

# Ageing in Place

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## Community Care Management Service



# Outline

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- ❑ What is Care Management?
- ❑ What it provides?
- ❑ Why Community Care Management Svc?
- ❑ CCMS as practiced by Hua Mei Care Management Service
- ❑ Case Study: Acute Care/Community Care Inter-face

# What is care management?

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- ❑ A service tool that mobilises and integrates available resources for the high, at-risk older persons.
- ❑ It is directed towards enhancing the co-ordination of services and care for individuals

# The Ultimate Goal is

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To achieve planned care outcomes  
by brokering services across the  
social and health care continuum.

# Different CM model

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## **Hospital CM**

- Client is in hospital

### Goal

- Discharge back to community

### Outcome Indicators

- Early discharge
- Reduced admissions
- Reduced A & E visits

## **Community CM**

- Client is at home

### Goal

- Maintain them in the community

### Outcome Indicators

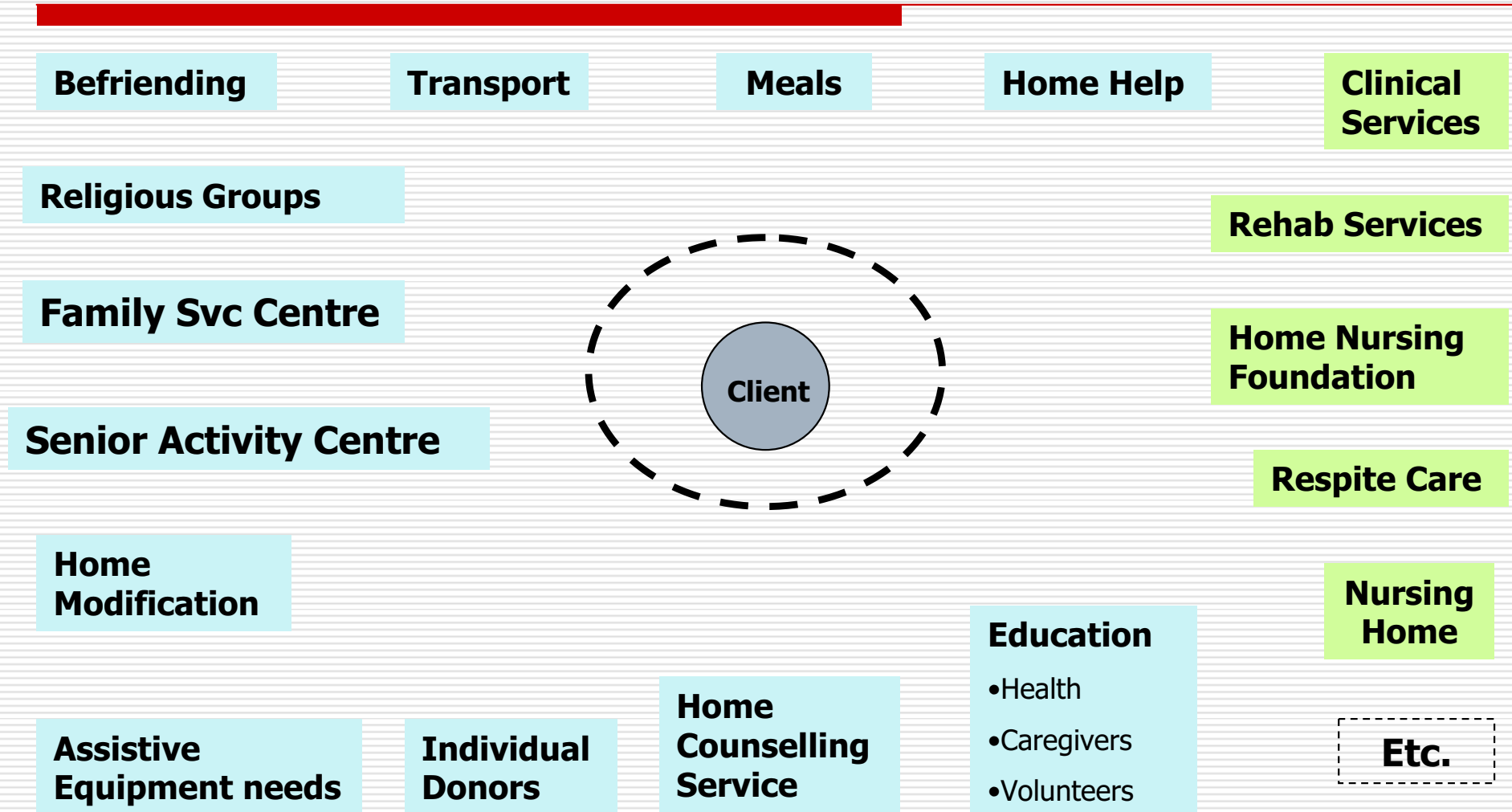
- Avoid or shorten hospital stay
- Prevent premature Nursing Home placement
- Enhanced quality of life
- Reduced caregiver 's stress

# Why CCMS?

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- Health problems of older persons are often complex, multi-faceted, requiring interventions from multiple services / agencies

# Available Services



# Why CCMS?

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- ❑ Current health and social services are very fragmented and uncoordinated
- ❑ Older persons and their families find it difficult to navigate the maze of care

# What CCMS provides:

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- ❑ Comprehensive assessment of needs
- ❑ Set goals with clients and their caregivers or families
- ❑ Involve the client's family and social support in the provision of care and social support
- ❑ Create options and alternative for difficulties experienced by clients and their families

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# What CCMS provides:

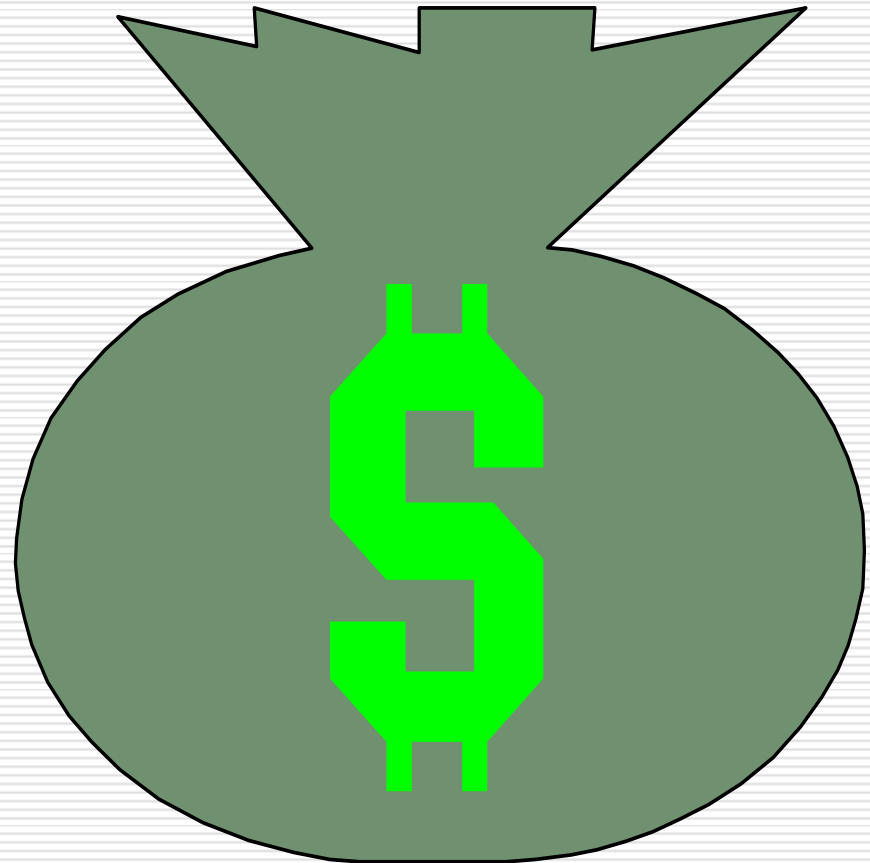
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- ❑ Collaborate with other professionals and service providers to ensure the timely delivery of appropriate medical & social services
- ❑ Advocate for client's or family's needs with other service providers

# Care Management is:

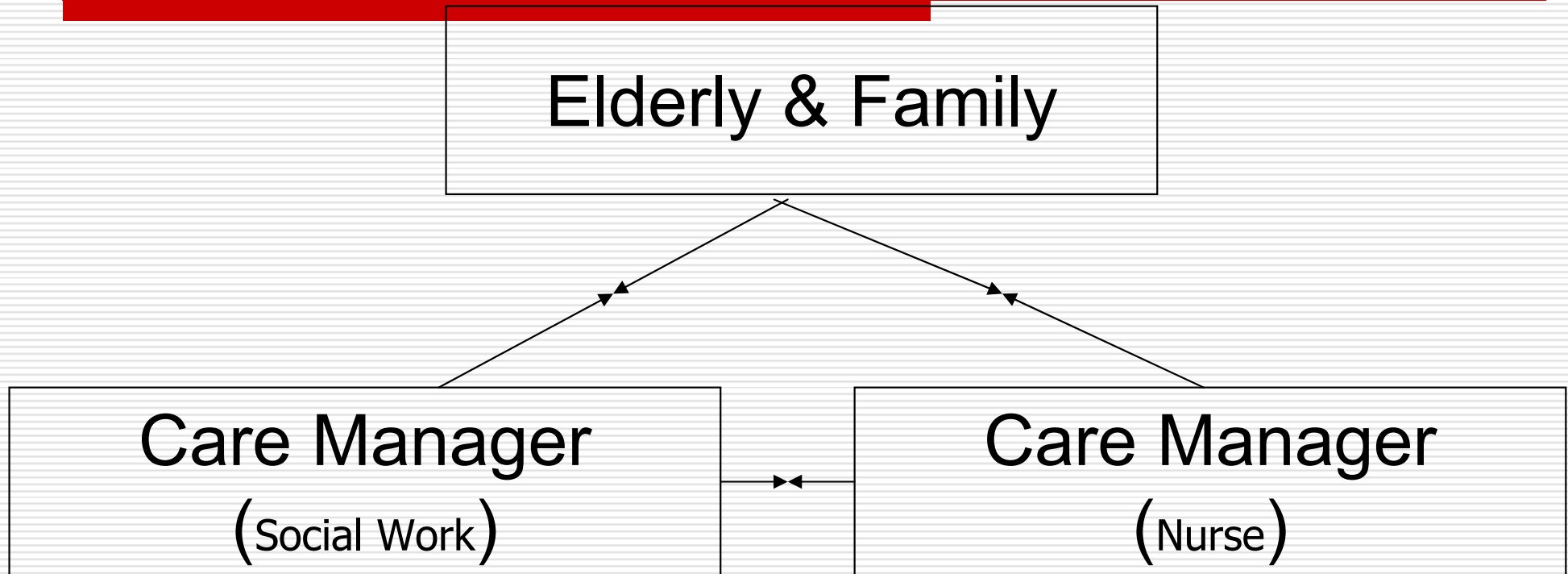
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- Right CARE
- Right TIME
- Right PERSON
- Right COST



# Practice Model of Hua Mei

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# Focus of Care Manager (Social Work)

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- Psycho-emotional health (client and carer / relatives)
- Carer stress
- Family dynamics
- Social and resource network
- Engagement & decision dynamics
- Detection of abuse / risk of abuse
- End of life issues

# Focus of Care Manager (Nurse)

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- Management of chronic diseases
- Health Education
- ✓ Knowledge and management of medical conditions
- ✓ Maintenance of general health
- ✓ Diet
- Safety issues (e.g. personal, mobility)
- Medication Monitoring
- Intervention on acute medical problems
- Detection of undiagnosed illness (symptoms)

# Care Management Service

## Care Manager

### Assessment

(To identify clients' problems & needs)

- Medical & Nursing
- Functional
- Social
- Psychological
- Financial
- Environmental

### Matching of Services

- Goal formulation-identifying clients' strengths & desired outcomes
- Proactively locating & linking clients to appropriate resources
- Planning for client usage
- Coordinating the care

### Review

- Monitoring- follow up implementation to ensure services are delivered as requested
- Visit and reassess
- Evaluate outcomes
- Discharge





# Target clients

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- Older persons with high needs low resources
- 60 years and above
- Frail, with at least one chronic illness
- Need coordination of at least 3 social service

# Case Study

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## Mr. Ng

- ❑ Referred by acute Hospital
- ❑ 62 yrs old
- ❑ Suffers from Ischemic heart disease, cervical spondylosis, high cholesterol, progressive weakness of lower limbs, mild depression
- ❑ Unable to walk, refuses NH admission
- ❑ Limited savings of \$5k



















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# Challenges faced by CM

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## Systems Level

- ❑ Lack of sufficient subsidize services  
e.g. escort, transport, psychiatric CCMS
- ❑ Sourcing for donations/funds to buy  
**services/equipments** (e.g. water heater, non  
slip mat, walking frame, commode, electrician services  
etc)
- ❑ Lack of trained staff in Eldercare

# Challenges faced by CM

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## Client level

- Addressing the older person's immediate financial concerns
- Willingness to accept help
- Lack of caregiver
- Asset rich but cash poor

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# Thank You