



# COMMUNITY HEALTH PARTNERSHIP FOCUS

HOLIDAY 2010

HEALTH NEWS & INFORMATION FOR OUR MEMBERS

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# Season's Greetings!



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# Taking Charge of Your Health

# Choosing a Physician

Most people don't think about choosing a doctor until they need one in a hurry. When a person is injured or suddenly becomes ill, finding a good doctor is a necessity.

If a person does not have a family doctor or internist, injury or sudden illness often means a visit to the emergency room or outpatient section of the nearest hospital or clinic. Staff doctors may know little about the patient's personal medical history must treat that person symptomatically and, more often than not, on an urgent basis. This usually is not a good way to establish a lasting physician-patient relationship.

A better way to assure yourself good medical care is to have a personal physician who is familiar with you and your family's medical history and who is available (or has associates who are available) when you need care. In this way your health needs will be met by someone who knows you and whom you know.

The best time to choose a doctor is when you don't need one. You should never wait until you have no choice about the doctor you see. The following information offers some suggestions to consider if you are searching for a primary doctor:



## Searching for a Physician

- Ask family or friends who they prefer
- Check to see if a physician is board-certified
- Have any complaints been registered, or disciplinary action been taken against them? Check the Wisconsin medical licensing board website located at: <http://online.drl.wi.gov/LicenseLookup/LicenseLookup.aspx>
- Is the physician in your health plan's network?
- Is he/she accepting new patients?

## During the Office Visit

- Make a list of your questions in the order of importance and bring it with you
- If possible, bring along a support person if you feel you may miss something
- Don't hesitate to ask the physician for clarification if there is information you don't understand
- Question the reason for and/or effectiveness of a procedure, test, consultation, or medication
- Take notes
- Ask the physician to write down your instructions

## Get a Second Opinion When...

- You are concerned about a procedure
- You do not feel comfortable with your physician's answers to your questions
- You have a life-threatening condition or are at risk of increased disability

## Your Medical Records

Maintain a personal health file that contains the following information:

- A list of your medical conditions
- A list of your current medications
- Vaccination records
- A list of any allergies or adverse reactions to medications, dyes, or materials used in medical procedures such as codeine, iodine, latex, etc.
- A list of any past surgeries and/or serious illnesses you have had
- Any correspondence related to your health
- Your family's significant medical history that might include diabetes, cancer, heart disease, etc.
- A list of all your health care providers, including their telephone numbers and the clinic or hospital with which they are affiliated
- A copy of your medical records from your clinic (there may be a fee to obtain these)

# Stress and the Holidays: 10 Tips for Coping

Stress and depression can ruin your holidays and hurt your health. Being realistic, planning ahead and seeking support can help ward off stress and depression.

The holiday season, traditionally the period between Thanksgiving and New Year's Day, often brings unwelcome guests — stress and depression. And it's no wonder. In an effort to pull off a perfect holiday, you might find yourself facing a dizzying array of demands — shopping, baking, cleaning, and entertaining, to name a few. So much for peace and joy, right?

Actually, with some practical tips you can minimize the stress and depression that often accompany the holidays. You may even end up enjoying the holidays more than you thought you would.

## Tips to Prevent Holiday Stress and Depression

When stress is at its peak, it's hard to stop and regroup. Try to prevent stress and depression in the first place, especially if the holidays have taken an emotional toll on you in the past.

**1. Acknowledge your feelings.** If someone close to you has recently died or you can't be with loved ones, realize that it's normal to feel sadness and grief. It's OK to take time to cry or express your feelings. You can't force yourself to be happy just because it's the holiday season.

**2. Reach out.** If you feel lonely or isolated, seek out community, religious, or other social events. They can offer support and companionship.

**3. Be realistic.** The holidays don't have to be perfect or just like last year. As families change and grow, traditions and rituals often change as well. Choose a few to hold on to, and be open to creating new ones. For example, if your adult children can't come to your house, find new ways to celebrate together, such as sharing pictures, emails, or videotapes.

**4. Set aside differences.** Try to accept family members and friends as they are even if they don't live up to all your expectations. Set aside grievances until a more appropriate time for discussion. And be understanding if others get upset or distressed when something goes awry. Chances are they're feeling the effects of holiday stress and depression too.

**5. Stick to a budget.** Before you go gift and food shopping, decide how much money you can afford to spend. Then stick to your budget. Don't try to buy happiness with an avalanche of gifts.

**6. Plan ahead.** Set aside specific days for shopping, baking, visiting friends, and other activities. Plan your menus and then make your shopping list. That'll help prevent last-minute scrambling to buy forgotten ingredients. And make sure to line up help for party prep and cleanup.

**7. Learn to say no.** Saying yes when you should say no can leave you feeling resentful and overwhelmed. Friends will understand if you can't participate in activities.

**8. Don't abandon healthy habits.** Don't let the holidays become a free-for-all. Overindulgence only adds to your stress and guilt. As always, get plenty of sleep and physical activity.

**9. Take a breather.** Make some time for yourself. Spending just 15 minutes alone, without distractions, may refresh you enough to handle everything you need to do. Listen to soothing music. Find something that reduces stress by clearing your mind, slowing your breathing, and restoring inner calm.

**10. Seek professional help if you need it.** Despite your best efforts, you may find yourself feeling persistently sad or anxious, plagued by physical complaints, unable to sleep, irritable and hopeless, and unable to face routine chores. If these feelings last for a while, talk to your doctor or a mental health professional.

*Source: MayoClinic.com*





# COLD & FLU SEASON IS

When winter rolls in, so does the common cold. Looking for ways to avoid a cold or the flu? It's easier said than done but definitely not impossible.

The number one defense you have against these wintry ailments is to wash your hands and wash them often. Always use hot water and soap.

The best defense for the flu is to get your flu shot. Many people are terrified of needles and getting a shot, but it's a simple sting that can save your life and it only lasts a few seconds.

If you feel a cough or sneeze coming on, grab a tissue instead of using your hands and then promptly dispose of the tissue. By using your hands, you have literally held onto the virus and are ready to pass it on to the next person that you come in contact with.

By keeping yourself armed with prevention knowledge, you'll be in a much better position to deal with the cold and flu season.

## Got a Cold? When Should You Seek Medical Help?

After suffering for days with a runny nose, sore throat, and other cold symptoms, you may wonder when it's time to head to the doctor's office or urgent care.

If you have tried over-the-counter cold remedies without success, there are several prescription drugs available that may help with symptoms such as nasal stuffiness and cough. If you have a sore throat with fever and no cold symptoms, you should be checked by a physician. This type of sore throat may be strep throat, which is a bacterial infection that needs antibiotics.

If you have chest tightness, difficulty taking a breath, and/or wheezing, call your doctor. You may have a cold complication such as bronchitis or chest cold. Or...you may have asthma and a cold. In either case, your doctor may need to see you to let you know if further treatment is necessary.

Colds can cause an earache, mainly from congestion and swelling of the Eustachian tube, the tube that connects the ear to the throat. If decongestants don't help the pain or it persists for more than a couple of days, check with your doctor. You may have an ear infection. If your doctor thinks you have a

bacterial ear infection, then you may need antibiotics. Many ear infections are due to viruses.

Also, if you have facial pain, tooth pain, or yellow drainage from your nose, you may have a sinus infection — an infection of the nasal passages. While these symptoms can be present with just a cold, if you've had them for more than a week, you may need antibiotics.

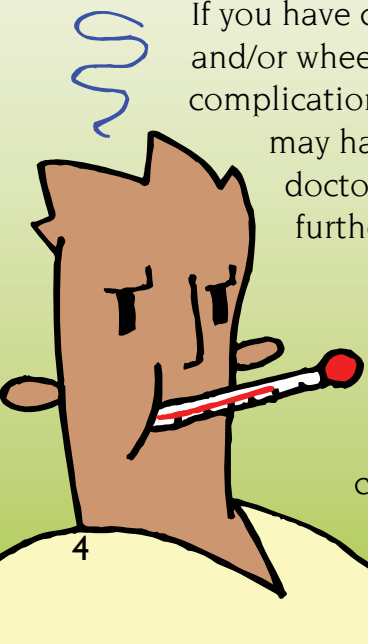
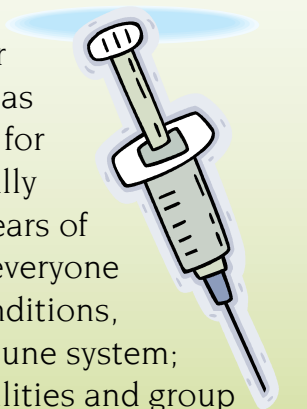
While many of the health concerns mentioned may require antibiotic treatment, you shouldn't automatically ask your doctor to prescribe antibiotics. They do not kill cold viruses and can lead to resistant strains of bacteria. Prevention is always the best approach to combat the cold virus.

## How to Prepare for the Cold and Flu Season

- **Wash your hands.** Frequent washing with warm water and ordinary soap is one of the simplest and best ways to avoid catching a cold or the flu. In order for germs to be killed, you should rub your lathery hands together for two choruses of *Row, Row, Row, Your Boat*. This gives the soap enough time to kill those nasty germs. Use hand sanitizer when it's not possible to wash your hands. You may even want to consider carrying a bottle of hand sanitizer with you. Many companies make small bottles that can be kept in a purse or in your pocket.



- **Get a flu vaccination.** This is especially important for people who are at higher risk for developing serious flu-related complications, as well as those who live with, work with, or care for people who are at high-risk. People at especially high-risk include children younger than five years of age — especially children younger than two; everyone 65 and older; people with chronic medical conditions, such as asthma, diabetes, or a weakened immune system; and individuals residing in long-term care facilities and group homes. The vaccine is made with a killed virus that cannot give you the flu. Vaccines are not 100 percent effective so you may still get a less severe case of the flu after receiving the vaccine. The vaccine takes about two weeks to become fully effective in your body. If you haven't already received your flu shot, don't hesitate to talk to your CHP care team about how you can best obtain the vaccine.



# HERE. ARE YOU READY?

- **Eat a well-balanced diet.** It's essential to building a healthy immune system, and it provides sources of energy and nutrition for optimal growth and development. Taking a daily multivitamin — especially when you're fatigued or stressed — also helps ensure that you will receive an adequate dose of minerals and vitamins.

- **Get plenty of rest.** On average, people require seven to eight hours of sleep every night. Lack of sleep can lower the immune system's ability to react when needed. Without sufficient sleep, the immune system is hard-pressed to keep up with its nightly repair work and creates an opening for diseases.

- **Skip crowded areas whenever possible.** Germs thrive in areas where people congregate. With one sneeze, someone can affect several people in the immediate area. If possible, shop during early or late hours, and choose to entertain friends and family after cold and flu season.

- **Stock your medicine cabinet with a supply of single-symptom drugs such as cough suppressants, pain relievers, and antihistamines.** Cold symptoms tend to appear in sequence, not all at once, so multi-symptom formulas often give you too much or not enough medicine for any given symptom. Avoid time-release capsules for the same reason. Ask your doctor about Tamiflu and Relenza, which both help lessen and prevent flu symptoms and duration. For these antiviral drugs to be effective, they must be taken when you are first exposed to others suffering from the flu. If someone in your home gets the flu, other family members can possibly avoid getting it by taking these drugs for at least seven days. A person exposed to the flu because of an outbreak in the community can take the drug for up to six weeks. If you've got a cold, don't ask your doctor to prescribe antibiotics. They do not kill cold viruses and can lead to resistant strains of bacteria. Prevention is the best approach to combat the cold virus.



## Cold & Flu Treatments for Diabetics

Catching a cold or the flu is no fun. It can be even worse if you have either type 1 or type 2 diabetes.

### How Colds and Flu Affect Diabetes

- Nausea, vomiting, and diarrhea all make your blood sugar levels rise.
- Infections can make blood sugar levels rise.

- Becoming dehydrated from not being able to eat can make your blood sugar levels too low.
- When under stress from an illness, your body creates too many ketones, a waste product that means your body is not using glucose well. This is more likely if you have type 1 diabetes.
- Some over-the-counter cold and flu treatments contain sugar, which can make your blood sugar levels higher.
- Flu can lead to pneumonia and other serious health problems. People with diabetes are more likely to experience these illnesses than the non-diabetic population.

### The Flu Shot and Diabetes

Prevention is the best medicine whether you have diabetes or not. You can prevent many types of flu or keep flu viruses from making you ill by getting a flu shot every year. While you're at it, ask your doctor if you should have a pneumonia shot as it can also help protect you from blood infections and meningitis. Most likely you will only need a pneumonia shot one time. If you are over 65 you may need a second one.

### Which Cold & Flu Treatments are OK for Diabetes?

The main problem for people with diabetes is that some cold and flu drugs, such as cough syrups, may contain sugar. Have your doctor or pharmacist recommend over-the-counter drugs that are safe for you.

### Have a Sick-Day Plan if You Have Diabetes

Before you even get sick with a cold or flu, have a sick-day plan if you have diabetes. Your doctor, nurse, or CHP clinical team can help you create a sick-day plan. Your plan should include these parts:

- Check your blood sugar levels every four hours or as often as recommended by your doctor.
- Test for ketones if your blood sugar level is over 240 mg/dL. Call your doctor if any ketones are present.
- Take your temperature regularly.
- Drink one cup of liquid every hour you are awake. Water and broth are good choices.
- Try to eat 45-50 grams of carbohydrate every three to four hours. If you cannot eat something solid, try clear soup, regular soft drinks, popsicles, unsweetened apple sauce, apple juice, or sports drinks.
- Do not stop taking insulin or other diabetes medications unless instructed to so by your doctor.
- Ask your doctor or pharmacist for a list of cold and flu medications that are safe for people with diabetes.

# Dry Skin: Stop Scratching

Dry skin is a very common problem and is often worse during the winter when environmental humidity is low. Often referred to as the “winter itch,” the condition can occur at all ages and in people with or without other skin problems.

**What does dry skin look like?** Everyone is familiar to some degree with the appearance of dry skin. The normally fine lines in the skin become more visible, and the skin feels rough and appears dull and flaky. In more advanced cases, fishnet-like cracks resembling the fine fracture lines of cracked porcelain can occur. Dry skin occurs most commonly on the arms and legs but can also affect the trunk of the body.

Dry skin usually will cause itching, which can become severe and possibly even interfere with sleep and other daily activities. Repeated rubbing and scratching can produce areas of thickened and rough skin. This dry, thick skin can crack — especially on the hands and feet and become quite painful.

If you have concerns about what seems to be unusually dry, scaly skin, it is a good idea to get the advice of a dermatologist or your family physician.

**Treatment of dry skin.** An important aspect of treatment is to identify and tackle any factors that may be contributing to the dry skin. It is natural to think that applying water alone to dry skin would help control the problem. However, water alone

(especially hot water) can actually worsen the problem of dry skin by removing the normal protective skin oils.

Hot soapy water depletes the natural skin oils to the greatest degree.

Anyone who has tried to wash a skillet covered with bacon grease in cold soapy water knows

how effective heat is in softening up oils and fats so that they

can be washed away. However, water

followed by the application of oil such as a moisturizer is of great benefit for dry skin. The oil in the moisturizer helps trap and seal water and makes the skin softer, smoother, and less likely to become dry, cracked, and itchy.

Proper bathing techniques and liberal use of moisturizers are the most effective in helping treat dry skin. You should take a short bath or shower (no more than 10 minutes) only once in a 24-hour period. For adults, showers are generally better than baths. While longer baths or showers, especially in hot water, can be quite relaxing, they will also increase the loss of natural oils from the skin and worsen skin dryness. The bath or shower should be in warm rather than hot water. Soap should be used minimally and only when and where needed (for example, under the arms, the groin and genitals, the feet, and the face). Milder, less drying soaps include Dove, Neutrogena Dry Skin Formula (unscented), Aveeno Cleansing Bar for Dry Skin, Purpose, Basis, and Oil of Olay Sensitive Skin Soap. Cetaphil is a liquid cleanser that works as a gentle and effective soap substitute for some people. It is especially helpful for cleaning the face and hands.

After bathing or showering, quickly and gently pat the skin partially dry with a towel (do not rub!). Within three minutes of getting out of the water apply a moisturizer to seal the water in the skin before it can evaporate. Bath oil, if selected as a moisturizer, can be directly rubbed into the skin after showering or bathing, but should not be added to bath water since this can make the tub dangerously slippery. Moisturizers should be



# atching This Winter

reapplied liberally during the day and evening when possible especially to those areas prone to dryness (hands, arms, legs) and when itchy.

Be careful about using other over-the-counter anti-inflammatory and itch-suppressing creams or lotions. Many of these products contain chemicals that can irritate or cause allergic reactions in dry skin. A good general rule is if anything that you apply to your skin causes more burning and itching than you started with, you should stop using it until you can talk to your doctor about it.

## Use of Skin Moisturizers for Long-Term Control and Prevention of Dry Skin

Dry skin is usually a long-term problem that recurs often, especially in winter. When you notice your skin beginning to get dry, resume your moisturizing routine and avoid the use of harsh soaps. If the itchy, dry, skin rash returns, use both the moisturizers and the prescription steroid cream or ointment.

There are basically two types of moisturizers — facial moisturizers and body moisturizers. Most facial moisturizers on the market are mainly for makeup and cosmetic concerns. These products are different than body moisturizers in that they are very carefully designed to avoid causing allergic reactions. While dryness of the skin of the face is usually not a major problem for people during the winter, the use of certain medications, such as anti-acne treatments, can produce considerable facial dryness in the winter or summer.

There are four basic classes of body moisturizers — ointments, oils, creams, and lotions.

**Ointment moisturizers** have the greatest ability to trap moisture in the skin, but they have the greasy consistency. People often shy away from using them because of the greasy feel, but this can be minimized by applying a small amount and rubbing it into the skin well.

**Oil moisturizers** are less greasy but still effective. Examples of oils that can be applied directly to the skin include baby oil, mineral oil, vegetable oil, and bath oil. Bath oils used in the bath water make the tub too slippery and should not be used.

It is preferable to apply bath oils after getting out of the tub or shower just as you would other moisturizer. Apply directly to damp skin immediately after a light toweling off to partially dry the skin.

**Cream moisturizers** are usually white and disappear when rubbed into the skin without leaving a greasy feel. As a result they tend to be more popular than ointments.

**Lotion moisturizers** are suspensions of oily chemicals in alcohol and water. Lotion moisturizers are generally the least greasy and the most pleasant to use and therefore are quite popular. However, because of their alcohol content, they can be somewhat drying when used repeatedly compared to ointments and creams. The bottom line is that if the moisturizer you choose does not feel at least a bit greasy, you may not be getting as strong a moisturizer as you might need.

Some moisturizers contain chemicals that can cause skin irritation or allergic reactions in some people. So if one brand of moisturizer gives you problems, try another in the same class that has a different set of ingredients. Within a given moisturizer class, the choice of which one to use is a matter of personal preference.

Generally speaking, the greasier the feel of the moisturizer, the more it traps and holds water in the skin.

To be fully effective, it is necessary to use a moisturizer three or more times daily.

As mentioned before, the most important time during the day to use a body moisturizer is right after a short lukewarm bath or shower.



# Basic Foot Care

Many of CHP's clinical teams report that members need assistance with their foot care. Basic foot care is easily neglected and should be part of your daily routine. Basic foot care tips are pretty easy to remember and even easier to do. Best of all, your feet will love you for following them.

- **Feet should be washed daily.** Use lukewarm water, a mild soap, or antibacterial soap. Rinse thoroughly, pat dry, and be sure to dry thoroughly between the toes as dampness between the toes can increase chances of developing athlete's foot. You can do this while bathing or sitting down. You may even try a long handled brush like a shower back brush.

- **Apply lotion** on a regular basis, preferably right after the feet have been washed. Dryness of the feet can cause cracks, which can lead to infection. Keeping feet moisturized can prevent problems.

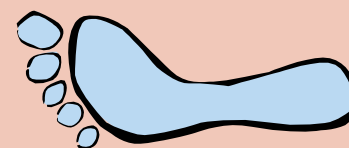
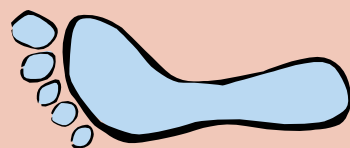
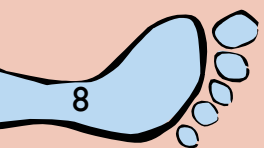
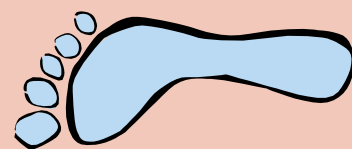
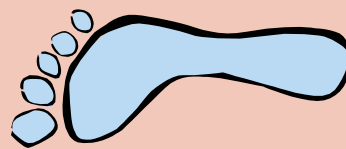
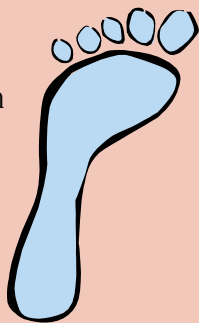
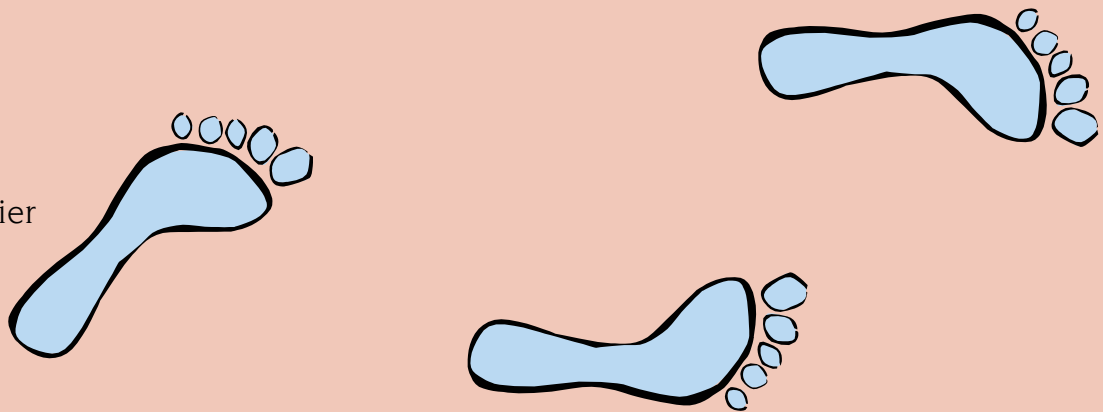
- **Inspect your feet regularly.** You may want to get a friend to help you look at those 'harder to see' parts. Let your health care professional know if any unusual signs persist. Catching them early is important.

- **Report foot care problems promptly.** Severe foot pain that does not go away needs attention. Any changes in color or temperature of the feet, any cuts, cracks, or signs of infection should be reported to your care team immediately. For individuals dealing with chronic health conditions such as diabetes or circulatory problems, a simple problem can quickly become a big problem that may require hospitalization or even amputations.

- **Keep nails trimmed.** Nails should be cut straight across and cut no shorter than the end of the toe.

- **Avoid self-treatment** that includes trying to trim, shave, or dissolve corns or calluses. See your doctor and get the proper remedies.

- **Wear clean socks and properly fitting shoes.** Clean, dry socks and shoes that are not too tight or too loose are important. Check the insides of shoes for small debris or foreign objects that can cause irritation and discomfort.



# Important Member Information

## 2011 Member Materials

Recently, **Partnership Program members** should have received an envelope from CHP containing the 2011 Annual Notice of Changes (ANOC) and the 2011 Summary of Benefits and 2011 Formulary. The ANOC provides a brief summary of the Partnership Program changes for 2011. The Summary of Benefits explains some of the features for the Partnership Program but does not give complete details on the services we cover. Complete details of covered services are available in the 2011 Evidence of Coverage. The Formulary contains a list of covered drugs selected by CHP and a team of health care professionals. These drugs are the prescription therapies believed to be a necessary part of a quality treatment program.

In December, CHP will be mailing the 2011 Evidence of Coverage (EOC)/Member Handbook, Low Income Subsidy (LIS) Rider, 2011 Provider Directory, and 2011 Pharmacy Directory to you. The EOC is a booklet that gives details about your Wisconsin Medicaid and Medicare health and long-term care services and prescription drug coverage. The Provider Directory contains our network of contracted doctors, clinics, hospitals, and other providers that offer health care services to you. The Pharmacy Directory lists our network of contracted pharmacies plus some basic information about how to fill prescriptions.

Early in 2011 **Community Family Care Program members** will receive an envelope containing the 2011 Member Handbook and 2011 Provider Directory. The Member Handbook gives you details about your Family Care benefits. The provider directory contains our network of contracted long-term care providers who provide services to you.

**Please keep these documents in a convenient place so you can refer to them anytime you have questions about your plan.** Remember you can contact your Team or Customer Service regarding any questions or concerns you have about the information contained in these documents.



## Authorizations for Services

**Partnership members** who reside in a facility such as a nursing home, Community Based Residential Facility (CBRF), or Residential Care Apartment Complex (RCAC) should keep in mind that authorizations for covered services must be coordinated through your Team.

Your Partnership Team handles all of your authorizations to make sure you are being provided with quality care in the most cost-efficient manner to meet your outcomes. **Services that have been denied by your Team or have been received without authorization will be billed to you, and you may have to pay for these services yourself.**

We want to remind you to please be careful when signing other authorizations. You should pay special attention to the welcome packet you receive upon admission to a facility. CHP would like to make you aware that many of the facilities include a “blanket authorization” in this welcome packet that should not be signed until you talk with your Team.

A **Blanket Authorization** gives the provider the right to provide services to you without getting approval for each service. The following are examples of the types of services that may apply to these authorizations:

- Podiatry (foot care)
- Audiology (hearing)
- Dental
- Eye care

Please remember you can always contact your CHP care team about any questions or concerns you may have.



# Holiday Home Safety Tips

December is the time of year for extra decorations and family get-togethers. But along with fun and festivities, it can also bring about potential hazards. Follow these tips for a safe holiday season:

## Keep trees fresh.

Choose a fresh Christmas tree, and secure it in a sturdy stand. Keep the tree away from radiators and doors, and water it daily. Be sure artificial trees are labeled as fire-retardant.

## Take care with candles.

Be careful when burning candles, and be sure to keep them away from decorations or other combustible materials.

Never use lit candles as tree decorations.

## Keep an eye on poinsettias.

Poinsettia plants are known to be poisonous to humans and animals so keep them out of reach, or avoid having them in your house if pets or young children are around.

## Watch the stove.

Unattended cooking is the leading cause of home fires in the United States. When cooking for holiday visitors, remember to keep an eye on the range.

## Provide alcohol-free beverages.

When hosting an event at home, make sure to have non-alcoholic beverages available for designated drivers. If a guest becomes too inebriated to drive, call a taxi or drive the person home.

## Don't tempt thieves.

Large displays of holiday gifts should not be visible through doors or windows. If the front door has a window, cover it with tinfoil or wrapping paper.

## Keep pets away from wrapped food gifts.

Chocolate, onions, raisins, and alcohol can be fatal to dogs, so don't put these items under the Christmas tree until it's time to open gifts.

## Supervise holiday lighting.

Turn off all lights before going to bed or leaving the house as lights can short out and start a fire. Inspect new and previously-used light strings, and replace them if they're damaged or worn.

## Never put wrapping paper in the fireplace.

Gift wrap can emit dangerous sparks and produce a chemical buildup in the home, possibly causing an explosion.



## Holiday Movie Trivia

- In the 1988 film "Scrooge," the character played by Bill Murray is a cold-hearted:  
a) banker b) TV executive c) police officer d) politician
- What's the name of George Bailey's guardian angel in "It's a Wonderful Life?"  
a) Ariel b) Henry c) Clarence d) Frank
- "The Nightmare Before Christmas" is written by:  
a) Tim Burton b) Martin Scorsese c) Jimmy Stewart d) Danny DeVito
- "White Christmas" is set in  
a) Colorado b) Montana c) New Hampshire d) Vermont
- Who plays Bing Crosby's Army buddy in "White Christmas?"  
a) Jimmy Stewart b) Dean Martin c) Danny Kaye d) Bob Hope
- The little girl who's skeptical about Santa Clause in "Miracle on 34th Street" is played by:  
a) Natalie Wood b) Audrey Hepburn c) Anne Bancroft d) Sharon Stone
- "Miracle on 34th Street" revolves around which department store?  
a) Bloomingdale's b) Macys c) Parisian d) Neiman Marcus
- In "Home Alone," a young boy is abandoned when his parents rush to a holiday vacation in:  
a) Vermont b) London c) Paris d) New York
- In National Lampoon's "Christmas Vacation," what does Clark Griswold do for a living?  
a) Astrologist b) Advertising Executive c) Food Additive Designer d) Swimming Pool Installer
- In "A Christmas Story," what did Ralphie want for Christmas?  
a) A pony b) American Flyer Sled c) Red Ryder BB Gun d) Football
- What happens to the character played by Tim Allen in "The Santa Clause?"  
a) he gains weight b) grows a beard c) he gets fired d) all of the above

# Sleep Tight Tonight!

## 8 Tips for Getting Better Sleep

We all have trouble catching our zzz's from time to time but you can make it easier to get good shut-eye every night by trying these simple, no-drug tips:

**1. Avoid the buzz.** Don't drink alcohol or caffeine within 4-6 hours of bedtime. Alcohol may help you fall asleep initially, but it can disrupt the quality of your slumber and cause you to wake up during the night. Caffeine, simply put, stimulates the brain and keeps you awake.

**2. Keep your bedroom quiet, dark, and comfy.** Eliminate disruptive sounds and light, even if it means shooing your snoring dog out of bed, or if your alarm clock has illuminated numbers, throwing a cloth over it. If necessary, upgrade your mattress to give your body the support it needs for a comfortable night's rest.

**3. Keep it cool.** Lower body temperature helps promote sleep. Keep your thermostat between 69-72 degrees Fahrenheit. Also, use lighter PJs and blankets rather than heavy ones.

**4. Stay on schedule.** Try to go to bed and get up at the same time every day, even on weekends. If you can't fall asleep, get out of bed and do some quiet activity...then go back to bed when you're sleepy.

**5. Take a nap — maybe.** Many people find that taking a quick 15-minute nap during the day helps them feel more alert and less sleepy, especially after a poor night's rest. Others find that naps disrupt their sleep. Studies vary on what's really best. Do your own "nap study" to find out what works best for you.

**6. Exercise at the right time for you.** Exercise in the morning may help you sleep better at night. Strenuous exercise too close to bedtime might make you feel too energized to fall asleep.

**7. Eat right.** Avoid going to bed hungry, but don't hit the hay with an over-stuffed tummy as that could keep you up. Some foods can help promote sleep, like tuna, eggs, avocados, asparagus, almonds, potatoes, and bananas. Milk may help, too, but try not to drink more than four ounces of fluids after 8 p.m. so you don't have to get up during the night and use the restroom.

**8. Avoid smoking.** Nicotine is actually a stimulant and has the same effects as caffeine, so don't smoke close to bedtime. Or...better yet, not at all!!

Let's face it, sleep is important, and even a few nights of poor slumber can have an adverse effect on your body and mind. Don't be afraid to talk to your doctor if your sleep problems persist — as it could be a sign of something more serious.



# HEDIS Audits: Measuring the Care We Provide to our Members

Each year Community Health Partnership, Inc. (CHP) participates in the HEDIS (Healthcare Effectiveness Data and Information Set) Audit. All Medicare Advantage Plans with 1,000 members or more, such as CHP's HMO entity Partnership Health Plan, Inc., are required to report data related to specific health-related measures.

The reporting of HEDIS measures assists CHP in measuring "what types" of medical care and/or medical screenings CHP's Partnership Program members are receiving over time and also their given health status. More than 90% of U.S. health plans participate in the HEDIS audit annually.

Diabetes is one area of focus during the annual HEDIS audit. A number of components are measured to assess whether or not Partnership Program members with diabetes are being properly managed and controlled. The table at right describes Partnership Health Plan's performance as it relates to diabetes over the past three years.

HEDIS Comprehensive Diabetes Care Measure	2007	2008	2009
Description of Diabetes Measure*	Percent of Partnership Program Members Receiving Care		
Did you receive a screening for blood sugar glucose levels?	96.74	97.03	96.06
Are your blood sugar glucose levels poorly controlled?	15.22	11.90	9.09
Are your blood sugar glucose levels well-controlled?	53.80	52.94	51.22
Did you receive a retinal eye exam?	73.91	78.07	76.67
Did you get your cholesterol levels screened (LDL-C)?	89.13	89.96	85.76
Are your cholesterol levels (LDL-C) less than 100 mg/dL?	45.11	57.62	54.24
Did you receive a screen on how well your kidneys are functioning?	89.67	91.45	90.00
Is your blood pressure less than 140/90 mm/Hg?	78.80	79.55	84.85
Is your blood pressure less than 130/80 mm/Hg?	52.17	49.07	62.73

Special Note: Members with diabetes should have annual screens for all areas listed above.

Some of the other areas measured by participating in the HEDIS audit are: adult body mass index (the measurement of obesity), colorectal cancer screening, glaucoma screenings in older adults, controlling high blood pressure, cholesterol management after an acute cardiovascular event, and breast cancer screenings. In all, CHP reports approximately 48 HEDIS measures annually.

## Member Shares Poem on Aging

CHP member Esther Gorton of Eau Claire has been writing poetry for several years. Recently Esther shared the following poem with members of her care team.

### **Nothing Is Perfect**

Time has led us away from our dreams  
 No longer does life hold plans and schemes  
 Too old for the future, too young for the grave  
 Sometimes we don't know how to behave  
 If we dance, we're acting too young for our age  
 If we joke, we feel like actors on stage  
 Should we crawl in a corner and hold our heads low?  
 Or should we let our emotions show?  
 Being young is not easy...being old is no fun  
 Nothing is perfect, so sadness we shun  
 So smile, even if your teeth are not yours  
 And set your sails for some happier shores.



Esther Gorton reads one of the many poems she has written over the past several years

FOCUS is a quarterly publication of Community Health Partnership, Inc. (CHP). It is intended to provide health information and highlight matters and concerns related to CHP's services. Information provided is not intended to be medical advice, a tool for self-diagnosis, or a substitute for care by a health care professional.

Comments and suggestions can be submitted to: Community Health Partnership, Inc. - Marketing & Communications, 2240 EastRidge Center, Eau Claire, WI 54701 or 715-838-2900, toll free 1-800-842-1814

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