

Geriatric Care Coordination

What is it all about?

A SOLUTION TO ASSIST FAMILIES

***GERIATRIC CARE
COORDINATION***

Living Longer, a gift of this century

1900 4% were over 65

1998 12% are over 65

2020 more than 20% will be over 65

The fastest growing segment of our population are
those 85 and older.

- Robert, Khees and Philp stated in an article in Age and Aging (1994):
- “ Aging is often described as a ‘health care crisis’ and the increasing numbers of older individuals are often viewed as a potential burden to society with inevitable negative consequences. Older adults voice a greater fear of prolonged illness and dependency than of death.”

Caring From A Distance

Current statistics provided by the Caregiver Resource Network are staggering.

- In the United States, 7 million Americans provide 80% of the care to vulnerable family members.
- Of these, approximately 3.3 million are long distance caregivers living an average of 480 miles from the care recipient.
- Even from a distance these caregivers spent an average of 35 hours per week involved with tasks related to caregiving.
- During the next 15 years, the number of long distance caregivers is expected to double.

Caring From A Distance

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The average age of the caregiver is 46 while the average age of the care recipient is 78.

Geriatric Care Coordination is

- assessing a senior's physical, mental, social, spiritual, environmental and economical situation,
- evaluating the senior's legal and financial needs, and
- blending together a network of services to address those needs.

Geriatric Care Coordination is

Geriatric Care Coordination is monitoring and evaluating not only the present needs but also the future needs.

Professional Geriatric Care Manager (PGCM)

- Is a professional specialist in the field of counseling, gerontology, nursing or social work.
- Has multiple years of experience working with seniors.
- Is a member of The National Association of Professional Geriatric Care Managers.
- Is a certified Care Manager (CMC).

Professional Geriatric Care Manager (PGCM)

PGCMs work to keep an individual in the least restrictive environment for as long as possible while also anticipating future needs and preventing crisis situations.

Boom magazine says:

- Geriatric Care Managers are professionals who help families figure out what's covered by Medicare, Medicaid and other programs. A Geriatric Care Manager can also help you choose an assisted-living facility or nursing home for a parent.

A Menu of Services

- Comprehensive assessment completed by Master's level care manager
- Development of individual care plan
- Assistance with service coordination
- Monitoring of service
- Face-to-face visits as needed
- Coordination of transportation and appointments
- Advocating for older person and family

Services Provided by a PGCM

- **Assessment**
 - Care planning
 - Identify problems
 - Recognize needs
- **Advocating for a Loved One**
 - Medical
 - Insurance
 - Other professionals
- **Arranging for, monitoring and evaluating community services**
 - Caregivers
 - Medical equipment
 - Delivered meals

Services cont.

- Assisting with relocation
 - Condo
 - Assisted Living
 - Nursing Home
- Assisting with financial and legal issues
 - Explanation
 - Assisting with forms
- Identify cost-saving strategies
 - Resources
 - Services

Services cont.

- Attending medical appointments with clients
 - Advocating
 - Family Update
- Facilitate communication with family members & service providers
 - Family meeting
 - Long distance
- Counsel, support and educate client and family
 - Advocating for rights and safety

Interviewing a PGCM – Questions to ask.

- Are you licensed?
- Are you a member of the national organization?
- How long have you been a PGCM and worked in this field?
- Are you available for emergencies?

Interviewing a PGCM – Questions to ask.

- Does your company also provide home care services?
- How will you communicate information to me?
- What are your fees and will you provide them to me in writing?
- Can you provide references?

Contacting a PGCM

- Website: www.caremanager.org
- Call: NAPGCM 1-520-881-8008
- Call: Elder Services Inc.
319-338-0515

Home Safe

319-248-0477

Working with a PGCM

- Prospective client visit
- Assessment
- Care Plan visit
- Follow-Up

Important Issues To Address

Have a family discussion as early as possible regarding end of life wishes

Issues

Environment

Home or alternative housing

Health

Advanced Directive, Health Care POA

Informal Support

Additional Issues

Finances

POA, DPOA, Trust

Legal

Will, Living Trust

Funeral Plans

Burial, cremation, service

Cost

- Varies
- Typically across the country:
 - Assessments: \$200 to \$500 or more
 - Hourly rates: \$65 to \$150

Comments from those who work with PGCMs

- “The addition of a care manager has greatly improved the quality of care for my trust customer. There are so many different components associated with providing good quality care for the elderly, including medical decision-making, financial decision-making, fulfillment of daily needs, and maintaining quality of life. The care manager can look at the bigger picture to make sure all of the various decision makers remain informed and on the same page. A care manager adds an extra level of protection to ensure that nothing falls through the cracks that would negatively impact the quality of care provided.”

An Iowa City Bank Trustee

Additional Comments

- “My aunt is a retired physician who specialized in Psychiatric Medicine for over 35 years. At the age of 87, she now has dementia and requires 24-hour care to keep her in her own home. She is a very strong-willed woman, as well as talented in using her past professional skills in masking her mental deficiencies. This has caused us to create an environment where my aunt feels as though she is in charge of her life, even though all aspects are managed by others. Such a plan is made so much easier with the help of a care manager. The care manager assigned to my aunt has demonstrated rapid evaluation of my aunts changing needs, inventive ways to deal with her sometimes difficult moods, and resourceful means to solve many of the day-today problems that arise. This has allowed me to focus more on providing the love to my aunt as a family member, instead of being distracted with the role of a caretaker.”

A family member

Bruce Teague, owner of Caring Hands & More states:

- “Although we’re (the caregiving agency) a loving, caring, compassionate and very empathic with the challenges our clients face we’re limited because our active role deals with clients medical needs.”
- “Who deals with their other expressed needs, challenges, and desires? A Geriatric Care Manager.”
- “A Geriatric Care Manager understands the holistic aspects of a person. A Care Manager assists with their personal, medical, family, financial, nutritional, physical, psychological, social, and spiritual needs.”

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