THE TEAM APPROACH

Care coordination, and the role of the professional geriatric care manager.

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OVERVIEW

• What is a geriatric care manager?
• How do care managers work with families?
• Coordinating the medical team
• Who else should be a part of my care team?
• How do I make my team work for me?
• The team approach to placement decisions
WHAT IS A GERIATRIC CARE MANAGER?

• A guide, advocate, and resource for families caring for older relatives
• Education and training: social work, nursing, gerontology, or other field related to long-term care
• Certification requirements
• Identifying a certified professional geriatric care manager
HOW DO CARE MANAGERS WORK WITH FAMILIES?

• Comprehensive bio-psychosocial assessment
• In-home safety evaluations
• Placement consultations
• Development of a comprehensive care plan
• Connecting families with a wide range of community resources
THE CARE MANAGER’S ROLE IN THE MEDICAL TEAM

- Coordinating care among multiple providers: keeping the “silos” connected
- Ensuring that all parties are working toward the same goals
- Ensuring that all parties are working with the same information
- Being the eyes and ears for families and health care providers
A WELL-ROUNDED CARE TEAM

- A comprehensive and objective perspective on your situation
- Critical outlet for regular respite, and necessary stress relief
- Calm in a storm of uncertainty: knowing who to call first
THE CARE TEAM

Care recipient

- The medical team
- Family
- Other natural supports
- Hospice
- In-home care providers
- Legal and financial advisors
- Other community services
- Facility staff
MAKING THE TEAM WORK FOR YOU

- Assembling your team
- Putting together a plan: goals, responsibilities, timelines
- Communicating effectively beyond the doctor’s office
  - After an Emergency Room/Urgent Care visit
  - During a hospitalization
  - During a Skilled Nursing/Rehabilitation stay
  - During a placement transition
The Team Approach to Placement Decisions

- Who should be a part of the discussion?
- Who decides?
- Reaching a consensus about the “triggers” for a placement
- Moving forward with a decision
• The role of the geriatric care manager
• Strategies for coordinating your medical team
• Putting together an effective, comprehensive care team
• Taking a team approach to placement decisions

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