



# Arizona **Care Management Solutions**

**Navigating the Journey:  
Personal Advocacy for Today**

**Presented by:  
Bonnie Shimko  
CEO**

# We are living longer and dying slower

- At age 65, if you are in good health (no chronic illness), your life expectancy is 90+ years of age.



*Creative planning  
can improve your  
quality of life.  
Specify today  
how you want  
your life to look in  
the future.*



Arizona  
**Care Management  
Solutions**

# Today's presentation

---

- Keeping your life working even when you're not
  - Being the architect, director and client of your own care
- You are your best advocate
  - Physician, emergency room, hospital and skilled care



Arizona  
**Care Management  
Solutions**

# Being the architect, director and client of your own care

## Develop your personal care plan

### **Architect**

Design how you want your life to work.



### **Director**

Manage your own affairs until you can no longer do so.



### **Client**

Receive the care and support that you made plans for.



Arizona  
**Care Management  
Solutions**

# Key “pieces” of information Architect

## Get the cornerstones in place first

- Medicare Options
- Power of Attorney (POA)
- Wills
- Beneficiary Deeds



Arizona  
**Care Management  
Solutions**

# Architect

---

- **Primary Care Doctor**
  - Oversees all your medical care
  - Willingness to consult specialists
  - After hours availability
- **Point Person/Care Manager**
  - Assist and implement your care plan
  - Co-ordinate your care, i.e., specialists
  - Helps to prevent complications of your care
  - Monitoring of physical and mental decline



Arizona  
**Care Management  
Solutions**

# Architect

---

- **Bookkeeper**
  - Handles your day-to-day financial activities
- **Tax Accountant**
- **Estate Planning Attorney** (50% of people ages 80+ who have mental decline, put themselves at risk for poor financial decisions)



Arizona  
**Care Management  
Solutions**



# Director

Begin to implement your plan, together with your design team, as you travel the journey of aging.



Arizona  
**Care Management  
Solutions**



# Client

---

Peace of mind knowing you can no longer direct your plan, but your design is being implemented as you directed.



Arizona  
**Care Management  
Solutions**

# Engage home care

---

## **Medical Home Care**

- Covered by Medicare: Physical Therapy, Occupational Therapy, Speech Therapy and Nursing Care

## **Non-medical Home Care**

- Private Pay or covered by a Long-Term Care policy- Assistance with Activities of Daily Living



Arizona  
**Care Management  
Solutions**

# Two separate in-home personal care models of home care are:

---

## **Employee based model**

- Caregivers are employees of Home Care Agency and receive wages, taxes and worker compensation insurance paid by the Home Care Agency
- Home Care Agency conducts background checks on each caregiver at no additional fee to the client/senior
- If a Caregiver is injured on the job, it is the Home Care agencies responsibility not the client or their homeowner's insurance
- Home Care Agencies provide ongoing care, oversight and supervision to minimize the risk of neglect, abuse and/or exploitation
- Home Care Agencies have a pool of caregivers to provide back up if a replacement caregiver is needed for any reason



Arizona  
**Care Management  
Solutions**

# Two separate in-home personal care models of home care are:

---

## **Independent contractor model**

- The client is responsible for paying caregiver wages and taxes
- If the Caregiver gets injured on the job it is the client's responsibility to pay their medical bills or file against their homeowner's policy.
- No oversight to minimize risk of neglect, abuse and /or exploitation
- No plan of care in place for illness or vacation
- No support offered to caregiver
- No ongoing education/training



Arizona  
**Care Management  
Solutions**

# Cost of care for a single person



Senior independent living  
\$2,500 to \$8,000



Group homes  
\$3,500 to \$8,000



Assisted living  
\$3,900 to \$10,000



Skilled nursing care  
\$7,500 to \$10,000



Memory care  
\$5,000 to \$12,000



Arizona  
**Care Management  
Solutions**

# ADVOCACY



Arizona  
**Care Management  
Solutions**



# Preparing to see your primary care physician

- Compose a list of questions and concerns
- Update your medication list
- Gather any additional documentation
  - Blood pressure charting, glucose testing levels, oxygen levels, weight change - up or down
  - Changes in daily/hourly pain levels (level 1-10, with 1 low)
- Prepare a list of your top three concerns
- Have a “second set of ears” with you (ideally your Care Manager or POA)

*A doctor  
can't help  
you unless  
you are  
prepared*



Arizona  
**Care Management  
Solutions**

# Day of your doctor appointment

---

- Briefly explain your top three concerns. REMEMBER: your time with the doctor is limited.
- Share any new limitations you are experiencing in your day-to-day life.
- Actively listen and take notes: don't interrupt.
- Ask clarifying questions.
- Note any recommended medication changes and why.
- Document any lab work requested and why, as well as any referrals requested.
- Document your follow up appointments.
- At the conclusion of the appointment, summarize back to the doctor what you heard.
- Obtain a copy of the doctor's notes.



Arizona  
**Care Management  
Solutions**

# Emergency room

---

- 911 will look for a DNR and an updated list of emergency contacts on your refrigerator
- ALWAYS have a current list of medications and supplements in your wallet
- Have your care manager, personal assistant or POA with you, to be your voice in the ER.
- Verbalize not only what the issue is, but also what led up to why you are there, i.e., did you fall recently
- Be specific about the tests you ask for or wish not to have
- You can ask to be observed overnight.
- Be clear about discharge recommendations



Arizona  
**Care Management  
Solutions**

# Hospitalization

- Either your care manager, personal assistant or POA should be with you
- Why ?
  - Blood clots, bed sores, infections, drug side effects
  - Failure to rescue (failure to respond effectively if you begin to deteriorate quickly)

*1 in 7  
Medicare  
patients are  
harmed in  
the hospital*



Arizona  
**Care Management  
Solutions**

# Delirium

- Two types
  - Hypoactive
  - Hyperactive
- Hours count
  - Delirium appears suddenly
  - Largely preventable
- Medical delirium requires testing

*By age 85,*

**85%**

*of patients  
develop  
delirium*



Arizona  
**Care Management  
Solutions**

# Delirium prevention

---

- Try to avoid all painkillers and opiates
- Engage with familiar people 24/7 if possible
- Dress daily, including glasses, hearing aid and dentures
- Always have a clock and a calendar within site
- Keep the environment calm
  - Have personalized 'media' with you, i.e., photos, favorite music, reading material and list of favorite TV shows
- Stay well hydrated and eat



Arizona  
**Care Management  
Solutions**



# Hospital discharge

- Ensure that your advocate is with you when you are receiving all discharge instructions with the hospital case manager.
  - Both of you should take copious notes
- Communication is key.
- Understand the contact information for anyone coming to your home, upcoming appointments, and why.
- Understand your medication changes and how to get your medications filled.
- Problems are common even if you are in full command of your faculties.

*In 2015,  
**20%**  
of hospital  
discharges  
were  
re-admitted  
within 30 days*



Arizona  
**Care Management  
Solutions**

# Support that sustains

---

- Keep your relationship with loved ones strong.
- Utilize professionals that have your well-being in mind and are your advocate.
- Make sure you are working with someone who not only helps you with your immediate needs but is also looking to the future to ensure your wishes will be met.
- Make sure that the decisions you make today will not jeopardize what you may need in the future.



Arizona  
**Care Management  
Solutions**

# THANK YOU

---

Arizona Care  
Management Solutions  
928-300-0172



office@azcaremanagement.com  
www.azcaremanagement.com



Arizona  
**Care Management  
Solutions**