

Provider Press



Is Being Culturally Competent *THAT* Important?

By Revella Nesbit, LPC

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There are numerous definitions of cultural competence. PBH has adopted the definition pioneered by Terry Cross. It states that “Cultural Competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professionals and enables this system, agency or those professionals to work effectively in cross-cultural situations.” Working collaboratively together in cross-cultural situations is very important as we move toward cultural competence. We can never become fully culturally competent because it is a developmentally, dynamic process. However, it is a goal. People change and cultures evolve. It is developed over time through training, experience, guidance, and self-evaluation. We have to commit to the lifelong process of cultural competence. This process begins within a system of care that is committed to expanding their cultural knowledge, acknowledging and valuing cultural differences, completing a self-assessment, being aware of how cultures interact, adaptation to diversity, and has institutionalized cultural knowledge. These must function at all levels of an organization, agency, or a system. “Practice must be based on accurate perceptions of behavior, policies must be impartial, and attitudes should be unbiased,” according to *Towards a Culturally Competent System of Care Volume 1*.

Is being culturally competent *THAT* important? **It is essential!!!** We live and work in a culturally diverse society. The clients that receive our services are represented in our community – the people we see and interact with in some capacity daily. We all have basic needs of food and shelter. Our culture determines the approach in how we meet those needs. Culture influences a groups’ definition of mental health and mental illness. Common words relating to mental health and mental illness do not exist in some cultures. When professionals are **NOT** culturally competent, they may not be aware of this simple but true fact.

Is being culturally competent *THAT* important? **Si’** ! Best practice demands it. Being cultural competent is congruent with evidence based approaches and illness management. Accurate diagnosis leads to more accurate treatment interventions.

Yes !!
It is essential!!!
We live and work in a culturally diverse society.
Quality of care demands that we be culturally competent.
Under [About PBH](#), [Click on Cultural Competence](#) and view our report and plan

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Innovations and the Individual and Family Directed Supports Option, an Innovative Approach to Service Delivery

By: **Becky Norman, BSW**



Andrea Misenheimer

Interview with Andrea Misenheimer, PBH DD Director of Utilization Management

Becky: In 2005, PBH developed and was approved to implement a new waiver: Innovations Independence Plus: A waiver for Family or Individual Directed Community Services. This is an enormous project and opportunity for PBH and for NC. Thank you for the opportunity to learn more about the Innovations Waiver and the Individual and Family Directed Supports Option. Can you share some insight on what the Innovations Waiver is exactly and what the Individual and Family Directed Supports Option means for individuals?

Andrea: As part of our managed care pilot for the state, PBH designed a waiver system that includes a 1915(b) managed care waiver (Cardinal wavier) and 1915 (c) waiver (Innovations). PBH Innovations is a 1915 (c) Home and Community Based (HCBS) waiver with Independence Plus designation. Innovations became effective April 1, 2005 for individuals whose Medicaid originates from the five counties of PBH. As an initial waiver, Innovations will run for a three year period and be renewed by Center for Medicaid Services (CMS) every five years there after. Innovations is the first Independence Plus wavier approved in North Carolina for individuals with developmental disabilities. The Centers for Medicare and Medicaid designed HCBS waivers as a means of providing flexibility to states to allow the use of Medicaid dollars that are typically only available for institutional services to be used to provide community based services. Individuals who receive Innovations services and supports have mental retardation and other related developmental disabilities and are at risk for institutional care in an ICF/MR facility or are currently living in an ICF/ MR facility and wish to return to their home community. The Independence Plus designation allows Innovations to provide two different service options to individuals. Participants of the Innovations waiver may choose to use an agency to deliver their services or may choose to hire and manage their own staff by becoming the employer of record. Independence Plus offers new ways to meet the Federal requirements to assure that

sufficient safeguards and education are in place to protect the health and welfare of the person who chooses the Individual Family Directed Service option. PBH chose to name their self directed option Individual and Family Direction, as we wanted to include all employers whether it was the adult participant or the family of a child who receives Innovations services.

Becky: What is the motivation for implementing self direction with Family/Individual Directed Community Services?

Andrea: Self-direction is a national best practice in developmental disabilities to empower individuals to have more control over their services and supports. The Independence Plus waiver designation is one of the catalysts in the President's New Freedom Initiative to provide Medicaid participants with greater flexibility, enhanced choice and greater control over the way their Medicaid services and supports are provided. By becoming the employer and exercising more control over services and supports, participants become better consumers of their Medicaid dollars. PBH's overall design for Innovations includes three new services that provide a foundation for self-direction, these include Support Brokerage, Financial Management and Individual Goods and Services.

Becky: Who is eligible to participate in this program and how will this impact community service providers and the community?

Andrea: Anyone who participates in the Innovations Waiver may choose to participate in the Individual Family Directed option. The choice of how services will be delivered, either through a provider agency or by staff employed by the Employer of Record (Individual Family Directed option), is completely up to the person. A third option is the ability to use both Provider Directed Services and Individual Family Directed Services. One of the goals of

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this option is to empower individuals and their families to have more choice and become more integrated members of communities. This empowerment will result in less dependence on a formal Medicaid system by building communities. This option has also presented new opportunities for network providers with the addition of an agency to provide Supports Brokerage and a Financial Management agency.

Becky: **What is the most beneficial aspect of Individual Family Directed Services?**

Andrea: Some important benefits of the Individual Family Directed option are:

- Increased flexibility and choice for the individual
- Greater participant control over the type and quality of services and supports
- The individual has direct control over the staff scheduling
- The participant can ensure services meet their needs and preferences

Research has established, individuals who are able to participate in Individual Family Directed type options have an increased satisfaction with services. Allowing the participant to be the employer of record empowers that individual to exercise control over services and supports. This model also promotes a cost effective way to deliver services thereby having an overall positive influence on the service delivery system. We are excited about the opportunity to work hand in hand with individuals and families to offer them this service.

Becky: **Tell us about the challenges for implementation.**

Andrea: The option has presented limited challenges, but many learning opportunities for PBH staff, Innovations participants and families. This option is so new to the nation that every day offers a new learning opportunity for best practice in implementation. The PBH cross functional team is collaborating on the final implementation steps to ensure easy access and use for individuals and families.

Becky: **How can individuals learn more about the Innovations waiver and the different options?**

Andrea: Individuals and their families are welcome to discuss the Individual Family Directed option with their Support Coordinator. Training is offered quarterly for any interested individual to provide them with more specific information about the option. Further information can also be obtained by visiting the PBH website at: www.pbhcare.org/Waiver.

Becky: **Thank you for this information and how this service option encourages and promotes family involvement and quality service for individuals within the PBH network. We look forward to learning more as the program evolves.**

Culturally Competent cont'd from Page 1

Is being culturally competent **THAT** important? **Yes!** Quality of care demands it! Is being culturally competent **THAT** important? **Oui!** There are potential cost savings from excessive use of inpatient services and under utilization of outpatient services, recidivism, and lengths of stay. Being culturally competent is **THAT** important!

We are embarking into a Year of Awareness where you as providers will have increasing opportunities to learn more about cultural competence and how to integrate it into your organization at all levels and into your service delivery system. But, do wait! Begin to explore and learn about cultural competence and the potential positive impact it can have on your organization.

NPI Number



On May 23, 2007 an NPI Number will be mandatory on submission of all claims. Individual MBHO's may require the use of NPI's before this date.

Information PBH Needs:

Clinician Name, NPI and Optional Address

School, Degree and date Degree was Received

License, Effective Date, Expiration Date

Provider Associations (links)

Questions?

Contact Dennis Murphy, IS Department—704-784-8411 ext. 1001

For additional information:

<http://www.cms.hhs.gov/NationalProvdentStand>

<http://www.nppes.cms.hhs.gov>

2007 Save The Date
Second Person Centered Planning Conference

**Featuring Nationally Known
 Speaker Al Condeluci**

Thursday & Friday
March 22-23, 2007
 Salisbury Holiday Inn
 (Interstate 85 Access)

Call Carol Gouge @ 704-721-7018
 for additional information

Supporters:
 PBH's Consumer and Family Advisory Committee
 PBH's Office of Consumer Affairs
 Rowan Business Alliance, Inc.

- ◆ **FREE!** No registration fee, although registration is required
- ◆ **FREE!** Lunch is Free if you register
- ◆ **Scholarships** available for consumers—must be registered for both days to qualify.
- ◆ **Door Prizes!** Donations from Providers Welcome!
- ◆ Charge to Providers for tables:
 - \$50 one table/one day
 - \$100 one table/two days
 - \$200 sponsorship status (table for both days—listing on conference program as sponsor— name on all public service announcements and press releases)

PBH Quality Management Training Calendar January – February - March 2007

TRAINING AVAILABLE	DESCRIPTION, TARGET AUDIENCE & REGISTRATION REQUIREMENT						
<p><i>NEW CLASS effective 8/06!</i></p> <p>CLIENT RIGHTS</p> <p>Instructor(s): PBH Staff: QM Staff, Dr. Lytch & Keisher Young Union County School System Staff: Ron Brooks & Karen Holst</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>February 27, 2006</td> <td>9-5</td> <td>203 Copperfield Plaza</td> </tr> </tbody> </table>	Date	Time	Location	February 27, 2006	9-5	203 Copperfield Plaza	<p>Review of Client Rights for MH/DD/SAS, NC Public Schools and Medicaid Appeal Rights. Includes rights and responsibilities. Includes policy & procedure requirements and how to access rules.</p> <p>Registration: Mechelle Nurse, 704-721-7039 mechellen@pamh.com</p>
Date	Time	Location					
February 27, 2006	9-5	203 Copperfield Plaza					
<p><i>NEW CLASS FOR 2007!</i></p> <p>AUDIT PROOF YOUR SERVICES</p> <p>Instructor(s): Todd Abernethy & Amber Burris</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>February 20, 2007</td> <td>9-12</td> <td>203 Copperfield Plaza</td> </tr> </tbody> </table>	Date	Time	Location	February 20, 2007	9-12	203 Copperfield Plaza	<p>Record Management and Billing Audit review processes.</p> <p>Registration: Mechelle Nurse, 704-721-7039 mechellen@pamh.com</p>
Date	Time	Location					
February 20, 2007	9-12	203 Copperfield Plaza					
<p>BACK TO BASICS</p> <p>Instructor: Kaye Auten Cost: No Fee</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> <th>Location</th> </tr> </thead> <tbody> <tr> <td>March 13, 2007</td> <td>9-12</td> <td>Cabarrus PDS</td> </tr> </tbody> </table>	Date	Time	Location	March 13, 2007	9-12	Cabarrus PDS	<p>The “In’s and Out’s” of Medical records management.</p> <p>Registration: Mechelle Nurse, 704-721-7039 mechellen@pamh.com</p>
Date	Time	Location					
March 13, 2007	9-12	Cabarrus PDS					

PBH Quality Management Training Calendar Cont'd from page 6

TRAINING AVAILABLE	DESCRIPTION, TARGET AUDIENCE & REGISTRATION REQUIREMENT
<p>Dementia, Dealing with Difficult Behaviors, Psychotropic Medications, Schizophrenia, Depression</p> <p>Instructor: Geriatric Specialty Team of PBH Cost: No fee Timeframe: 1-3 hours / consultation/training session</p>	<p><u>Focus:</u> Consultation and training for providers & caregivers who work with consumers' age 60 yrs. and up or who have geriatric like needs. Trainings are tailored to site need.</p> <p><u>Available for:</u> Providers/Caregivers of consumers age 60 and older</p> <p><u>Contact:</u> Dawn Lillard #704-721-2781</p>

REGISTRATION REQUIRED
REGISTER ON-LINE AT www.pbhcare.org
OR

CONTACT: Mechelle Nurse 704-721-7039 / mechellen@pamh.com

*** Minimum of 8 required for class to be provided.**

ADDITIONAL TRAINING AVAILABLE

www.ncdmh.net/calendar/
www.cltahec.org
www.gacpd.com/calendar.htm
www.northwestahec.wfubmc.edu/
 National Seminars Group 1-800-344-4613