



OneCare Kansas

a program of KanCare, Kansas Medicaid

OneCare Kansas Newsletter

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Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

Community of Practice Update

In February, more than forty care coordinators and social workers within the contracted network gathered to be a part of the OCK Community of Practice. Participants discussed strategies for assisting members on identifying meaningful health action goals and ways to help members manage the impact of life stresses they experience. Those who participated also exchanged resources with one another on a wide range of services that aim to support physical and social needs. Thank you to everyone who attended! We appreciate all of your ideas and the resources you all shared.

Learning Collaborative Update

Our next event will be the OCK Learning Collaborative with leaders and managers on March 15th where we will be discussing staffing challenges being faced by OCK programs across the network. We look forward to “seeing” you all soon! For more information on our peer-to-peer learning events, please e-mail: vanessa.lohf@wichita.edu.





Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

OCK Highlights

The state continues to gather stories regarding the OneCare Kansas program and how it is helping KanCare members. This month’s success story comes from Kayla at Community Health Center of Southeast Kansas.

“We were connected to Katia in November 2021 since her niece, who lives in Kansas City, had concerns that she was not taking her medications; her niece also had concerns regarding Katia’s auditory and visual hallucinations. My OCK team and Katia’s niece coordinated for her to be seen at the ER, which ultimately led to Katia being admitted to an in-patient psychiatric care facility. While at the care facility, she was able to get stabilized on her medications and was given proper diagnoses so all members of her care team, including her niece, were on the same page on how to treat and manage her conditions going forward.”

Katia was officially enrolled in OCK in January 2022. Our OCK team have relied a lot on her friend, who lives in the same apartment complex as her, as well as her niece to coordinate care since she is experiencing onset dementia and is lower-functioning. Members on my OCK team have had a difficult time engaging Katia in activities to keep her mind sharp, as well as with ways to get her get her out of her one bedroom apartment. After spending some time thinking about how to engage her, our OCK Patient Engagement Specialist and I brought over the game Jenga as it is suitable for all ages, young and old. Katia said she had never played Jenga before. After explaining the basics of the game, Katia helped me build the up the blocks, one by one, to create the tower. We both took turns pulling one block out of the tower. Each time Katia pulled a block out, I could hear her chuckling beside me. When the leaning, and not-so-stable, tower fell down Katia busted out laughing; something I had not heard before. After playing several rounds, we were both laughing every time the tower fell! When our visit concluded, Katia requested to keep the game for the next few days so she could play by herself since she enjoyed it so much. We now have plans to play other names in the near future such as Trouble, Candyland, and Checkers. I am very happy to be supporting Katia in her wellness and helping her find joy in our time together!”

Great job to Kayla at Community Health Center of Southeast Kansas! If you would like to submit an OCK success story, please email OneCareKansas@ks.gov.



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CNAs and MAs as Support Staff

The OneCare Kansas state team received communication from an OCKP regarding difficulties hiring clinical staff for their program. As a possible solution to this issue, our OCKP proposed hiring Certified Nursing Assistants (CNAs) and/or Medical Assistants (MAs) who would be under the direct supervision of their existing LPNs and RNs and would assist in providing OCK services to members. Since the state recognizes these difficulties related to hiring staff, we took this recommendation seriously.

The OCK state team will allow OCKPs to hire CNAs and/or MAs as support staff who would be under the direct supervision of a Nurse Care Coordinator. However, the CNAs and/or MAs cannot fill or replace the role (s) of any required OCK professionals. CNAs and/or MAs will only act as support staff to the required Nurse Care Coordinator.

Description of duties CNAs and MAs can handle:

- Assist primary care providers in determining identification of high-risk patients or chronically ill patients that may qualify for OneCare Kansas Program.
- Create and promote adherence to a patient specific care plan, developed in coordination with the patient, primary care provider and family/caregiver (s).
- Provide and/or coordinate at least monthly telephonic services to OneCare Kansas member related to setting up transportation, keeping members engaged, etc.
- Work with patients and healthcare providers to provide continuity of care and to provide support to follow the treatment plan; may also assist with scheduling appointments.
- Assist patients in self-management of health and other skills that appear in the member's existing Health Action Plan (HAP).
- Assess the patients' unmet psychosocial needs and connect with community and organizational resources.

Description of duties CNAs and MAs cannot handle:

- Completing initial in-person Health Action Plan within ninety (90) days of member's assignment to the OneCare Kansas Program.
- Updating Health Action Plan at least quarterly and on an as needed basis that may be done in-person or by Telehealth.
- Assist patients in setting goals for their HAP.
- Provide medication reconciliation and education on medication management.

If you have questions, please feel free to reach out to the OneCare Kansas Team at the following e-mail address: OneCareKansas@ks.gov



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If you have questions, or would like more information about OneCare Kansas, please contact us.

Our page on the KanCare website also contains information about our work to develop the project and documents are being updated regularly.

If you would like to receive this newsletter please send us an email.

Email:

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Special Note

Strategies for Improving and Managing Physical Wellness

Since many of our OCK members have goals related to various physical wellness activities and actions aimed to improve their health, it is important to highlight simple, yet related tips that can become important everyday habits. Good eating habits and physical activity, for example, are important factors in improving and managing overall health. Moreover, positive physical health habits can help decrease stress, lower risk of disease, and increase energy levels as well.

Here are some tips for improving, or managing, physical wellness:

- **Get active**—Sedentary behavior has been linked to many medical problems. It is recommended adults get at least 150 minutes (two and a half hours) of moderate physical activity a week.
- **Maintain muscle or build strength**—Start slowly and small, especially if you have not been active for a long time. Also, pay attention to your body as well since exhaustion, sore joints, or muscle pain mean you're overdoing it.
- **Mind your metabolism**—Metabolism changes as you get older, which means the body will burn fewer calories and break down foods differently; the body loses muscle over time. Thus, moving more, eating well, limiting snacking, and avoiding tobacco products can improve life expectancy.
- **Build healthy habits**—Find ways to make healthy changes by filling your time with healthy activities. Try exercise, a favorite hobby, or spending time with family and friends.
- **Eat a balanced diet**—Eat a variety of nutritionally dense foods, limit foods low in vitamins and minerals, and reduce sugar intake.
- **Find a healthy weight**—Be realistic and aim for slow, modest weight loss, while incorporating exercise and good eating habits as well.

For more information, please visit the link below:

<https://www.nih.gov/health-information/physical-wellness-toolkit-1>