



Leapfrog Hospital Safety Data



A patient safety program helps to reduce accidental injury or medical errors to patients while in the hospital. Leapfrog is the name of a patient safety program. All network hospitals were part of the Leapfrog program. The Leapfrog process gives hospitals one star for being willing to submit data. Two stars are for hospitals making progress meeting patient safety standards. Three stars are for hospitals making the most progress meeting patient safety standards. Four stars are for hospitals that meet all patient safety standards.

Molina would like to congratulate the following hospitals on meeting Leapfrog hospital safety standards:

- Brigham City Community Hospital
- Lakeview Hospital
- Mountain View Hospital
- Ogden Regional Medical Center
- St. Mark's Hospital
- Timpanogos Regional Hospital

All hospitals fully met the Leapfrog standard for managing serious errors. All facilities are doing very well with managing normal deliveries and pneumonia management. Larger facilities are also doing well on heart bypass surgery.

For more information, see <http://www.leapfroggroup.org/cp>.

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Check Out the Molina Healthcare Website

Check out the Molina Healthcare website at www.molinahealthcare.com. You can use the Internet for free at most public libraries. "Click" on the member button and drag your mouse down to your state. You can get information on our website about:

- Molina Healthcare's contracted doctors and hospitals
- Your benefits, including copayments and other charges (if they apply)
- What to do if you get a bill or a claim
- FAQs (frequently asked questions and answers)
- Drug formulary (approved drugs that doctors can prescribe)
- How to contact UM staff about a UM issue or question
- How to get primary care, hospital, specialty, and emergency services
- How to get care after normal office hours
- Preventive health guidelines and immunization schedule
- Your rights and responsibilities and the privacy of your information
- Restrictions on benefits or how to obtain care outside the Molina Healthcare service area
- Quality Improvement, Health Education, and Disease Management programs
- How to voice a complaint or appeal a medical decision
- How we decide about using new technology

You can ask for printed copies of anything posted on the website by calling 1-888-483-0760. Your member handbook is also a good resource. You can find it on our website.

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Fall Prevention: 6 tips to prevent falls

Falls put you at risk of serious injury. As you get older, physical changes, health conditions, and some medications make falls more likely. In fact, falls are a leading cause of injury among older adults.

1. Make an appointment with your doctor

Your doctor can help you with a fall-prevention plan. Be prepared to answer questions like:

- **What medications are you taking?** Make a list of your prescription and over-the-counter medications and supplements, or bring them with you to the appointment. Your doctor can review your medications for side effects and interactions that may increase your chances of falling.
- **Have you fallen before?** Write down the details, including when, where and how you fell. Be prepared to discuss times when you almost fell but were caught by someone or were able to grab a hold of something just in time.
- **Could your health conditions cause a fall?** Be prepared to talk about your health conditions and how comfortable you are when you walk. Your doctor may evaluate your muscle strength, balance and walking style as well.

2. Keep moving

Physical activity can help with fall prevention. With your doctor's OK, consider activities such as walking, or water workouts. Your doctor also may refer you to a physical therapist.

3. Wear good shoes

Consider changing your footwear. High heels, floppy

slippers, and shoes with slick soles can make you slip, stumble, and fall. So can walking in your stocking feet.

Instead:

- Have your feet measured each time you buy shoes, since foot size can change.
- Buy properly fitting, sturdy shoes with nonskid soles.
- Choose lace-up shoes instead of slip-ons, and keep the laces tied. If you have trouble tying laces, select footwear with fabric fasteners.

4. Remove home hazards

Take a look around your home. Your living room, kitchen, bedroom, bathroom, hallways and stairways may be filled with hazards. To make your home safer:

- Move coffee tables, electrical cords and phone cords from walkways.
- Remove loose rugs from your home.
- Immediately clean spilled liquids, grease or food.
- Use nonslip mats in your bathtub or shower.

5. Light up your living space.

Keep your home brightly lit to avoid tripping on objects that are hard to see.

6. Use assistive devices.

Your doctor might recommend using a cane or walker to keep you steady. Other things can help, too. For example:

- Hand rails for both sides of stairways
- Grab bars for the shower or tub
- A sturdy plastic seat for the shower or tub and a hand-held shower nozzle for bathing while sitting down

Quest Diagnostics

Molina Healthcare has partnered with Quest Diagnostics as our preferred lab. As of July 1, 2011 you can use Quest Diagnostics for lab work. Quest Diagnostics has several locations in Utah. You can make an appointment on line to shorten your wait time. Visit our website www.MolinaHealthcare.com to learn more.

Spark A New Healthier You!

Do you want to be healthier this year? At Molina Healthcare, we know how tough it is to eat well, lose weight, or to maintain a regular exercise plan. If you have been looking for a program to support a healthier you, we have just the answer for you: **SparkPeople.com!**

SparkPeople.com is a **FREE** online website that can help you reach all of your health and weight loss goals! SparkPeople has tons of information about health, diet, and fitness. It gives you all the tools you need to kick start your way to a more healthy you.

As we introduce SparkPeople.com, we also say good bye to old weight loss websites like CalorieKing. In the past, Molina Healthcare told members to use CalorieKing to help with diet and weight loss. But now, we would like to suggest SparkPeople to our members. It is even better than CalorieKing. It has more to offer. And, it is **FREE!**

So what is it that makes SparkPeople so great? Here are just a few of the many things SparkPeople has to offer:

- A free online diet plan. It lets you track what you eat and how active you are. This can help you lose weight.
- A free recipe library. Here you can find healthy meals to cook for you and your family.
- The website also tells you how many calories, fats, and carbohydrates you should eat each day. This is based your own body and how active you are.

- You can also make a fitness plan for each day of the week. The website gives you simple and short work outs that will work each part of the body.
- You will also find support in other users. You can talk to other members through message boards and blogs. You can ask others for advice. And, you can read about their success stories.
- You can also join a SparkTeam. A SparkTeam is a group of people who share common interests. For example, you can join a team for people who like to quilt, play soccer, or for those who are in their 30's. You can even start your own SparkTeam.

And if all of that wasn't enough, SparkPeople also has special sites for pregnant women and teens! If you are pregnant, use **babyfit.com**. This site has great tools for moms-to-be. And if you are a teen, join **SparkTeens.com**. It has great tools for teenagers 13-17 years old.

With all the great things SparkPeople has to offer, why not join today? All you need to sign up is a computer with internet access. It is easy to sign up, and you can do it at any time. Go to **SparkPeople.com**, **SparkTeens.com**, or **Babyfit.com** now. Users will need to create a name and password for themselves and follow the sign-up instructions. Here is a tutorial website for those who need some help: http://www.sparkpeople.com/resource/motivation_articles.asp?id=1182

Good Luck with your health and fitness goals!



Make Your Home Safe for Children

To make your home a safer place for your family, here are a few tips:

Throughout Your Home

- Put in window guards to prevent falls.
- Keep cords from curtains, drapes, and blinds out of reach.
- Cover unused electrical outlets with child-proof plug protectors.
- Store plastic bags where your kids cannot get to them.
- Place household cleaners, toxic chemicals, and cosmetics out of reach.
- Put child-proof safety latches or locks on all cabinets and drawers.
- Place electrical cords out of reach.
- Set the hot water heater at no more than 120 degrees Fahrenheit.

In Your Kitchen

- Turn pot handles toward the back of the stove when cooking.
- Keep matches, knives, and other sharp objects out of children's reach.
- Post the phone number for your doctor and the poison control center.

In the Living or Family Room

- Cover sharp-edged furniture, such as coffee tables, with corner and edge bumpers.
- Place plants where children cannot reach them.

In Your Child's Bedroom

- Use a crib with a tight-fitting mattress and slats no more than 2 3/8 inches apart.
- Remove toys, pillows, and stuffed animals from the crib when your baby is able to push up on hands and knees. Your baby could step on these items and climb out of the crib.

In the Bathroom

- Make sure all medications have child-proof caps. Store medications in their original containers.
- Unplug appliances, such as hair dryers, when you're not using them. Keep them out of kids' reach.

2011 HEDIS[®] and CAHPS[®] - Quality Performance Results

Molina Healthcare's goal is to be better than 75% of other health plans in the nation.

For our Medicaid product line, we met our goal in these areas:

- Childhood immunizations
- Appropriate testing for pharyngitis
- Upper respiratory treatment
- Prenatal care
- Postpartum care
- Frequency of prenatal care

- Controlling high blood pressure
- Diabetic care: HbA1C testing
- Diabetic care: Good control
- Diabetic care: LDL Screening
- Diabetic care: Monitoring for Nephropathy
- Diabetic care: Eye Exam
- Appropriate medications for asthma

- Cholesterol management
- Advice to quit smoking
- Avoidance of Antibiotic Treatment
- Imaging Studies for Low Back Pain
- Rating of Personal Doctor/Nurse
- Rating of all Health Care
- Getting Care Quickly
- How Well Doctors Communicate

For our CHIP product line, we met our goal in these areas:

- Well Child Visits in the first 15 months (6 or more visits)
- Appropriate Use of Medications for Asthmatic Members
- Appropriate Pharyngitis Testing for Children

- Upper Respiratory Infection Treatment for Children
- Childhood Immunizations

For our Medicare product line, we met our goals in the following areas:

- Controlling high blood pressure
- Diabetic care: blood pressure control (<130/80)
- Diabetic care: blood pressure control (<140/90)
- Diabetic care: HbA1C testing
- Diabetic care: Good control
- Diabetic care: LDL Screening
- Diabetic care: Monitoring for Nephropathy
- Diabetic care: Eye Exam

For a copy of the quality plan, please call 1-888-483-0760, extension 179773.

Understanding Your Personal Doctor

What can you do if you don't understand what your doctor is saying?

If you don't understand shake your head to show that "No, I don't understand." Tell them you don't understand. Try to tell the doctor what you think they are saying. Use body language. Ask lots of questions. By asking questions you help your doctor understand what you need.

What can you do if you speak another language?

Ask if there is someone who speaks your language at your doctor's office. Molina Healthcare will pay to get you help from someone who speaks your language. The interpreter can help you over the telephone. Call Molina Healthcare if you would like to find a doctor that speaks your language.

What can you do if you have trouble reading? Or if you cannot read?

Don't be embarrassed to tell your caregivers. Your health is too important. Your caregivers can help you. They can explain paper work to you.

If your doctor's instructions are not clear should you try to figure it out yourself?

No. Instructions from your doctor or others are important. Tell them what you think they are instructing you to do. Ask for written instructions. Tell them if you have a family member or friend who helps you take your medicine. Ask the doctor to have someone talk to your family member or friend, too. The doctor can talk to your family or friend about your with your permission.

How can you remember to take all of your medicines?

Ask your caregiver to write down all your medicines, the name, amount and when to take them. Bring the list of medicines with you every time you go to the doctor.

What can you do if you don't understand the paperwork you're given to fill out?

Ask caregivers to explain the paper work. Ask them if they can help you fill it out.

What if you are asked to do something that is against your culture or religion?

If you are uncomfortable with what you are asked to do, tell your caregiver. Help your caregiver understand why it is against your culture or religious beliefs. **Your caregivers can care for you better if they know your cultural and religious needs.**



Are You Prepared to Beat the Flu Bug?

Flu season is fast approaching. Don't get caught off guard. While you can't completely avoid getting sick, you can take simple steps to avoid getting the flu. Here are some tips that can help you stay healthy this flu season:

- Get the flu shot
- Practice good hygiene
- Boost your immune system
- Learn the facts about the flu

To learn more about these four tips, read below.

Get the flu shot

Getting the flu shot can lower your risk of getting the flu. The Centers for Disease Control and Prevention (CDC) recommends that all people six months of age and older get an annual flu shot. Certain people have a higher risk for flu complications. These people include:

- Pregnant women
- People 65 years of age and older
- People of any age with certain chronic medical conditions such as asthma or diabetes
- People who live in nursing homes or other long term care facilities
- People who care for those at high risk for complications from the flu
- People who have household contact with those at high risk for complications from the flu
- Day care workers of children six months of age or younger. The children are too young to be vaccinated so we need to reduce the risk of passing the virus to them
- Healthcare workers

Please talk with your provider to see if the flu shot is right for you.

Practice Good Hygiene

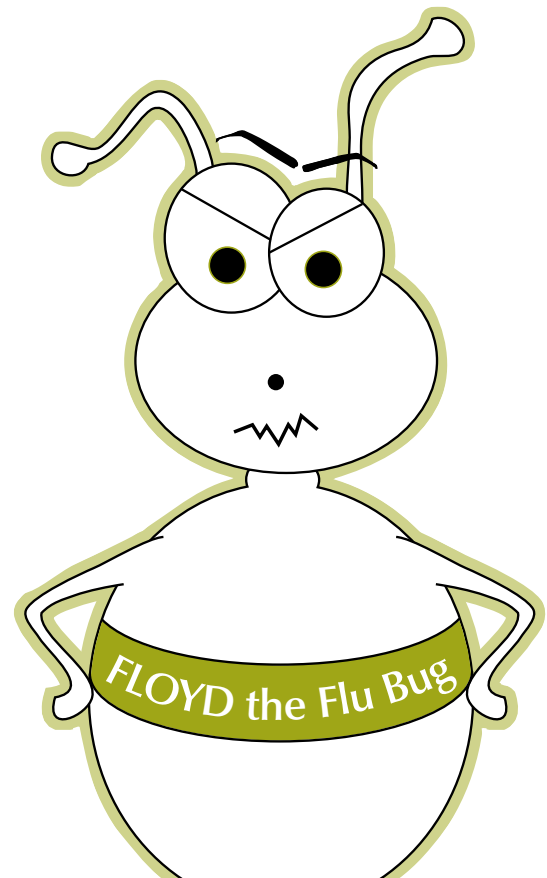
The flu virus can spread easily. Coughing and sneezing spreads infected droplets. You can get the flu if you inhale these droplets. You can also get the flu if you touch the droplets then touch your eyes, nose or mouth before washing your hands.

This is why it is important to wash your hands often. Make sure to use soap and warm water. Teach your children to wash their hands for at least 20 seconds. Keep hand sanitizer handy for when soap and water are not available.

Boost your Immune System

To stay healthy this flu season make sure to keep your immune system strong. You can do this by:

- Eating a healthy diet
- Exercising often
- Managing stress
- Getting enough sleep.



Flu Facts

Knowing the facts about the flu can help you stay healthy this flu season.

Myth: The flu vaccine (shot) can give you the flu.

Fact: You cannot get the flu from the flu vaccine (shot).

Myth: The flu is a mild illness.

Fact: The flu can make you very sick. A mild viral illness, such as a cold, can be confused with the flu. The flu is serious.

Myth: I got the flu vaccine (shot) last year. I don't need it again this year.

Fact: You need to get the flu vaccine (shot) every year. Flu virus strains often change from year to year. The flu vaccine (shot) is made to work against the predicted strains for that season.

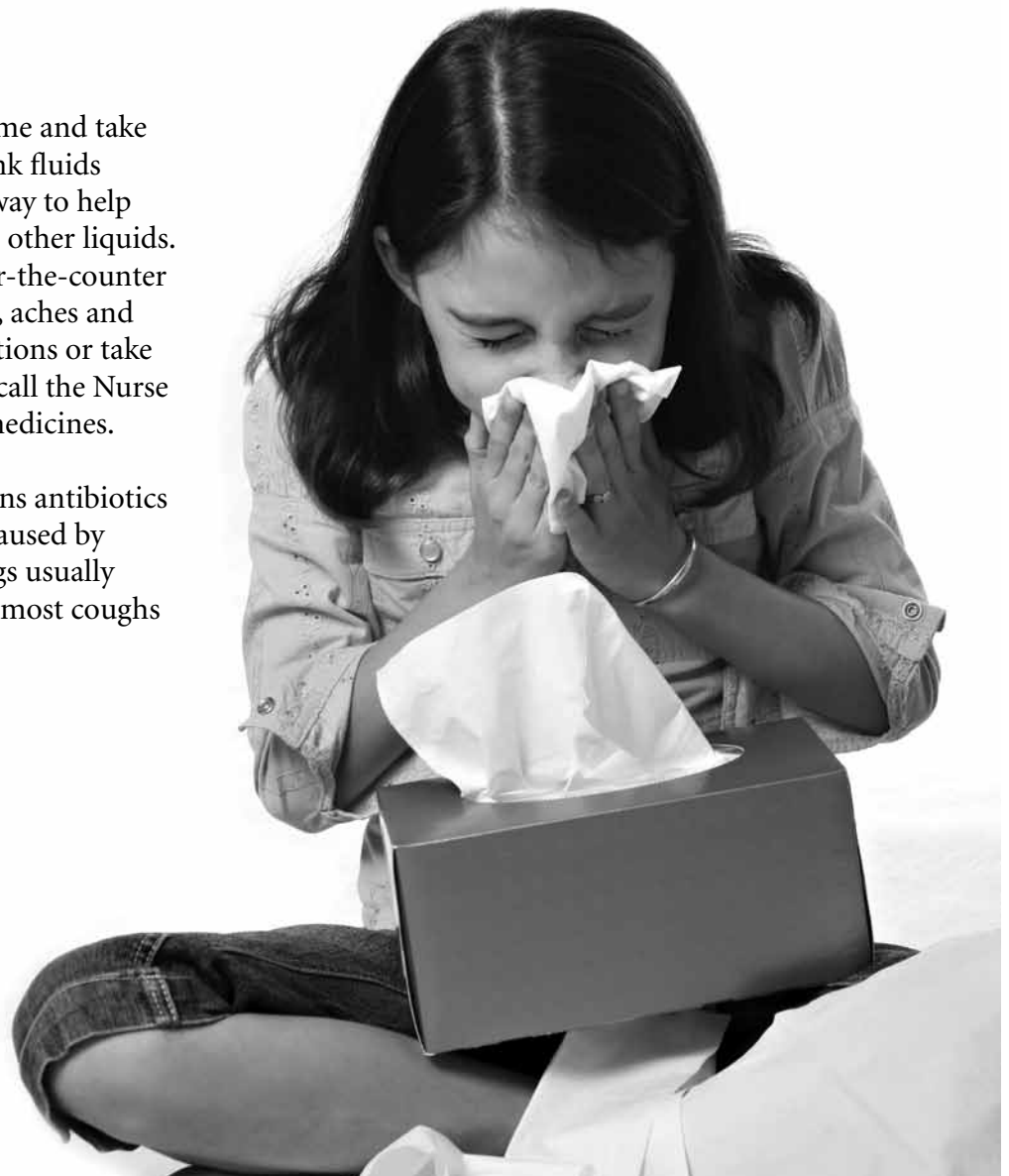
Myth: The flu vaccine (shot) only works if I get it during October or November.

Fact: The flu vaccine (shot) protects you from the flu as long as the flu viruses are out there. Flu season can last as late as May. It is recommended that you get the flu vaccine (shot) as soon as it is available in the fall. It will last throughout the year.

Treating the flu

If you get the flu, make sure to stay home and take good care of yourself. Eat well and drink fluids to stay hydrated. Popsicles are a good way to help children stay hydrated if they refuse all other liquids. You should also get plenty of rest. Over-the-counter medicines may be used to reduce fever, aches and pains. If you have other medical conditions or take other medicines, ask your provider or call the Nurse Advice Line before taking additional medicines.

Remember, the flu is a virus. That means antibiotics won't cure it. Antibiotics fight illness caused by bacteria. They don't work against things usually caused by viruses like colds, the flu, or most coughs and sore throats.





7050 South Union Park Center, Suite 200
Midvale, UT 84047

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Questions about your health?

Call Our Nurse Advice Line!

English: 1-888-275-8750

Spanish: 1-866-648-3537

OPEN 24 HOURS!

Your family's health is our priority!

For the hearing impaired please call

TTY (English): 1-866-735-2929

TTY (Spanish): 1-866-833-4703