Case Management in Home Care Packages

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Becoming an Approved Provider: A Whole New World...

“There are known knowns. These are things we know that we know.

There are known unknowns. That is to say, there are things that we know we don't know.

But there are also unknown unknowns. There are things we don't know we don't know”.

Quoted by Donald Rumsfeld, the then US Secretary of State for Defence, 2002
What We Will Cover Today:

1. What is Case Management, the role of Care Manager and Consumer?
2. Consumer self-management
3. Prioritising care needs and Spending parameters
4. Objective decision making and risk evaluation
5. Back-of-house requirements
Case Management: What is it all about?
Care Manager Roles

- Assessment and ongoing review
- Restorative health care planning
- Goal directed care planning
- Explaining financial statements
- Brokering choice of service providers
- Mentoring for self-direction
Care Manager Roles

- Enabling risk assessment and management
- Capacity building
- Safeguarding (supports)
- Future planning
- Community participation
- Advocacy
The New Role Of Consumers

- Regain / maintain physical capacity
- More informed, more control
- Decisional authority
- Choices about care and support
- Co-production / co-design
In The Consumer’s Words...

“The consumer is an expert in knowing what their needs are. As a Provider, your role is to facilitate these needs being met in such a way that’s enabling and empowering rather than bureaucratic, or officious”.

(Amira, daughter and carer for her Dad)
What Is Consumer Self-management?

Client-directed care requires a transfer of:

1. Knowledge
2. Capacity
3. Control over resources

from aged care providers and Care Managers, to the Consumer.
Activities Of Self-management: - Any Or All Of These.

Clients need to know what it means to have more involvement and more control from their own perspective.

1. Assessment (including self-assessment)
Activities Of Self-management: - Any Or All Of These.

1. Assessment

2. Goal setting
Activities Of Self-management: - Any Or All Of These.

1. Assessment

2. Goal setting

3. Choices of services and expenditure
Activities Of Self-management:
- Any Or All Of These.

1. Assessment
2. Goal setting
3. Choices of services
4. Making decisions
Activities Of Self-management: - Any Or All Of These.

1. Assessment
2. Goal setting
3. Choices of services
4. Making decisions
5. Making changes
Activities Of Self-management:
- Any Or All Of These.

1. Assessment
2. Goal setting
3. Choices of services
4. Making decisions
5. Making changes
6. Managing budgets
Activities Of Self-management: Any Or All Of These.

1. Assessment
2. Goal setting
3. Choices of services
4. Making decisions
5. Making changes
6. Managing budgets
7. Monitoring service quality
Analysis of consumer complaints and issues 2016

- Lack of contact and/or support from Care Advisers
- Inflexible spending parameters
- Poor information on CDC
- Lack of communication from provider (both organisational level and Adviser level)
Analysis of consumer complaints and issues 2016 cont’d

• Lack of choice of direct service provider
• Care plans very basic
• Large surpluses ‘out of reach’
• Unsatisfactory resolution of complaints or questions
How can you address these issues?

• Improved information provision
• holistic assessment
• consumer-led prioritisation of care needs
• timetable of contact with Adviser
• connection (links) to community
• flexible and individualised care planning
• regular monitoring of consumer input and outcomes.
It’s Your Choice.....

Think About The Home Care Packages Objectives:

Consider:

• Does this improve health and wellbeing?

• Does this maintain their role in their family or community?

• Does this address social and cultural connectedness?
Think About The Home Care Packages Objectives:

• Does this improve or enhance quality of life?

• Does this help the client to be more involved in their care?

• Does this maintain independence and control?

• Have we explored alternative methods of funding?
Flexible Spending
<table>
<thead>
<tr>
<th>Common spending items</th>
<th>Individualised and flexible spending items</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>in no particular order, and by example only...</strong></td>
<td><strong>no particular order, and by example only...</strong></td>
</tr>
<tr>
<td><strong>Personal care – showering, dressing, continence management</strong></td>
<td>Podiatry, physiotherapy, counselling, speech therapy, some vision aids, companion pet</td>
</tr>
<tr>
<td><strong>Home care – cleaning of house (essential areas), laundry, making beds</strong></td>
<td>Professional laundering, spring cleaning, therapeutic bed mattress</td>
</tr>
<tr>
<td><strong>Shopping assistance</strong></td>
<td>Internet access, iPad, computer equipment, hands-free speaker phone</td>
</tr>
<tr>
<td><strong>Transport to appointments, such as medical or even hairdresser (escorted by a care worker)</strong></td>
<td>Fuel vouchers or taxi vouchers to use to get around without a worker needing to be present</td>
</tr>
<tr>
<td><strong>Meal preparation, special health-related foods</strong></td>
<td>Basic cooking classes, meal delivery, diabetic magazine subscription</td>
</tr>
<tr>
<td><strong>Basic garden and lawn maintenance</strong></td>
<td>Making raised garden beds, purchase or hire of some equipment and paying towards some modifications at home</td>
</tr>
<tr>
<td><strong>In-home respite care</strong></td>
<td>Personal support during travelling or whilst visiting other locations</td>
</tr>
<tr>
<td><strong>Medication prompts</strong></td>
<td>Create photo memory books, stroll in the park, out for coffee, walk the dog</td>
</tr>
<tr>
<td><strong>Social activities and programs</strong></td>
<td>Exercise programs and classes (such as hydrotherapy, yoga, massage, gym, personal training, yoga, etc.)</td>
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Individualised Care Planning

• How to begin...
First Things First....

Prioritise what’s most needed:

1. **Care for myself** (personal care, meals, medication management)
2. **Risks and safety**
3. **Health & medical** (physical and mental health)
4. **Care for my home** (domestic and home care)
Prioritise What’s Most Needed

1. Care for myself (personal care, meals)
2. Risks and safety
3. Health & medical (physical and mental health, medication management)

These things are all personal and specific to you as an individual.

Addressing these needs are the key to you remaining living in your own home.
4. Care for my home (domestic and home care)

This relates to the comfort and care of your environment.

This does not necessarily help you to remain living in your own home as such.
Let’s move on

What is your organisation’s decision making framework?
You’ll need to consider:

What is the organisation’s *consistent* procedure for considering client requests?
You’ll need to consider:

• What is the organisation’s *consistent* procedure for considering client requests?

• What is the *objective* criteria against which these requests are assessed?
You’ll need to consider:

• What is the organisation’s **consistent** procedure for considering client requests?

• What is the **objective** criteria against which these requests are assessed?

• How does the organisation’s policy or procedure stack up against the HCP objectives?
You’ll need to consider:

• What are the parameters for Care Managers to make decisions?

• What are the parameters for consumers to make decisions?
## Making Objective Decisions…..

**HCP SPENDING CRITERIA Tool**

*Client and/or Adviser to complete*

<table>
<thead>
<tr>
<th>Client name:</th>
<th>Proposed spending item/ activity:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
<td></td>
</tr>
<tr>
<td>Form completed by:</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Ask yourself:</th>
<th>YES / NO</th>
<th>YES / NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Is this reflected in the client’s Care GOALS?</th>
<th>Does this maintain the client’s independence?</th>
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</thead>
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<table>
<thead>
<tr>
<th>Does this allow the client to maintain their role within their family, culture or community?</th>
<th>Does this improve the client’s health or wellbeing?</th>
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<table>
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<tr>
<th>Does this address social connectedness?</th>
<th>Does this improve the client’s quality of life?</th>
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<tbody>
<tr>
<td><strong>Capacity Building and Enabling Risk</strong></td>
<td><strong>How can we make this happen?</strong></td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>Does this compromise the client’s Essential care needs?</strong></td>
<td><strong>(will their other needs suffer as a result?)</strong></td>
</tr>
<tr>
<td><strong>Can you explore alternative methods of funding?</strong></td>
<td><strong>(how else could it be paid for?)</strong></td>
</tr>
<tr>
<td><strong>Are there sufficient funds in their budget right now, or does this need to be saved for?</strong></td>
<td><strong>(is the money there right now)?</strong></td>
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If You Want...

- Autonomous and informed clients
- ...and happy
- ...and satisfied
- ...and empowered
Then You Need...

Skilled Case Managers

→

Autonomous and informed clients
Most Importantly...

Organisation Preparation

- Philosophy
- Policies
- Procedures
- Information
- Documentation
- Practice tools
- Training
- Professional development
- Technology
- Innovation

Organisational preparation

Skilled Case Manager

Positive Client Outcomes
THANK YOU.
‘CHOICES’ CDC research project
www.choicesinagedcare.com.au

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