



## **At Home...Where I Belong: A Success Story**

### **A Complex Need for Help**

Our Client was an 88-year-old French-speaking female. She had a diagnosis of dementia and lived alone. A friend nearby had been overseeing her care, but became unable to assist due to her own health problems. Although a stepson in Missouri was involved, he was unable to manage her care alone from a distance. She required administration of medication due to difficulty swallowing and moderate confusion. She needed supervision at all times because she wandered. Her finances required management, as did all aspects of her personal care, including health supervision. With her friend ill and her stepson so far away, this client was in desperate need of someone to manage her care and finances, and to ensure her safety and provide peace of mind for her caregivers.

### **The Solution**

The “At Home,,*Where I Belong*” program from Partners in Care offered a solution. The Client was assigned a case manager who was able to coordinate all of her clinical and social, psychological and home care needs. Specifically, the case manager was able to:

- Contact the Client’s doctor to arrange physician appointments and appropriate follow up.
- Work closely with the Client’s stepson to arrange for accounts to be set up with grocery stores and pharmacies.
- Set up petty cash funds to handle emergencies, transportation and laundry.
- Arrange for trained, certified, experienced home health aides, providing twenty-four hours a day care to observe and assist the client around the clock.
- Ensure that the client was taking her medication properly and on time by arranging for an LPN to assist with administration of her medication daily.
- Set up an email system to allow information to be communicated between our case manager and the client’s stepson.
- Assist with referrals to an Eldercare lawyer and to our Visiting Nurse Service of New York Managed Transitions program to apply for Medicaid coverage.

### **The Outcome**

The home health aides, LPN, physician, eldercare attorney, and family were able to communicate with the Case manager so that any problems were addressed. Due to the coordination of all the Client’s care through the email and telephone Care Network, she was able to ensure that supplies and groceries were ordered, coordination of finances maintained and proper health care decisions made. The Client was able to maintain her independence and dignity, while receiving the best care in her own home.