



Education/Health

Care Managers Guide Patients Through Health Care Options

Consumers are becoming increasingly involved in decisions for their health care, and spending more time understanding diagnoses, researching treatments and locating community resources.

But while greater information for many is welcomed, it is a daunting often-impossible challenge for many people living with complex medical problems that may be complicated by psychosocial issues.

"Some people are barely able to manage their daily schedule.

Trying to negotiate the labyrinth of health care and community services can put them over the edge," says Becky Randolph, LCSW, care manager at Providence Family Medicine Gateway.

Yet through Providence Health System, those patients can get the assistance they need. Providence recognized the need for care management

about four years ago and established a care management program to help primary care physicians with their complex medical patients.

Last year alone, care managers assisted almost a thousand patients.

"Care managers are able to see the bigger picture and how all the systems impacted the patient's life," explain Mark May, regional director of Physician Services and Development, which oversees the program.

"The patient, together with the care manager, and the care providers develop an appropriate treatment plan that I focused on the needs of the individual patient.

The care manager then assists all the team members in coordinating the plan.

We have found that having a team approach to patient care ensures better patient outcomes."

The program helps people



Becky Randolph, LCSW, care manager at Providence Family Medicine Gateway, discusses with Craig Stephens, M.D., the needs of an elderly patient and ways to encourage that patient to complete a POLST form.

PHOTO BY DAVE LAWTON

whose lives often are in chaos. They can be homeless, jobless or victims of domestic violence. They may suffer from mental issues, be chemically dependent or have language barriers. The range is as wide and diverse as humanity.

Randolph recalls a young Russian speaking mother of six who had been diagnosed with a life-threatening illness.

When the patient did not keep her appointment as planned, her physician contacted Randolph to find out what happened and to develop a solution to the problem.

"The case was complicated by the patient's language barrier and her distrust of any medical system," recalls Randolph.

She networked with colleagues and community resources to access assistance that included a Russian

speaking community health worker, an interpreter service for written medical information and a treatment plan to ensure continuity of care.

"In the end, the patient chose not to have further treatment," Randolph says. "I could live with her decision knowing that through our efforts she truly understood the issues and that she made an educated, informed choice."

Providence Health System in Oregon, ranked the ninth best integrated health network in the nation, offers a comprehensive array of health and education service through its hospitals, clinics, health plans, long-term care programs and facilities and home health services. With more than 12,500 employees across the states, Providence Health System is Oregon's largest health system and second largest private employer. Visit www.providenc.org/oregon.

A Community March Against Hate

In response to a series of recent hate-related incidents in SE Portland a community march and vigil against hate in outer Southeast Portland will take place on Wednesday, April 4, 2001 from 6:30 PM to 8:30 PM starting at the Brentwood-Darlington Community Center located at 7211 SE 62nd between SE Duke and SE Flavel. The event is a direct response to a series of recent hate-related incidents including cross burnings and swastika graffiti.

Concerned neighbors and community organizations are organizing to send a message to hate groups recruiting youth in the area that they are not welcomed nor will they be tolerated. Ongoing proactive efforts to build a community that values respect, tolerance and inclusion of people of different racial, ethnic, religious, and sexual orientations will be highlighted.

The event is being organized by Southeast Uplift Neighborhood Program, and cosponsored by the Outer Southeast Caring

Community, the City of Portland Metropolitan Human Rights Center, and the Coalition Against Hate Crimes. Over the past several months, there have been a number of disturbing Hate Crime type incidents in SE Portland, most recently in the Brentwood-Darlington Neighborhood. There have been incidents of wooden crosses being staked in the ground and at least two of them have been set on fire.

These incidents occurred at Westmoreland Park, Brentwood Park, and a Jewish cemetery on SE 67th Avenue. There have also been at least five incidents where swastikas were painted on surfaces at Lane School, a neighborhood stop sign, the Korean Church on SE Duke, at an individual's home, and at a Jewish cemetery.

Although these incidents may not be directly linked with one another, the fact that they occurred underscores the need for information to be shared with all people in the community.

Aside from speaking out against youth recruitment efforts by hate-based organizations, speakers will highlight ongoing community-building efforts including:

- * "Faces of Our Community" Round table Discussions organized by Outer SE Caring Community. This discussion series will address the changing cultural makeup of our neighborhoods and how that affects all of us.

- * Beginning April 10th.

- * SE Uplift continues to emphasize an anti-racism action plan that incorporates a Pledge of Diversity which is read before many neighborhood association meetings.

- * The Coalition Against Hate Crimes continues to meet every month on the fourth Thursday from 10 AM to 12 Noon at the Education Center for Temple Beth Israel.

- * The City of Portland Office of Neighborhood Involvement (ONI) Crime Prevention program is

distributing a hate crime alert and tips on how to respond.

- * The City of Portland, (ONI); Metropolitan Human Rights Center and Neighborhood Program have led workshops for over 150 people in the past year on building diverse communities and neighborhood associations.

The march will leave from the grassy field area north of the Brentwood Darlington Community Center and visit several of the nearby sites where crosses were burned or swastikas were painted in the neighborhood recently.

The group will return to the park by 7:45 PM for speakers and to learn more about community strategies to stop hate. Speakers will include religious, education, youth and neighborhood organizing leaders. Wednesday, April 4th is also a National Day Against Violence being organized locally by Hands Are Not for Hurting Project based out of Salem, Oregon. The event also recognizes the anniversary of the assassination of Dr. Martin Luther King, Jr. on this date in 1968.

Oregon Official Takes Measures Against Outbreak

STORY CONTINUES FROM FRONT PAGE
Animal health authorities warn that smuggling anything into the country that could introduce the virus could have grave consequences for one of the nation's top agricultural industries. In Oregon alone, the cattle, dairy, and sheep industries have a combined production value in excess of \$645 million. Livestock producers need their ranch. Clark calls it basic sound biosecurity. "They should not allow anyone who has been traveling overseas, especially to the U.K., to enter the ranch at this time," he says. "They need to ensure they don't accept anything that may be contaminated, including anything of animal origin from the U.K. it's good management to take great precaution." To help get prepared for an outbreak nobody wants to see, the Oregon Department of Agriculture is sending one of its own to Great Britain this week for a month long volunteer stint with British authorities dealing with foot-and-mouth disease. Brad Leamaster, ODA's Eastern Oregon field veterinarian, will use the experience as a training opportunity, seeing how animal health officials in the U.K. deal with the disease, how producers handle it, and weather Oregon should change some of its own procedures in the event the virus crosses the border. Should any Oregon herd become infected, ODA is ready to deploy its Veterinary Emergency Team System (VETS), a rapid response mobile unit that can be utilized to contain the spread of animal diseases. "Within a matter of hours, we can have all of the equipment we need in site to do the job," says Clark. "We are hoping we will not have to respond to an outbreak of foot-and-mouth." At the moment, Prevention is the best option available. For more information, contact Dr. Andrew Clark at (503)986-4680.

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Soda Companies May Pour Money into Portland Schools

By AP Staff
Faced with a projected \$20 million budget deficit next year, Portland Public Schools are considering an exclusive contract with Coca-Cola or Pepsi as a way to raise money.

A contract would mean only one beverage maker could put its vending machines, beverages and advertising displays in and around Portland's 10 public high schools. Schools currently sign individual contracts and use the money for school activities.

Working with a single vendor would generate between \$1 million and \$1.25 million for the district, with money left over for individual schools, said Marc Abrams, Portland School Board vice chairman. The board's budget and finance committee is surveying student councils and principals about the proposal.

The surveys must be returned by April 6. Some teachers and parents said they object to using exclusive soda contracts as a way to increase education funding. "Can't they find a more wholesome way to raise money?" said Marianne Fielding, an English teacher at Wilson High School.

Kim Nolen, whose son Ryan Wolford is a freshman at Cleveland High, said even without exclusive contracts "kids drink far too much soft drinks in replace-

ment of food." In Portland, revenue from soda machines already runs from \$10,400 a year to \$45,000 a year, depending on the number of vending machines at each school. Coca-Cola officials in Atlanta recently said it discourages such arrangements with schools.

Bob Phillips, a spokesman for the Coca-Cola Bottling Co. of Oregon, said whether his company negotiates with a school or the district is for school officials to decide. "As a local Coca-Cola bottler, we respect what schools want," he said. "Each community is different." Schools in Seattle and San Francisco have explicitly banned exclusive agreements.

In 1998, the Hillsboro School District signed a \$1.3 million, 12-year deal with Coke and received \$1 million for improvements to the district's athletic field.

The Center for Commercial-Free Public Education, an advocacy group based in Oakland, Calif., opposes beverage contracts. Andrew Hagelshaw, executive director, said Portland is exploring the option as similar contracts in other districts fizzle out. Meanwhile, state lawmakers in California and Texas are considering legislation that would ban carbonated drinks and snack foods from schools entirely, he said.

Avoid baths.

Showers save energy.

The average bath uses twice as much hot water as a 5-minute shower. Since a water heater can be the second-largest electricity user in your home, cutting down on the amount of water it needs to heat can save a lot of energy.

By working together, we've been able to reduce our energy use and keep the power flowing. But the energy crunch is not over yet. We still need to be thoughtful about how and when we use electricity.

Here are some other tips that can save you energy and money on water heating:

- Install energy-efficient showerheads and faucet aerators. They reduce the amount of water released from a tap by up to 50 percent, but still deliver excellent water pressure.
- Don't leave the water running while shaving. Turning the faucet on only when you need to can save thousands of gallons of water a year, not to mention the energy to heat it.
- Set your water heater temperature at 120°F. Be sure to turn the power off at the circuit breaker before changing the setting.
- If you're looking for a new electric water heater, buy a model with an energy factor equal to or better than .93EF for a 50-gallon tank.
- Insulate exposed water pipes. This will help keep hot water pipes that run beneath your home, for example, from losing heat.



Let's all do our part.
Wait 'til late to use electricity.
Call us at 1-800-222-4335, and ask for
a copy of our Bright Ideas booklet
for more energy-saving tips.

PACIFIC POWER