



# Arizona **Care Management Solutions**

## **The Value of Advocacy**

**Empowering Seniors in the  
Healthcare System**

**PRESENTED by  
Bonnie Shimko  
Founder**

# 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

---

Don't be scared, be prepared!

- Advocating for yourself with
  - Physicians
  - Emergency Rooms
  - Hospitals 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



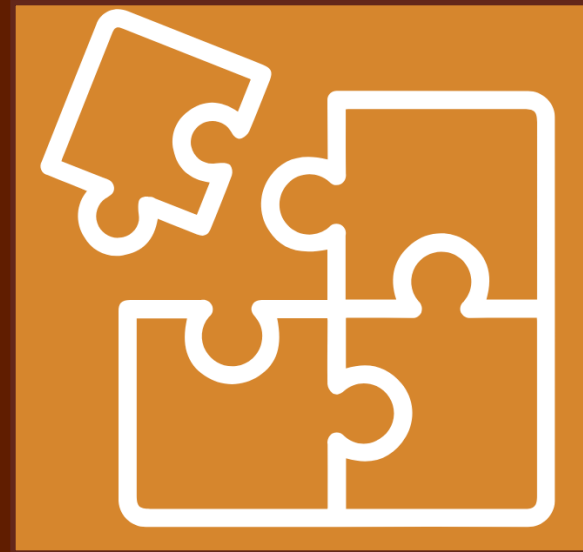
Arizona  
**Care Management  
Solutions**

# Key “pieces” of information Architect

---

## Get the cornerstones in place first

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



Arizona  
**Care Management  
Solutions**

# ADVOCACY



Arizona  
**Care Management  
Solutions**

# Prepare for your Appointments

---

- In advance compose a list of questions
- Update your medication list
- Gather additional documentation
- Prepare a list of your top three concerns

You should never go alone

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



Arizona  
**Care Management  
Solutions**



# Day of your doctor appointment

REMEMBER: your time with the doctor is limited

---

- Briefly explain your top three concerns
- Share new physical changes you are experiencing
- Actively listen and take notes: don't interrupt
- Ask clarifying questions
- Note recommended medication changes and why
- Document lab work requested and why
- Document referrals requested
- Document your follow up appointments
- Summarize back to the doctor what you heard
- Obtain a copy of the doctor's notes



Arizona  
**Care Management  
Solutions**



# Emergency room

---

- ALWAYS have someone stay with you at the ER
- ALWAYS have a current list of medications and supplements in your wallet (copy of DNR)
- Verbalize the reason for your visit, and your history and relationship to it
- Be specific about the tests you ask for or wish not to have
- Always document who spoke with you and what they said include times
- Be clear about discharge recommendations
- You can ask to be observed overnight



Arizona  
**Care Management  
Solutions**

# Hospitalization

Someone should be with you as much as possible

## Why?

- Wrong medication administered
- Missed medications
- Blood clots, bed sores, infections
- Change in cognition
- 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

---

- Avoid all painkillers and opiates if possible
- Familiar visitors are very important
- Dress daily; including glasses, hearing aid, dentures, etc
- Always have a clock and a calendar within sight
- Keep the environment calm
- Stay well hydrated and eat
- Personalized media helps... photos, favorite music, reading material and list of favorite TV shows



Arizona  
**Care Management  
Solutions**

# Hospital discharge

- Ensure that your advocate is with you when you are receiving all discharge instructions
- Take copious notes
- Communication is key- ensure you understand
- Understand your medication changes and how to get your medications filled
- Acquire the contact information for professionals coming to your home and upcoming appointments

Confusion at discharge is normal- ask questions

*Recent numbers show*

**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 advocate *your* wishes
- 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

Remember... the decisions you make today may jeopardize what you need in the future



Arizona  
**Care Management  
Solutions**

# THANK YOU

AZ Care Management Solutions  
928-300-0172



office@azcaremanagement.com  
www.azcaremanagement.com



Don't  
be scared,  
Be prepared!



Arizona  
**Care Management  
Solutions**