



DHSS SNAPSHOT

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Why the Older Americans Act is Important



*Gail Vasterling, director,
Missouri Department of Health and
Senior Services*

Please join me in celebrating the 50th birthday of the Older Americans Act (OAA). When President Lyndon Johnson signed it into law in 1965, he likely knew it would touch all our lives, not just elder Americans.

For instance, did any of your older relatives or friends receive a nutritious home-delivered meal from a senior center today? A ride to a medical appointment? Legal assistance? Job training? Support to prevent elder abuse? Caregiver support? All of those services are funded through the Older Americans Act, and today they enable one in five older adults to continue living independently in their homes and communities as they age.

Over its history, the OAA has been one of the most effective programs ever enacted. It operates in every Congressional district. It saves Medicaid and Medicare considerable amounts of money through its services that allow older adults to remain in the community or at home, choices which are also preferred by older adults. It is a job creator and job retainer program in communities. What's more, its services target those in the greatest economic or social need with particular attention to low-income minorities, residents living in rural areas and those with limited English proficiency.

I'm proud that our department is a steward of Older Americans Act funding and channels those monies to Missouri's ten area agencies on aging. You can be proud, too. We all play a vital role in helping to maintain the health and well-being of more than one million Missourians 60 and older and their caregivers. We can also be grateful these services will be available to us as we age.

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Director's Award for Team Quality Improvement

The Certificate of Need On-line Survey System Team is the recipient of the Director's Award for Team Quality Improvement for the 2nd Quarter, 2015.

Long-term care facilities are required to submit quarterly occupancy surveys to DHSS. Prior to the on-line survey system, Certificate of Need Program (CONP) staff would mail paper surveys to facilities, collect surveys via email, fax or mail, manually enter data into a database, check entry for accuracy and completeness, and generate reports. Facilities would complete the survey by hand.

CONP and ITSD staff worked collaboratively to create the on-line survey system. The team created a project plan which included a needs analysis, design of the new CON application and an implementation strategy. A database and internal and external interface was developed. Existing data in an Access database was transferred to a new SQL Server database. Reports were developed using Crystal Reports, and testing was conducted. Communications with the facilities introducing the system took place, and the new system was launched. Enhancements to the system are on-going.

The new system has greatly increased efficiency of the CONP, and it helps long-term care facilities comply with regulatory requirements by offering them a more convenient way to submit quarterly surveys. Per quarter, an estimated forty-one labor hours are saved; and approximately \$273 is saved on printing and mailing costs. The number of errors due to mathematical inconsistencies and inability to read handwritten numbers was improved by 100%. Reports of compiled data are now available months sooner.



The Certificate of Need On-line Survey System Team received the Director's Award for Team Quality Improvement for the 1st Quarter, 2015. Front row: Gail Vasterling, director, Lisa Veltrop, Karla Houchins, and Jeanne Serra. Back row: Erik Minkin, Tara McKinney, Edythe Logston and Zach Bass.

Missouri Charitable Campaign Kickoff
Thursday, September 10
10:00 a.m. - 12:00 Noon
Pine Conference Room, 930 Wildwood

Just a reminder that the "Buddy Pack" drive fundraiser continues through September 10th. The "Buddy Pack" Program is sponsored by the Central Missouri Food Bank, and partners with elementary schools to provide Buddy Packs to school children. Last year the department raised a total of 2,025 lbs of food and 93 backpacks. DHSS would like to "Rise Above" this year and reach a goal of 2,050 lbs of food and 95 backpacks!



Collinge Chosen as a Robert Wood Johnson Foundation Public Health Nurse Leader *She is One of 25 Public Health Nurses Selected for Prestigious Leadership Development Program*

Rachelle Collinge, MPH RN, is one of 25 nurses from across the country to be selected as a Public Health Nurse Leader (PHNL) by the Robert Wood Johnson Foundation (RWJF). Rachelle will participate in a two-year leadership development program designed to strengthen the capacity of senior public health nurses to improve population health, address social determinants of health, respond to emerging trends in health and health care, influence policy, and lead collaboration in their communities.

The program's goal is to support nurses who are ready to lead public health departments in building a Culture of Health in their communities. Since PHNLs participate in partnerships across all sectors and disciplines that lead to collaborative action, they can leverage new and existing opportunities for even healthier communities. As part of the [Future of Nursing: Campaign for Action](#), the PHNLs will work closely with the Action Coalitions in their states to implement recommendations from the Institute of Medicine's [Future of Nursing report](#).

Rachelle is a public health nursing program manager in the Center for Local Public Health Services. She has worked for DHSS for one year.



Rachelle Collinge, MPH RN, was selected as a Public Health Nurse Leader by the Robert Wood Johnson Foundation.

Time Diagnosis Team Receives Hooley Award Demonstrating Innovation, Service

Missouri's Time Critical Diagnosis Team was awarded the Innovation Award by Image Trend, Inc. The team is comprised of Nicole Gamm, Peggy Huddleston, Arlinda Kinkead and Donya Lowrie of the Bureau of Hospital Standards. The team was recognized for developing a registry for head and spinal cord injury and spinal cord injury reporting in non-trauma centers.

The Hooley Awards were created to recognize Image Trend clients for their contribution of innovation and excellence in their industries, as well as in the communities they serve. Five finalists were selected to represent each of the three categories. The finalists were honored at the ImageTrend Connect Conference in Saint Paul, Minn.

"We greatly value the collaboration we share with our clients. Together we push the boundaries of what can be done with data and software," remarked Mike McBrady, President and CEO of ImageTrend. "The Hooley Awards winners and finalists represent what our clients can achieve through their ingenuity and resourcefulness, and we are proud to support that with ImageTrend's innovative solutions."



Peggy Huddleston accepts the Innovation Award on behalf of the Missouri Time Critical Diagnosis Team.

Easier Access to Child Care Information

The Section for Child Care Regulation (SCCR), located in the Division of Regulation and Licensure, is responsible for inspecting, regulating and licensing child care facilities in Missouri. SCCR maintains public records that include inspection reports to document compliance with regulations related to health and safety, as well as substantiated complaint reports. The records are maintained in SCCR's district offices located throughout the state. In years past, anyone who was interested in accessing the information maintained needed to make an appointment and travel to the district office responsible for regulating the facility.

Parents and the public expect greater access to public information, and SCCR has been working hard to provide that access. In April, 2013, SCCR began posting inspections online for public review. Inspection reports can be viewed on the Show Me Child Care Provider Search at: <https://webapp01.dhss.mo.gov/childcaresearch/searchengine.aspx>. This site allows the public to search for regulated child care programs by name, address, city or county. Once a child care facility is selected, any child care inspection that has been completed since the online inspection system began can be viewed. This provides parents with important information when they are trying to assess a program's ability to meet their child care needs.

Another important piece of information that the public is interested in viewing is substantiated complaint reports. In September, 2014, SCCR began a project to place substantiated complaint reports for licensed and license-exempt child care facilities on the Show Me Child Care Provider Search. The application allows SCCR staff to complete all complaint investigations, from intake to documenting the results, on their computer tablets. It also allows supervisors to review and approve the complaint report and to push substantiated complaints to the Show Me Child Care Provider Search.

SCCR staff began using the new online complaint system on August 31, 2015. SCCR is pleased to offer parents and the public the opportunity to view substantiated complaint reports online, which will be placed on the Show Me Child Care Provider Search with the inspection reports.

To learn more about child care licensing, visit: www.health.mo.gov or contact the program at: 573.751.2450.

Shari Copeland, child care facility specialist, reviews paperwork with a child care provider.

Penny Snodgrass, child care facility specialist, inspects playground equipment.



Achieving the Right Balance

Yoga has been practiced for thousands of years. It is thought to unite the body, mind and spirit. Yoga has proven to be therapeutic and has helped many to find balance in their life.

Kim Moss turned to yoga about a year ago when she was overweight, depressed and full of anxiety. After a year of regularly practicing yoga, Kim has lost 20 pounds and is no longer on any pharmaceutical medicines for depression, anxiety, or to help her sleep.

Kim works as an accounting specialist in Fee Receipts and is currently studying to be a yoga instructor. During her lunch break twice a week, she and a few of her colleagues do yoga.

“Yoga has so many benefits both physically and mentally,” said Kim. “While toning and strengthening, it can also help relax your body and mind. It is a great way to re-energize your day.”

As we age, flexibility naturally decreases. This can lead to pain and immobility. Yoga helps increase muscle tone, balance, strength, and improves your mood.

“If I go a day without either teaching or attending a class my body yearns to be stretched,” said Kim. “It’s like it craves it and I won’t feel better until I do a couple poses.”

Kim encourages others to try yoga.

“For some, yoga is just simply exercise and that’s perfectly fine. But for those who are looking for something that’s missing yoga can be so much more. It really is a communication between your mind, body, and soul. Yoga teaches you to communicate with your body. It allows you to see just where your edge is and allows you to grow past that edge.”

If you are interested in yoga, Kim recommends the following website: www.yogajournal.com/category/yoga-by-benefit.



Kim Moss started yoga to improve her health. The Warrior pose is one of her favorite yoga poses.

In Memory

Randy Walton, program coordinator and vendor manager in the Bureau of WIC and Nutrition Services passed away on August 26, 2015.

Randy started his career with the State of Missouri at the Department of Corrections then went to work for the Division of Aging which merged with the Department of Health and Senior Services. Since 2002, Randy worked in the Bureau of WIC and Nutrition Services.

He is survived by his wife, Gayle.

View Randy’s obituary at: www.newstribune.com/obituaries/2015/aug/28/andy-walton.



Randy Walton passed away August 26, 2015. He worked in the Bureau of WIC and Nutritional Services.



Star Performance

Jana Barton,
Good morning Jana, I received Mrs. R's son shot record today. Mrs. R informed me that the physical form will be ready next week. Thank you so much for your kind spirit and professional manner each time you enter by Business & Home.

Karen Sims



Jana Barton, Section for Child Care Regulation, Independence

“ Thank you for your kind spirit ... ”

“ ...I appreciate that I can call and know I will be helped by people who are obviously invested in their job and our success. ”

To whom it may concern:

I am writing to compliment Rachel and Wanda. I had an issue I needed to work through this morning, and I had the pleasure of working with Rachel and Wanda. Both were pleasant and supportive. I just wanted someone to know that I appreciate that I can call and know I will be helped by people who are obviously invested in their job and our success.

Thank you!

Heather Ann Jones
United Services for Children



Wanda Sturtz and Rachel Parker, Community Food & Nutrition Assistance Programs

Welcome New Employees



Top: New employees who attended the New Employee Training offered by the Office of Human Resources on June 23-24. Bottom: New employees from the July 28-29 training.

For the New Employee Report from the Office of Human Resources go to: <http://dhssnet/employeeinfo> under Personnel Directory.



Missouri State Fair

Food Safety - A Top Priority

From fried green tomatoes to cotton candy, the State Fair has a wide variety of foods to satisfy almost any appetite. With thousands of Missourians visiting the State Fair each day, food safety is of utmost importance.

“As we do inspections, we also educate food vendors on food handling practices, including employee hygiene, food preparation and food storage,” said Ellen Dettman, retail food and lodging program manager. “We want them to learn and apply the food safety principles beyond their attendance at the Missouri State Fair.”

Several weeks prior to the fair food safety inspectors from DHSS met at the fairgrounds to review the inspection routes, the vendors on the routes and the inspection criteria that the vendors would need to meet.

“The pre-meeting was implemented to help each inspector familiarize themselves with where each vendor is located, the food served and past issues,” said Ellen.

On the Wednesday before the start of the fair, each vendor is asked to attend a food safety class explaining the basic food safety principles and the inspection process. Generally, there are almost 200 that attend the training. Following the training, most vendors are anxious to complete a pre-opening inspection so they are then ready to open on Thursday, day one of the fair.

After the initial inspection, inspections are then conducted based on priority which includes the number of meals and types of food served.

Over 128 food vendors attended this year’s Missouri State Fair. Approximately 809 inspections were completed from the preopening day to the end of the fair, 11 days later.

For this year’s fair, the top five most common food safety violations include:

- most
violated
1. Improper use or incorrect concentration of sanitizers,
 2. Foods held at the wrong temperature,
 3. Improper cooling of foods,
 4. Presence of pests: ants, roaches, and/or flies, and
 5. Improper handwashing and/or poor personal hygiene.

Each year about 20 to 25 staff spend almost two weeks at the State Fair assuring that foods are prepared in a safe and sanitary manner.



Amanda Yeager tests the temperature of stir fried vegetables at a vendor at the Missouri State Fair.



Maura DeYoung speaks with a food vendor about safety.



Ellen Dettman inspects a soda machine.

Missouri State Fair *continued...*

DHSS Booth

Fair attendees had the chance to spin the wheel at the DHSS booth located in the Agricultural Building at the Missouri State Fair. After spinning the wheel, attendees were tested on their knowledge of public health practices, regulations and senior services. After answering a question, they received a toothbrush, sticker, WIC cup, fishing bobber and/or sunscreen.

Attendees were also educated on lead poisoning and radon. A doll house was on display representing where lead could be found in and around the home. In addition, attendees could sign up for a free radon test kit. If you would like to request a free radon test kit, call the Bureau of Environmental Epidemiology at 573.751.6102.



Senior Day

Seniors from around the state gathered for "Senior Day" at the Missouri State Fair. Seniors enjoyed a day of education, dancing and Bingo. Each year the Division of Senior and Disability Services coordinates the event and recruits volunteers to assist with activities.



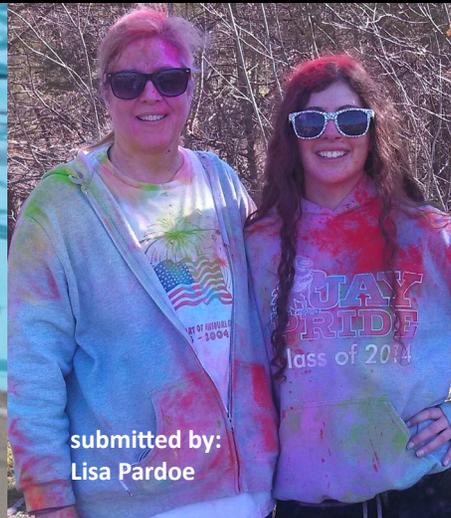
 [Click here for additional photos.](#)



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Healthy Behaviors

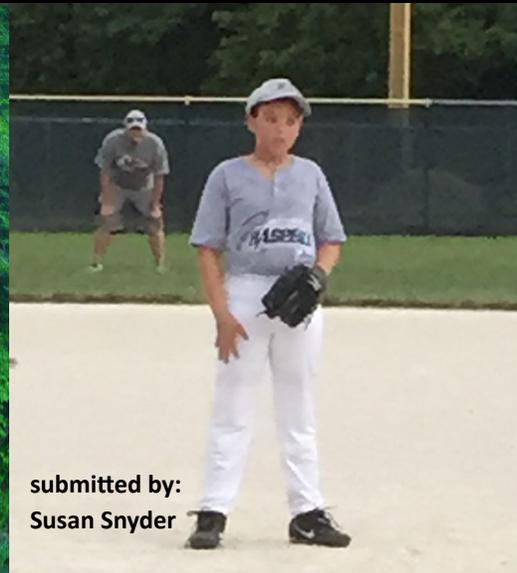




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DHSS Yoga class

Healthy Behaviors



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DHSS Employees of the Month



Cindy Rexroad

Cindy Rexroad has been selected as the Department's July Employee of the Month. Cindy is a facility surveyor III with the Division of Regulation and Licensure, Section for Long Term Care, Region 2 in Poplar Bluff.

Cindy responded to an Elder Abuse Hotline report involving an arrest of an owner/operator of a nursing facility for sexual assault of two residents of his facility. Cindy immediately started the investigation. During the next twenty-four hours she worked directly with law enforcement to ensure the safety of residents. She interviewed witnesses and contacted legal guardians of the residents to ensure they were informed and able to make important and timely decisions.

Cindy conducted onsite visits to this facility and to another facility owned by the same person to ensure the remaining residents were safe, that sufficient food and supplies were available, and ultimately that staff remained in the building to provide care to the residents. Throughout the investigation she spent hours talking to the residents, facility staff and legal guardians both day and night. She played a vital role in gathering the information necessary to ultimately revoke the Operator's license to operate both facilities. Her hard work and determination resulted in one of the homes closing within days of the initial report.



Heather Housh

Heather Housh was nominated as the Department's August Employee of the Month. Heather is an adult protective and community worker with the Division of Senior and Disability Services, Bureau of Home and Community Services, Region 1.

She recently worked with a 64 year old man who suffered from a traumatic brain injury since the age of 27. His neighbors (a mother and son), convinced the man to allow them to move in with him in return for assistance and the promise of paying rent. The son deceived the man and preyed on his vulnerability. The man had tremendous debt, was at risk of utilities being shut off, and of losing his home.

Heather spent a tremendous amount of time and effort contacting utility companies, mortgage companies and Legal Aid. She spent hours obtaining information that ultimately resulted in approval of partial payments, utilities remaining on, and the mortgage company no longer proceeding with foreclosure. The perpetrator has been charged with financial exploitation. The man remains in his home and has resumed his relationship with his family.

The DHSS Snapshot is published by the Office of Public Information.

Suggestions for future articles can be sent to: Lori.Buchanan@health.mo.gov phone: 573/751-6062

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