



GOVERNOR

*DDS Council Monthly Report*

*May 2010*

Meetings held and/or attended

- o May 4<sup>th</sup> -met with CO Utilization Nurse
- o May 4<sup>th</sup> -met with Operations Unit
- o May 4<sup>th</sup> -met with QI Director
- o May 12<sup>th</sup> -CHRO meeting
- o May 14<sup>th</sup> -met with QI Director
- o May 21<sup>st</sup> -GYCD Ceremony Awards
- o May 24<sup>th</sup> -met with Eligibility Director regarding HIPAA
- o May 25<sup>th</sup> -met with Chief Financial Officer
- o May 26<sup>th</sup> -met with CO Utilization Nurse
- o May 26<sup>th</sup> -Inspector's meeting
- o May 28<sup>th</sup> -met with CO Utilization Nurse

Concerns\ Issues

- Received a call from a hospital where an individual, thought to be a DDS consumer, had been residing for a few days. Hospital staff member stated that the alleged DDS consumer was ready to go into a nursing home, but was waiting for a DDS nurse consultant to do a Level II evaluation for long-term care. During my research of the issue, said individual did not have a diagnosis of mental retardation and was not a DDS consumer. I spoke with the nurse consultant they said this is not the first time the hospital wanted the Department to intervene with discharge. Region spoke with sister and said that if a Level II diagnosis was needed, the Department would do it and also stated that she could apply for eligibility.
- Sister called Office seeking placement for brother, stating that she could not live with him anymore. She contacted the Department of Mental Health and Addiction Services; they told her to call the DDS' Ombudsman Office. I asked sister if her brother had ever been diagnosed with mental retardation. She informed me that he had taken all special education courses in school. I told her that doesn't necessarily mean he has a diagnosis of MR. Told sister that she could apply for eligibility and gave her needed information.
- Mom is concerned because for the last three weeks her daughter has become very aggressive with the entire family and especially with her. Mom believes that one of the many medications she is currently taking is responsible for this drastic change. Mom wants to know if she can be given a psychological treatment that does not include any medications. She does not want her in a psychiatric hospital; because she believes that with continuous professional psychological help, her behavior can improve. Mom has requested a program where she can share and interact with others outside the family core. She has had a program in the past where once/twice a month they would drive her to go shopping, visit different places and have "fun". She went on to say that the program was eliminated. Spoke to Regional Director; they are in the process of looking at different types of programs that hopefully will help modify current behavior.

- Mom called Office with concerns she had with Private provider run home and how her son was being affected by the way it was being run. Spoke with QI Director and asked if any investigators were planning on visiting the Home anytime soon. Investigators did go out and found the staff and residents quite happy with many activities and not what was alleged at all. Spoke with mom at length regarding her concerns (not mentioning the inspection) and told her I would look into it. Spoke with Region which determined that individual would do much better in a different setting. Region spoke with mom about moving son to another placement and she happily agreed with this option.

## May 2010

### *Areas of Concern*

- Case Management – 3
  - Case Management Requests 9
  - Day Program – 3
  - Eligibility – 17
  - Funding/Budget – 4
  - Guardianship – 1
  - Health & Safety – 2
  - HIPAA – 2
  - Information/Referral – 27
  - Placement - 5
- Eligibility and Case Management Requests trended up this month.

ISSUES/CONCERN TOTAL – 73