

# Health Home Herald



## April is National Stress Awareness Month

*By Christine Del Buono, HCA*

Learning to manage stress is important for your physical and mental health. When you are in the business of providing care coordination to others, it becomes even more important to ensure you are caring for yourself too. Managing your stress effectively will help you in your professional and personal life. One way to start is to identify your stress level (NIH n.d.). Try this Stress Screener: <https://mhanational.org/get-involved/stress-screener>

Identifying stress is just one piece of the puzzle. You already know you are stressed. Your caseload could be large, challenging, and complex. You may love what you chose as a profession but wonder how to get it all done in a day. The demands of case management can easily lead to burnout. I found these tips from LinkedIn to be helpful:

### Identify the sources of stress

The first step to cope with stress is to identify the sources and triggers of your stress. Stress can come from different factors, such as organizational, interpersonal, personal, or environmental. For example, you may feel stressed by unrealistic expectations, conflicting demands, lack of support, difficult clients, or personal issues. By identifying the sources of stress, you can prioritize and address the most urgent and important ones and seek help or resources when needed.

### Practice self-care

Self-care is essential for case managers, as it helps you to maintain your physical, mental, and emotional health. Self-care can include various activities, such as eating well, sleeping enough, exercising regularly, meditating, relaxing, hob-

bies, or socializing. Self-care can also involve setting boundaries, saying no, delegating tasks, or taking breaks. By practicing self-care, you can reduce your stress levels, boost your energy, improve your mood, and enhance your resilience.

### Seek support and supervision

Case managers often work in isolation, which can increase the risk of stress and burnout. Therefore, it is important to seek support and supervision from your colleagues, managers, mentors, or peers. Support and supervision can provide you with feedback, guidance, advice, validation, or referrals. They can also help you to cope with ethical issues, complex cases, or emotional distress. By seeking support and supervision, you can improve your skills, confidence,

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# Participant Portrait

*Submitted by PCHS*

One of our CCs came up with the idea to bring a packet of seeds when they go out to meet with clients, and another opted to take tomato starts to some of her clients. It is a project that the client and CC can do together. It has been a great way for the client and CC to get to know each other, and helps broaden and guide discussions about eating habits, exercise habits, and purpose driven living. Discussing how humans are like seeds: they need light, water, the right nutrients, and plant-specific conditions to grow, just like people. And then when the plant grows, discussing how the client feels about their accomplishments, and reflect back on the effort they gave to the plant to help it grow. It helps build



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and performance, and prevent isolation and detachment.

**Learn and grow**

Case managers face constant changes and challenges in their role, which require them to

confidence and gives the client a purpose.

*CC Nancy Huseman  
CCO Community Health Care*

This client lives in Tacoma in a mobile home with his sister and her boyfriend. They are very low income and must rely on the food banks to make it through the month. The client has made it a priority to make all his doctor appointments, which he has done, even though it is an hour bus ride from his home. The client received some cookbooks on



adapt and learn new skills and knowledge. Learning and growing can help you to cope with stress and burnout, as it can increase your competence, motivation, and satisfaction. Learning and growing can include various opportunities, such as training, workshops, webinars, podcasts, books, or

cooking with diabetes and is now cooking more at home which is saving them money as well. I introduced the client to some gardening ideas and gave him some tomato starts in the beginning of June. When I returned in July, he showed me his garden which was next to his porch and used containers for the plants being they didn't have any garden area in their yard. The plants were beautiful but more importantly, the client was very proud of himself for growing healthy food. In the beginning I was concerned about the client isolating in the small mobile home, but he is getting out more now that he is comfortable riding the bus. The client is also checking his blood sugar at least 3 times a week to stay on top of his pre-diabetes.



online courses. By learning and growing, you can update your knowledge, expand your horizons, and enhance your career prospects.

**Celebrate your achievements**

Case managers often focus on the problems and difficulties of

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by Kerri Hummel, DSHS  
HH QA Specialist

Every year, on the first Sunday in May, World Laughter Day celebrates the positive effect that laughing can have on all of us. We all know that laughing makes us feel good. Laughing cannot solve all our daily problems, but it can help make our day a little better. World Laughter Day is a day for all of us to relieve some stress and laugh.

World Laughter Day was founded and created based on facial feedback hypothesis, which suggests that a person's facial expressions can have a positive effect on their emotions. The day is usually celebrated with gatherings of people with the sole purpose of laughing and enjoying each other's company.

Nothing feels better than laughing with your family, friends, or a coworker. There are several health benefits to laughing. Laughing can:

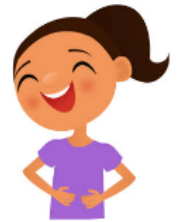
- Create a general sense of wellbeing. One of the main benefits of laughing is that it will make you feel better. The more you laugh, the more positive you are going to feel, and this can impact your life in many ways.

## World Laughter Day

- Laughing releases endorphins. Endorphins are natural pain killers in our bodies. They are released when we laugh. This can help you feel good while easing pain at the same time.
- Boost T-cells. T-cells are specialized cells in your immune system. When you laugh, T-cells are activated and can help you fight off sickness. Next time you're feeling a cold coming on, try to laugh that feeling away!
- Laughing is a cardio workout! Laughing can get your heart pumping. Did you know that a good laugh can help you burn the same amount of calories as a slow or moderate paced walk?
- Work your core muscles. Have you ever laughed so hard that your belly hurt? Muscles in your tummy begin expanding and contracting when you laugh as if you are doing ab exercises.
- Reduce stress hormone levels. Laughing helps to cut the stress and anxiety that impacts your body. When you laugh, stress hormones are reduced, which can assist your immune system with its

performance.

- Lower blood pressure. Laughing can lower your blood pressure and reduce the risk of a heart attack or stroke.



This year, World Laughter Day is on Sunday May 5<sup>th</sup>, 2024. Here are some ideas to help bring more laughter into your life:

Start a Joke Jar. This is a great activity to get everyone in your household or office involved. Grab a jar and have everyone write down a joke on a piece of paper and place it inside the jar. Next time you're with a group of people or it's a rough Monday morning in the office, grab a joke out of the jar and share a good laugh.

Learn to laugh at yourself. Most of us take ourselves too seriously. Learning to laugh at ourselves enables us to be more vulnerable and more authentic.

Enjoy and celebrate the day with a good laugh.

Submit your story, resource, or ideas to the Care Coordinator Corner via our newsletter inbox:

[healthhomenewsletter@dshs.wa.gov](mailto:healthhomenewsletter@dshs.wa.gov)

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their clients and their role, which can lead to frustration and discouragement.

However, it is also important to celebrate your achievements and successes, as they can remind you of your purpose and impact.

Celebrating your achievements can include various ways, such as acknowledging your efforts, rewarding yourself, sharing your stories, or receiving feedback. By celebrating your achievements, you can increase your self-esteem, happiness, and gratitude, and reduce your stress and burnout.

### Seek professional help

Sometimes, stress and burnout can become overwhelming and interfere with your functioning and well-being. In these cases, it is advisable to seek professional help from a counselor, therapist, or coach. Professional help can offer you a safe and confidential space to explore your feelings, thoughts, and behaviors, and to develop coping skills and strategies. Professional help can also help you to identify and address any underlying issues, such as trauma, depression, anxiety, or substance abuse. By seeking professional help, you can improve your mental health, recovery, and quality of life (LinkedIn 2024).

When I worked as a Case Manag-

er one of my biggest stressors was the amount of competing tasks I had to manage. I needed to keep myself organized and on track. I had assessments due each month, but emergent assessments could come up at any time, along with meetings, training, requests for me to train new people, an endless email stream, and a non-stop ringing phone. I had to develop ways to manage my daily schedule, track my workflow, and build in time for the unexpected. This is where I discovered the value of Microsoft Office OneNote.

I am a fan of OneNote, but whatever works best for you to keep track of your workflow will do. I used my daily calendar too, but liked having a daily to do list and used color coding to denote my different assessments by type.

I set aside time at the end of each day to build the next day's to do list.

I believe that this is highly important. When you start your workday, it helps to know exactly what the plan is. That way if something emergent happens or your supervisor hands you an unexpected task, you can look at your daily plan and triage quickly instead of becoming stressed and anxious. I found it helpful to schedule my field visits early in the month whenever possible to allow time at the end of the month to focus on documentation and follow up calls.

I have transferred this method into my current position, and it

has helped me while I learn a new job. I keep this meme on the same notebook page as my to do list:



Developing a daily routine at home and at work can help with managing stress. Here are some additional resources for you.

<https://www.nhlbi.nih.gov/resources/stress-less-healthier-heart>

<https://www.nimh.nih.gov/news/media/2021/great-helpful-practices-to-manage-stress-and-anxiety>

<https://www.nimh.nih.gov/health/publications/so-stressed-out-fact-sheet>

<https://orwh.od.nih.gov/in-the-spotlight/all-articles/7-steps-manage-stress-and-build-resilience>

<https://www.nami.org/Find-Your-Local-NAMI/Affiliate?state=WA>

Sources:

<https://hr.nih.gov/working-nih/civil/national-stress-awareness-month#:~:text=April%20is%20recognized%20as%20National,exacerbation%20of%20health%2Drelated%20issues>

<https://www.linkedin.com/advice/1/how-can-case-managers-cope-stress-burnout>





Health Home Program  
Washington



# Join Us in 2024

Join us for free monthly webinar training designed for Health Home Care Coordinators and allied staff. Webinars are held on zoom from 9:00 a.m. to 11:00 a.m. the second Thursday of each month.

## \* Upcoming dates and topics:



**April 11:**

**Tribal Relations**

**May 9:**

**Mandatory Reporting/APS**

**June 13:**

**To Be Announced**



*Transforming lives*

**\*Link to register: [https://dshs-telehealth.zoom.us/webinar/register/WN\\_ObuOzB\\_nSaS6vqopXMsM2w](https://dshs-telehealth.zoom.us/webinar/register/WN_ObuOzB_nSaS6vqopXMsM2w)**

Questions?

Contact Anthony Foster at:

[Anthony.Foster@dshs.wa.gov](mailto:Anthony.Foster@dshs.wa.gov)

**\* After registering, you will receive a confirmation email containing information about joining the webinar. Please add the trainings to your calendar.**



## Care Coordinator Corner



Mae Hochstetler, AHCS, PHN  
Full Life Care, HHCC

In my training for the Advanced Home Care Specialist Certification program, I learned about The One-Page Profile. This tool helps caregivers provide person-centered care and summarize what is important to clients and how they can be supported by those around them. As a new Care Coordinator, I noticed clients would frequently express frustration in losing long-term caregivers and having less hours filled with less experienced caregivers. The One-Page Profile can help ensure new caregivers are able to provide the best care possible by highlighting the client's needs and what to know when working together. In one client's One-Page Profile, they wrote, "Because of my brain injury, I do not always answer right away. Sometimes it takes me longer to understand what you asked and organize the words to reply. Please do not think that I am ignoring you. I am just trying to sort it out in my brain before it comes out of my mouth."



I expanded the One-Page Profile to include a task list with specific instructions for caregivers. This can be very helpful for caregivers to know what tasks need to be done and how they should be completed. Some clients included recipes and weekly menus to make it easier for caregivers to compile a shopping list. While most clients can communicate with their caregivers and convey the tasks that need to be done, some individuals with brain injuries and other processing disorders may not always be able to articulate the tasks that need to be done. The profile also includes an In Case of Emergency Form, which has proven to be effective in several instances.

One of my clients had a severe asthmatic episode last fall due to flu symptoms. Since she was unable to call 911 herself, her 12-year-old granddaughter, who had never called 911 before, used the expanded One-Page Profile and gave dispatch the necessary information. When the EMTs arrived, they used the same information to write down her medications, doctor's name, and preferred hospital. She took the profile with her, and hospital staff were likewise able to glean what information they needed to provide the best care and communicate more effectively due to the client's traumatic brain injury and processing delay.

Another client who had COVID-19

became unresponsive while a temporary caregiver was present. The caregiver used the In Case of Emergency form to contact the EMTs and provide accurate information. Since this was one of the caregiver's first times in the building, the form included the client's address which she did not know off the top of her head. Again, the profile was taken to the hospital with the client and instructed medical staff how to best communicate with her. Although she does not have a traumatic brain injury, she requires straightforward and respectful conversations from her healthcare providers.

My final client has a traumatic brain injury (TBI), is an amputee, and has heart failure issues. When I arrived to check on him after an inpatient discharge, he was not well, and I decided to call the EMTs. Due to his TBI, he has difficulty communicating when ill, and after transient ischemic attacks and cardiac episodes, he experienced increased auditory delays. With the profile with him at the hospital, the medical team could understand that he was being challenged by his processing delays.

Clients appreciate the profile is a work in progress that we revisit and revise it together. These profiles have empowered clients to communicate more effectively and advocate for themselves and their care in a different way.



## Increased Medicaid Dental Benefit for Patients with Diabetes

Periodontal maintenance procedures covered per year has increased from 1 to 4, for Apple Health enrollees with diabetes. (D4910)



### Why patients with diabetes?

Gum disease can lead to complications—such as elevated blood sugar—for people with diabetes. Periodontal maintenance up to 4 times a year will support the whole-body health of Apple Health (Medicaid) enrollees with diabetes.

### Benefits of regular periodontal maintenance for people with diabetes:

- ✓ Improves overall health.
- ✓ Improves glucose levels.
- ✓ Reduces risk of other diabetes-related complications.
- ✓ Reduces health care costs.

This increased Apple Health benefit took effect January 2024.

Questions? Email [info@arcorafoundation.org](mailto:info@arcorafoundation.org)



# Spring



### Instructions:

Locate the words. They may be hidden horizontally, vertically, diagonally, forward, or backward.

I C I Q B S T U F W Z M I N V E I W E Q  
 U I U X J U Z H B L E P A P R I L A P X  
 W H F O O N F N A T O R W U B O S G L O  
 H G X N U S I F S W G W P M J T R E Q C  
 N V U J T H V X E E R G E B E I Q J Z C  
 L Y B G N I I N B P E Z X R N X K T Y L  
 Z X C E C N M V A Y A M R E S N T I Q Q  
 G K J W V E G I L Z A A M L W D I Z R W  
 C A D Z L S F X L K O R S L C H R A M F  
 B N W T Z P A X T S R C S A M P B I R V  
 D C X Y A M U L U J A H H A R X J H B P  
 L P S A F G D V U F O F S O G V M Q D I  
 Q N A Y X Q N Z X W O H T V I K U V L P  
 Y X S C C T C I E T Y Z T A P U K R B S  
 M D X R Q F A R R U C Q U L K Q L H W W  
 V I H D Q G S K N P V F Z I M E Y D O H  
 S J G R A S S H Z U S P X K C J M Z T D  
 B V O Y Z Q X K K C Y K J F L P R D P T  
 A H C Y O W A T L D Q O B P Y B M O M J  
 H P I G B N L K C P D V W O U G R E E N

SPRING  
 MAY  
 GREEN  
 THAW  
 RAIN  
 BIRDS

MARCH  
 FLOWERS  
 GRASS  
 MELT  
 UMBRELLA

APRIL  
 BASEBALL  
 SUNSHINE  
 SHOWERS  
 EASTER



Answers can be found at

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