



Our Healthcare Journey: A Monthly Bulletin for Ohio Medicaid's In-Home Service Providers

March 2026

March is a wonderful time of year to celebrate – we observe the beginning of Spring, Women's History Month, and Developmental Disabilities Awareness Month.

During Women's History Month, we honor women and their contributions to our society. In the 1970s, Women's History Month began as a week-long local celebration until it eventually became officially designated by Congress in 1987. The National Women's History Alliance (NWHHA) has themed this year's Women's History Month "Leading the Change: Women Shaping a Sustainable Future." Learn more about this year's theme [here](#).

March also honors Developmental Disabilities Awareness Month, in which we celebrate how people with and without disabilities can form strong communities together and raise awareness around fostering accessible environments and opportunities for all. Learn more about the National Association of Councils on Developmental Disabilities campaigns [here](#).

Lastly, it's bittersweet to announce that this will be the last issue of the Our Healthcare Journey newsletter. We wish you the best in continuing your impactful work and hope you continue to utilize our resources available through our [website](#). As a reminder, we can be reached at 877-908-1746 or via email at ohiohcbs@pcgus.com.

In this edition of the monthly newsletter for Ohio Medicaid's in-home service providers, PCG will share a roundup of the resources, trainings, and support available to help ensure your ongoing success.

In this issue you will find:

- Education Corner – Training Highlight: Person-Centered Planning
- Provider Toolkit – Toolkit Highlight: PCA Discharge Summary Form
- Nursing News
- EVV News
- Self-Direction News
- PCG Partner Spotlight – Ohio Public Libraries
- PCG Match Updates – Simplified Message Management
- Making a Difference – *Cultural Competence in Delivering Healthcare Services*

We hope you find this information engaging and helpful!

Rule Changes

There are no rule updates to share this month. To be notified about rule changes as they occur, please sign up to receive email alerts from [Rule Watch Ohio](#).

Education Corner

Training Highlight: Person-Centered Planning

This month, we want to highlight the Person-Centered Planning continuing education (CE) training. This training will teach you the methods for identifying waiver services the individual needs to stay healthy and safe. After this training, you will be able to contribute to the person-centered planning process and become equipped with tools that will be helpful throughout your career.

To view the other CE courses available on our website, click [HERE](#).

Provider Toolkit

The Provider Toolkit is a collection of forms approved by ODM that can help you maintain your compliance with documentation requirements. Each document contains a fillable form and step-by-step instructions on how to fill out the form accurately.

Toolkit Highlight: This month, we're highlighting the Personal Care Aide (PCA) Discharge Summary form. When a PCA is no longer going to provide services to an individual, or when an individual no longer needs personal care services, PCAs must complete a discharge summary form – this will be one of the last tasks you complete for the individual you are serving. The discharge summary form complies with OAC 5160-46-04(I)(9). Please note that the Discharge Summary Form is not required in the event that the individual dies.

Click [HERE](#) to sign up to receive the provider toolkit, available for PCAs, HCAs, and Nurses! To leverage your toolkit for success, review the updated CE training [How to Make the Most of Your Provider Toolkit](#).

Nursing News

Electronic Visit Verification (EVV) News

Self-Direction News

PCG Partner Spotlight

One of the best supports available to Independent Providers in Ohio is your local public library. The library offers free computers, Wi-Fi, and printing (often for free or a very small fee). Use of their equipment can provide you with access to PCG Match, Ohio Home and Community Based Services online training, and networking opportunities. Librarians are also helpful in assisting with using the technology they offer and answering questions.

Additionally, most libraries in Ohio offer comprehensive services beyond just books, including notary services, curbside pick-up, research assistance, and diverse educational programs. They also provide digital resources for job searching and online learning.

Key services offered by many Ohio public libraries include:

- **Technology & Access:** Free high-speed Wi-Fi, computers, 3D printers, and Wi-Fi hotspot lending.
- **Borrowing & Resources:** Books, audio/video materials, and sometimes non-traditional items like educational nature kits.
- **Educational & Community Programs:** Storytimes, summer reading programs, craft classes, and lectures for all ages.
- **Support Services:** Free notary services, passport processing, tax form assistance, and voter registration.
- **Research & Learning:** Genealogy databases, local history collections, auto repair guides, and online platforms like CreativeBug and Mango Languages.
- **Outreach & Delivery:** Home delivery services for patrons, as well as curbside pickup.
- **Meeting and study areas:** Rooms and study areas are available for you to continue your education, make calls, or host/attend meetings.

Check your local library to discover what resources may benefit you in your Independent Provider journey.

[Find your local Ohio Public Library here.](#)

PCG Match Updates – Simplified Message Management

We've rolled out several updates to [PCG Match](#) to make it easier for home health agency and independent providers to connect with the right individuals and manage communication more efficiently. These changes were guided by provider feedback and designed to save time, improve clarity, and keep your work organized.

Feature Spotlight: Less clutter, better communication management

Managing messages is now simpler, even with a high volume of inquiries. You can archive old conversations that are no longer active, and they'll automatically return to your active list if the other person responds. Conversations are sorted by most recent activity, so you can quickly find what needs your attention.

For more information, visit our website [here](#) or go to PCGMatch.com to register for an account and begin using PCG Match today.

Making a Difference – Cultural Competence in Delivering Healthcare Services

An individual's culture may influence their beliefs, values, and practices, and these influences can vary by religion, race, or social group. Practicing cultural competence in everyday care helps providers connect with each patient's unique background and ensure that all individuals receive respectful, high-quality care. It also helps reinforce an individualized or patient-centered approach and acknowledge that "healthy" can look different for everyone. Here are some key terms to be familiar with:

- **Cultural Competence:** In healthcare, cultural competence means that providers understand, respect, and effectively respond to the diverse cultural and social beliefs/norms of their patients to improve outcomes and reduce disparities.
- **Health disparity:** Differences in health statuses, linked to economic, environmental, and social circumstances that result in some groups of people (typically socially disadvantaged populations) experiencing more health issues than others.
- **Cultural humility:** A lifelong process of maintaining awareness of and honoring the diversity of others' beliefs, customs, and values.

As you consistently use culturally competent practices, they naturally become integrated into daily interactions. Here are some simple ways to practice cultural competence in routine healthcare activities:

- **Communicate clearly:** Use terms that patients understand. Have an interpreter present if the patient speaks another language.
- **Respect beliefs:** Some cultural or religious beliefs may conflict with treatment plans.
- **Actively listen:** Be present in listening to and understanding what patients are saying and asking. Be aware if you have implicit biases or reactions to differences of other cultures and reflect on what a patient is saying before responding.

Improving culturally competent behaviors in healthcare has many benefits. Most importantly, it ensures that individuals receive effective care and are treated with respect, which leads to better health outcomes across different communities and cultures. Additional benefits include:

- Improved data collection, preventative care, and patient adherence to care recommendations
- Reduced healthcare disparities
- Reduced incidence of missed medical visits or unfilled prescriptions
- Improved satisfaction of healthcare services received

Consistent steps in culturally competent care can make a meaningful difference in how patients experience and engage with their health. Together, we can help foster a more respectful, inclusive, and compassionate healthcare environment for everyone.

Recommended Readings and Resources:

- [How to Improve Cultural Competence in Health Care – Tulane University Celia Scott Weatherhead School of Public Health and Tropical Medicine](#)
- [Cultural Competence in Healthcare: Why Is It Important? – Healthline](#)
- [Practicing Cultural Competence and Cultrual Humility in the Care of Diverse Patients – Dorothy E. Stubbe for Focus Journal of Lifelong Learning in Psychiatry](#)
- [Cultural Competence in Nursing – Marua Deering, J.D. for NurseJournal](#)

References

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