



A Caregivers Role in Medical Management Avoiding Crisis

Advocacy and Pre-Planning

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"Planning now, for peace of mind later."

Senior Care Management, Inc.
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Presentation Overview

- **INTRODUCTION**
- ▶ **WHY DOES THE CRISIS OCCUR**
- ▶ **PERSONAL STORY**
- ▶ **ADVOCACY**
- ▶ **PREPARATION TO CARE BASICS**
- ▶ **SCENARIOS**
- ▶ **SELF CARE**
- ▶ **RESOURCES**
- ▶ **QUESTIONS**

Why do Medical Crisis Issues Occur?

Sibling or family dynamics blended family

Not Being Prepared

Inappropriate Medication Management

Hospital Discharge

Denial – Obstinate Elder

Relying on non-professional

BUSY

Lack of knowledge on parent's current health, past health history, and legal information

I can do it on my own



**MY STORY
DAUGHTER
SISTER
MOM
WIFE
OLDEST
BUSINESS OWNER
CAREGIVER**



Being a Great Advocate

ADVOCACY DEFINED

Are the things that you do to ensure that your loved one receives the best of care and services from the entire care team that you have in place. You are their voice.



Foundation for Being a Good Advocate

- ▶ Establish a Care Team
- ▶ Get Organized
- ▶ Know what they want
- ▶ Take Care of Legalities
- ▶ Observe and Question
- ▶ Communicate
- ▶ Trust Yourself
- ▶ Practice Self Care





SCENARIO

A parent needs to go to the hospital for a emergency situation.

Are you prepared?

What do you need?



THE BOOK

- ▶ Legal Documents
- ▶ Financial and Medical Power of Attorney
- ▶ Directives
- ▶ Directive to Physician DNR
- ▶ Insurance Cards, Identification Card, Prescription Card, Military ID
- ▶ Medication Lists Most recent
- ▶ Provider Information
- ▶ Family Contacts
- ▶ HIPPA Release
- ▶ Life Insurance Policies Long Term Care Policy
- ▶ Final Arrangements Burial Policy/Information
- ▶ Important Numbers
- ▶ Pharmacy

A person wearing a maroon uniform is holding a black duffel bag with both hands. The bag has a top handle and a shoulder strap. The background is a plain, light-colored wall.

BE PREPARED FOR SUDDEN HOSPITAL TRIPS

▶ **The Book If not the book bring at the least the following**

- ▶ **Copies of key paperwork**
- ▶ **Medication List**
- ▶ **Insurance Card**

▶ **FOR YOU**

- ▶ **Important phone numbers**
- ▶ **Reading Glasses**
- ▶ **Extra Phone Chargers**
- ▶ **Small change and bills**
- ▶ **Ear Plugs and Eye Masks**
- ▶ **Reading material and other items**
- ▶ **Pen and notepad**

NECESSARY LEGAL DOCUMENTS

MEDICAL POWER OF ATTORNEY
(MPOA)

Advance
Directives

DURABLE POWER OF ATTORNEY
(DPOA)

Living Will

DNR
DO NOT RESUCITATE

Will and/or Trust

WHAT IS A DNR?

The Out-of-Hospital Do-Not-Resuscitate State of Texas logo

Keep your signed, original form in a place where emergency medical professionals can find it.

If it is not accessible CPR will be administered



CAN BE FOUND ON [HHS.TX.GOV](https://www.hhs.tx.gov)
SEARCH DNR OR GOOGLE DNR



POLYPHARMACY

The concurrent use of multiple medications by a patient to treat usually coexisting conditions and which may result in adverse drug interactions

geriatricsforcaregivers.net

Scenario
Mom has 4 doctors
They all prescribe different medications
Effective Medication Management

ROLE OF PATIENT AND CAREGIVERS IN MANAGING POLYPHARMACY

KEY QUESTIONS

- ▶ What is the indication for the medication?
- ▶ What is the name, color, shape, and routine of administration?
- ▶ Who prescribed the medication?
- ▶ When will the medication start working?
- ▶ What should be monitored when the medication is used?
- ▶ What medications, nonprescription medications, vitamins, or herbals should be avoided while using this medication?



ORGANIZE ALL MEDICATIONS

- ▶ Gather all medications, vitamins, OTC meds, and supplements into one location
- ▶ To stay organized and increase medication safety, keep all their current pill bottles and packages in a clear plastic storage bin
- ▶ Use a separate bin for their backup medication supply or medicines that are only used occasionally.



MEDICATION TRACKING LIST

My Personal Medication Record		AARP
My Personal Information		How to Use This Guide <ul style="list-style-type: none"> • Save this document to your PC. • Edit the copy on your PC to keep track of your medications (including prescription drugs, over-the-counter drugs, herbal supplements, and vitamins.) • Share the information with your doctors and pharmacists at all visits. • Keep a printed copy always with you. <p>You should review this record <i>when</i></p> <ul style="list-style-type: none"> • Starting or stopping a new medicine. • Changing a dose. • Visiting your doctor <p>Last Updated:</p>
Name		
Date of Birth		
Phone Number		
Emergency Contact		
Name		
Relationship		
Phone Number		
Primary Care Physician		
Name		
Phone Number		
Pharmacy/Drugstore		
Pharmacist		
Phone Number		
Other Physicians		My Allergies
Name of Physician		
Specialty		
Phone Number		
Name of Physician		My Medical Conditions
Specialty		
Phone Number		
Name of Physician		
Specialty		
Phone Number		

	What I'm taking	Form (pill, injection, liquid, patch, etc.)	Dosage	How Much and When	Use (regularly or occasionally)	Start/Stop Dates (1/5/05 - 3/5/05) (1/5/05 - ongoing)	Notes, Directions, Reasons for Use
* Be sure to include ALL prescription drugs over-the-counter drugs, vitamins, and herbal supplements.							
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

Morning Meds

-  - IP 103 Gabapentin
-  - #M2 Metropolol
-  - IG Raloxifene
-  - #54 341 Pristiq
-  - NL94 Irbesartan
-  - K TAB Potassium
-  - #539 Sinamet
-  - Probiotic Pearls

CREATE AND MAINTAIN UP TO DATE MED LIST

SOURCE AARP www.aarp.org

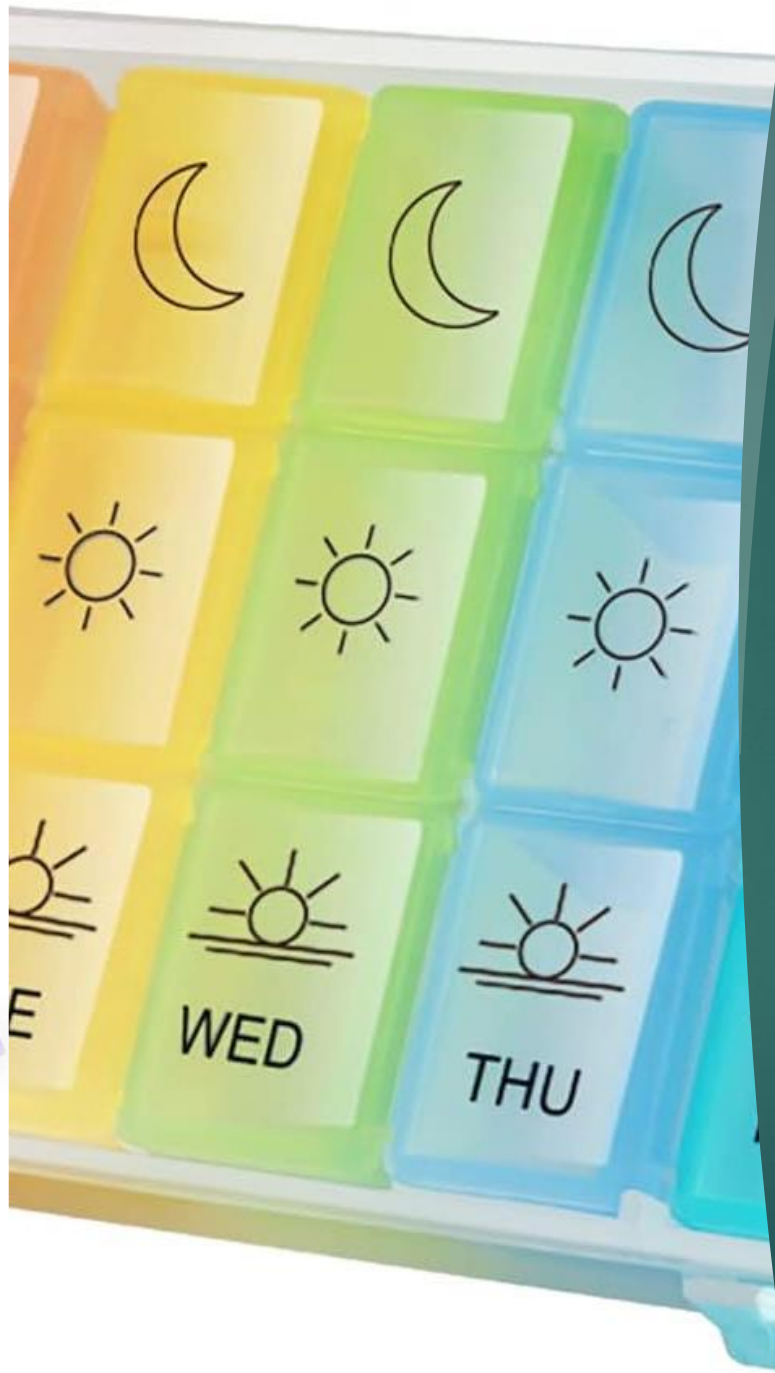


MED MANAGEMENT CONSIDERATION

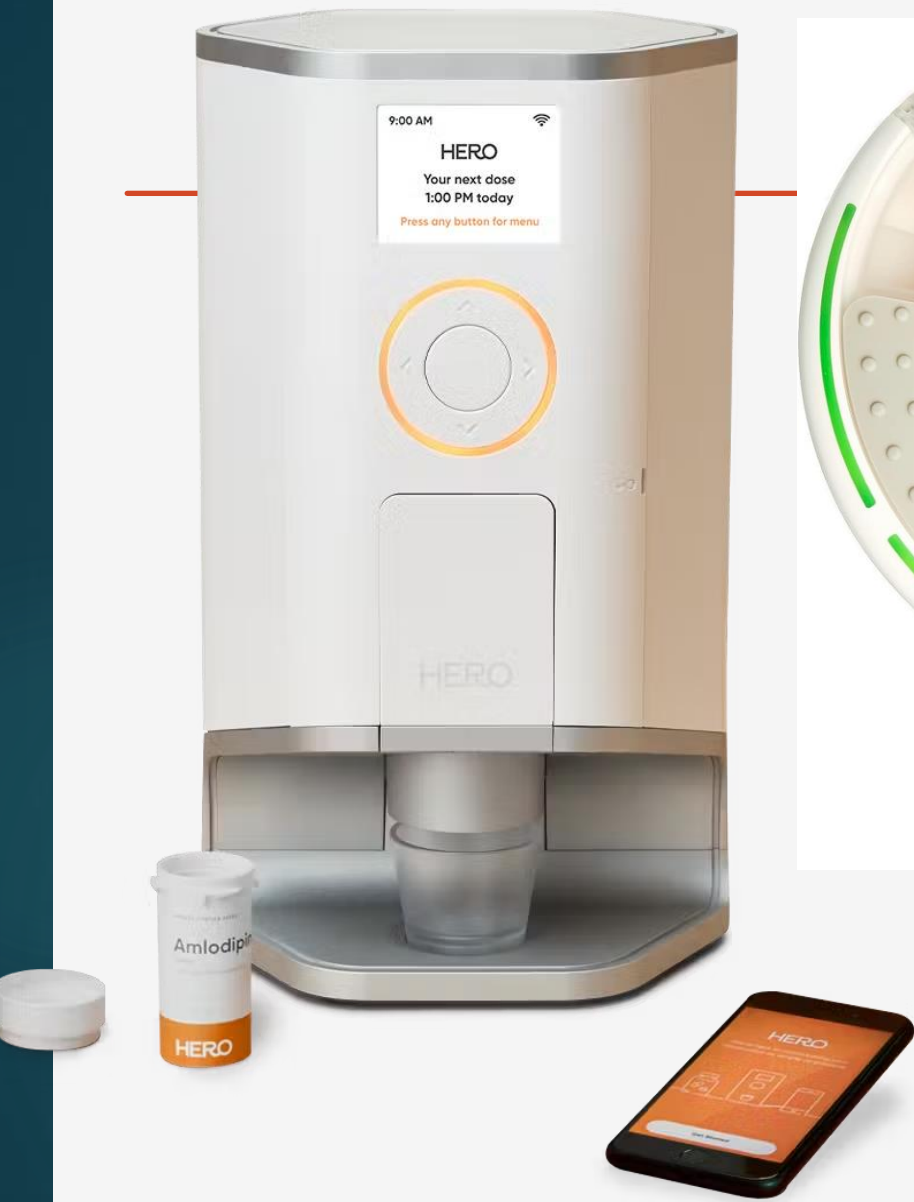
- ▶ Invest in a pillbox or dispenser
- ▶ Set reminders
- ▶ use a single pharmacy
- ▶ Store your medications properly and take them as recommended (AM vs. PM)
- ▶ Review your medications with your doctor regularly



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**MEDICATION
DISPENSERS
INEXPENSIVE**



TECHNOLOGY BASED MEDICATION DISPENSERS



SCENARIO

DISCHARGE PLANNING

Your role as an
advocate

PLANNING THE DISCHARGE



•
Know Who Is on the Discharge Team

GETTING READY TO GO HOME
Equipment and Supplies

Home Space

Health Care Tasks

Special Foods or Dietary Changes

Medication Management

Follow Up Appointments

Action items	Notes
<input type="checkbox"/> Ask for written discharge instructions (that you can read and understand) and a summary of your current health status. Bring this information and your completed "My drug list" to your follow-up appointments.	
<input type="checkbox"/> Use "My appointments" on page 5 to write down upcoming appointments and tests.	
For the caregiver	
<input type="checkbox"/> Write down and discuss with staff any questions you have about the items on this checklist or on the discharge instructions.	
<input type="checkbox"/> Can you give the patient the help he or she needs?	
<input type="checkbox"/> What tasks do you need help with?	
<input type="checkbox"/> Do you need any education or training?	
<input type="checkbox"/> Talk to the staff about getting the help you need before discharge.	
<input type="checkbox"/> Write down a name and phone number of a person you can call if you have questions.	
<input type="checkbox"/> Get prescriptions and any special diet instructions early, so you won't have to make extra trips after discharge.	

More information for people with Medicare

If you need help choosing a home health agency or nursing home:

- Talk to the staff.
- Visit [Medicare.gov](https://www.Medicare.gov) to compare the quality of home health agencies, nursing homes, dialysis facilities, inpatient rehabilitation facilities, and hospitals in your area.

Name: _____

Reason for admission: _____

During your stay, your doctor and the staff will work with you to plan for your discharge. You and your caregiver (a family member or friend who may be helping you) are important members of the planning team. You and your caregiver can use this checklist to prepare for your discharge.

Instructions:

- Use this checklist early and often during your stay.
- Talk to your doctor and the staff (like a discharge planner, social worker, or nurse) about the items on this checklist.
- **Check the box next to each item when you and your caregiver complete it.**
- Use the notes column to write down important information (like names and phone numbers).
- Skip any items that don't apply to you.

Action items	Notes
Care after discharge	
<input type="checkbox"/> Ask where you'll get care after you're discharged. Do you have options (like home health care)? Tell the staff what you prefer.	
<input type="checkbox"/> If a caregiver will be helping you after discharge, write down their name and phone number.	
Your health	
<input type="checkbox"/> Ask the staff about your health condition and what you can do to get better.	
<input type="checkbox"/> Ask about problems to watch for and what to do	

Action items	Notes
<input type="checkbox"/> Use "My drug list" on page 5 to write down your prescription drugs, over-the-counter drugs, vitamins, and herbal supplements.	
<input type="checkbox"/> Review the list with the staff.	
<input type="checkbox"/> Tell the staff what drugs, vitamins, or supplements you took before you were admitted. Ask if you should still take these after you leave.	
<input type="checkbox"/> Write down a name and phone number of a person to call if you have questions.	
Recovery & support	
<input type="checkbox"/> Ask if you'll need medical equipment (like a walker). Who will arrange for this? Write down a name and phone number of a person you can call if you have questions about equipment.	
<input type="checkbox"/> Ask if you're ready to do the activities below. Circle the ones you need help with, and tell the staff: <ul style="list-style-type: none"> • Bathing, dressing, using the bathroom, climbing stairs • Cooking, food shopping, house cleaning, paying bills • Getting to doctors' appointments, picking up prescription drugs 	
<input type="checkbox"/> Have support in place that can help you. See "Resources" on page 6 for more information.	
<input type="checkbox"/> Ask the staff to show you and your caregiver any other tasks that require special skills (like changing a bandage or giving a shot). Then, show them you can do these tasks. Write down a name and phone number of a person you can call if you need help.	
<input type="checkbox"/> Talk to a social worker if you're concerned about how you and your family are coping with your illness. Write down information about support groups and other resources.	

DISCHARGE PLANNING CHECKLIST

[HTTPS://WWW.MEDICARE.GOV/PUBS/PDF/11376-DISCHARGE-PLANNING-CHECKLIST.PDF](https://www.Medicare.gov/pubs/pdf/11376-discharge-planning-checklist.pdf)

The Caregiver Advise, Record, Enable (CARE) Act

Hospital Discharge Planning and Medicare Patient Rights

42 C.F.R. § 482.43.

Conditions for Participation

Noteworthy Discharge Information

Aging Life Care Professional

or

Care Manager

Knowing The Difference

Accountability to Public- Code of Ethics sets “National Standard “ for professional practice of the Aging Life Care professional. Defines for the public the ethical responsibility by the Professional Care Manager in maintaining the highest standards of practice and behavior.

1. Certification and Experience Continuing Education

2. Licensure in professional practice

3. Recommendations

4. Working with other professional practioner, attorneys, physician groups, financial advisors, Counselors, etc.

5. Affiliation with national organization for standards of practice and code of conduct.

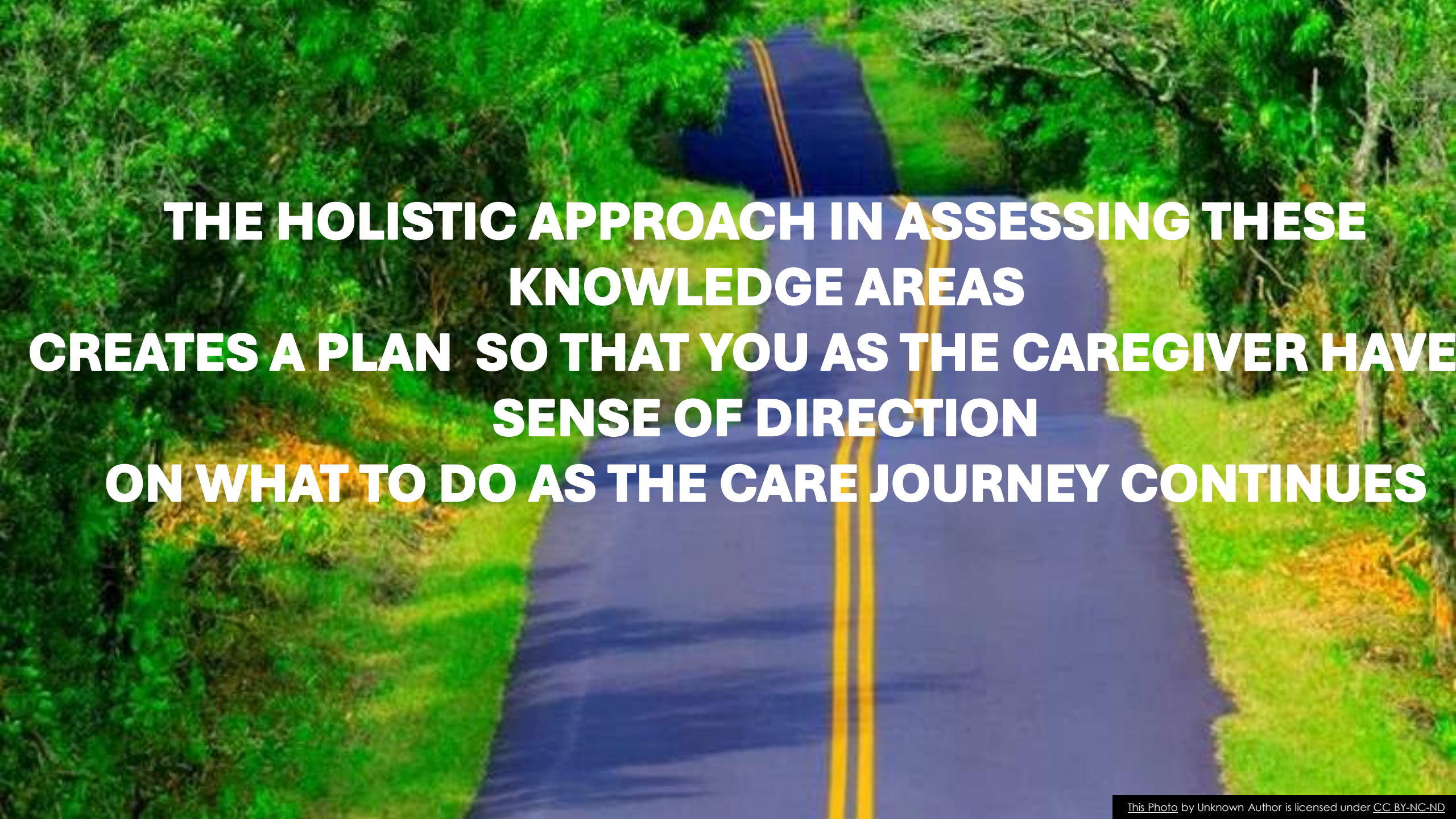


ALCA

8

knowledge areas



A paved road with double yellow lines winding through a lush green forest. The road is the central focus, leading the eye into the distance. The surrounding trees are vibrant green, and the overall scene is bright and clear.

**THE HOLISTIC APPROACH IN ASSESSING THESE
KNOWLEDGE AREAS
CREATES A PLAN SO THAT YOU AS THE CAREGIVER HAVE
SENSE OF DIRECTION
ON WHAT TO DO AS THE CARE JOURNEY CONTINUES**



**AGING LIFE CARE
MANAGERS AT MIR
CARE CONSULTANTS
ARE LIKE
AIR TRAFFIC CONTROL
FOR GUIDING AND
NAVIGATING THE
HEALTHCARE PATH**

Resources

The agencies listed here have information on community services, (like home-delivered meals and rides to appointments). You can also get help making long-term care decisions. Ask the staff in your health care setting for more information.



Area Agencies on Aging (AAAs) and Aging and Disability Resource Centers (ADRCs):

Helps older adults, people with disabilities, and their caregivers. To find the AAA or ADRC in your area, visit the Eldercare Locator at eldercare.acl.gov, or call 1-800-677-1116.

Medicare: Provides information and support to caregivers and people with Medicare. Visit Medicare.gov.

Long-Term Care (LTC) Ombudsman Program: Advocates for and promotes the rights of residents in LTC facilities. Visit ltombudsman.org.

Senior Medicare Patrol (SMP) Programs: Works with seniors to protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, error, and abuse. To find a local SMP program, visit smpresource.org.

Centers for Independent Living (CILs): Helps people with disabilities live independently. For a state-by-state directory of CILs, visit ilru.org/html/publications/directory/index.html.

State Technology Assistance Project: Has information on medical equipment and other assistive technology. Visit resna.org, or call 1-703-524-6686 to get the contact information in your state.

National Long-Term Care Clearinghouse: Provides information and resources to plan for your long-term care needs. Visit longtermcare.gov.

National Council on Aging: Provides information about programs that help pay for prescription drugs, utility bills, meals, health care, and more. Visit benefitscheckup.org.

State Health Insurance Assistance Programs (SHIPs): Offer counseling on health insurance and programs for people with limited income. Also help with claims, billing, and appeals. Visit shiptacenter.org, or call 1-800-MEDICARE (1-800-633-4227) to get your SHIP's phone number. TTY users can call 1-877-486-2048.

Medicaid: Helps with medical costs for some people with limited income and resources. To find your local office, visit Medicare.gov/contacts, or call 1-800-MEDICARE.



www.ageofcentraltx.org



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www.mircareconsultants.com

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www.aginglifecare.org



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**I AM DOING THE
BEST I CAN**

**MY BEST IS
GOOD
ENOUGH**

**I HAVE NEEDS
THAT DESERVE TO
BE MET**

**IT'S NOT SELFISH
TO PUT MYSELF
FIRST**

**I CAN
ONLY DO
WHAT I
CAN DO**

BE KIND TO YOURSELF



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**GUARDIANSHIP ELDER CARE SPECIAL NEEDS
THOUGHTFUL ENGAGEMENT**

QUESTIONS