



Region 2

Area Agency on Aging

Nursing services communication plan

The purpose of implementing a Nursing Services Communication Process: Region 2 Area Agency as a MI Choice Waiver Agent, is required to meet specific contract requirement. As an agency, we hope to automate this process with your assistance to ensure that we are meeting this contract requirement.

Per the MI Choice Waiver Contract 2021:

“The supports coordinator must communicate with both the nurse providing this service and the participant's health care professional to assure the nursing needs of the participant are being addressed.”

Communication will occur via Vendor View Whenever possible:

You will receive a reminder vendor view message at the beginning of each month. Included in the reminder will be a request for a return message indicating how the nursing services in place are going. Please include the following information

- The P's name
- The specific Nursing Service(s) the P is receiving
- Confirmation that the Nursing Service(s) is/are being provided as authorized,
- Confirmation of communication with the P's PCP for updated medication lists prior to home visits,
- Any observation of issues regarding the P's health and welfare.

Any additional documents that are needed and cannot be sent via vendor view should be faxed to the attention of the assigned SC to 517-592-1975.

Additional Reporting:

Medication side effects or adverse reactions

- These should be reported to both the SC and Primary Care Physician.
- When issues require medical attention, an internal incident report should be completed, and faxed to Region 2.

Medication errors that require medical intervention

- Should be reported to the SC as soon as possible
- Provider must complete an internal incident report, which must be faxed to Region 2

Any observation of significant issues should be reported to the SC as soon as possible. Please do not wait until monthly reporting to inform Region 2 of significant issues.

Region 2 Area Agency on Aging contact information:

Main phone number: 517-592-1974

Fax number: 517-592-1975

Examples of Nursing Note:

Participant Mickey Mouse, receiving weekly medication set up without difficulty. Medications appear to be taken as ordered. RN contacting physician prior to visit with participant to ensure medication list is up to date. One visit missed on 8/4/2020 due to RN illness, service was provided the next day 8/5/2020. Nothing additional to report regarding participants health and welfare.

Participant Mickey Mouse, receiving weekly medication set up. Nurse noted, one day of medication was missed last week. Educated participant about setting an alarm. Will inform of any further issues. RN contacting physician prior to visits to ensure list is up to date. No missed visits. Nothing additional to report regarding participants health and welfare

Thank you!

Thank you for all that you do for our participant.
We hope this process will be easy for both your agencies,
and our Supports Coordinator.

Questions?