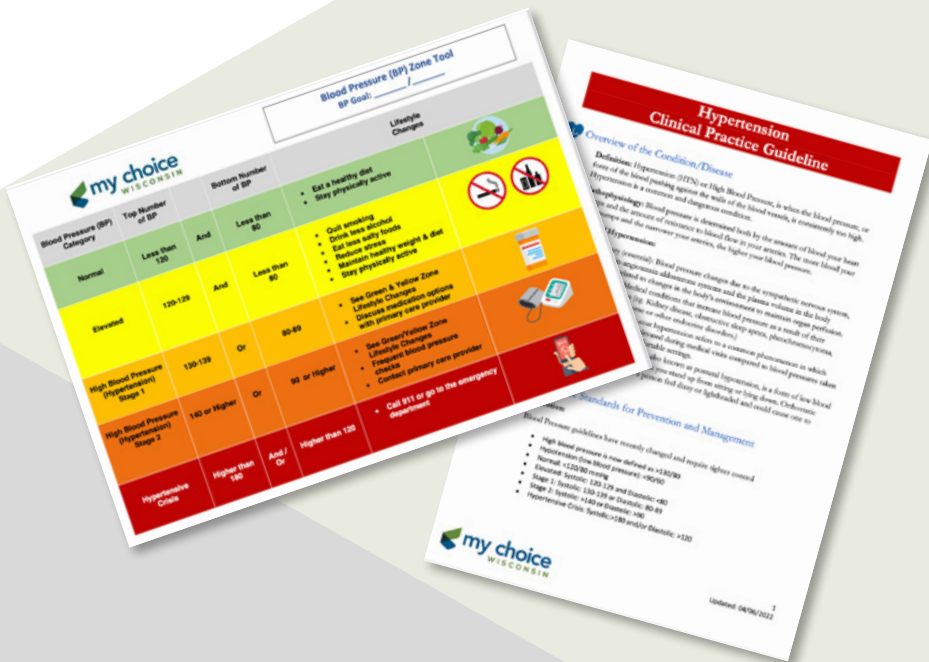


Provider Services Newsletter

July 2022 | SUMMER | Issue 06



The *Hypertension Clinical Practice Guideline* is an educational resource that explains the disease, prevention or management, and how to anticipate, recognize, and respond to symptoms. The guideline also identifies ethnicities and genders that are at higher risk for this chronic condition. As a provider, this information is useful in supporting a member's individual and unique health journey towards success.

The *Blood Pressure Zone Tool* is a one-page flyer, available in multiple languages, outlining the various blood pressure categories, including blood pressure values and ranges. This tool can be used in the member-provider relationship to assist the member in working towards a blood pressure goal. Examples of steps to improve blood pressure control include:

- **Eat a healthy diet**
- **Stay physically active**
- **Do not/quit smoking**
- **Monitor sodium/salt intake**
- **Drink alcohol in moderation**

The *Hypertension Clinical Practice Guideline* is located in the [Provider Resource Library](#) on our website. You can find links to the *Blood Pressure Zone Tool* on page 4 of the *Guideline*. You can also ask the Family Care or Partnership Care Team staff for a hardcopy!

Clinical PIP – Hypertension and Blood Pressure Control

At My Choice Wisconsin (MCW), we are always looking for better ways to provide safe, effective care and services to our members. A Performance Improvement Project (PIP) is an action plan that we create to help our organization achieve a specific goal. For the next two years, MCW is focusing on blood pressure control for Family Care and Partnership members who have hypertension and diabetes. We

are also committed to identifying and bringing awareness to cultural considerations and health disparities that may impact these chronic conditions.

Part of this project includes educating members and/or caregivers on the *MCW Hypertension Clinical Practice Guideline* and the *Blood Pressure Zone Tool*.



Provider Shout Outs from MCW Staff

“**Sienna Crest** in Fort Atkinson is doing a wonderful job. They are “hands down the best facility” that the member has resided in. They go above and beyond for the member with communication, meeting the member’s needs at home, and ensuring that her health needs are attended to.”

“Sandy and Mo at **Senior Express** (VRK Enterprises) – they are always willing to squeeze in a last-minute transportation request when a care team needs it in a hurry! They have saved me on many occasions.”

“I would like to recognize **Secured Living** because of Wendy’s kindness, compassion, and care. These members lost everything they had known and because of Wendy they are now living their best life. She helped them out of the goodness of her heart. They are so happy and finally have access to proper medical care, food, and a clean home to live in.”

“**Home Safety Innovation** is easy to work with and very attentive to detail. They are quick to connect with our members to complete the authorized services and have great communication with the care teams

to keep them informed about the services completed. Connecting with this provider is stress-free, and I’m so glad to have them as a MCW provider.”

“At **Home Caring Angels** – they provide reliable SHC assistance in a scenario that can be overwhelming and frustrating. They are patient, kind, and so helpful!”

“Kellie Kingston is the owner of **Supportive Home Living Services**. We love working with her and appreciate how she goes above and beyond for our members. She is caring, compassionate, and willing to think outside of the box to help our members.”

“I would like to give a shout out to ElBeauty B. Simpson; she is a care coordinator for **Rooms R Us**. She is INCREDIBLE! She is responsive to emails/texts/calls. She always has all the MD appointments and medication list and keeps the IDT team up to date. She works so well with some challenging members. She is knowledgeable and very professional. But above all, she can really relate with some of the clients. She truly does treat them like her family and makes a huge

positive impact! We appreciate her dedication, caring, and hard work she does for our members!”

“Sue, the owner of **QLS** in Waukesha (SIL) is AMAZING. She takes on some really difficult situations and always deals with them with kindness and compassion. She has done some very hard and sometimes creative work to meet the needs of our members and we appreciate it so much!”

“I would like to give a shout out to **Away We Go Transportation** – Hans and his team. He has helped us the last month with some emergency transports that were last minute. He dropped everything to help us with both emergencies, quickly getting our members to safe locations.”

“**Helping Hands on 75th** – the progress I have seen in the member over the last month since the member arrived at that home is incredible. Their staff praised member for the small things and did not expect the member to deal with the difficult times by themselves. I was truly amazed and proud that WE are contracted with a provider that is so goal-oriented and focused on their member’s lives.”

My Choice Wisconsin Customer Service (Family Care, Partnership, SSI, and Dual Advantage)
Customer Service Hours: 8:00 AM – 8:00 PM, 7 days a week Toll Free: 1-800-963-0035 TTY: Wisconsin Relay 711



Training & Education Opportunities for Providers

Find more info on our [Provider Forums & Trainings page](#).

The Waisman Center

The Waisman Center’s mission is to advance knowledge about human development, developmental disabilities, and neurodegenerative diseases. The center offers education to caregivers, agencies, teams, families, individuals with disabilities, program administrators, and community members.

In-person trainings are available in Madison. Courses have reasonable fees and may meet continuing education requirements. Find upcoming trainings here www.waisman.wisc.edu/about/#training. You can contact the Waisman Center via email at comm.training@waisman.wisc.edu or by phone, 608-265-9440.

Department of Health Services: Trauma Informed Practices

[Resilient Wisconsin: Trauma-Informed Practices | Wisconsin Department of Health Services](#)

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)

[WCCEAL \(wisc.edu\)](http://WCCEAL.wisc.edu)



DQA Training for Nursing Home Providers

The Division of Quality Assurance (DQA) sponsors quarterly forums to provide education on Resident Assessment Instrument (RAI) and Minimum Data Set (MDS) information. Please find upcoming forums and other resources on the [DHS website](#).

My Choice Wisconsin Customer Service (Family Care, Partnership, SSI, and Dual Advantage)
Customer Service Hours: 8:00 AM – 8:00 PM, 7 days a week Toll Free: 1-800-963-0035 TTY: Wisconsin Relay 711

We invite you to join us at our upcoming PAC meetings!

Help us build the agenda by emailing topics one week prior to the meeting: ProviderQuality@mychoicewi.org



PAC
PROVIDER ADVISORY COMMITTEE

2022 Meetings

FIND FULL INFORMATION [HERE](#)

Milwaukee and Southeast Region

GSRs 6, 8 & 11: Milwaukee, Racine, Kenosha, Sheboygan, Walworth, Washington, Waukesha, Ozaukee

1:00-3:00 pm on August 4 / November 3

Zoom Registration:

<https://carewisc.zoom.us/j/89518039184>

Dane Region

GSRs 5, 12 & 14: Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, Waushara

1:00-3:00 pm on August 11 / November 10

Zoom Registration: <https://carewisc.zoom.us/j/81654756917>

Northwestern Region

GSRs 1, 2 & 3: Buffalo, Clark, Chippewa, Crawford, Dunn, Eau Claire, Grant, Green, Iowa, Jackson, Juneau, La Crosse, Lafayette, Monroe, Pepin, Pierce, Richland, Sauk, St. Croix, Taylor, Trempealeau, Vernon

1:00-3:00 pm on August 25 / November 17

Zoom Registration:

<https://carewisc.zoom.us/j/89130225462>

DHS COVID-19 Webpage Updated to Include Data by Booster Dose Status

The Wisconsin Department of Health Services (DHS) has updated the [COVID-19 Illness After Vaccination webpage](#) to include additional data on people who are up-to-date with COVID-19 vaccines.

People are considered [up to date](#) when they have received all doses in their primary vaccination series and all recommended booster doses:

- Everyone age 5 and older who has received their primary vaccination series is eligible for their booster dose five months after they have been fully vaccinated.
- A second booster dose is recommended for adults 50 and older, as well as those 12 and older who are moderately to severely immunocompromised.

“The COVID-19 vaccines and boosters remain one of the best ways to protect yourself from severe illness, hospitalization, and death due to COVID-19,” said DHS Secretary-designee Karen Timberlake. “As we see rising cases due to the spread of increasingly infectious variants, it is important that we continue to use all the tools we have available to prevent our hospitals from becoming overwhelmed. That includes getting vaccinated if you have not already done so and staying up to date by getting any recommended additional or booster doses.”

View the entire [news release](#).

My Choice Wisconsin Customer Service (Family Care, Partnership, SSI, and Dual Advantage)
Customer Service Hours: 8:00 AM – 8:00 PM, 7 days a week Toll Free: 1-800-963-0035 TTY: Wisconsin Relay 711

Reminders for Residential Providers

- The residential exhibit has been updated. Please review the updated document in the MIDAS Provider Portal.
- Looking for residential providers who can serve the following groups:
 - Non-ambulatory
 - High behavior
 - Prader-Willi

Please apply online at www.mychoicewi.org/providers/joining-our-network/