

**Spring
2020**



Persons Point of View

**Editor-In-Chief
Michael Shaw**

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Telemedicine: The Future is Now

By: Dr. Margaret Hudson-Collins, MD
DWIHN Chief Medical Director

Telemedicine has been around since the 1920's when a Norwegian doctor gave medical advice via a radio link for sick ship crew members at sea. Over the years, telecommunication, telemedicine, telehealth, and virtual medicine, have all become more technologically advanced. Initially, there was hesitation by doctors, hospitals and patients to trust the approaches to care, but gradually over the years, it has been accepted for a variety of reasons:



- national shortage of health professionals, particularly in rural areas
- availability many specialties are able to utilize telemedicine: primary care, psychiatry, radiology, dermatology, cardiology, neurology, pediatrics
- clients have come to like the convenience, e.g., no driving parking, or bus riding issues
- no hassles with inclement weather
- fewer “no shows”, therefore, enhancing care
- consistent healthcare, better monitoring of chronic illnesses and promotion of wellness.

Since the COVID-19 pandemic, telemedicine services have exploded due to the need to maintain social distancing and reserve hospital space for the more seriously ill. In order to accommodate the medical needs of the citizens, the state and federal governments, including Medicaid and Medicare, have relaxed many of the previous restrictions on telemedicine. To date, there are over 10 million users of telemedicine, including many DWIHN providers who offered telemedicine services before and during the pandemic. The services have been very successful and likely to continue in some form after the quarantine orders have been lifted. Despite the many benefits of telemedicine, there are some drawbacks.

- It requires access to electronic devices as well as Wi-Fi availability
- People who are not tech savvy will feel left out
- Face to face contact may remain preferable to some, particularly with complex cases
- Technical difficulties; loss of internet connectivity can disturb sessions
- There may be a lack of privacy that clients are accustomed to in a doctor's office, especially in households where there are several individuals living in a relatively small area.

What's next on the horizon in advances in medicine? There has been an introduction to robotic surgeries which in some cases are more precise with fewer complications than by humans. Also, there is currently widespread use of minimally invasive procedures which rely on high-tech instruments which diminish the need for more invasive surgical procedures, longer recuperative time and fewer infections. It took a worldwide pandemic to catapult medicine into a technological arena that was destined to occur sometime in the future, however, as we can see the future is now.

U.S. CENSUS

By: Michael Shaw

The U.S. Census is taken every 10 years. It counts every person living in the United States. The information is used to determine how many representatives each state gets in the U.S. House of Representatives, and how federal dollars are allocated to each community based on population. For instance, federal dollars allocated to schools, roads, etc. are based on Census information.

Information gathered is confidential. It can't be shared with outside entities such as law enforcement (local police, FBI, U.S. Customs and Immigration, etc.) nor can it be made available to the public for 72 years from the time it was gathered.



The Census can be taken online at my2020census.gov, by mail questionnaire, or calling (844) 330-2020. If you live in an AFC Home or group setting, one person can complete the form for everyone. Otherwise, everyone living in the United States, regardless of citizenship or legal status (even if the person is undocumented) must respond to the Census.

June-July 2020, Census workers will go door to door and visit anyone who has not responded, and ask the Census questions in person.

The Census is available in 13 different languages, ASL, and large print. Instructions on how to complete it is available online in 59 non-English languages including American Sign Language, Braille and is also available in large print.



Making Change We want to See

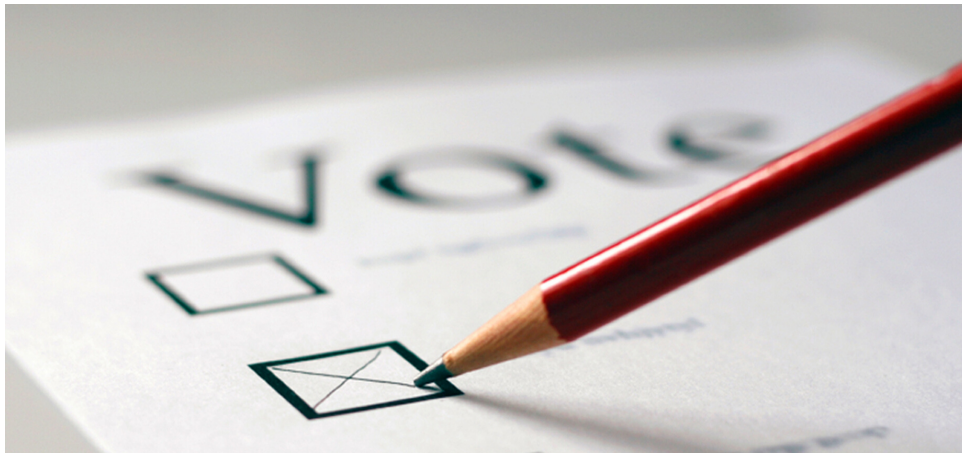
By: Linda Burton

Hello my name is Linda Burton. I had the honor and privilege of being the 2019 "Dreams Come True" Mini Grant Chair for the Detroit Wayne Integrated Health Network.

I was involving in setting goals, reaching out to more people, and telling them about the good things that DWIHN Constituents' Voice was doing to help other members. At the beginning of 2019, mini-grant members Shelly Nelson, Kathy O'Donnell, Michael Squirewell and I took on the task of going to every clubhouse, drop-in center, substance use club and ARC in Wayne County, MI to explain how to fill out the "Dreams Come True" Mini Grant application.

We wanted people to know, because the "Dreams Come True" Mini-Grant is a cash award that gives people a chance to achieve some of their hopes and dreams. Awardees can receive up to \$500 every other year. Last year, there were 60 applicants. A total of 10 awardees were selected. Ms. Nelson, Ms. O'Donnell, Mr. Squirewell and I also went to venues and informed people about auditioning for the "Dreams Come True" Variety Show and how to attend the annual "Reaching for the Stars" Award Ceremony and Gala, where mini-grant recipients are recognized. In total, we visited about 16 sites and talked to over 300 DWIHN members.

We did some good work and want others to join us. Applications for membership and details about the CV can be obtained from Michael Shaw, CV Liaison. His email address is Mshaw1@dwihn.org.



VOTING

By: Michael Shaw

The next Michigan State Primary Election is August 4, 2020. The next U.S. Presidential Election is November 3, 2020. Everyone who wants to vote must be registered. There are many different ways to register to vote. You can register:

- in your county's, city's, or township's Clerk's Office
- online at [Michigan Voter Information Center](#)
- Secretary of State branch offices
- offices of several state agencies, like the Department of Health and Human Services, the Department of Community Health, and the Department of Licensing and Regulatory Affairs
- military recruitment centers
- voter registration drives

You can download the voter application at www.Michigan.gov/sos. To register to vote in Michigan you must be a U.S. citizen, a Michigan resident (at the time you register), a resident of your city or township for at least 30 days (before you vote), and be at least 18 years of age when you vote. (Please note: you can register at 17 years of age as long as you will be 18 at the time you vote). You cannot be serving a sentence in a jail or prison. After you register, you will be assigned a polling place where you can go to vote in person. If you don't want to or can't vote in person, you can vote by absentee ballot. The ballot will be mailed to you upon request. Your request must be received by your clerk no later than 5 p.m. the Friday before the Election. You can vote by absentee ballot for any reason in the state of Michigan.

REFLECTIONS ON THE MIND-BODY CONNECTION

BY: SEBI FISHTA

There are many sides to the debate on the mind-body connection that involve ideas from complex research to speculative philosophy. The debate has roots that go all the way back to Rene Descarte in the 17th century and even Plato. Within the debate, meditation research has shown the profound impact relaxation has on the central nervous system, specifically that of the Parasympathetic Nervous System (PNS). The role of the executive functions in planning and decision-making is another fascinating area that impacts perceptions of reality including physiology. There is an overwhelming amount of evidence that the mind and body share information because the connecting mechanisms can be observed and measured.

The Mind/Body Connection: Phenomenalism has the intriguing view that everything is reducible to mind/mental constructs. What makes this view attractive is when you take a very close look at the physical reality, from a physics viewpoint, you see that atoms reduce down into a quantum field. The paradox is that “material” objects act very mind-like at a fundamental deep level. The body can be seen as a form of dense imagination along with the entire “external” reality we perceive. Combining these ideas with our physiology has constructivist perceptual processes. The mind/body question becomes a very interesting one at the cutting edge of many disciplines.

The debate rages on because there are several areas of missing data points or “foggy” information. The role of consciousness is actively being pursued and more details in this area could also help clear the fog of vagueness.

Physical Health: Tremendous physical health issues can be seen in research on the role of meditation in countering the negative effects of stress and anxiety. Meditation has been shown to have extreme calming effects on the body. This effect also highlights the impact of the mind on the seemingly separate body connection. Given our hyperarousal oriented, 24 hours “on” 21st century lifestyle, it is easy to become stressed on a multitude of levels. When left unchecked, the “fight or flight” mechanism can start to work overtime and turn on even for small events. This mechanism is responsible for releasing a flood of hormones and neurochemicals that can cause profound problems in the body that includes headaches, high blood pressure, depression and contribute to degenerative heart disease.

Countering these negative expressions is the relaxation response that is produced with the simple act of relaxing into a deep meditation on a regular basis. Electroencephalography (EEG) research that measures subtle electrical current in brain neurons reveals interesting data detailing the internal changes. It shows how quickly our physiology changes as we redirect our attention inward. As soon as our eyes close immediate changes are seen in the recordings of EEG measurements.





NICOLE G.

BY: MARGARET KEYES-HOWARD, M.A.

Nicole G., is a Constituent's Voice (CV) Leader, DWIHN Ambassador and Certified Independent Facilitator. Nicole volunteers by making phone calls, finding resources and information for consumer-members and others who need a helping hand. "I am very committed to make sure that my fellow peers know that a temporary shut-down doesn't mean we are not here to help. I feel that keeping people connected and helping people meet their needs is an essential part of my work that just doesn't stop because of a pandemic. In fact, the needs are greater," stated Nicole.

Nicole is connecting members to foodbanks, hygiene packages, and assisting with a messaging group to help DWIHN AFC and residential members better understand how sheltering in place is keeping them safe, not restricting their options in life. She has researched several companies and private businesses that promote social responsibility activities and are giving back to the community in various ways. She is going to make her list available to all of the CV leaders in the near future.



Kathy O'Donnell

Kathy! The first time I met you, I liked you. I knew that we were going to be friends for a long time. You were full of energy and demanded that people with mental illness be treated with respect and dignity. I was new at the clubhouse and didn't know much about it. Yet, you took me under your wings and off we flew. You told me that I should become a CPSS (Certified Peer Support Specialist) because I loved helping people - and that's what I did. While I was alone working hard and studying in Lansing, you cheered for me on my graduation day. You introduced me to a group of people who served on an organization called the "Constituents Voice." You told me that this was the group that would make important changes for people we serve with mental illness and Kathy, you were right. When people saw me, they would ask, "Where is your twin?" You are with the Lord now. I will love you always and I will treasure the memories I had with you forever.

-Linda Burton

Nobody

By: Dona Tatum

This poem is dedicated to all Vietnam vets.

A nameless, faceless nobody the somebodies refuse to see,
Afraid to touch, might catch his misery
He had a name when he sat in the third row of Mr.Cathcart's class
And they call his name to tell him he had passed
The test to fight in a war someone had started, but no one knew what they were fighting for

He was strong, brave and true
A Marine, one of the chosen few
Visions of the war now flash through his head
How he rescued the wounded and counted the dead

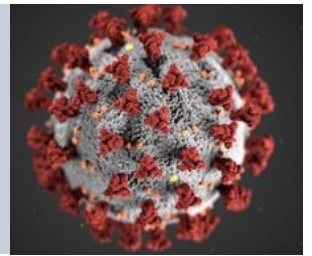
Gunshots, explosions he heard himself cry
Someone was hit, and someone died
Now he sits alone in the park on a bench
Remembering the sounds and recalling the stench

Especially on warm spring nights when it rains
He fights the war over and over in brain
The nameless, faceless nobody
The somebodies refuse to see
Afraid to touch, might catch his misery

He thought he had benefits and that gave him hope
But he only found comfort in alcohol and dope
As he sits and talks to someone who is not really there
Somebody ignores him while somebody stares

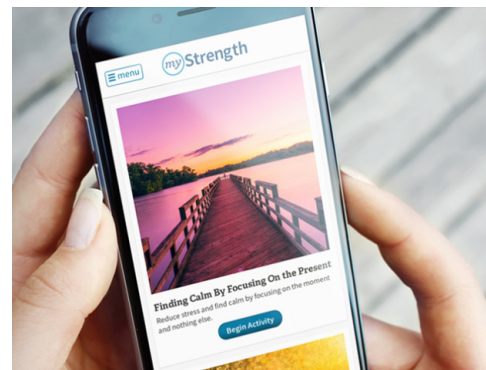
The nameless, faceless nobody
The some bodies refuse to see
Afraid to touch, might catch his misery,
He is not lost, he's easy to find
He's somebody, if we just take the time

The Detroit Wayne Integrated Health Network is doing everything it can to communicate accurate information to its Members, Providers and the Community in the wake of the COVID-19/Coronavirus Pandemic. Please visit our website at www.dwihn.org for timely updated information.



Sign Up Today!

1. Visit www.myStrength.com.
2. Click “Sign Up.”
3. Enter Access Code: **DWIHNC**
4. Complete the myStrength sign-up process
5. Download the myStrength app for iOS and Android



Ways to Connect While Physical Distancing

- 1) Join nextdoor.com, an online hub used to exchange information, goods, and services available in your neighborhood.
- 2) Arrange a book club meeting using Facetime.
- 3) Use an online platform (e.g., Zoom, Google Hangouts, or Facebook Live) to host social gathering, dinner parties or religious service.
- 4) Host a sidewalk gathering at safe distances.
- 5) Access your free MyStrength.com account.

Share your ideas for connecting with others on our Facebook page at:
<https://www.facebook.com/DetroitWayneIHN/>

Members' Rights

Our Area of Responsibility	Members' Rights	For More Details, Contact us at:
Provider Directory	<ul style="list-style-type: none"> To receive a copy of the Provider Directory at the time of enrollment, upon intake, annually and/or upon request To request a copy to be mailed to you at your mailing address or by email 	http://dwihn.org/files/7115/6986/6624/2020_Provider_Directory.pdf 888-490-9698 800-6301044 (TTY)
Claim Status	<ul style="list-style-type: none"> To track the status of your claims in the claims process 	http://dwihn.org/operations/managed-care-operations-mco/claims/ 313-833-3232
Estimated Cost of Services	<ul style="list-style-type: none"> To know the Estimated Cost of Services (ECS) for the services identified in your IPOS within 15 business days of your IPOS Meeting and when your IPOS has been changed To receive an Explanation of Benefits (EOB) and request it at any time 	http://dwihn.org/files/4114/5936/3409/DWM_HA_Provider_Manual.pdf 888-490-9698
Notice of Privacy Practices	<ul style="list-style-type: none"> To have DWIHN protect and secure all of your health care information that we have created or received about your past, present, or future health care or condition, or health care we provide to you, or payment 	http://dwihn.org/library/hipaa-notice-and-policies/
Fraud, Waste, and Abuse (FWA)	<ul style="list-style-type: none"> To report fraud, waste, or abuse within the DWIHN's behavioral healthcare system to DWIHN to be investigated 	http://dwihn.org/files/2015/6458/3594/Fraud - Waste and Abuse Policy.pdf 313-833-3502 or email compliance@dwihn.org
Utilization Management Decision Making	<p>All DWIHN staff, all Crisis Service Vendors and Access Center practitioners and employees who make Utilization Management decisions understand the importance of ensuring that all consumers receive clinically appropriate, humane and compassionate services of the same quality that one would expect for their child, parent or spouse by affirming the following:</p> <ul style="list-style-type: none"> Utilization Management decision making is based only on appropriateness of care, service, and existence of coverage. DWIHN, Access Center, and Crisis Service Vendors, do not reward practitioners or other individuals for issuing denials of coverage or service care. No Physicians nor any other staff making UM decisions are rewarded for issuing denials of coverage or service or reducing the provision of care which is deemed medically necessary. Follow all MDHHS procedures for the <i>required</i> annual Medicaid enrollment and inform DWIHN of any changes in insurance status. 	http://dwihn.org/operations/utilization-management/

Enrollee Rights and Responsibilities

We are committed to maintaining a mutually respectful relationship with our members and providers. The DWIHN Members' Rights and Responsibilities statement is provided to assist you in understanding and exercising your rights while accessing behavioral health care services in Detroit-Wayne County. This statement helps to minimize potential misunderstandings and promote compliance with all applicable statutory and regulatory requirements. Understanding your rights and responsibilities will help you to make informed decisions about your healthcare.

For more information, please refer to the DWIHN Member Handbook. If you need one, please contact customer service at 313-833-2500, or visit www.dwihn.org.



**Detroit Wayne Integrated Health
Network**
707 W. Milwaukee Ave.
Detroit, MI 48202

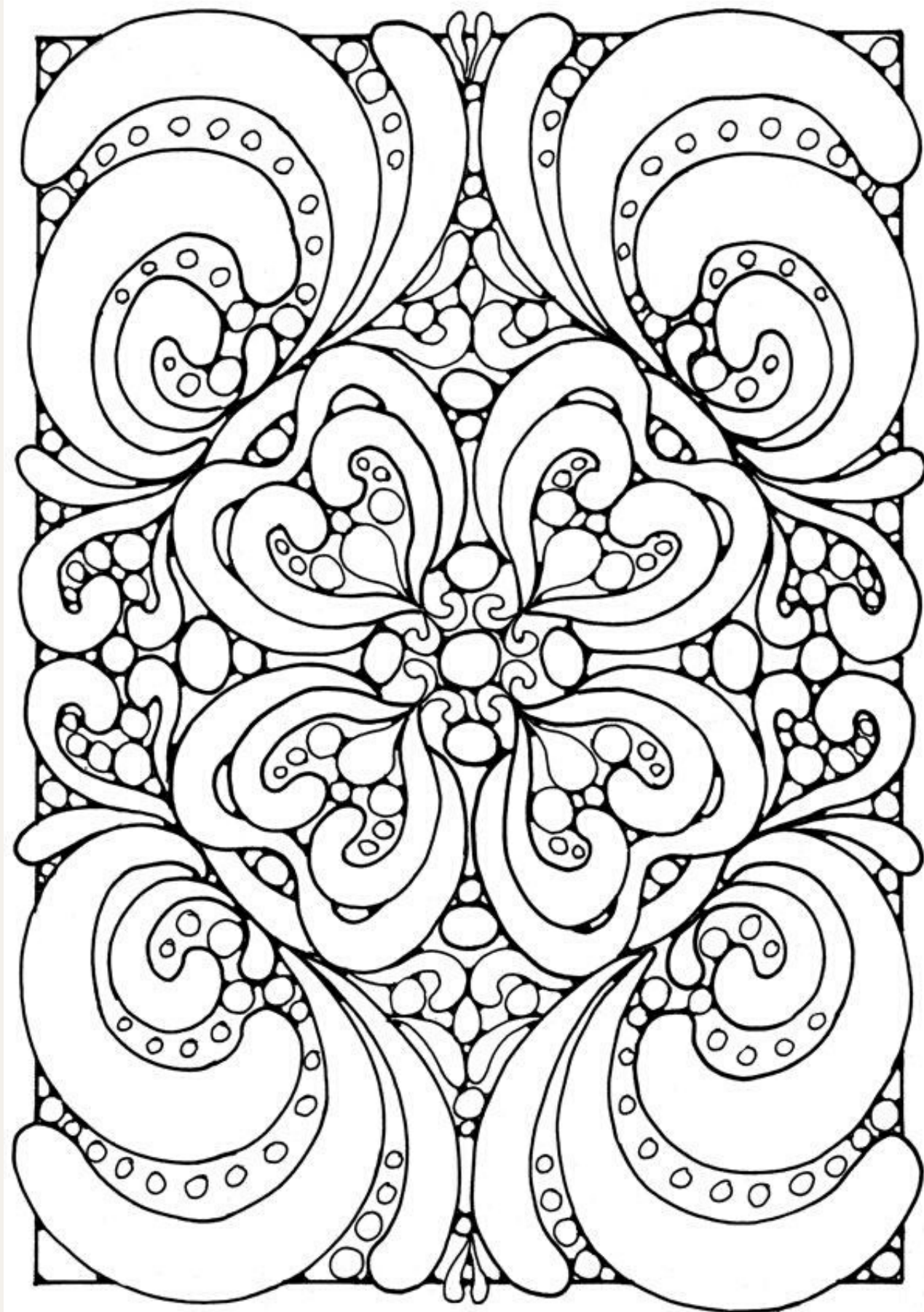
**Hours of Operation: 8 am - 4:30
pm**

Customer Service: (313) 833-2500
Main: (313) 344-9099
TDD: (800) 630-1044
Fax: (313) 833-2156
24-Hour HelpLine: (800) 241-4949

Website: www.dwihn.org

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Note: All DWIHN staff, the Access Center, and Service Provider employees shall acknowledge, uphold and demonstrate knowledge of the above enrollee rights and responsibilities.



Mandala Contest

Color, scan and email to Mshaw1@dwihn.org. The winner will have their work published in next edition of the newsletter.