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Opportunities for Living Life (OLL) Newsletter

THE OKLAHOMA HEALTH CARE AUTHORITY

What is OLL?

Opportunities for Living Life (OLL) is charged with developing, operating and administering new program initiatives for SoonerCare. Additionally, OLL is charged with developing collaboration among state and private agencies, community organizations, and stakeholders in creating a system of health care, long-term care support and home- and community-based services support that meets the needs of every Oklahoma citizen.

Sign up to receive the OLL Newsletter by e-mailing OLL@okhca.org or calling Dena @ 405-522-7343.

OLL Mission Statement

To enhance quality of life for target citizenry by delivering effective programs and facilitating a partnership with the community.

Friends Across the Ages: Nurturing a Love that Lasts

Startling statistics show that of the more than 2 million elderly Americans living in nursing facilities, as many as 60 percent will never have a visitor. Two thousand facility residents die each day, many alone. *Friends Across the Ages* is setting out to change that. This charitable group assists and trains volunteers to visit nursing homes and develop personal "one-on-one" relationships with residents. These volunteers become a real person, a "bridge" from one generation to another. The mission of *Friends Across the Ages* is "to reach out to residents of nursing homes, especially the lonely and forgotten." As the name implies, *Friends* attempts to establish true friendships with residents in order to enrich their lives and the lives of the volunteers.

People are living longer and longer. Our society is mobile, family structure is much more fluid, and so we as a society are becoming more dependent on assisted living environments. Lucky residents have caring family nearby who visit and participate in the lives of their elderly family members. Many facility residents, however, are not that lucky. They get few visitors and suffer from severe loneliness and feelings of isolation. Most of their friends have passed away, or they are in similar physical condition and are in facilities themselves.

Friends Across the Ages gives nursing facility residents the personal, human contact we all need. They bring entertainment into the facilities, such as storytellers, Casino Night complete with prizes, picnics, concerts and dances. They also ensure that every resident has a birthday party.

May 10-16 was National Nursing Home Week. This year's theme — *Nurturing a Love that Lasts* — describes the mission of Friends Across the Ages perfectly. The organization is celebrating its 10th anniversary. If you would like more information about *Friends Across the Ages*, visit their Web site at www.AcrossTheAges.org.

Quality Oklahoma Team Day 2009

Quality Oklahoma Team Day 2009, "New Verse, New Song!" was held Tuesday, May 5, 2009, at the State Capitol. Each year the Oklahoma Office of Personnel Management hosts this event, which provides state agencies an opportunity to showcase successful projects and to recognize projects completed by agency work teams that demonstrate employee initiative, collaboration and accomplishment. Sixty-five teams participated in Team Day this year representing 14 state agencies.

The Oklahoma Health Care Authority was represented by 12 teams. Four of the team projects were submitted as booth-only exhibits, and eight were submitted for consideration of awards. The Certified Nurse Aide Training Program, the Focus on Excellence Program and the Program of All-Inclusive Care for the Elderly were submitted as booth-only exhibits. Booth-only participation is offered for teams that wish to exhibit their project without applying for a commendation.

The Governor's Commendation of Excellence award is given to programs that are unique or original; use quality processes, methods or tools; and produce measurable results. The agency received five Commendations of Excellence. The Living Choice and Long-Term Care Partnership programs were two of only 48 programs statewide to receive such an honor.

Quality of Care Reporting

Beginning May 1, 2009, the form used to collect data for the required monthly Quality of Care Report (QOCR) changed. A provider letter and QOCR manual were mailed to all providers.

Page 2 of the revised QOCR includes a minor change to the direct-care staffing and some clarifying language is added to the instructions. Activity and social services staff performing direct hands-on care are not included in the direct-care-staff-to-resident ratio or direct-care service rate. These changes were made to meet the requirements of Section 1-1925.2 of Title 63 of the Oklahoma Statutes.

Quality of Care reports are monthly reports for documenting purposes of staffing ratios, totals for gross receipts, patient days, available bed days, direct care hours and Medicaid and Medicare days. The purpose of the report is to ensure that facilities are compliant with the minimum direct-care-staff-to-resident ratios.

The completed Quality of Care Reports must be submitted by certified mail or e-mail by 5 p.m. on or before the 15th. Submit Quality of Care Reports to the Opportunities for Living Life (OLL) Long-Term Care Quality Initiatives Unit of the Oklahoma Health Care Authority to avoid penalties for late submission.

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