



Friday, September 16, 2022, 10:30-11:30am  
Virtual Meeting (Zoom)

*Meeting Chair: Nicole Ragab*

*Meeting Scribe: Kathleen Shiomos*

## 1. Call to Order

Nicole Ragab, Community Outreach Program Manager, called the meeting to order at 10:33 am.

## 2. Welcome and Introductions

Nicole welcomed the group to the third quarter Participant Advisory Committee (PAC) meeting for the Southeast zone and reviewed the agenda and presenters for the meeting. Nicole completed the virtual meeting level setting, including a reminder not to share Personal Health Information (PHI) during the meetings and reminded the members that they can contact her with any personal service-related questions, and she will help to connect them to their Service Coordinator.

## 3. New Business/Updates: Quality

Jessica Grinderslev, Manager Quality Management, provided Quality Department updates including a reminder to complete regularly scheduled fall check-ups and vaccinations, an explanation of Monkeypox, and updated information related to the National Suicide Prevention Lifeline. See details below:

### Preventive Screening Reminders:

- The flu and COVID are very prevalent and require vaccinations to prevent the spread of the viruses. Please remember schedule your appointment for your vaccinations early in the season to reduce your risk of getting the flu and COVID.

### Monkeypox Facts:

- Monkeypox is a rare disease caused by infection with the monkeypox virus. The Monkeypox symptoms are like smallpox symptoms, but milder, and is rarely fatal.
- Monkeypox can spread to anyone through close, personal, often skin-to-skin contact. Typically, people with monkeypox get a rash that may be located on or near the genitals or other areas like the hands, feet, chest, face, or mouth.
- A person with monkeypox can spread it to others from the time symptoms start until the rash has fully healed and a fresh layer of skin has formed. The illness typically lasts 2–4 weeks.
- Best way to prevent Monkeypox is to wash your hand with soap and water or an alcohol-based hand sanitizer often, especially before eating or touching your face and after using the bathroom.
- Anyone experiencing symptoms they believe to be Monkeypox should contact their healthcare provider.

### National Suicide Prevention Lifeline

- The “988” Suicide and Crisis Lifeline is the three-digit, nationwide phone number that connects you to compassionate, accessible care and support for anyone experiencing suicidal crisis or mental health-related distress.



- The 988 Suicide and Crisis Lifeline, previously known as the National Suicide Prevention Lifeline, is a national network of more than 200 crisis centers that helps thousands of people overcome crisis situations every day.
- The centers are supported by local and state resources as well as the Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA)
- The 1-800-272-TALK (8255) telephone number is still available.

Resources:

<https://www.keystonefirstchc.com>

<https://www.cdc.gov/poxvirus/monkeypox/index.html>

<https://www.samhsa.gov/find-help/988>

PAC Member asked if KF CHC has seen an increase in the suicide rate since the pandemic has started? Jessica explained that the KF CHC plan has not seen an increase in suicide.

PAC Member asked whether there has been an increase in Behavioral Health (BH) services since the pandemic? Jessica explained that there has been an increase the number of people reaching out for Behavioral Health services and resources and there are more services and resources available since the beginning of the pandemic. Keystone First Community HealthChoices is happy that Participants are reaching out for help with Behavioral Health concerns and encourages Participants to reach out. This plays a role in keeping suicide rates down.

PAC Member asked if there has been an increase in homicide since the pandemic? Jessica explained that Keystone First Community HealthChoices has not seen an increase in homicide rates since the pandemic.

**Action Items: N/A**

#### 4. New Business/Updates: PA CareerLink® & Employment Services

Tom Lepera, PA CareerLink, provided an update on the services and program offerings available through each of the Pennsylvania CareerLink® locations. CareerLink is Pennsylvania's One-Stop Workforce Development System serves job seekers, employers, and community agencies.

Services include:

- Resume writing and uploading
- Applying for and documenting job searches
- Workshops and events
- Access to a variety of career tools

CareerLink provides:

- Personalized career counseling and planning
- Structured, supported job matching services
- Employment and training services

Statewide Career Link partners include:



- Maturity Works
- Occupational & Vocational Rehabilitation (OVR)
- The PA Department of Human Services & PA Department of Welfare

PA Career Link Partners in Workforce Development

- Maturity Works
- Occupational & Vocational Rehabilitation (OVR)
- PA Department of Human Services
- GED providers

Resources:

<https://www.pacareerlink.pa.gov>

Phone number :610-270-3429

PAC Member asked, why does the Keystone ID follow you whatever you do? Tom explained that the Keystone ID is used across different agencies. The State has made it [Keystone ID] universal for services across the State. Services under the COMPASS umbrella all utilize the same Keystone ID.

**Action Items: N/A**

## 5. New Business/Updates: Transitions in Care & Nutrition

Cindy Celi, Mid Atlantic Territory Manager for Mom's Meals, provided a presentation on the importance of planning for nutritional needs and support when transitioning between healthcare settings, including hospital, skilled nursing, and nursing home discharges.

September spotlights hunger and malnutrition across the United States. More than 30 million people lived in food insecure households in 2020. One in six seniors in the US faces hunger or malnourishment. Food insecurity and malnutrition can both cause and negatively impact chronic conditions.

Transition of Care/ Transition of Care and Nutrition

- When transitions of care are not managed effectively there are risks including increase in adverse events, increase in mortality and morbidity, and additional physician, emergency room and hospital visits to name a few.
- Advocate for yourself and/or loved one. If you have needs that are not being addressed during transition, please speak up, ask for support and confirmation while going through transition.
- The consequences of poor nutrition include decreased Activities of Daily Living function, reduced recovery from illness, increased risk of mortality, and increased cost to healthcare.
- Studies consistently show that good nutrition lowers hospital readmission rates, and screening for food insecurity can take less than 60 seconds, yet only 29.6% of physician practices and 39.8% of hospitals reported screening for food insecurity.

Resources:

- USDA National Hunger Hotline: 1-866-348-6479 (TTY: 711)
- Supplemental Nutrition Assistance Program (SNAP) - <https://www.fns.usda.gov/snap>



- Commodity Supplemental Food Program - <http://www.fns.usda.gov/csfp/commodity-supplemental-food-program>
- Eldercare and Area Agencies on Aging - <http://www.eldercare.acl.gov/>
- Senior Meal Delivery Services - <https://health.usnews.com/wellness/delivery-kits/articles/senior-meal-delivery-services>
- Women, Infants, and Children (WIC) Program - <http://www.fns.usda.gov/wic>

#### PAC Member Feedback:

- Reliable transportation is also needed for transition of care.
- For those involved in Food Ministry programs, food insecurity goes hand-in-hand with financial insecurity. Those with food insecurity eat what they can afford. Also, some older people are not able to eat some foods the way they are presented, aggravating to eat certain foods due to it getting stuck in teeth, dentures. People with disabilities have different struggles eating and the amount of energy it takes.
- Transition of care and appointments come with transportation issues. There is no reliable transportation for those with disabilities. This is part of transition of care that impacts your life and well being in your home.
- Financial insecurities affect everything. For example, Social Security has gone up because of the inflation but food help is reduced due to outdated policies. Food insecurities increase because financial compression when inflation hits rent, medications, etc. and food is put last on the list.
- Participants are reminded to talk to Service Coordinators or insurance plans to take advantage of dietitian/nutritionist benefit if they have trouble with meal planning. Medicaid will provide three visits per year which can help with planning meals. Transition of care due to new conditions, difficulties with textures or food and being able to digest food can be cause for more visits. If you talk to Primary Care Physician or Specialist, nutrition supplements can be added with prior authorization to get important nutrients needed.

#### **Action Items: N/A**

## 6. Open Forum

Nicole encouraged any meeting attendees with specific questions related to the presented topics or any concerns they may have, to bring them up at this time.

## 7. Next Meeting

Nicole announced that the fourth quarter PAC meeting for the Southeast zone will be held on Friday, December 16, 2022, at 10:30am.

## 8. Meeting Adjourned

Nicole adjourned the meeting at 11:44 am after all inquiries from the members were addressed.