

# *UNIVERSITY OF KENTUCKY*

## *Kentucky Homeplace*

Quarterly Report January 1, 2011 – March 31, 2011



Kentucky Homeplace Northeast Region completed required Cardiopulmonary Resuscitation (CPR) training with the Greenup County Health Department.

*Kentucky Homeplace*  
**2008 National Rural Health Association Program of the Year**  
<http://www.mc.uky.edu/ruralhealth/homeplace.asp>

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Cover photo: seated, left to right, Angela McGuire, FHCA, and Janet Kegley, Regional Coordinator; standing, left to right Lana Bailey, FHCA, Judy Bailey, FHCA, health department nurse, Cassie Mace, R.N., Shirley Prater, FHCA, Beth Smith, FHCA, and Lela Adkins, FHCA.

## Northeast Region performing Cardiopulmonary Resuscitation (CPR)



Kentucky Homeplace employees receive many educational trainings throughout the year. CPR certification is required training for every employee.

# Kentucky Homeplace

My Fellow Kentuckians:

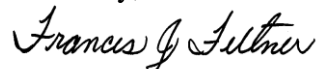
Kentucky Homeplace Family Health Care Advisors work diligently educating clients on chronic disease management and healthier lifestyles. We stress preventative care through timely medical screenings, nutrition, exercise and lifestyle changes. While we can't show the impact of educating and changing behaviors in the summaries, longevity and quality of life will be enhanced through our efforts and presence in communities.

## *Quarterly Summary*

Here's a summary of services for this quarter, January 1, 2011 – March 31, 2011: the number of unduplicated clients served was 5,134; the amount of medications accessed was \$7,034,783; other services values accessed totaled \$9,376; and number of services was 134,419. The top client medical conditions included hypertension, high cholesterol, diabetes, heart disease and mental health.

The entire quarterly report is posted on the UK Center for Excellence in Rural Health's Web page for your review at <http://www.mc.uky.edu/ruralhealth/>. The report is found on the left side of the page; click on Kentucky Homeplace, scroll to the bottom of the page and click on Quarterly Reports and then click on January – March 2011. If you still wish to have a printed copy, please call 1-800-851-7512 or email me at [fjfeltn@uky.edu](mailto:fjfeltn@uky.edu).

Sincerely,

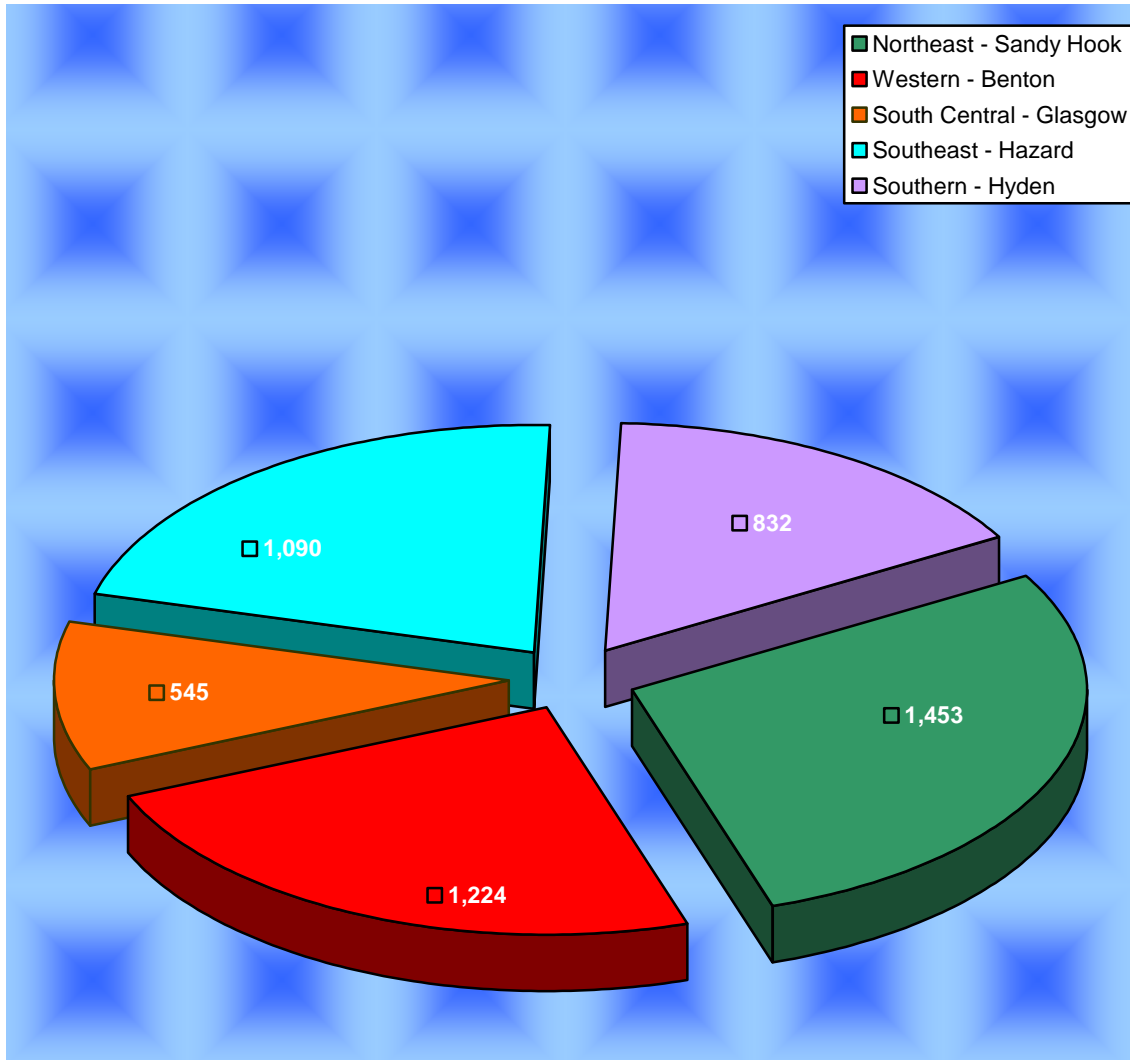


Frances J. Feltner, MSN, RN  
Director, Lay Health Workers Division  
Interim Director, UK Center for Excellence in Rural Health

| <b>POVERTY LEVELS OF HOMEPLACE CLIENTS</b>                  |               |               |              |               |              |              |              |                |
|---|---------------|---------------|--------------|---------------|--------------|--------------|--------------|----------------|
| <b>JANUARY 1, 2011 – MARCH 31, 2011</b>                     |               |               |              |               |              |              |              |                |
| Members   | 100%          | 101-133%      | 134-150%     | 151-200%      | 201-250%     | 251-300%     | 300+%        | Total          |
| 1   | 998           | 320           | 149          | 190           | 70           | 21           | 22           | 1,770          |
| 2   | 856           | 426           | 220          | 427           | 148          | 52           | 27           | 2,156          |
| 3   | 347           | 133           | 31           | 93            | 26           | 4            | 2            | 636            |
| 4   | 201           | 57            | 20           | 28            | 5            | 3            | 0            | 314            |
| 5   | 113           | 12            | 3            | 12            | 1            | 0            | 0            | 141            |
| 6   | 40            | 4             | 3            | 5             | 0            | 0            | 0            | 52             |
| 7   | 9             | 1             | 0            | 0             | 0            | 0            | 0            | 10             |
| 8   | 4             | 0             | 0            | 0             | 0            | 0            | 0            | 4              |
| 9   | 4             | 1             | 0            | 0             | 0            | 0            | 0            | 5              |
| 10  | 1             | 0             | 0            | 0             | 0            | 0            | 0            | 1              |
| 13  | 2             | 0             | 0            | 0             | 0            | 0            | 0            | 2              |
| <b>TOTALS</b>   | <b>2,575</b>  | <b>954</b>    | <b>426</b>   | <b>755</b>    | <b>250</b>   | <b>80</b>    | <b>51</b>    | <b>5,091</b>   |
| <b>PERCENTAGE</b>   | <b>50.58%</b> | <b>18.74%</b> | <b>8.37%</b> | <b>14.83%</b> | <b>4.91%</b> | <b>1.57%</b> | <b>1.00%</b> | <b>100.00%</b> |
| Source: Data extracted from the Kentucky Homeplace database |               |               |              |               |              |              |              |                |
| *Total Clients 5,134 - Incomplete income data on 43 clients |               |               |              |               |              |              |              |                |

| <b>AGE DISTRIBUTION OF HOMEPLACE CLIENTS</b>                |              |              |
|---|--------------|--------------|
| <b>JANUARY 1, 2011 – MARCH 31, 2011</b>                     |              |              |
| CATEGORY  | FEMALE       | MALE         |
| AGES 5 TO 12  | 6            | 2            |
| AGES 13 TO 14   | 3            | 3            |
| AGES 15 TO 19   | 15           | 6            |
| AGES 20 TO 24   | 49           | 41           |
| AGES 25 TO 44   | 547          | 349          |
| AGES 45 TO 64   | 1,871        | 1,123        |
| AGES 65 TO 74   | 448          | 311          |
| AGES 75 TO 84   | 177          | 98           |
| AGE 85 AND OVER   | 65           | 24           |
| <b>TOTALS</b>   | <b>3,181</b> | <b>1,957</b> |
| <b>Median Age:</b>  | <b>57.4</b>  | <b>51.1</b>  |
| Source: Data extracted from the Kentucky Homeplace database |              |              |

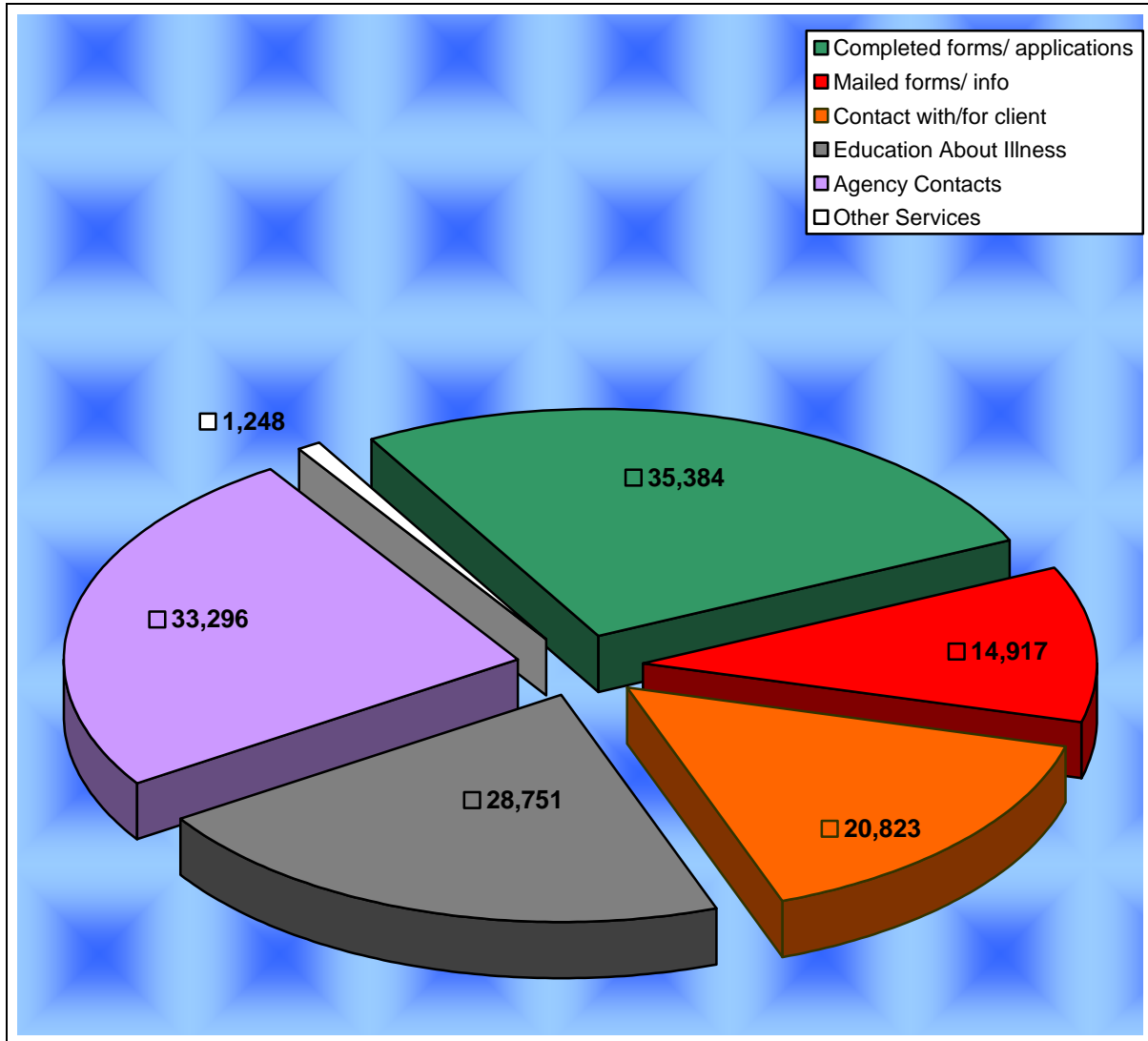
## Total Clients Served By Region January 1, 2011 – March 31, 2011



**TOTAL UNDUPLICATED CLIENTS FOR QUARTER: 5,134\***

\*This total represents unduplicated clients seen this quarter– in the regional summaries, some clients are seen more than once each quarter or are seen by multiple FHCAs and that duplicated number is reflected in their summaries.

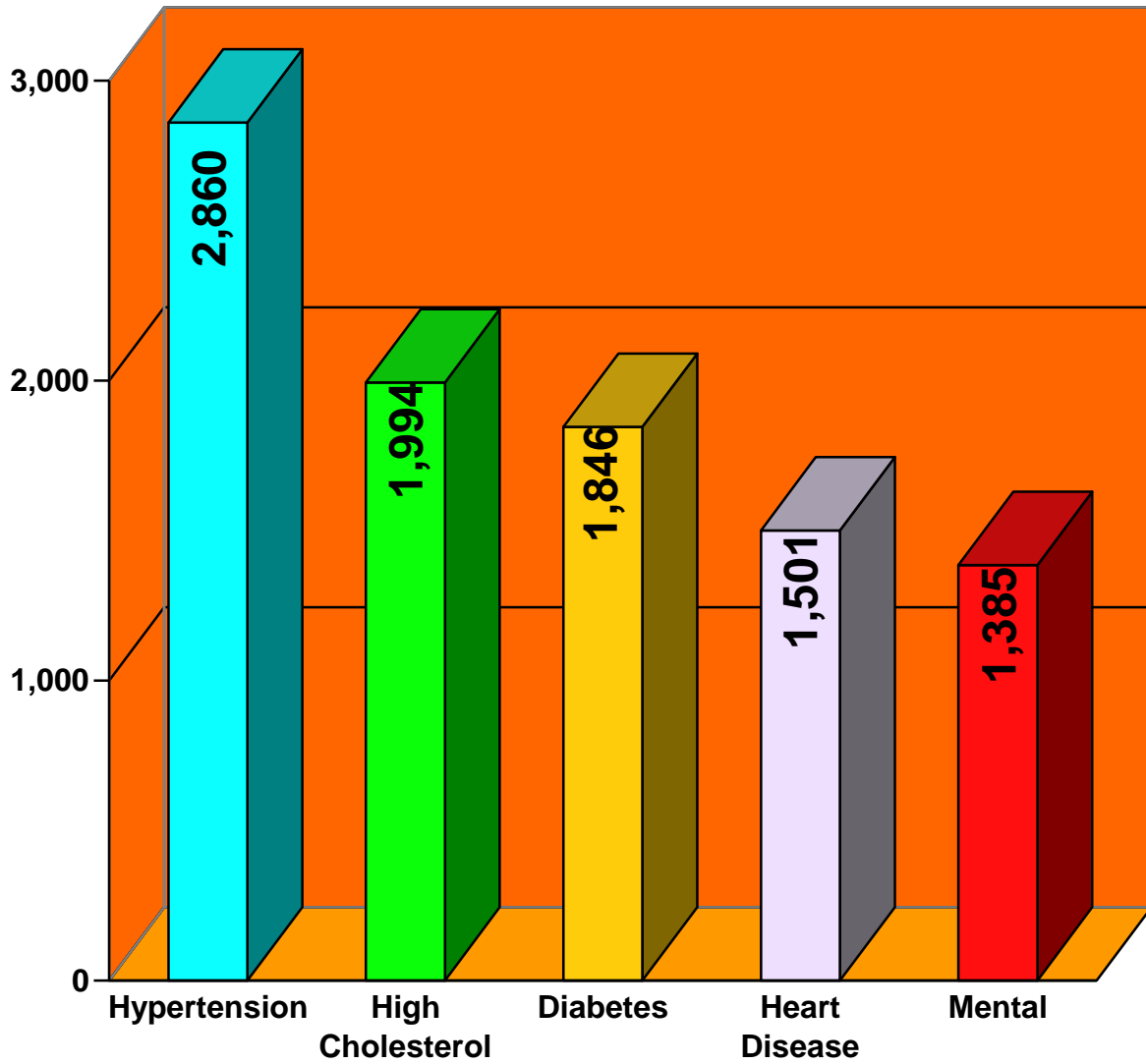
## Client Services January 1, 2011 – March 31, 2011



**TOTAL FOR THE QUARTER: 134,419**

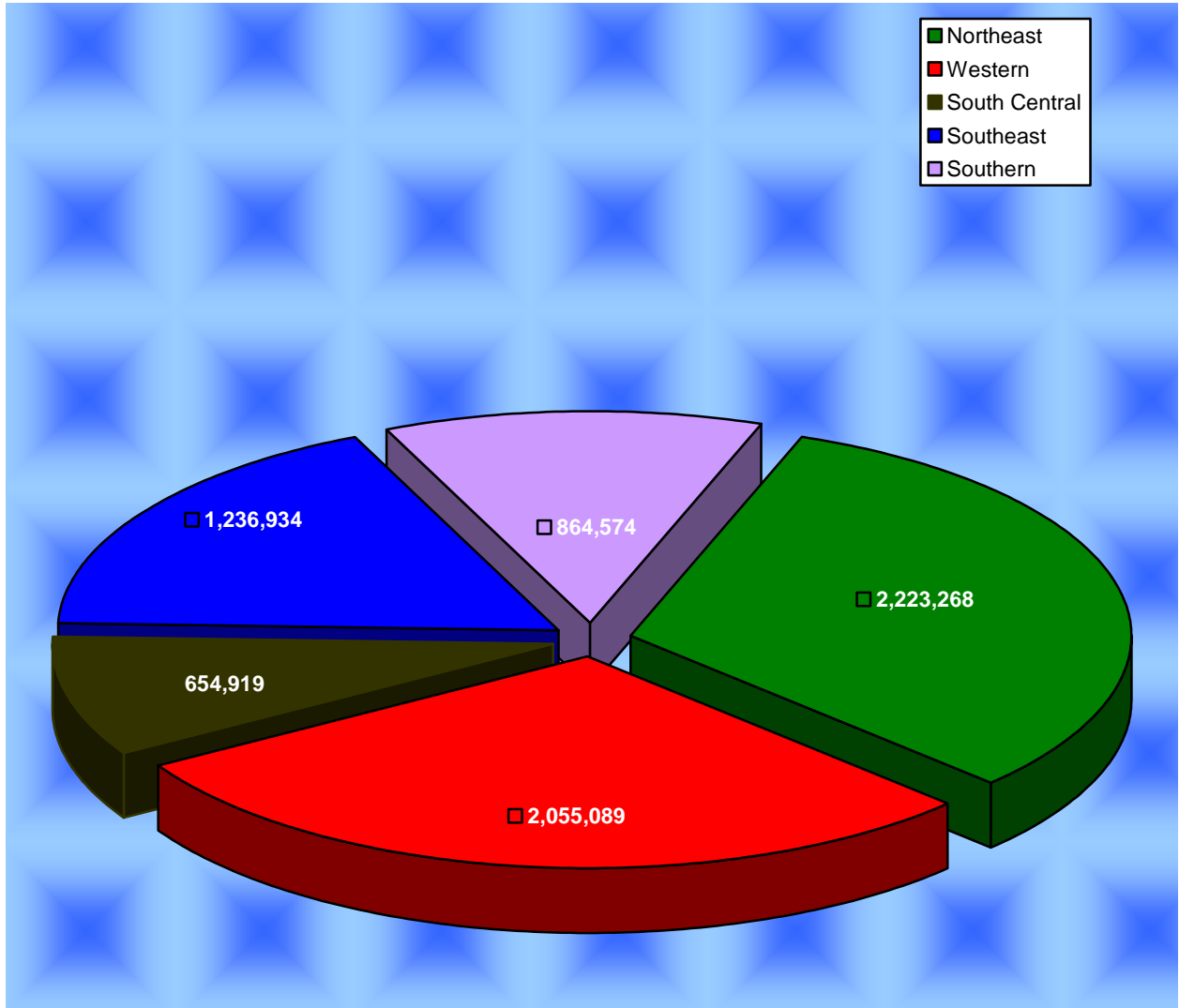
There were 183 home visits made this quarter; this number is included with the client contact numbers shown above.

## Top Five Client Problems By Condition January 1, 2011 – March 31, 2011



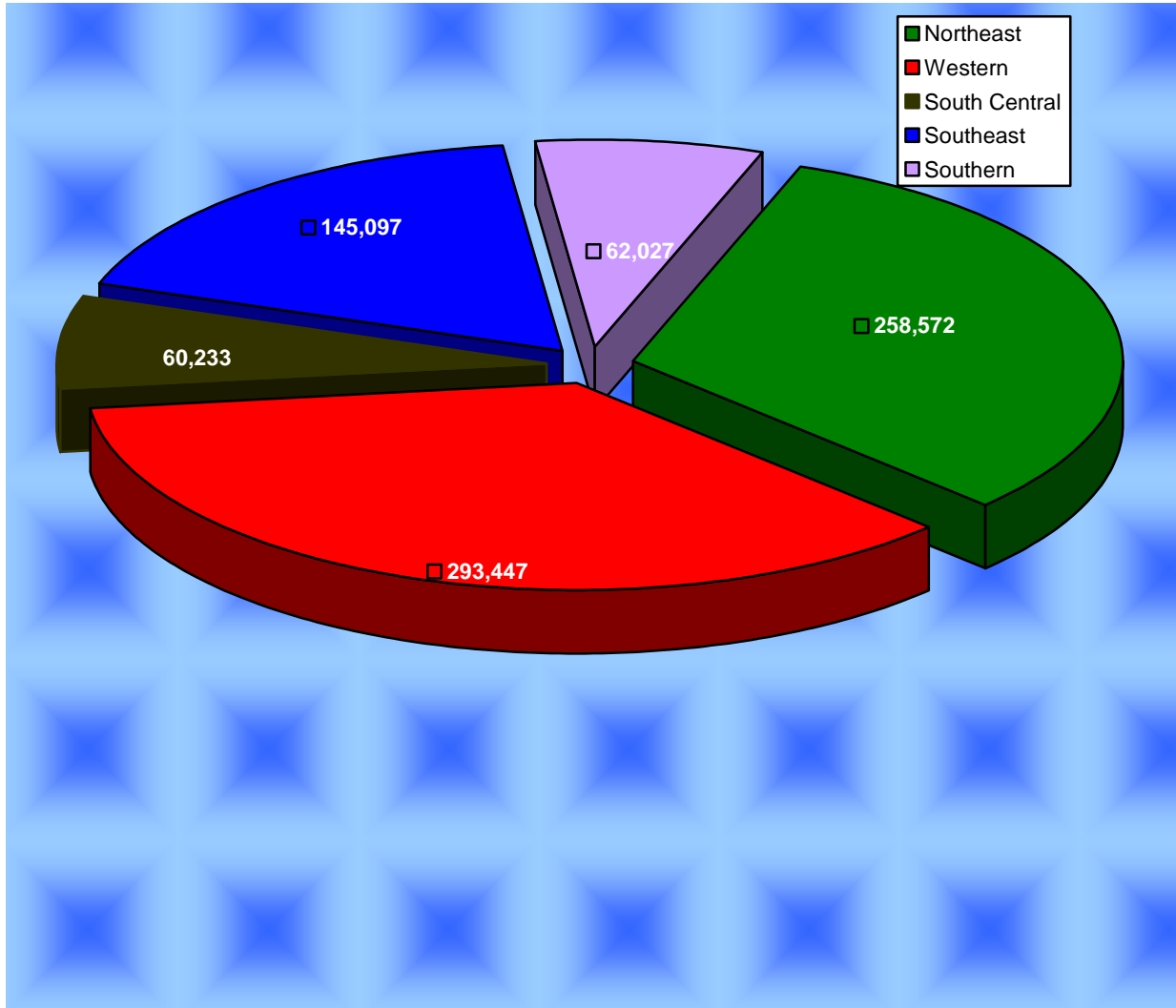


**Client Medications Value  
January 1, 2011 – March 31, 2011**



**TOTAL MEDICATION VALUE: \$7,034,783**

## Client Services Value January 1, 2011 – March 31, 2011



**TOTAL SERVICES VALUE: \$819,376\***

\*Services Value represents any services and supplies other than medications.

## REGIONAL SUMMARIES

### Northeast Region

**Janet Kegley**

**Lana Bailey**

**Lela Adkins**

**Angela McGuire**

**Elizabeth Smith**

**Shirley Prater**

**Judy Bailey**

**TBA**

**Regional Coordinator**

**FHCA (Greenup)**

**FHCA (Bath, Round)**

**FHCA (Lawrence, Martin)**

**FHCA (Carter)**

**FHCA (Elliott, Morgan)**

**FHCA (Johnson, Magoffin)**

**FHCA (Menifee, Montgomery)\***

\*Lela Adkins currently covers these counties

This quarter our Family Health Care Advisors served 1,456 clients. A total of 45,199 services were provided to these clients, with service values of \$258,572. In addition, \$2,223,268 worth of medication was accessed on their behalf. The NE Region has stayed busier than ever this quarter, enrolling 328 new clients.

Our region attended “Just Us Girls” at the Bellefonte Centre which was sponsored by the Bellefonte Women’s Center. Dr. Sabrina Brown covered a variety of topics relating to women’s health issues at the conference. We completed CPR training at the Greenup County Health Department with Cassie Mace, R.N. During our training updates, a representative from the Ashland Community Hospice Care Center gave an overview of the new hospice facility and how it functions. Our group really learned a lot about respite care and was invited to take a tour of the center.

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### Southeast Region

**Ralph Fugate**

**Paul Vance**

**Julia Keene**

**Barbara Justice**

**Pollyanna Shouse**

**Kathy Hamilton**

**Regional Coordinator**

**FHCA (Knott)**

**FHCA (Breathitt)**

**FHCA (Pike)**

**FHCA (Wolfe, Powell)**

**FHCA (Floyd)**

This quarter our Family Health Care Advisors served 1,090 clients. A total of 20,314 services were provided to these clients, with service values of \$145,097. In addition, \$1,236,934 worth of medication was accessed on their behalf.

FHCAs held Community and Diabetic Health Days throughout the quarter, in addition to attending interagency and coalition meetings in their counties. Pollyanna Shouse, attended Unite After Hours meetings concerning substance abuse and drug rehabilitation programs. Pollyanna organized and supervises the Senior Commodity Program that serves food boxes to 280 senior citizen households each month. She attended Unite After Hours meetings concerning substance and drug rehabilitation program. Several FHCAs are attending the planning sessions for Remote Area Medical (RAM) that will be held in Pike County on June 11<sup>th</sup> and 12<sup>th</sup>.

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**Southern Region**

**Helen Collett**  
**Michelle Ledford**  
**Brenda Harris**  
**Linda Thacker**  
**Shirley Madrey**  
**Paul Frederick**  
**Marcy Carson**

**Regional Coordinator**  
**FHCA (Clay)**  
**FHCA (Bell)**  
**FHCA (Lee, Owsley)**  
**FHCA (Harlan)**  
**FHCA (Knox)**  
**FHCA (Laurel)**

This quarter our family health care advisors served 848 clients. A total of 15,204 services were provided to these clients, with service values of \$62,027. Medication value accessed totaled \$864,574 in this service area.

**South Central Region**

**Beth Wells**  
**Janice Compton**  
**Sharon Cherry**  
**Lisa Lack**  
**Stacy Wiley**  
**TBH**

**Regional Coordinator**  
**FHCA (Monroe, Metcalfe)**  
**FHCA (Edmonson, Hart)**  
**FHCA (Logan, Butler)**  
**FHCA (Barren, Warren)**  
**FHCA (Allen, Simpson)**

This quarter our FHCAs served 617 clients. A total of 13,569 services were provided to these clients, with service values of \$60,233 and \$654,919 of free medication provided in this service area.

The South Central Region is very pleased to welcome Stacy Wiley to our team as the new FHCA for Barren and Warren counties. Stacy is currently completing her local orientation training and will travel to the Center for Excellence in Rural Health in Hazard for more intensive health education training in the near future. Our staff members continue to be involved in several community coalitions and initiatives to improve our communities.

**Western Region**

**Sherry Morris**  
**Donna Hooper**  
**Angelic Carpenter**  
**Mary Beth Rohrer**  
**Tessa Vail**  
**Carla Gray**  
**Rhonda Wadsworth**  
**Jerrell Rich**  
**Jacqueline Anderson**

**Regional Coordinator**  
**FHCA (Fulton, Hickman and Carlisle)**  
**FHCA (McCracken, Ballard)**  
**FHCA (Graves)**  
**FHCA (Marshall, Livingston)**  
**FHCA (Calloway)**  
**FHCA (Lyon, Caldwell)**  
**FHCA (Webster, Union and Crittenden)**  
**FHCA (Christian, Trigg)**

The Western Region provided 40,133 services to 1,227 clients. They accessed \$2,055,089 in medications and \$293,447 in other services. FHCAs represented Kentucky Homeplace at a wide variety of events in their areas. We attended many area Inter-Agency meetings, Domestic Violence and Child Abuse Coalition Meetings, FACE Meetings, CHAT Meetings and Breast

Cancer Coalition Meetings. FHCAs also worked with area chapters of Feed the Children, organizing an event to distribute food to those in need and presented at a health fair at Murray State University.

**Client Encounters**  
**Actual situations encountered by**  
**Family Health Care Advisors January 1, 2011 – March 31, 2011**

Many times when we go on a home visit we find other family members that can benefit from assistance from Kentucky Homeplace. This was the case when I was received a referral from the local school about a child in need of glasses. After arriving at the home, I noticed that the child's father was wearing broken glasses. I asked him about it and he told me that his glasses had been broken during the ice storm we had a few years back, and he just couldn't afford to replace them. I explained our program and our services that we offer and let the father know that we could help him get new glasses too. I was also able to help the mother get her asthma medication; they hadn't been able to afford it and she had been using medication from other family members when they could share theirs.

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One of my clients, whom I had been helping with medications, called this quarter. She had no food in her home and had already used all their food stamps for the month. She had already been to Needline for food assistance in the last 60 days, and was not eligible to go back to them for a while. I told her that I would call my local resources and try to find assistance for her and her family.

I called one of our area churches that have a food bank, only to find out that they had given out food the day before. I called my church friends and explained the situation that this family was facing, and they said they would help take care of it. When I arrived to pick up the food I was amazed! Not only did I have the back seat of my SUV full of food, but they had also given clothes and toys (complete with batteries) for the children.

When I delivered these items to the family, I watched two children's eyes light up like it was Christmas morning. They could not believe how much stuff there was. I, along with my friends at church, made a little boy and girl very happy that day; a memory that will touch me forever.

It was amazing! The feeling of going home that day and knowing that we had done something good and were able to help those that would have done without, sure put a smile on my face. Thanks to that family, I will never forget that feeling.

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I received a referral for a 46-year-old male in need of hearing aids. His only source of income was unemployment until April, when he would begin doing seasonal work. I called the Workforce Development office and spoke with them about obtaining his hearing aids. Within a few days, his wife phoned and said he would be receiving his hearing aids.

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This job is always very rewarding, however some people make this job makes it even more rewarding. This quarter I was able to help such a person. An 80-year-old woman came to my office requesting help obtaining heart medications. She had been paying \$400 a month and she couldn't afford to buy them. I was able to get her medications through a prescription assistance program at no cost to her. The woman began crying when I told her that we were able to help her and gave me a hug before she left the office.

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I have been working with individuals that are living in the local homeless shelter. Because of their living situation, it is difficult to order medicine and glasses for them. By the time these resources arrive, the clients have already moved. Sometimes they even move out of the county or state. This quarter, however, I was able to assist a one particular client with his medicines with help from a local agency. After reviewing his needs, I was also able to assist him in getting funds for temporary housing and give him information on programs to help him get employment.

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I have a 41-year-old client who lives on his disability income and has no insurance coverage. He was diagnosed with leukemia about five years ago. He had been prescribed Gleevec, which cost \$16,492 for a three-month supply. There was no way he could afford the medicine.

He was referred to my office for help. I was able to get that particular medicine, plus the other medicines he also needed. During his initial interview, he mentioned he could not hear. I applied for hearing aids and he has been approved for them. He has had his hearing screening examination and is waiting for the hearing aids. My client is very grateful for the assistance that Homeplace has been able to access for him.

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A local physician referred his 60-year-old patient to me for assistance. The man is diabetic, has heart trouble, hypertension and high cholesterol. Neither he nor his wife has any income; they live in government housing and receive food stamps and he is unable to work.

He needed help with insulin and other medications. I did patient assistance applications for his medications. It had been ten years since he had had an eye examination. Being a diabetic, he desperately needed an eye exam. I scheduled him an appointment with the Lens Crafter's Gift of Sight program for an eye exam and glasses.

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I had a client needing help with hearing aids. She had previously had hearing aids but they were no longer working for her. I helped her through the Hear Now Program and she was approved and received hearing aids, saving her \$7,600. Her hearing had been very bad and now she can hear the birds outside of her apartment. She had not been able to do this for a long time. She was very grateful for this service.

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I had a client that needed dental work. She had several teeth that needed to be extracted. She has Chronic Obstructive Pulmonary Disease (COPD) and couldn't be put to sleep. I referred her to the local community health center dental clinic. They charged her a co-pay per tooth, based on her income. She had 13 teeth pulled and had to have two surgically removed (she was referred to an oral surgeon in the area and didn't have to be put to sleep). Then the clinic gave her a voucher to have her dentures made for \$100; and they paid the additional charge for the dentures.

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