

# So, You want to be a Geriatric Care Manager?

Mary Lou Brown, LBSW, CIRS  
Professional Geriatric Care Manager

# Why

- “Aging Today” article—“failures of discharge planning” -- “the family received no information about how to manage the complex care their father required and no one assessed either the family’s ability or availability to provide care.”

- What is geriatric care management?
- "It is a series of steps taken by a geriatric care manager (GCM) to help solve older people's problems.

# Who

- Social Worker
- Nurse
- Human services professional
  
- Serving older people and their families
  
- Usually steps in AFTER a crisis

# What is a Professional Geriatric Care Manager?

- A Professional Geriatric Care Managers (PGCM) is a health and human services specialist who helps families who are caring for older relatives.
- The PGCM is trained and experienced in any of several fields related to long-term care, including, but not limited to nursing, gerontology, social work, or psychology, with a specialized focus on issues related to aging and elder care.

- The PGCM assists older adults and persons with disabilities in attaining their maximum functional potential. In addition, the PGCM is an experienced guide and resource for families of older adults and others with chronic needs.
- Geriatric care managers who are members of the National Association of Professional Geriatric Care Managers (NAPGCM) are committed to adhering to the NAPGCM Pledge of Ethics and Standards of Practice.

# Case management

- Similar to other types of case management work
- Uses all the classic case management tools
- Plus specializing in working with older persons and their families
- Personalized
- Available 24/7—respond to client need at the convenience of the client
- Kind of like a surrogate family member

# Care Management --Key Tasks

- Assessment
- Care Planning
- Coordination of services
- Follow-up
- Reassessment
- Case closure

“The older person’s own goals and wishes should be taken into account in the planning as much as possible.”

In many cases of private practice the family employs the GCM which creates an ethical dilemma.

# Geriatric Assessment

- Ideally there is a comprehensive geriatric assessment
  - Physical
  - Mental Health
  - Social, spiritual and economic status
  - Environment
- Then development of care plan

# Assessment Tools

- Try This: Best Practices in Nursing Care to Older Adults, Hartford Institute for Geriatric Nursing
  - <http://www.hartfordign.org/resources/education/tryThis.html>
- University of Iowa--Geriatric Education
  - <http://www.healthcare.uiowa.edu/igec/tools/default.asp>

- Finding the right long-term care providers and services can be difficult, however. Consumers often do not know exactly what kind of help they need, how to find and arrange for services, and how much they must pay for services.
- Persons with low incomes may be able to turn to a local government agency or a nonprofit social service agency for help.
- A different option has become available in recent years for people whose incomes are too high for publicly funded services — private geriatric care management. Typically, a geriatric care manager (GCM) will, for a fee, assess a client's needs, arrange services, and monitor care on an ongoing basis.

# Types of GCM businesses

- Solo Practices
- Partnerships
- Corporations
- Nonprofit

# Models of Geriatric Care Management

- Brokerage Model
  - Caregivers are not employed
  - Referrals or arranges for services
  - Monitors and coordinates care
- Integrated Model
  - Directly employs caregivers
  - Directly furnishes services

# Basic business needs?

- Insurance
  - Professional malpractice liability
    - Lockton Professional Liability Allied Healthcare Professional
      - <http://professionalliabilityinsurance.info/>
    - National organizations may make available—NASW, NACSW
  - If/when you open office
    - Business liability insurance
- Accounting software
  - Quick Books (easy and ready to go)

# Issues

- The rapid growth of the field is leading to confusion among professionals as well as among those seeking assistance. Consumers may need to be protected (through standards, certification, and codes of ethics) and also educated so they can make informed choices.

# Get training

- In Geriatric Care Management
  - Aging, health, social services
- In Business Management
  - Type of business, business planning and finance
  - Marketing, networking with others
- Know area services and resources

# National Association of Professional Geriatric Care Managers

- **Certification** -- In 2006 NAPGCM members voted to approve a new requirement that all members must hold at least one of four approved certifications. The approved certifications include Care Manager Certified (CMC), Certified Case Manager (CCM), Certified Advanced Social Work Case Manager (C-ASWCM), and Certified Social Work Case Manager (C-SWCM).

All current and renewing Care Manager members must hold one of these certifications as of January 1, 2010. All new NAPGCM applicants for Care Manager membership must be certified beginning January 1, 2008.

# Certifications

- Two major certification programs for care managers, established in the 1990s, are:
  - "Care Manager Certified" (CMC).
  - "Certified Case Manager" (CCM)
- For either certification, applicants must meet specific education and experience requirements and pass a qualifying examination.
- The CMC examination emphasizes the core functions of care management (comprehensive assessment, care plan development and implementation, monitoring and evaluation) and knowledge of long-term care issues, such as aging and disability issues, community services, benefit and financing options, and legal and ethical concerns.
- The CCM examination, on the other hand, covers more medical and health issues.

## National association website

- <http://www.caremanager.org>

Locate a geriatric care manager service

Levels of membership

# University of Florida

- <http://gcm.dce.ufl.edu/>
- This program is offered in a unique partnership between the University of Florida's [Division of Continuing Education](#) and UF's [Department of Behavioral Sciences and Community Health](#) in the College of Public Health and Health Professions. The program is appropriate for new graduates or working professionals interested in a career in the care management of our elderly.
- Both undergraduate and graduate level programs

## Marion M. Preston Scholarship Honors Co-Developer of UF Geriatric Care Management Graduate Certificate Program

- Posted on Friday, March 09, 2007
- GAINESVILLE, Fla. – The [University of Florida's Division of Continuing Education](#) (DCE) announced today receipt of a donation totaling \$30,000, which will be used to establish the Marion M. Preston Geriatric Care Management Scholarship.
- The scholarship will provide funding for up to 35 applicants to enroll in the [Geriatric Care Management Graduate Certificate Program](#), an online academic program that offers graduate credit courses from the University of Florida and is designed for working professionals.
- The scholarship will be a recurring donation to the program for a total of six years, and recipients of the scholarship will receive full tuition coverage for the first course in the graduate certificate program.

# Other online programs

- Kaplan University
  - Health Care Certificate, Geriatric Care Management Certificate
  - [www.kaplan.edu](http://www.kaplan.edu)
- UMassOnline
  - Certificate in Gerontology - Management of Aging Services
  - <http://www.umassonline.net>

- Kansas State University
  - Graduate Certificate in Gerontology
  - <http://www.k-state.edu/gerontology/distcertif.htm>
- Cal State Univ at Fullerton
  - Certificate in Geriatric Care Management
  - <http://www.csufextension.org/>
- University of Maryland University College
  - Certificate in Gerontology
  - <http://www.umuc.edu/index.shtml>

- University of Washington
  - Certificate Program in Gerontology
  - [http://www.onlinelearning.washington.edu/ext/certificates/age/age\\_gen.asp](http://www.onlinelearning.washington.edu/ext/certificates/age/age_gen.asp)
- University of Wisconsin
  - Online Gerontology Certificate
  - <http://learn.wisconsin.edu/gerontology/>

- American Society on Aging
  - Free online web seminars
    - <http://www.asaging.org/webseminars/index.cfm>
- National Association of Social Workers
  - Free online Social Worker's Role seminars
  - <http://www.naswweb.org/>

# THE reference book

- Handbook of Geriatric Care Management  
By Cathy Cress

# GrAce Ministries

- Nonprofit corporation
  - articles of incorporation
  - by-laws
  - Board of Directors
  - IRS tax status
  - registration with Secretary of State

Funded through individual donations, churches,  
grant applications, fundraising activities and now  
by the United Way

Sliding scale fee system for clients

The End

