

# THE TEAM APPROACH

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

*Amy Abrams, MSW/MPH, CMC*

*Elder Care Guides*

*Town Hall Forum*

*February 23, 2012*

# 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-psycho-social 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



# 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*

# REVIEW

- *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*

*Amy Abrams, MSW/MPH, CMC*

*Elder Care Guides*

*Phone: (619) 450-4300*

*E-mail: [aabrams@eldercareguides.com](mailto:aabrams@eldercareguides.com)*

*Website: [www.eldercareguides.com](http://www.eldercareguides.com)*

*National Association of Professional Geriatric Care  
Managers: [www.caremanager.org](http://www.caremanager.org)*