

ADRC of Jefferson County Bi-Annual Report 2015

Milestones: 1990

In July, President George Bush signs into law the [Americans with Disabilities Act of 1990](#) (ADA) -- the world's first comprehensive civil rights law for people with disabilities. The Act prohibits discrimination against people with disabilities in employment (Title I), in public services (Title II), in public accommodations (Title III) and in telecommunications (Title IV). EEOC is responsible for enforcing Title I's prohibition against discrimination against people with disabilities in employment. Title I does not become effective until two years after the President signs the bill (July 26, 1992). The ADA is described as the Emancipation Proclamation for the disability community.



Farmer Market Vouchers Update



Vendors come from farms and home businesses located just down the road from where you live.

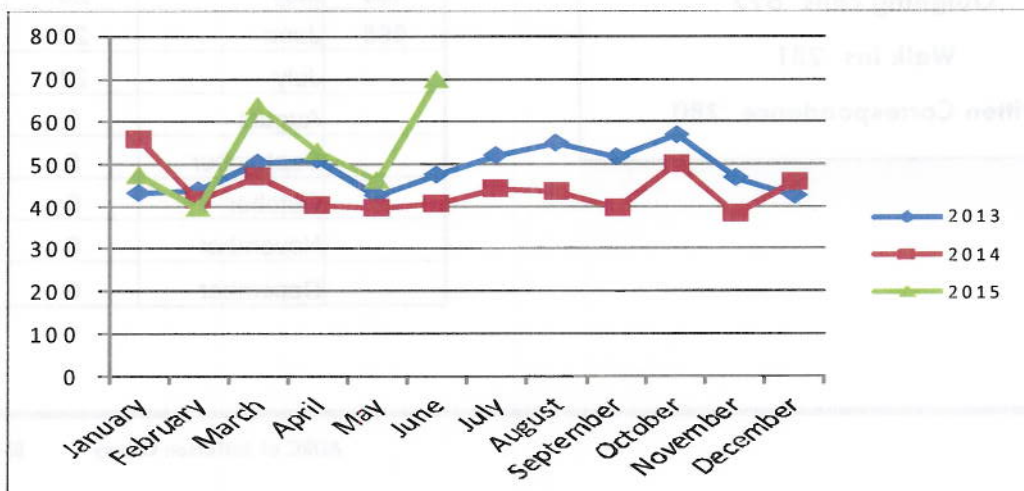
When you purchase something you're supporting neighbors who are improving the local economy and truly representing Wisconsin at it's best.

During the month of June, we have handed out 184 Farmer Market Vouchers. We have less than 15 left, and when they are gone, they are gone.

2013 -2015 Monthly Contact Data

Aging and Disability Resource Centers (ADRC's) offer the general public a single entry point of access for information and assistance on issues affecting older people and people with disabilities, regardless of their income. Individuals, family members, friends or professionals working with issues related to aging, physical or developmental/intellectual disabilities can receive information specifically tailored to each person's situation.

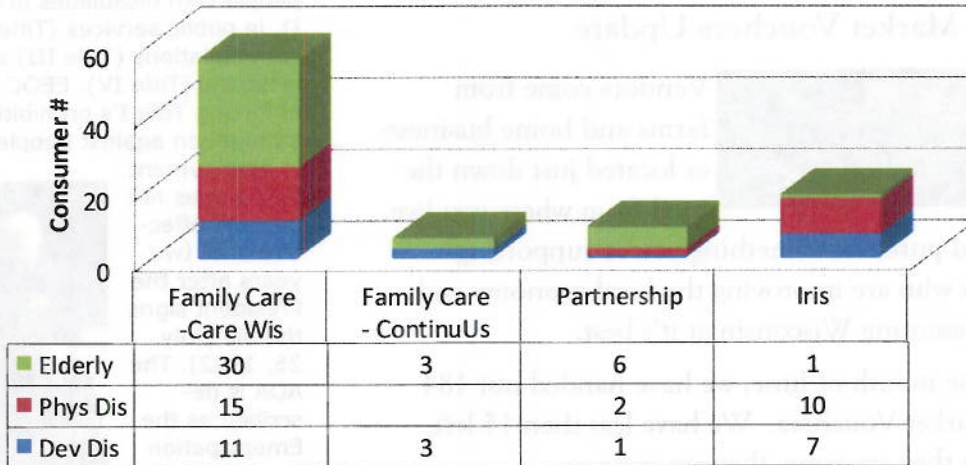
	2011	2012	2013 *	2014	2015
January	364	483	431	558	473
February	386	413	439	417	395
March	545	500	502	472	638
April	406	539	511	402	531
May	412	473	424	395	460
June	387	393	474	407	698
July	345	449	520	442	
August	425	448	548	436	
September	495	389	516	396	
October	482	451	569	499	
November	427	420	468	383	
December	452	314	426	458	
Totals	5126	5272	5828	5265	3195



ADRC Enrollment Data – 89 Consumers

Family Care–62 Partnership–9 IRIS– 18

January - June 2015 Enrollments



SAMS Call Profiler Report January–June 2015

Type of Contacts

Emails 231

Fax 36

Home Visit 296

Incoming calls 1323

Office Visits 129

Outgoing calls 622

Walk ins 281

Written Correspondence 280

Number of Contacts per Month and the Average Day

No. of contacts	Month	No. of working days	Average per day
473	January	21	23
395	February	20	20
638	March	22	29
531	April	21	25
460	May	20	23
698	June	22	32
	July	22	0
	August	0	#DIV/0!
	September	0	#DIV/0!
	October	0	#DIV/0!
	November	0	#DIV/0!
	December	0	#DIV/0!



Living Well

—Introductory class

You can! ... Learn *how to successfully manage* your lifestyle by participating in evidence - based workshops designed to help you learn skills to increase your confidence.



This introductory class outlines a few skills and resources learned in our upcoming

Living Well with Chronic Conditions workshop.

You will Discover:

What is an action plan and how can to use it

How to handle those “rough” days

How you too can break the “Symptom Cycle”

Why evidenced based research is important

**For more information,
or to register contact:**

Jean Carlson

Phone: (920) 379-1458

Join us: **Wednesday, July 8th,**

11am-12 noon

Riverview Commons

112 Stimpson Street

Watertown 53094





Feel better.

Be in control.

**Do the things
YOU want to do.**

Join Us

Thursdays,

**August 26,
Sept. 2, 9, 16, 23, 30**

1:30 - 4:00 pm

Light snack provided

**Riverview Commons
112 Stimpson Street
Watertown, WI**

**\$20 workbook deposit
requested**

Put Life Back in Your Life

Are you an adult with an ongoing health condition?

You'll get the support you need, find practical ways to deal with pain and fatigue, discover better nutrition and exercise choices, understand new treatment choices, and learn better ways to talk with your doctor and family about your health.

If you have conditions such as diabetes, arthritis, high blood pressure, heart disease, chronic pain, or anxiety, the *Living Well* Workshop can help you take charge of your life.



*"The workshops put me
back in charge of my life,
and I feel great. I only wish
I had done this sooner."*

To Register Call:

**Jean Carlson
(920) 379-1458
Or**

**ADRC of Jefferson County
(920) 674 - 8734**

DO YOU HAVE **concerns** **about falling?**



A MATTER OF
BALANCE

MANAGING CONCERNS ABOUT FALLS

Many older adults experience concerns about falling and restrict their activities. A MATTER OF BALANCE is an award-winning program designed to manage falls and increase activity levels.

This program emphasizes practical strategies to manage falls.

YOU WILL LEARN TO:

- view falls as controllable
- set goals for increasing activity
- make changes to reduce fall risks at home
- exercise to increase strength and balance

WHO SHOULD ATTEND?

- anyone concerned about falls
- anyone interested in improving balance, flexibility and strength
- anyone who has fallen in the past
- anyone who has restricted activities because of falling concerns



Trinity Pines Retirement Center

Lake Mills

**September 24, October 1, 8, 15,
22, 29, November 5, 12**

1:30 – 3:30 pm

Classes are held once a week for
8 weeks for 2 hours each.

Program fee: Donation suggested

For more information please call

Ann Lee
(920) 648 - 3212

ann@trinitypineslm.com

A Matter of Balance: Managing Concerns About Falls Volunteer Lay Leader Model ©2006

This program is based on Fear of Falling: A Matter of Balance. Copyright ©1995 Trustees of Boston University. All rights reserved. Used and adapted by permission of Boston University.

A Matter of Balance Lay Leader Model

Recognized for Innovation and Quality in Healthcare and Aging, 2006, American Society on Aging.

A Matter of Balance Lay Leader Model was developed by a grant from the Administration on Aging (#90AM2780).



Why Should I be Concerned about Falling?

Falling is very common; it can result in injury and can shake your confidence. The threat of falling can be a barrier to safely doing all the things you want to do at home and in the community. That's why preventing falls is critical to maintaining independence.

Did you know?

- More than one-third of people age 65 or older fall each year.
- Falls are the leading cause of injury and hospitalization for trauma and death among older adults.
- 35% of people who fall become less active.
- 40% of people who enter a nursing home had a fall in the prior 30 days.



"It's made me more aware, just so much more aware. Of the buses, of my place. Of making it brighter inside, getting rid of leaves outside, of everything."

Roleena

"I've had some near falls but you have a quicker recovery and your muscles don't collapse."

Herbert

For a workshop schedule, visit or call the

(920) 674 - 8734

1 - (866) 740 - 2372



Jefferson County ADRC



For state wide information:
Wisconsin Institute for Healthy Aging @
www.wihealthyaging.org

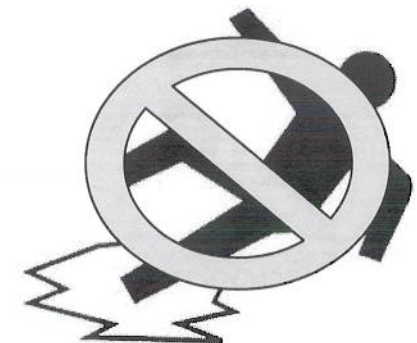


Stepping On

**Building confidence,
Reducing falls**

An effective 7-week workshop for older adults.

Learn exercises and strategies to help prevent you from falling.



What is Stepping On?

Stepping On is a program that has been researched and proven to reduce falls in older people.

It consists of a workshop that meets for two hours a week for seven weeks. Workshops are led by a health professional and a peer leader – someone who, just like you, is concerned about falls. In addition, local guest experts provide information on exercise, vision, safety, and medications.

Topics include:

- Simple and fun balance and strength training
- How to check your home for safety
- The role vision plays in keeping your balance
- How medications can contribute to falls
- Ways to keep from falling when out in your community
- What to look for in safe footwear
- How to eliminate falls hazards from your home



Here's what some workshop participants have to say:

"When I'm walking I still think, 'lift your feet, walk heel-to-toe.' I have stopped falling outside! It has made me more aware of the way I walk."

"Not only did we learn some things about preventing falls, but we had a good time doing it. It was really fun."

Is this workshop for you?

Stepping On is designed specifically for anyone who:

- Is 65 or older
- Has had a fall in the past year
- Is fearful of falling
- Lives at home
- Does not have dementia



Benefits

- Learn to step outside your home with confidence.
- Learn with people your own age.
- Become more aware of fall hazards and learn how your fall risk can be reduced.
- Study the most up-to-date information on falls prevention.
- Help others by sharing what has worked for you.

Thursdays,
Sept. 24- Nov. 5, 2015
9:30 am – 11:30 am
Space is limited

To register contact:

**Fort Atkinson
Senior Center**

307 Robert Street
Fort Atkinson, WI 53538
(920) 563 - 7773

NUTRITION CHECK

Circle the number in the yes OR no column that applies to you

YES

NO

1. Do you have an illness or condition that changes the kind and/or amount of food you eat?	2	0
2. Do you eat less than 2 meals per day?	3	0
3. Do you eat few fruits, vegetables or milk products?	2	0
4. Do you consume more than 3 servings of wine, beer or liquor in a day?	2	0
5. Do you have tooth or mouth problems that make it hard for you to eat?	2	0
6. Do you ever run out of money for food?	4	0
7. Do you frequently eat alone most of the time?	1	0
8. Do you take more than 3 different prescribed or over-the-counter drugs per day?	1	0
9. Have you gained or lost 10 pounds in the last six months without wanting to?	2	0
10. Are you physically UNABLE to shop for food, cook, or feed yourself?	2	0

Please add your score

--

If your score is:

Date: _____

0-2 Good! You are at **low nutritional risk**.

3-5 You may be at **moderate nutritional risk**. See what can be done to improve your eating habits and lifestyle. You may contact your local health department or Jefferson County Human Services Aging Unit for help.

6+ You are at **high nutritional risk**. You may want visit with your doctor, dietitian or other qualified health professional. Ask for help to improve your nutritional health.



Dear Healthcare Professional:

Thank you for your interest in the Newest Vital Sign (NVS), the first tool available to assess health literacy in English and Spanish.

Research shows that patients with low health literacy are less likely to comply with prescribed treatment and medical instructions from their physician. Identifying patients who are at risk for low health literacy allows physicians to apply specific clear health communication techniques that may enhance understanding. The Newest Vital Sign is a simple and fast way to identify those patients. The tool, which tests literacy skills for both numbers and words*, has been validated against a previously validated measure of health literacy (the TOFHLA), and has been shown to take approximately three minutes to administer.

In addition to the NVS tool, we are also including information to help enhance patient-provider communication. In this folder you will find the following materials:

- NVS Tool (nutrition label and scoring sheet tear-off pad, both two-sided in English/Spanish)
- NVS Implementation Guide
- *Ask Me 3* (fact sheet on free educational materials from the non-profit Partnership for Clear Health Communication)
- *Help Your Patients Succeed* (tips for improving communication with your patients)
- *Why Does An Ice Cream Label Work . . .* (fact sheet explaining the design of the NVS)

The Newest Vital Sign is Pfizer Inc's most recent contribution to the health literacy movement. For more than nine years, Pfizer has been committed to raising awareness of developing solutions for low health literacy. The overall goal of our Clear Health Communication Initiative is to positively impact the health care system by enhancing patient-provider communication to increase compliance and improve patient health outcomes.

The Newest Vital Sign and companion materials are available to medical and public health providers at no cost. To learn more about our efforts to improve health literacy, please visit www.pfizerhealthliteracy.com.

Sincerely,

Richard C. Hubbard, M.D.
Senior Director, External Medical Affairs
Pfizer Inc

*Literacy is defined as the understanding and application of words (prose), numbers (numeracy), and forms, etc. (document).





Why Does an Ice Cream Label Work as a Predictor of the Ability To Understand Medical Instructions?

A patient's ability to read and analyze any kind of nutrition label requires the same analytical and conceptual skills that are needed to understand and follow a provider's medical instructions. The skills, which are known as *health literacy*, are defined as the understanding and application of words (prose), numbers (numeracy), and forms (documents).

The use of an ice cream label is especially relevant as recent research in the *American Journal of Preventive Medicine* (November 2006) has shown that poor comprehension of food labels correlated highly with low-level literacy and numeracy skills. However, the study found that even patients with better reading skills could have difficulties interpreting the labels.

Whether reading a food label or following medical instructions, patients need to:

- remember numbers and make mathematical calculations.
- identify and be mindful of different ingredients that could be potentially harmful to them.
- make decisions about their actions based on the given information.

PROSE LITERACY:

Clinical example: The patient has scheduled some blood tests and is instructed in writing to fast the night before the tests. The skill needed to follow this instruction is **Prose Literacy**.

Ice cream label example: The patient needs this skill to read the label and determine if he can eat the ice cream if he is allergic to peanuts.

NUMERACY:

Clinical example: A patient is given a prescription for a new medication that needs to be taken at a certain dosage twice a day. The skill needed to take the medication properly is **Numeracy**.

Ice cream label example: The patient needs this same skill to calculate how many calories are in a serving of ice cream.

DOCUMENT LITERACY:

Clinical example: The patient is told to buy a glucose meter and use it 30 minutes before each meal and before going to bed. If the number is higher than 200, he should call the office. The skill needed to follow this instruction is **Document Literacy**.

Ice cream label example: The patient needs this skill to identify the amount of saturated fat in a serving of ice cream and how it will affect his daily diet if he doesn't eat it.



Implementation Guide for the Newest Vital Sign

Health literacy— the ability to read, understand and act upon health information — is now known to be vital to good patient care and positive health outcomes. According to the Institute of Medicine’s groundbreaking report on health literacy, nearly half of all American adults — 90 million people — have difficulty understanding and using health information. When patients lack the ability to understand and act upon medical information, it can put their health at risk.

The Newest Vital Sign is a new tool designed to quickly and simply assess a patient’s health literacy skills. It can be administered in only 3 minutes and is available in English and Spanish. The patient is given a specially designed ice cream nutrition label to review and is asked a series of questions about it. Based on the number of correct answers, health care providers can assess the patient’s health literacy level and adjust the way they communicate to ensure patient understanding.

There are many ways to integrate the Newest Vital Sign (NVS) into a private practice or clinic setting to improve communication with patients. Improved communication can help increase your patients’ ability to understand and act upon the information you provide; ultimately improving patient satisfaction and health outcomes.

How To Use the Newest Vital Sign

1. Who and when to administer the Newest Vital Sign.

- **A nurse (or other trained clinic staff)** is the preferred administrator of the Newest Vital Sign.
- Administer at the same time that other vital signs are being taken.

2. Ask the patient to participate.

A useful way to ask the patient is an explanation similar to this:

“We are asking our patients to help us learn how well patients can understand the medical information that doctors give them. Would you be willing to help us by looking at some health information and then answering a few questions about that information? Your answers will help our doctors learn how to provide medical information in ways that patients will understand. It will only take about 3 minutes.”

3. Hand the nutrition label to the patient.

The patient can and should retain the nutrition label throughout administration of the Newest Vital Sign. The patient can refer to the label as often as desired.

More...

4. **Start Asking the 6 questions, one by one, giving the patient as much time as needed to refer to the nutrition label to answer the questions.**
 - There is no maximum time allowed to answer the questions. The average time needed to complete all 6 questions is about 3 minutes. However, if a patient is still struggling with the first or second question after 2 or 3 minutes, the likelihood is that the patient has limited literacy and you can stop the assessment.
 - **Ask the questions in sequence.** Continue even if the patient gets the first few questions wrong. However, **if question 5 is answered incorrectly, do not ask question 6.**
 - **You can stop asking questions if a patient gets the first four correct.** With four correct responses, the patient almost certainly has adequate literacy.
 - **Do not prompt patients who are unable to answer a question.** Prompting may jeopardize the accuracy of the test. Just say, "Well, then let's go on to the next question."
 - **Do not show the score sheet to patients.** If they ask to see it, tell them that "I can't show it to you because it contains the answers, and showing you the answers spoils the whole point of asking you the questions."
 - **Do not tell patients if they have answered correctly or incorrectly.** If patients ask, say something like: "I can't show you the answers till you are finished, but for now you are doing fine. Now let's go on to the next question."
5. **Score by giving 1 point for each correct answer (maximum 6 points).**
 - **Score of 0-1** suggests high likelihood (50% or more) of limited literacy.
 - **Score of 2-3** indicates the possibility of limited literacy.
 - **Score of 4-6** almost always indicates adequate literacy.

Record the NVS score in the patient's medical record, preferably near other vital sign measures.

Best Practices for Implementation: Summary

- A nurse (or other trained clinic staff) is the preferred administrator of the Newest Vital Sign.
- Administer the NVS at the same time that the patient's other vital signs are being taken.
- Record the NVS score in the patient's chart, preferably near other vital sign measures.
- Tailor communication to ensure patient understanding.

Nutrition Facts

Serving Size $\frac{1}{2}$ cup
Servings per container 4

Amount per serving

Calories 250 Fat Cal 120

%DV

Total Fat 13g 20%

Sat Fat 9g 40%

Cholesterol 28mg 12%

Sodium 55mg 2%

Total Carbohydrate 30g 12%

Dietary Fiber 2g

Sugars 23g

Protein 4g 8%

*Percentage Daily Values (DV) are based on a 2,000 calorie diet. Your daily values may be higher or lower depending on your calorie needs.

Ingredients: Cream, Skim Milk, Liquid Sugar, Water, Egg Yolks, Brown Sugar, Milkfat, Peanut Oil, Sugar, Butter, Salt, Carrageenan, Vanilla Extract.

Score Sheet for the Newest Vital Sign Questions and Answers

READ TO SUBJECT:

This information is on the back of a container of a pint of ice cream.

1. If you eat the entire container, how many calories will you eat?

Answer: 1,000 is the only correct answer

2. If you are allowed to eat 60 grams of carbohydrates as a snack, how much ice cream could you have?

Answer: Any of the following is correct: 1 cup (or any amount up to 1 cup), half the container. Note: If patient answers "two servings," ask "How much ice cream would that be if you were to measure it into a bowl?"

3. Your doctor advises you to reduce the amount of saturated fat in your diet. You usually have 42 g of saturated fat each day, which includes one serving of ice cream. If you stop eating ice cream, how many grams of saturated fat would you be consuming each day?

Answer: 33 is the only correct answer

4. If you usually eat 2,500 calories in a day, what percentage of your daily value of calories will you be eating if you eat one serving?

Answer: 10% is the only correct answer

READ TO SUBJECT:

Pretend that you are allergic to the following substances: penicillin, peanuts, latex gloves, and bee stings.

5. Is it safe for you to eat this ice cream?

Answer: No

6. (Ask only if the patient responds "no" to question 5): Why not?

Answer: Because it has peanut oil.

ANSWER CORRECT?

yes	no

Number of correct answers:

Interpretation

Score of 0-1 suggests high likelihood (50% or more) of limited literacy.

Score of 2-3 indicates the possibility of limited literacy.

Score of 4-6 almost always indicates adequate literacy.