

Collaboration Between Adult Day Services and Community Agencies

IDOA Supervisor Conference

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According to National Adult Day Services Association (NADSA)

Adult Day Service Centers provide a coordinated program of professional and compassionate services for adults in a community based setting.



It takes a Village to assist in care to help the frail, elderly or disabled maintain in their home or community.

The Illinois Community Care Program (CCP) supports these villages throughout the state by awarding various providers contracts for services to help keep seniors at risk for nursing home placement in their homes.



CCP Includes:

- Adult Day Services
- Case Coordination Units/ Case Management
- Homemaker services/ Personal Care
- Senior Companion
- Medication Management
- Personal Emergency Response Services
- Transportation
- Meals



Adult Day Services...



- Needs to collaborate with various other medical agencies, support services and community based services to assist in meeting the participant's needs.
- Are a piece of the puzzle that provides care for seniors preferring to maintain in their home or community.

Hospice Services

As individuals progress in their disease process, Hospice Services could be beneficial for the individual, family members and paid caregivers such as Adult Day Staff.



Hospice Overview



- Hospice provides comfort and care to those persons who are nearing the end of life.
- Hospice supports the patient and family in determining goals for their remaining days or months.
- Hospice focuses on the patient AND the family.

Hospice Focus

- The focus of hospice is on comfort, not cure, and meeting the medical, social, emotional and spiritual needs of the patient and family.
- The hospice team works closely with the patient and family to make end of life decisions.

Hospice Services

- Hospice services begin with an assessment of the patient and family and developing a Plan of Care to provide the medical, social, emotional and spiritual care needed.
- A multi-disciplinary team approach is used by hospice to meet the needs of the patient and family with a focus on comfort and quality of life.

The Multi-Disciplinary Team

- Medical Director (Physician)
- Nurses
- Social workers
- Nursing Assistants (CNA's)
- Pastoral Care (Chaplains)
- Bereavement Counselors
- Volunteers
- If indicated, hospice may provide a dietitian, physical therapy, occupational therapy as needed



Hospice Care Includes

- Pain and symptom management
- Personal care
- Medical equipment and supplies
- Medications related to the terminal illness
- Supportive care for emotional and spiritual needs
- Intermittent personal care by a nursing assistant
- Bereavement counseling for the patient and family



The goal of hospice is to assist the patient to have a comfortable, peaceful death, surrounded by family and friends.



What is the Process to Start Hospice Services?

1. When a patient is admitted to Hospice they or their legal representative sign an informed consent form stating they desire palliative care rather than aggressive or curative treatment
2. The physician signs orders for Hospice care
3. The Hospice team will discuss advance directives and other appropriate issues to begin care

How is Hospice Paid?

- Hospice coverage is provided by Medicare, Medicaid and most private insurance plans.
- OSF Hospice will admit someone to hospice regardless of payment source.



How is Hospice Initiated?

- Anyone, including patient, family, a physician or Adult Day Services staff may contact OSF Hospice to make a referral.
- Hospice Diagnoses
- Dementia/Alzheimer's Disease



How is Hospice a Specialized Service?

1. Hospice is a special kind of care for patients with a life limiting illness (End of Life Care)
2. Hospice treats the physical needs of patients as well as the social, emotional and spiritual needs
3. Concentrates on making patients as comfortable as possible so they can make the most of their remaining time
4. Believes that quality of life is as important as the length of life
5. Recognizes dying as a normal part of life that is experienced by all of us
6. Affirms life and neither hastens or postpones life



Specialized Services (continued)

6. Provides palliative care (comfort) and supportive services 24 hours a day 7 days a week
7. Provides bereavement care for the family for as long as needed through counseling, support groups, cards, letters, and Memorial and Christmas services
8. Provides bereavement care to those survivors whose loved one did not die under OSF Hospice services
9. Provides care to individuals without regard to age, race, creed, national origin, language, disability, source of payment, sex, sexual orientation, or gender identity



How Does Hospice Work with Adult Day Services?

Hospice staff and Adult Day Services (ADS) staff work together to:

- Enhance end-of-life care for clients/hospice patients through strengthening collaboration and care coordination
- Create a partnership that provides optimal care by integrating the benefits of our two care models---Hospice and Adult Day Services



Caregiver support for the family members



What are the Responsibilities of Hospice Coordinating Care with Adult Day Services?

What can you expect from Hospice?

1. Coordinate an individualized care plan that includes assessment of the patient's physical, psychosocial and spiritual issues and needs
2. Set palliative care goals, interventions and outcomes that are consistent with the patient/family's choice that enhance the patient's life
3. Determine psychosocial and spiritual issues/needs
4. Provide interventions that support patient/family life-closure goals
5. Identify appropriate staff or caregivers responsible for meeting the goals of the care plan



Coordinating Care with Adult Day Services

6. Provide bereavement grief and loss support to the patient, family members and ADS staff if desired
7. Facilitate additional community resources to meet the care needs of the patient/client
8. Communicate with Adult Day Services staff to coordinate care (telephone, visits to ADS site)
9. Provide education to Adult Day Services staff regarding Hospice and related end-of-life issues
10. Address medication needs and provide updated medication list and orders as needed.



What are the Responsibilities of Adult Day Services Coordinating Care with Hospice?

1. Coordinate an individualized care plan
2. Open communication with all parties involved in the participant's care.
3. Programs to meet the emotional and spiritual needs
4. Provide family caregivers support and education
5. Educating families and hospice on ADS admission and discharge requirements



Coordinating Care with Hospice

6. Keep hospice informed of their concerns regarding the participant's care needs – physically and mentally.
7. Educate the family on alternative care options when individual no longer benefits from coming to the ADS program.

Emergency Response Systems

Community Care Participants may qualify for an ERS through IDOA

- This personal response system links participants to 24-hour assistance at the push of a button in case of emergency.
- Lives are saved each day because of these moderately priced units.
 - Physically challenged persons
 - People who live alone
 - Impaired older adults
 - Post-operative patients



Home Care Services

In-home care services are a cost-effective alternative to facility-based nursing home care. These services may reduce the rate at which at-risk older adults utilize nursing homes, enabling them to maintain their independence in their own homes.

Home Health Services

Service Provided by Home Care Aid

- Housekeeping services
- Meal preparation, feeding, and clean-up
- Routine laundry
- Errands/shopping and accompaniment to medical appointments
- Incontinence care
- Bathing and oral hygiene
- Dressing
- Ambulation, repositioning, and transferring
- Reporting changes in client service needs and/or condition
- Provide other services as requested and authorized



Payer Sources for Home Care Services

- Waiver Programs (CCP/ORS in IL)
- Managed Care Organizations
- Veterans Contracts
- Other Government Funding
- Private Pay
- Long Term Care Insurance



Home Care Agencies and Adult Day Service

Adult Day Services and Home Care Agencies are not necessarily competitors and can collaborate their services very effectively. By uniting their resources and services, this allows the opportunity to partner together to provide better coverage of care, around the clock care and respite care.



Home Health Agencies and Adult Day Services (cont)

Situations where partnering Home Health Agencies with Adult Day Services benefits the clients and the caregivers

- If Adult Day Service client needs assistance during hours Adult Day Service is closed (nights and weekends)
- Utilizing home care to assist client in getting ready for Adult Day Service in the morning (if client doesn't wish to receive shower at the center or if center doesn't offer showers)
- To assist in evening meal prep or tuck in services.
- Temporary Situations may include emergency surgery or similar medical problems regarding the caregiver.



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