### 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?

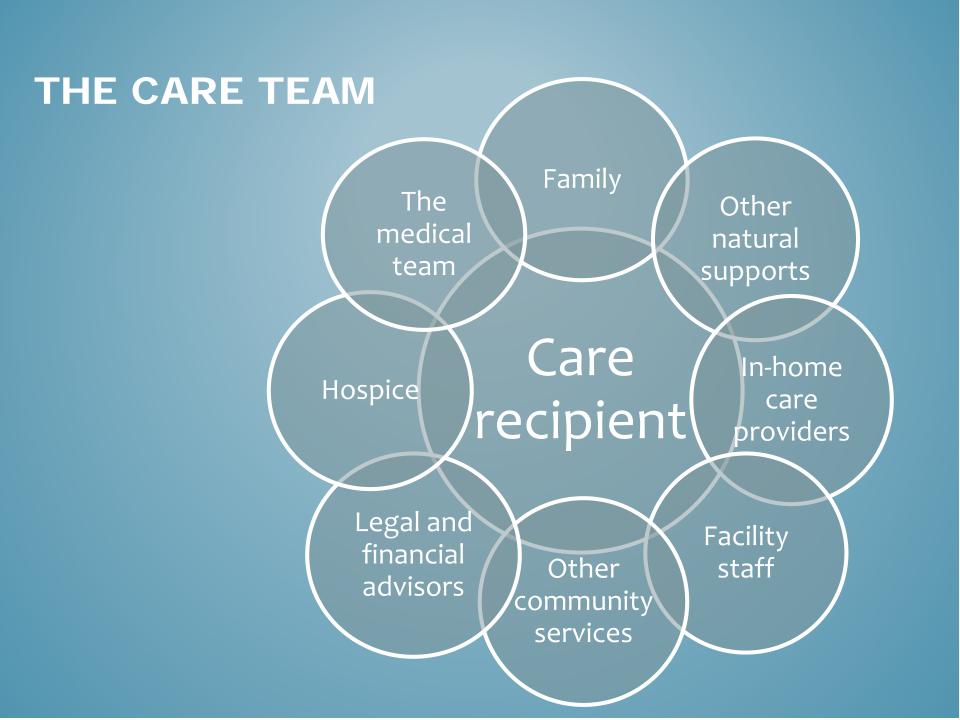
- Comprehensive bio-psychosocial assessment
- In-home safety evaluations
- Placement consultations
- Development of a comprehensive care plan
- Connecting families with a wide range of community resources

# 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



#### 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

Website: www.eldercareguides.com

National Association of Professional Geriatric Care Managers: www.caremanager.org