



**Cal MediConnect Plan (Medicare-Medicaid Plan)
Consumer Advisory Board Meeting
Agenda**

October 31, 2018

- 1) Welcome/Introductions
- 2) Consumer Advisory Board
 - Confidentiality
- 3) Falls Prevention Resources
- 4) Member's Feedback/Inputs/Stories
 - What is going well?
 - What issues have you experienced?
 - What are some opportunities for improvement?
- 5) Question/Answers
- 6) Closure – Next Meeting

Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name of Blue Cross of California and Anthem Blue Cross Partnership Plan is the trade name of Blue Cross of California Partnership Plan, Inc., independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

You can get this information for free in other languages. Call 1-855-817-5785 (TTY 711). The call is free. *English*

Puede recibir esta información sin cargo en otros idiomas. Llame al 1-855-817-5785 (TTY 711). La llamada es gratuita. *Spanish*

您可免費獲得本資訊的其他語言版本。請致電免費電話 1-855-817-5785 (TTY 711)。 *Chinese*

Quý vị có thể nhận thông tin này miễn phí bằng các ngôn ngữ khác. Hãy gọi 1-855-817-5785, (TTY 711). Cuộc gọi này được miễn phí. *Vietnamese*

Maaari ninyong makuha nang libre ang impormasyon na ito sa ibang mga wika. Tawagan ang 1-855-817-5785 (TTY 711). Libre ang tawag. *Tagalog*



**Santa Clara Family
Health Plan™**

Falls Prevention Resources

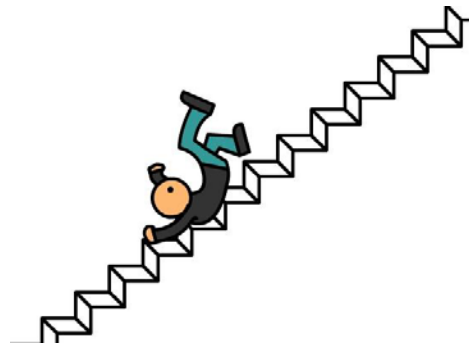
Did You Know?

- 1 in 4 Americans aged 65+ falls every year.
- More than 40% of people hospitalized from hip fractures do not return home and are not capable of living independently again.
- 25% of those who have fallen pass away each year.



Factors that Increase the Risk of Falling

- Age 80+
- Past falls
- Hazards in the home and community
- Problems walking
- Balance problems
- Weakness
- Improper footwear
- Chronic conditions
- Multiple medications
- Poor vision
- Depression
- Memory problems
- Behaviors like rushing



6 Steps to Prevent a Fall

1. Talk to your health care provider.



2. Find a good balance and exercise program.



3. Regularly review your medications with your doctor or pharmacist.



6 Steps to Prevent a Fall (cont.)

4. Get your vision and hearing checked annually



5. Keep your home safe.



6. Talk to your family members.



Resources

Fall Risk Assessment – Knowing one’s fall risk is key to a meaningful outcome. Are you risk? Find out here: <http://www.stopfallscalifornia.org/fall-risk-assessment/>

Home Safety Checklist – Is your home safe? Go through your rooms and carefully follow this checklist.

<https://stanfordhealthcare.org/content/dam/SHC/programs-services/farewell-to-falls/docs/suh-home-safety-brochure2.pdf>

Farewell to Falls – Stanford Health Care - Free community program available to individuals who are 65+. Call **650-724-9369**. More information here:

<https://stanfordhealthcare.org/content/dam/SHC/programs-services/farewell-to-falls/docs/farewell-to-falls-4x9-fl-v4crop-new-logo.pdf>

Resources (cont.)

Matter of Balance – an evidence-based program. Classes are lead by a certified trainer for eight weeks. The class meets once a week for two hour per session. For more information and for class locations, visit: <http://www.svhap.org/evidence-based-programs/matter-of-balance/matter-of-balance-locations/>

EnhanceFitness Classes – a structured group exercise program that focuses on stretching, flexibility, balance, and low impact aerobics and strength training exercises. It has been show to help older adults to improve their health status and reduce their use of health care. For more information and for class locations, visit: <http://www.svhap.org/evidence-based-programs/enhance-fitness-class/enhancefitness-classes-locations/>

Better Choices, Better Health – a chronic disease self-management program. This program gives people living with chronic conditions the tools to live healthier and more independent lives by taking charge of their health and wellness. For more information, visit: <http://www.svhap.org/evidence-based-programs/better-choices-better-health/>. To register for this program, call **408-961-9877**.

Resources (cont.)

www.stopfalls.org

Find brochures and more resources about preventing falls here.

<https://www.sccl.org/>

- Santa Clara County Libraries have free events and classes.
- Click on the EVENTS tab and then EVENTS CALENDAR to search for tai chi or other programs.



**Santa Clara Family
Health Plan™**

EnhanceFitness Classes – Locations

EnhanceFitness classes are lead by a certified EnhanceFitness trainer and are offered at locations throughout Santa Clara County. Qualified organizations coordinate with SVHAP for regular training and certification of instructors.

EnhanceFitness classes are offered 3 days/week for one hour per class at the following locations. Call or visit the location to register for classes.

INDIVIDUAL CLASS SCHEDULES ARE SUBJECT TO CHANGE.

City of San Jose

Various Locations

San Jose, CA

Contact: Tracey Gott

Email: tracey.gott@sanjoseca.gov

Phone: 408-793-5589

Website: <http://www.sanjoseca.gov/index.aspx?NID=204>

POSSO

1115 East Santa Clara Street

San Jose, CA 95116

Phone: 408-293-0877

Website: <http://www.portuguesececenter.org/posso/>

Yu AiKai

588 N. Fourth Street

San Jose, CA 95112

Contact: Julie

Email: staff@yuaikai.org

Phone: 408-294-2505

Website: <http://www.yuaikai.org/>

Sunnyvale Senior Center

550 East Remington Drive

Sunnyvale, CA 94086

Contact: Gerard Manuel

Email: gmanuel@ci.sunnyvale.ca.us

Phone: 408-730-7365

Website: <http://sunnyvale.ca.gov/Departments/CommunityServices/Seniors.aspx>

Timpany Center

730 Empey Way

San Jose, CA 95128

Contact: Dr. Nancy Megginson

Phone: 408-283-9036

Website: <http://www.sjsu.edu/timpany/>

AACI

2400 Moorpark Ave, Suite #300

San Jose, CA 95128

Phone: 408-975-2730

Website: <http://aaci.org/>

City of San Jose Community Centers

Various Locations

San Jose, CA

Email: sjregistration@sanjoseca.gov

Phone: 408-793-5565

Website: <http://sanjoseca.gov/Facilities.aspx?page=list&search=1&CID=12>

Matter of Balance Locations

Matter of Balance classes are lead by a certified trainer for eight weeks. The class meets once a week for two hours per session at the following locations:

INDIVIDUAL CLASS SCHEDULES ARE SUBJECT TO CHANGE.

City of San Jose

Various Locations

San Jose, CA

Contact: Tracey Gott

Email: tracey.gott@sanjoseca.gov

Phone: 408-793-5589

Website: <http://www.sanjoseca.gov/index.aspx?NID=204>

POSSO

1115 East Santa Clara Street

San Jose, CA 95116

Phone: 408-293-0877

Website: <http://www.portuguesecenter.org/posso/>

Yu AiKai

588 N. Fourth Street

San Jose, CA 95112

Contact: Julie

Email: staff@yuaikai.org

Phone: 408-294-2505

Website: <http://www.yuaikai.org/>

Sunnyvale Senior Center

550 East Remington Drive

Sunnyvale, CA 94086

Contact: Gerard Manuel

Email: gmanuel@ci.sunnyvale.ca.us

Phone: 408-730-7365

Website: <http://sunnyvale.ca.gov/Departments/CommunityServices/Seniors.aspx>

Eastside Neighborhood Center

2150 Alum Rock Ave.

San Jose, CA

Contact: Milton Cedena / Lupe Cinco

Email: mcadena@catholiccharitiesscc.org

Phone: 408-251-0217

Website: <http://www.catholiccharitiesscc.org/eastside-neighborhood-center>

Stanford Health Care at Avenidas

450 Bryant Street

Palo Alto, CA 94301

Contact: Judith Taksa Webb

Email: jwebb@avenidas.org

Phone: 650-289-5436

Website: <http://avenidas.org/>

Community Services Agency

204 Stierlin Road

Mountain View, CA 94043

Contact: Megan Purdue

Phone: mperduce@csacares.com

Mountain View Senior Center

266 Escuela Avenue

Mountain View, CA

Contact: Tyler Phillips

Email: tyler.phillips@mountainview.gov

Phone: 650-903-6442

Website:

http://www.mountainview.gov/city_hall/comm_services/recreation_programs_and_services/senior_center/

City of San Jose Community Centers

Various Locations

San Jose, CA

Email: sjregistration@sanjoseca.gov

Phone: 408-793-5565

Website: <http://sanjoseca.gov/Facilities.aspx?page=list&search=1&CID=12>

Saratoga Senior Center and Adult Care Center: SASCC

19655 Allendale Avenue

Saratoga, CA 95070

Contact: Susan Huff

Email: info@sascc.org

Phone: 408-868-1257

Website: <http://www.sascc.org>

Korean American Community Services, Inc.

1800-B Fruitdale Ave.

San Jose, CA 95128

Contact: Eunice Chun

Email: kacs012@gmail.com

Phone: 408-920-9733

STAY INDEPENDENT: PREVENT FALLS

Get the Facts:

An older adult falls every second of every day. Falls affect us all—whether personally or someone we love or care about.

IN 2014:



1 in 4 older adults reported a fall.



Even though falls are common, most adults who fall don't tell their doctor.



....○

More than
27,000

older adults died as a result of falls—that's 74 older adults every day.



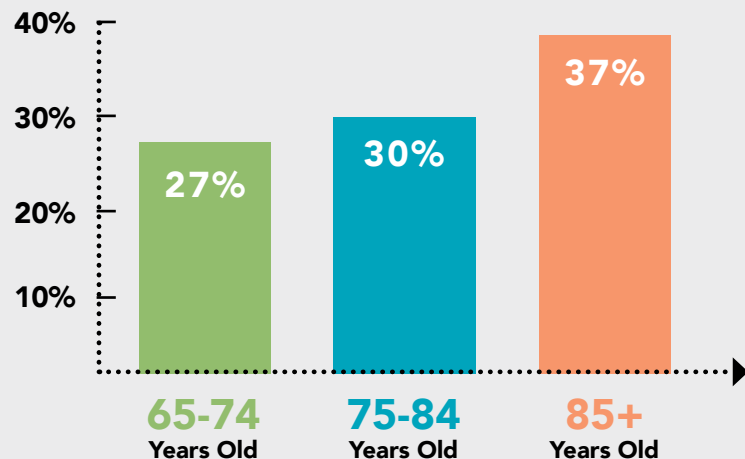
....○

Among older Americans falls are the #1 cause of:

- Death from injury
- Injuries

Falls Increase with Age:

Percent of older adults who reported a fall:



It's not the broken hip, it's the nursing home I don't want. I need to be independent.

Leonard, 74



If I were to fall and break a bone, I wouldn't be able to play with my grandkids. So I take a vitamin D pill each day to keep me strong.

Lisa, 74

Take Action:



Falls aren't just a normal part of getting older—they're preventable and there are simple steps you can take to stay independent longer.

Speak Up.

Talk openly with your doctor about fall risks and prevention.

- Tell your doctor right away if you have fallen, or if you're afraid you might fall, or if you feel unsteady.
- Work together and review all of your medications and discuss any side effects like feeling dizzy or sleepy.
- See if taking vitamin D supplements for improved bone, muscle, and nerve health is right for you.

Keep Moving.

Activities that strengthen your legs and help your balance (like Tai Chi) can help you prevent falls.

Check Your Eyes.

Have your vision checked once a year and update your glasses as needed.

Make Your Home Safe.

Most falls happen at home.

- Keep your floors clutter free.
- Remove small rugs or tape down or secure them.
- Add grab bars in the bathroom.
- Have handrails and lights installed on all staircases.
- Make sure your home has lots of light.

RESOURCES

CDC:
[cdc.gov/homeandrecreationalsafety/falls/adultfalls.html](https://www.cdc.gov/homeandrecreationalsafety/falls/adultfalls.html)

STEADI Initiative:
[cdc.gov/steady](https://www.cdc.gov/steady)

STEADI Patient Materials:
[cdc.gov/steady/patient.html](https://www.cdc.gov/steady/patient.html)

National Council on Aging Falls Prevention (NCOA):
[.ncoa.org/healthy-aging/falls-prevention/](https://www.ncoa.org/healthy-aging/falls-prevention/)



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

Four Things You Can Do to Prevent Falls:

① **Speak up.**

Talk openly with your healthcare provider about fall risks and prevention. Ask your doctor or pharmacist to review your medicines.

② **Keep moving.**

Begin an exercise program to improve your leg strength and balance.

③ **Get an annual eye exam.**

Replace eyeglasses as needed.

④ **Make your home safer.**

Remove clutter and tripping hazards.

1 in 4 people 65 and older falls each year.

Falls can lead to a loss of independence, but they are preventable.

Learn More

Contact your local community or senior center for information on exercise, fall prevention programs, and options for improving home safety, or visit:

- go.usa.gov/xN9XA
- www.stopfalls.org



Stay Independent

Learn more about fall prevention.



For more information, visit www.cdc.gov/steady

This brochure was produced in collaboration with the following organizations: VA Greater Los Angeles Healthcare System, Geriatric Research Education & Clinical Center (GRECC), and the Fall Prevention Center of Excellence



Centers for Disease Control and Prevention
National Center for Injury Prevention and Control

STEADI

Stopping Elderly Accidents, Deaths & Injuries

Check Your Risk for Falling

Circle “Yes” or “No” for each statement below			Why it matters
Yes (2)	No (0)	I have fallen in the past year.	People who have fallen once are likely to fall again.
Yes (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.	People who have been advised to use a cane or walker may already be more likely to fall.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.	Unsteadiness or needing support while walking are signs of poor balance.
Yes (1)	No (0)	I steady myself by holding onto furniture when walking at home.	This is also a sign of poor balance.
Yes (1)	No (0)	I am worried about falling.	People who are worried about falling are more likely to fall.
Yes (1)	No (0)	I need to push with my hands to stand up from a chair.	This is a sign of weak leg muscles, a major reason for falling.
Yes (1)	No (0)	I have some trouble stepping up onto a curb.	This is also a sign of weak leg muscles.
Yes (1)	No (0)	I often have to rush to the toilet.	Rushing to the bathroom, especially at night, increases your chance of falling.
Yes (1)	No (0)	I have lost some feeling in my feet.	Numbness in your feet can cause stumbles and lead to falls.
Yes (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.	Side effects from medicines can sometimes increase your chance of falling.
Yes (1)	No (0)	I take medicine to help me sleep or improve my mood.	These medicines can sometimes increase your chance of falling.
Yes (1)	No (0)	I often feel sad or depressed.	Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls.
Total		Add up the number of points for each “yes” answer. If you scored 4 points or more, you may be at risk for falling. Discuss this brochure with your doctor.	

Thousands of older adults fall each year, with many of them experiencing multiple falls.

Most falls can be prevented by

- Reviewing medication – the number and type of medications can contribute to falls. Check this out with your doctor or pharmacist.
- Exercise
- Home modifications
- Attention to other health factors

Research says that the home environment is responsible for about one-third of all falls. Even minor changes in your home may help prevent the next fall from occurring.



For a safe home environment, make sure that you also have the following, and that they are in good working order:

- Smoke detectors (Test them monthly and change batteries once/year).
- Carbon monoxide detector
- Emergency numbers by your phone
- Shoes with low heels, good traction, fit well and don't fall off. Avoid walking in stocking feet.
- Personal response system such as Lifeline.

For more information, call the Farewell to Falls Program, an injury prevention program at the Trauma Center at Stanford University Medical Center 650-724-9369.

Farewell to Falls

Stanford University Medical Center
Trauma Center
300 Pasteur Drive, Grant S-067
Stanford, CA 94305

www.stanfordhospital.com



STANFORD
UNIVERSITY
MEDICAL CENTER

*Stanford Hospital & Clinics
Lucile Salter Packard Children's Hospital*

FAREWELL TO FALLS

Home Safety Checklist



Go through your rooms carefully and follow this checklist.

If you have a check in the "Needs Attention" column – see what you can do to fix the problem.

Additional Home Safety Tips

If you have throw rugs, remove them! Second best – adhere throw rugs to floor with double-sided tape or thin specialty carpet mats that are made for this purpose. Throw rugs can slip or buckle. Is keeping the throw rug really worth the risk of a fall?

Floors without rugs can be slippery. Use non-skid shoes or slippers. Don't walk on linoleum, hardwood or tiles with socks only.

Consider getting a raised toilet seat to make it easier to get on and off the toilet. It's best to have handrails on both sides of the stairs.

Move items that you use regularly to lower shelves.

NEVER use a towel rack for support!

It's best not to use a step stool. If you do use a step stool, make sure it has a bar to hold onto. Never use a chair as a step stool.

You may want to have a chair or bench to sit while shaving, drying hair or applying make-up.

Consider installing carpet to avoid slippery floors.

FAREWELL TO FALLS CHECKLIST	OK	Needs Attention	Doesn't Apply
ENTRANCES			
Steps—is there a railing, and is it secure?			
Is entrance well lit?			
LIVING ROOM AND BEDROOMS			
Can you turn on lights upon entrance into room?			
Are phone and extension cords away from all areas where you walk?			
Are floors clear of clutter, shoes and dog toys?			
Do you have throw rugs?			
KITCHEN			
Is floor clear of clutter?			
Are items within easy reach?			
BATHROOM			
Is there a night light in the bathroom?			
Does shower or tub have non-skid surfaces (mat, decals or strips)?			
Does the tub or shower have sturdy grab bars?			
Are floors kept dry and do they have a non-slip surface?			
Does bathroom rug have non-skid backing?			
Are you able to get off and on the toilet easily?			
STAIRWAYS AND HALLWAYS			
Can stairway be lighted from top and bottom of steps?			
Is there a handrail, and is it solid and sturdy?			
Are steps in good repair?			
Have you removed small rugs or runners from your hallway?			
OUTDOOR AREAS			
Are walks and driveways free of breaks and uneven surfaces?			
Are your hoses looped on a hose reel?			
Do you have stairway handrails?			
Do you have lighting to provide safe walking at night?			