Seabury Resources for Aging: Seabury Care Management- 30 Years!!

From the Heart

Our goal is to help older adults maintain a high quality of life. Our care managers provide counsel, advocacy and coordination of services, and through our life enrichment specialists- help older adults engage in activities to meet the older adults' unique physical, emotional, social and financial needs. Since 1996!

Managing the Crisis: Advocating in the Medical Setting

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Seabury's mission is to provide personalized, affordable housing and services to help older adults in the DC area live with independence and dignity.

Agenda

- What is a Crisis and what are the roles of an Advocate?
- Before the crisis
- Scenario 1 (Hospital)
- Scenario 2 (Rehab discharge)
- Scenario 3 (Discharge to Home)
- Recalibrate

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Crisis

- When there are high needs, physically, emotionally, time, etc.
- When what you've been doing isn't working any longer.
- A crisis is a turning point.
- Safety is key
- It is not sustainable!
  - Important to mitigate the risks so this does not become chronic.
  - Get professional help.

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Purposes of Advocates

1. Navigate the Healthcare System
    a. Maintain contact with medical staff
    b. Keep notes of medical visits
2. Act as Health care agent (if named)
3. Supportive and comforting
    a. Inform medical staff about needs, including habits and cultural considerations
    b. Coordinate friends and family

Celebrating 100+ Years!
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Be Educated- Before the crisis

- Learn about your diagnosis and treatment plans
  a. What are the treatment options?
  b. Do you need a second opinion?
  c. What is the trajectory?
- Learn from Others
  a. Support Groups
  b. Diagnosis Related Organizations (Parkinson's Foundation, NMSS, Alzheimer's association, Caregiver Alliance)
- Support System
  a. People
  b. Culture
  c. Beliefs
  d. Finances

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Scenario 1

Ms. Smith went to the hospital following a fall. It took some time before Ms. Smith was taken to the hospital as she wanted to get herself up and didn't realize how much time had passed before her daughter called and she shared that she had fallen. The EMTs had to break into the home and she didn't have anything with her but her phone. Her daughter lived out of state and did not have access to her medical information.

Ms. Smith was not very coherent and could not report on her diagnoses or explain to her daughter what the doctors had diagnosed her with in the hospital.

Preparation for the Medical Crisis

- List of:
  - Medications
  - Doctors
  - Diagnosis
- Emergency contact information
  - POAs- with your POAs, doctors, hospitals
  - MOLST
  - Someone designated to take notes
  - Someone designated to review paperwork
  - Someone to be there at medical rounds
  - Someone to talk to the doctors, nurses, caregivers, PT/OT/SLT
- To go bag

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Scenario 2

Mr. Hernandez has been told he needs to go to subacute care. His discharge day may be on Friday. His daughter lives in Virginia, he lives in DC, the case manager is suggesting Maryland rehab facility.

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Scenario 3

Mr. Ahmed has been told he can return home following a rehab stay, but he will need 24 hour care. The staff at the rehab have said he will need several pieces of durable medical equipment (DME) and an order for PT/OT. And he will need to follow up with his primary care provider within a week and pick up prescriptions.

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Understanding of Post Crisis options

- What does your health insurance pay for? (Medicare)
- What are the options for rehab?
- What does Medicaid pay for (if needed)?
- What about Long Term Care Insurance?
- What are the rehab options post hospital stay?
  - Inpatient
  - Outpatient
- What are the options when you are released from rehab?
  - Respite
  - Home Care

Recalibrate

When the crisis is over recalibrate!

What is the new normal?

How do we mitigate risks?

How do we find acceptance?

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Thank You!

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100 years of service

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Seabury Programs & Communities:

DC Based

- Age-In-Place® (AIP)
- Older Blind Program (OB)
- Home First® Residences (HF)
- Ward 5 & 6 Lead Agency (W5/W6)
- Model Cities Senior Wellness Center (MC)
- Out & About (OA)

Area Wide

- Care Management (CM)
- Congregational Resources (CR)
  - Common Threads (CT)
  - The Path Ahead: Spirituality and Purpose in Later Life℠ (TPA)
- *Seabury Connector* (SC)
- Seabury at Friendship Terrace (FT)
- Seabury at Springvale Terrace (SVT)