

# LSS Healthy Transitions Service

*Lutheran Social Service of Minnesota*



## Lutheran Social Service of MN

Lutheran Social Service of Minnesota (LSS) provides services for children, youth and families, older adults and people with disabilities.

With over 2,000 employees, Lutheran Social Service serves 1 in 65 Minnesotans in more than 300 communities.

We believe that all people deserve the opportunity to live and work in community with full and abundant lives.



## LSS Older Adult Services

We believe Minnesota's older adults should have choice in their services and opportunities to contribute to community.

Our services are designed so that older adults:

- Have services that support their independence, well-being and relationships.
- Are choosing the design and delivery of their services.
- Are contributing time and resources to their community.



## LSS Healthy Transitions Service

- Readmission Prevention Benefit
  - Supplemental benefit available to qualified Minnesota Senior Health Options (MSHO) members
- In-home support following a hospital stay
  - Targeting older adults living independently with frequent hospital admissions/emergency room visits
- Service provided by a trained staff
  - Certified Community Health Worker (CHW)
- Complementary to work of Care Coordinators and any other services that are already in place for members



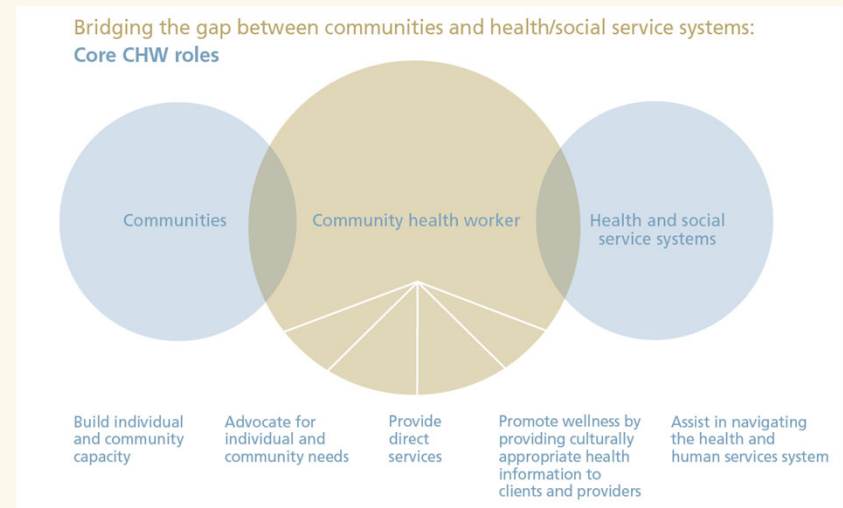
# Who are Community Health Workers?

- *“A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A CHW also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.”*



## Community Health Workers

- 500 certified CHWs in Minnesota  
Certified CHWs:
  - Complete CHW curriculum through certificate program at an accredited post-secondary institution
  - Receive on-the-job training
  - Complete continuing education
- CHWS serve in many settings, from in-home to hospitals and clinics



Source: MN Community Health Worker Alliance



# Successful Transitions from Hospital to Home

In-home support during the first 30 days after hospital discharge is critical



Visits will begin within 72 hours upon notification of discharge



Community Health Worker's schedule all visits and provide ongoing communication to Care Coordinators throughout 30 days

## 4 weekly visits:

- Visit #1 In-home visit ( 2 hours)
- Visit #2 Phone call (60 minutes)
- Visit #3 In-home visit (2 hours)
- Visit #4 Phone call (60 minutes)

## Services Provided

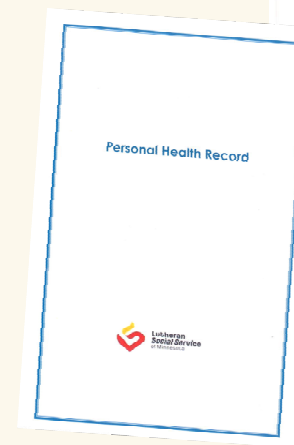
- Personal Health Record (PHR)
- Home safety assessment
- Nutrition review
- LSS home delivered meals
- Community resources
- Communication with Care Coordinator following each visit and as needed through case notes, emails and phone calls





## Personal Health Record (PHR)

- Completed with Community Health Worker during Visit #1
- Medication Review/Inventory
  - Review of discharge orders
  - Medication questions
- Upcoming appointments
- Transportation
- Health-related goals and concerns
- PHR is left with member at end of visit

The image shows two pages of the Personal Health Record (PHR) form. The left page is titled "My Medical Concerns" and contains five sections, each with fields for "Concern:", "Signs/Symptoms:", and "Strategies to improve symptoms:". The right page is titled "My Health Goals" and contains five sections, each with fields for "Goal:", "Steps to achieve goal:", and "Status: \_\_\_ In-progress \_\_\_ Achieved". Both pages have a footer that reads "Personal Health Record (PHR) | Page 3" and "Personal Health Record (PHR) | Page 4" respectively.

# Home Safety Assessment


- Completed with Community Health Worker during Visit #1
- CDC - STEADI (Stopping Elderly Accidents, Deaths, and Injuries) Check for Safety
- Checklist to identify potential safety hazards in the home:

Stairs and steps, floors, kitchen, bathrooms, bedroom

- Check for Safety is left with member at end of visit

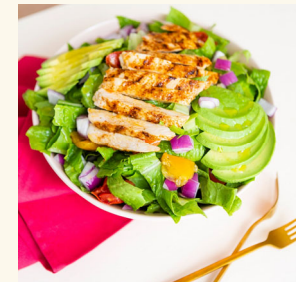
Use this checklist to find and fix hazards in your home.

STAIRS & STEPS (INDOORS & OUTDOORS)	FLOORS	BEDROOM
<p>Are there papers, shoes, books, or other objects on the stairs?</p> <p><input type="checkbox"/> Always keep objects off the stairs.</p> <p>Are some steps broken or uneven?</p> <p><input type="checkbox"/> Fix loose or uneven steps.</p> <p>Is there a light and light switch at the top and bottom of the stairs?</p> <p><input type="checkbox"/> Have an electrician put in an overhead light and light switch at the top and bottom of the stairs. You can get light switches that glow.</p> <p>Has a stairway light bulb burned out?</p> <p><input type="checkbox"/> Have a friend or family member change the light bulb.</p> <p>Is the carpet on the steps loose or torn?</p> <p><input type="checkbox"/> Make sure the carpet is firmly attached to every step, or remove the carpet and attach non-slip rubber treads to the stairs.</p> <p>Are the handrails loose or broken? Is there a handrail on only one side of the stairs?</p> <p><input type="checkbox"/> Fix loose handrails, or put in new ones. Make sure handrails are on both sides of the stairs, and are as long as the stairs.</p>	<p>When you walk through a room, do you have to walk around furniture?</p> <p><input type="checkbox"/> Ask someone to move the furniture so your path is clear.</p> <p>Do you have throw rugs on the floor?</p> <p><input type="checkbox"/> Remove the rugs, or use double-sided tape or a non-slip backing so the rugs won't slip.</p> <p>Are there papers, shoes, books, or other objects on the floor?</p> <p><input type="checkbox"/> Pick up things that are on the floor. Always keep objects off the floor.</p> <p>Do you have to walk over or around wires or cords (like lamp, telephone, or extension cords)?</p> <p><input type="checkbox"/> Coil or tape cords and wires next to the wall so you can't trip over them. If needed, have an electrician put in another outlet.</p>	<p>Is the light near the bed hard to reach?</p> <p><input type="checkbox"/> Place a lamp close to the bed where it's easy to reach.</p> <p>Is the path from your bed to the bathroom dark?</p> <p><input type="checkbox"/> Put in a nightlight so you can see where you're walking. Some nightlights go on by themselves after dark.</p>
	BATHROOMS	
	<p>Is the tub or shower floor slippery?</p> <p><input type="checkbox"/> Put a non-slip rubber mat or self-stick strips on the floor of the tub or shower.</p> <p>Do you need some support when you get in and out of the tub, or up from the toilet?</p> <p><input type="checkbox"/> Have grab bars put in next to and inside the tub, and next to the toilet.</p>	
	KITCHEN	
	<p>Are the things you use often on high shelves?</p> <p><input type="checkbox"/> Keep things you use often on the lower shelves (about waist high).</p> <p>Is your step stool sturdy?</p> <p><input type="checkbox"/> If you must use a step stool, get one with a bar to hold on to. Never use a chair as a step stool.</p>	




## Nutrition review

- Ensure the following:
  - Member has access to nutritional foods
  - Member is eating regularly
  - Member is satisfied with their nutritional situation
  - Connect to resources as necessary



## LSS Meals to go

- Meals are provided by LSS Meals
  - LSS CHW staff coordinate orders
- 28 frozen shipped meals
  - Available for all benefit-eligible members
  - Low-sodium, low-sugar and vegetarian options
- In development - culturally specific meals



## Community Resources

- Dependent on member's location and needs
- Provide Senior Linkage Line information, Blue ride transportation, Aunt Bertha community resource link
- Community Health Worker will discuss potential resources with Care Coordinator



# Success Stories & Healthcare Highlights

How can a Community Health Workers help?

**Testimonials from members  
that completed service:**

*“It was nice to have additional support. I felt like she understood what I was going through—not just the heart attack, but with my diet and just my life. The ladies were lovely, and I would recommend this to anyone struggling with their health.”*

*“She made sure I had everything I need.”*

*“Any questions I might have had were definitely answered. I was also given helpful suggestions regarding how to proceed both with my health and with other things in life. It was really a win-win. I appreciated the chance to have these visits.”*

**Healthcare Highlights:**

*One partner health plan tracked data on 113 members that received service, and 0 readmitted to the hospital within 30-60 days.*



## Our Goals

- Reducing hospital readmissions and empowering members to stay healthy and independent
- Being a source of extra coaching and support during the transition from hospital to home
- Are to be a resource for the member by providing additional in-home care by supporting your work!



## Contact information:

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