic education day. The first diabetic day was filled with lots of education and information for the diabetics. One lady said to me after class that she was so glad she came and that she was really going to work on getting her sugar under control. There were two other individuals in the class with A1C's of 12 or higher (an A1C higher than 7% is a warning sign that your diabetes is out of control) and I am hopeful that we left an impact on them in learning to control their diabetes. It was a very rewarding experience and I felt good knowing that we have tried to make a difference with those who are suffering with diabetes.

I received a phone call from the local eye care center. The receptionist began telling me about an 8-year-old boy who was in desperate need for eyeglasses. He had insurance but would not get eyeglass coverage for two months; the insurance paid for the eye exam but would not pay for

eyeglasses. I spoke with the child and his father and explained the Kentucky Homeplace program to them. I completed the paperwork and immediately began searching for a resource for this young boy. I contacted the Kentucky Vision office and explained the situation to them. I was able to fax the information and get an instant approval over the phone. The family was very thankful for Kentucky Homeplace and the child said that he will be so glad to finally be able to do his homework.
