The *ABC*s (*A*ssessment, *B*ehaviors, *C*rises) of Care Management

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LEARNING OBJECTIVES

- 1) Demonstrate knowledge of different case/care management models and where they are found
- 2) Articulate what a typical assessment involves and includes
- 3) Identify the benefits of care/case management
- 4) Differentiate various approaches used to deal with behaviors and crises when they arise
- 5) Discover useful resources from the Alzheimer's Association and Waukesha County Dementia Challenging Behaviors Initiative.

7/23/10 - Laurel Felsenfeld, RN Summary from ALCA Listserve*	CARE MANAGEMENT	CASE MANAGEMENT
Payment Source	Typically, private pay – occasionally LTC insurance or EAP	3 rd party payment (e.g. ins.) or public funding (e.g. Medicare, Medicaid, health plan).
Scope of Service	Whatever client wants, needs you to do and is willing to pay – so long it is within your professionally trained scope of practice and within state laws and regulations.	Services provided are limited to what payor is willing to cover.
Length of Planning	Focus is on both short-term and long-term planning.	Focus is on short-term planning with acute cases, emphasis on cost-effective resource utilization, in least amount of time.
Customer Service	Focus is on customer satisfaction for both short & long-term plans. If customer is not satisfied, your services are terminated.	Focus is on delivery of services in time-efficient manner – trying to take in customer's preference but not with that at center of service delivery.

7/23/10 - Laurel Felsenfeld, RN Summary from Listserve*	CARE MANAGEMENT	CASE MANAGEMENT
Cost Focus	Same as case mgt, however focus is on dient/family finances both in short and iong-term. So what seems OK in short-term, may not be a good plan for the long-term. Cost-effective trumps' fusual & customary." Clients more agi to challenge bills – more difficult to demostrate cost- effectiveness. Emphasis on communication and customer satisfaction.	Cost-effective service delivery, positive outcomes; prevention of oversidabus of services and fragmentation of care. Not to exceed "Usual & customary" – otherwise, bill not usually guestioned.
Availability	Care management can't be limited to typical hours – especially for those isolated, vulnerable adults living alone with no family nearby.	Usually limited to weekday office hours. Going "above & beyond" is not reimbursed by 3rd party payors.
Receptiveness	Clients are frequently opposed to idea of care management and it is difficult to enlist family members to pay for services – even though they would benefit from services.	Clients are usually accepting of services because a 3rd party payor is paying and it is linked with other healthcare services & recommendations.



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DIFFERENT CM LOCATIONS

- INSURANCE
- HOSPITALS
- GOVERNMENT
- PRIVATE (Home Care agencies; Independent CMrs, Elder Law offices, nonprofits, etc.)
- CLINICS

DIFFERENT CM MODELS

- Brokerage works best when a client's biggest challenge is access to and awareness of services rather than
 availability. CMr tends to have higher caseloads and is not as involved with client. Good for first time client &
 linkage to services.
- Strengths-based encourages the client to take the lead in identifying their own goals/needs; take
 ownership of the search for resources/services to address those needs, view community support as a
 resource rather than a barrier; builds on empowerment/success.
- Clinical Helps the client address social, emotional, and mental barriers to services. More involved with clients - able to assess gaps and identify areas of improvement in care plans. Can lead to more successful outcomes for clients who are less likely to engage voluntarily with services and need support over an extended period of time.
- Intensive/Targeted for clients with the most significant needs, such as chronic diseases, severe mental illness/addiction. This model offers low staff to client ratios and aims to deliver thorough, high-quality services in a concentrated amount of time.

TYPICAL ASSESSMENT INCLUDES

- MEDICAL/SOCIAL HISTORY (including MH)
- FINANCIAL
- LEGAL
- HOUSING
- FAMILY/RELATIONSHIPS/SUPPORTS

• ADLs/IADLs

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TYPICAL CARE PLAN INVOLVES

- Screen (depression, cognitive, drugs, balance, etc.)
- Assess
- Evaluate Risk
- Plan
- Implement
- Monitor/follow-up
- (Transitional care)
- Evaluate

BEHAVIORS ARE COMMUNICATION

TOOLS TO ASSESS

S.E.A.T.

DESCRIBE, IDENTIFY, RECORD

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GOALS FOR PERSONS LIVING WITH DEMENTIA:

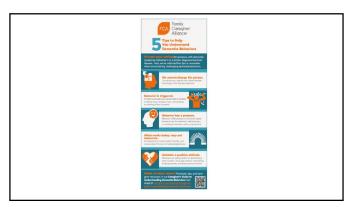
1) To feel safe

2) To feel comfortable

3) To experience a sense of control

4) To experience minimal stress with adequate positive stimulation

5) To be met with understanding



Behavioral Antecedents: S.E.A.T

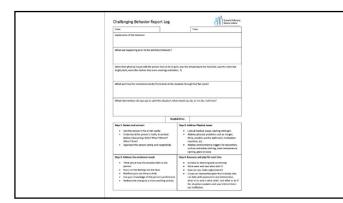
Sensory Stimulation: doing something enjoyable/comfortable

*E*scape/Avoidance: situation, task, feeling displeasure, distress or discomfort

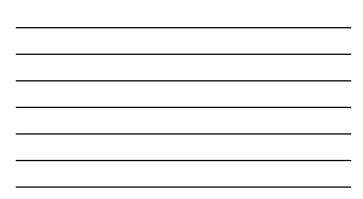
Attention: seek reaction/engagement from you

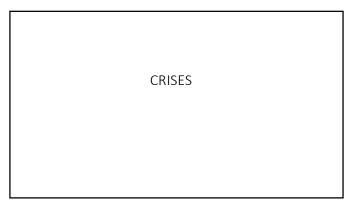
Tangible: access to item, food, activity

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BENEFITS OF CARE MANAGEMENT AND HOW THEY HELP IN A CRISIS

- Provides answers at a time of uncertainty. Their guidance leads families to the actions and decisions that ensure quality care and an optimal life for those they love, thus reducing worry, stress and time off work for family caregivers.
- Offers uniform care for each client through use of standard assessment
- Ensures compliance with regulations (insurance, government, industry, etc.) while protecting rights of clients and families
- Provides clients with high quality care and monitoring that addresses their needs while allowing client involvement in choices of care

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BENEFITS OF CARE MANAGEMENT (cont.)

Peace of Mind- knowing someone is working with you Clarity & Stability- help to describe the situation- often times when you are too close to the situation it is difficult to describe Sense of Empowerment - we walk with you- you are not alone Assist to develop a Plan to Move Forward- overwhelming situations –

help develop step by step

24/7 – 365 Phone Availability (depending on provider)

Impartial, Objective Assistance

Proactive Approach

Interested in Care/Case Management?
Education
Certification
Experience
Business <u>https://www.sba.gov</u>

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TOP CASE MANAGEMENT CERTIFICATIONS

Certified Case Manager (CCM) Commission for Case Manager Certification (CCMC) Case Manager Certified (CMC) National Academy of Certified Case Managers (NACCM) Accredited Case Manager (ACM) American Case Manager (ACM) American Case Manager (NABC) American Unives Credentialing Center (NACC) Accredited Case Manager, Nursing (ACM-RN) American Case Managerent Association (ACMA) Certified Social Work Case Manager (C-SWCM) National Association of Social Workers (NASVI) Certified Advanced Social Workers (NASVI)



