



Building a Reliable Support Network and Navigating the Continuum of Care

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Objectives

- Identify strategies for intentionally developing a reliable network of informal and professional supports
- Describe the spectrum of in-home services and residential arrangements that are available
- Define a "care circle" of individuals and professionals who can provide aging support



Reliable Support Networks Begin with Natural Supports

What are Natural Supports?

Everyday relationships that help people connect, participate in their community, and navigate through challenges. Relationships are:

- Voluntary
- Ongoing
- Mutually beneficial

They develop naturally through shared interests and experiences.



How to Develop Natural Supports

Purpose-driven activities

- Work
- Volunteering
- Civic engagement

Learning initiatives

- OLLI
- Hobbies and skills
- Travel

Spiritual traditions and practices



Informal Caregiving

Assistance provided by a family member, friend, or neighbor to meet daily needs

- Physical
- Emotional
- Social

Support independence and the ability to “age in place”



Neighbors Care Alliance (NCA)



The NCA is a network of neighborhood volunteer programs with a shared mission of helping older adults remain safely in their homes for as long as possible.

Supports may include:

- Friendly phone calls or visits
- Providing short breaks for family caregivers
- Rides to medical appointments or the grocery store
- Home-delivered meals
- Help with light house or yard work

Benefits of Natural Supports

- Sense of belonging and social connection
- Enhances safety, and preserves independence
- Health and resiliency



Technologies that Build Natural Supports

- Text messaging, group chats, and social media
- Video calling (FaceTime, Google Meet, Facebook Messenger, Microsoft Teams, Zoom)
- Care coordination apps (CaringBridge, Carely, Cozi Family Organizer) to share calendars, assign tasks, and journal care needs
- Smart pill dispensers
- Motion, door, or smart home sensors



Adding Professional Services to the Support Network

At Home Personal Care

Services provided by professional caregivers to ensure people remain safe and well

- Running errands
- Light housekeeping
- Assisting with toileting and bathing
- Companionship



Respite

Respite services are provided by natural supports, or professional caregivers to ensure people remain safe and well while providing their informal caregivers with rest, or a break from caregiving duties.



Skilled Home Health Care

Skilled services provided by Certified Nursing Assistants and caregivers, nurses, and therapists

- Occupational therapy
- Physical therapy
- Speech therapy
- Medication management
- Nutritional support
- Medical oversight

Assistance to preserve independence, or to regain independence at home



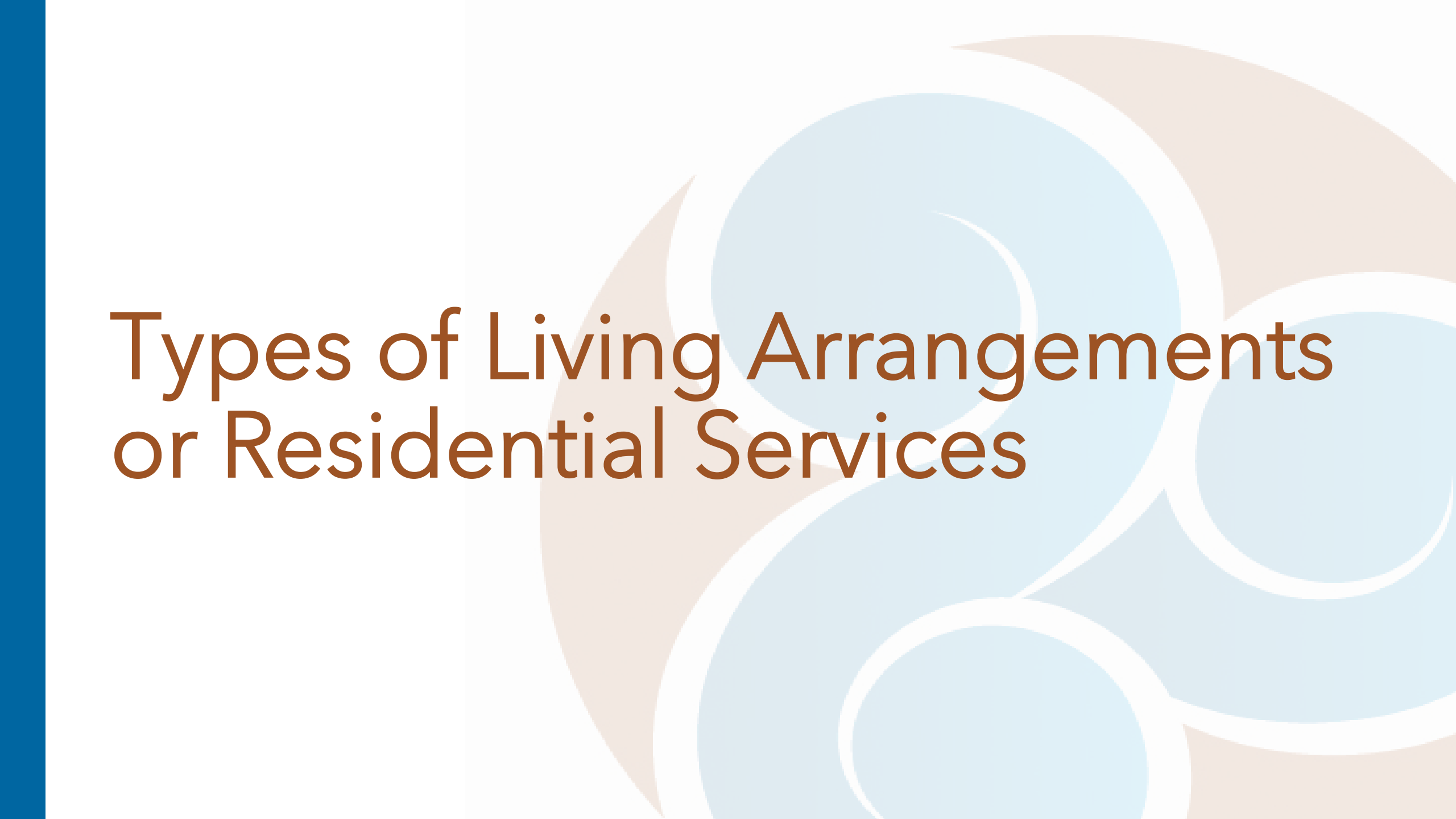
Benefits of Professional Services

- Ensures consistent health and safety
- Monitors for health or behavior changes
- Encourages social interaction and shared activities
- Provides peace of mind
- Preserves independence at home and in community



Technologies that Support Professional Services

- Fall detection devices (Medical Guardian, Medical Alert, Lifeline)
- Health monitoring devices (blood pressure or glucose monitors, pulse oximeter, smart watches)
- One-touch emergency buttons (MobileHelp, LifeStation)
- GPS location services (Air Tags, Air Trackers, Life Alert)
- Smart pill dispensers (Live Fine 28, Colorwing, Betife, EziMedPil 28)
- Motion, door, or smart home sensors (Ecobee, Aeotec, Philips Hue, Aqara, Ring)



Types of Living Arrangements or Residential Services

Independent Living Communities

Apartments, condos or townhomes where older adults live and who do not require assistance with Activities of Daily Living (ADLs)

- Often, meals, social gatherings, and activities provided at a common area to promote community engagement
- Other services and supports can be provided at extra costs depending on individual needs



Assisted Living Homes & Communities

A residential and community setting for people who require some assistance with daily tasks of living

- Meals
- Medication administration
- Personal hygiene
- Ambulation
- Laundry and housekeeping
- Activities
- 24/7 service supports
- Caregivers



Memory Care

Memory Care is Assisted Living for people who have been diagnosed with dementia

- Higher level of supervision and care to ensure health and safety
- Special programming and activities to address the unique needs of someone with advanced dementia or other needs



Skilled Nursing Facility

Provides a higher level of personal and medical care.

- Provide care with activities of daily living
- Medication administration
- Acute, or chronic disease management
- Physical, occupational and speech therapies
- Wound care
- Ostomy and urinary catheter maintenance
- Blood draws, blood sugar testing, and other ongoing medical procedures



Continuing Care Retirement Communities

Multi-level care at one location that addresses residential and health services for the older adult

- The living arrangements start with the least restrictive of independent living, moving onto assisted living, memory care, and then nursing home care
- This allows for increased continuity and decreases disruptions to services that are needed



ALTCS—Arizona's Long-Term Care Medicaid Program

ALTCS provides funding for:

- Care in a person's home
- Care in contracted assisted living homes, assisted living centers, and adult foster care homes
- Care in contracted skilled nursing facilities

ALTCS—Arizona's Long-Term Care Medicaid Program...continued

Income Eligibility

- Individual gross income of \$2,982 or less (\$5,964 for couples)

Resource Eligibility

- All non-excluded resources may not exceed \$2,000 (excluded assets typically include home, single vehicle, burial plot, up to \$1,500 burial plan, household goods)

Medical Eligibility

- Need for assistance with 3 of the 5 ADLs—typically bathing, toileting, and dressing

Long-Term Care Ombudsman Program: Advocating for Resident Rights

- Right to self-determination
- Right to be treated with dignity, respect, and consideration
- Right to be free from the use of chemical and physical restraints
- Right to be free from abuse, neglect, and exploitation
- Right to participate in planning for care and treatment
- Right to participate in social and community activities at the facility and in the community

Long-Term Care Ombudsman Program: Advocating for Resident Rights...continued

- Right to know about services and financial charges
- Right to express grievances without fear of retaliation
- Right to privacy in:
 - Written and telephone communications
 - Visits
 - Financial and personal affairs
 - Medical care

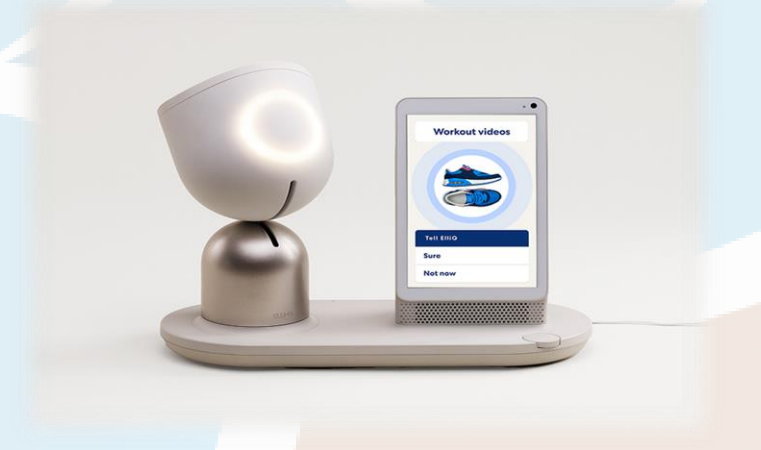
Benefits of Residential Services

- Increased safety with staff available 24 hours a day, 7 days a week
- Medication oversight
- Regular wellness monitoring
- Consistent and balanced nutrition
- Easier access to social, purpose-driven, wellness, and spiritual programs



Technologies that May Be Useful in Residential Settings

- Tablets or laptops to stay connected, to research, and to access medical appointments and records
- Smart displays that make one-touch video calls possible (Amazon Echo Show, Google Nest Hub)
- Wearable emergency call buttons
- Memory support apps (Lumosity, Peak, CogniFit, Recallify)
- Chair or bed sensors
- Robot companion (ElliQ, NEO, Abi)



Comfort and End of Life Services



Palliative Care vs. Hospice Care

- Both fall under the umbrella of "comfort care"
- Both can be offered in multiple locations
- Both are holistic forms of care that address physical, emotional, social, and spiritual needs



Palliative Care Eligibility

- Anyone with a serious illness is eligible for palliative care (no terminal diagnosis is required)
- You can receive palliative care even if you are still receiving curative treatments

Hospice Care Eligibility

- Only individuals with a life-limiting illness or terminal diagnosis, with a life expectancy of 6 months or less are eligible
- If you are on hospice, you can no longer pursue curative treatment

Palliative Care Team

Interdisciplinary team
that may include:

- Physician
- Nurse Practitioner
and/or Physician Assistant
- Nurse
- Social Worker (as needed)
- Chaplain (as needed)

Hospice Care Team

Interdisciplinary team
that may include:

- Physician
- Nurse Practitioner and/or
Physician Assistant
- Nurse
- Social Worker
- Chaplain
- Hospice Aide
- Volunteer

Paying for Palliative and Hospice Care

- Medicare

- **Palliative Care:** Covered under Medicare Part B (which covers outpatient medical services)
- **Hospice Care:** Covered under the Medicare Part A Hospice Benefit

- Medicaid (AHCCCS or ALTCS)

- **Palliative Care:** Covered by Medicaid in most states
- **Hospice Care:** Covered by Medicaid in most states

- Private Insurance

- **Palliative Care:** Covered by most private insurance plans
- **Hospice Care:** Covered by most private insurance plans

Benefits of Comfort and End of Life Services

- Reduced experience of discomfort and pain
- Support for the whole person
- Improved communication and informed decision making
- Easier access to an interdisciplinary care team
- Greater coordination of services
- Respect for personal culture and values, and healthcare preferences



Technologies that May Assist with Comfort and End of Life

- Electronic pain and symptom tracking apps
- Music streaming services with personalized playlists
- Audiobooks
- Voice- or remote-controlled environmental controls (lighting, thermostats, smart blinds, fans, adjustable beds)
- Livestreamed spiritual services
- Companion pet robots
- Digital audio and video recorders to preserve stories, or instill legacy

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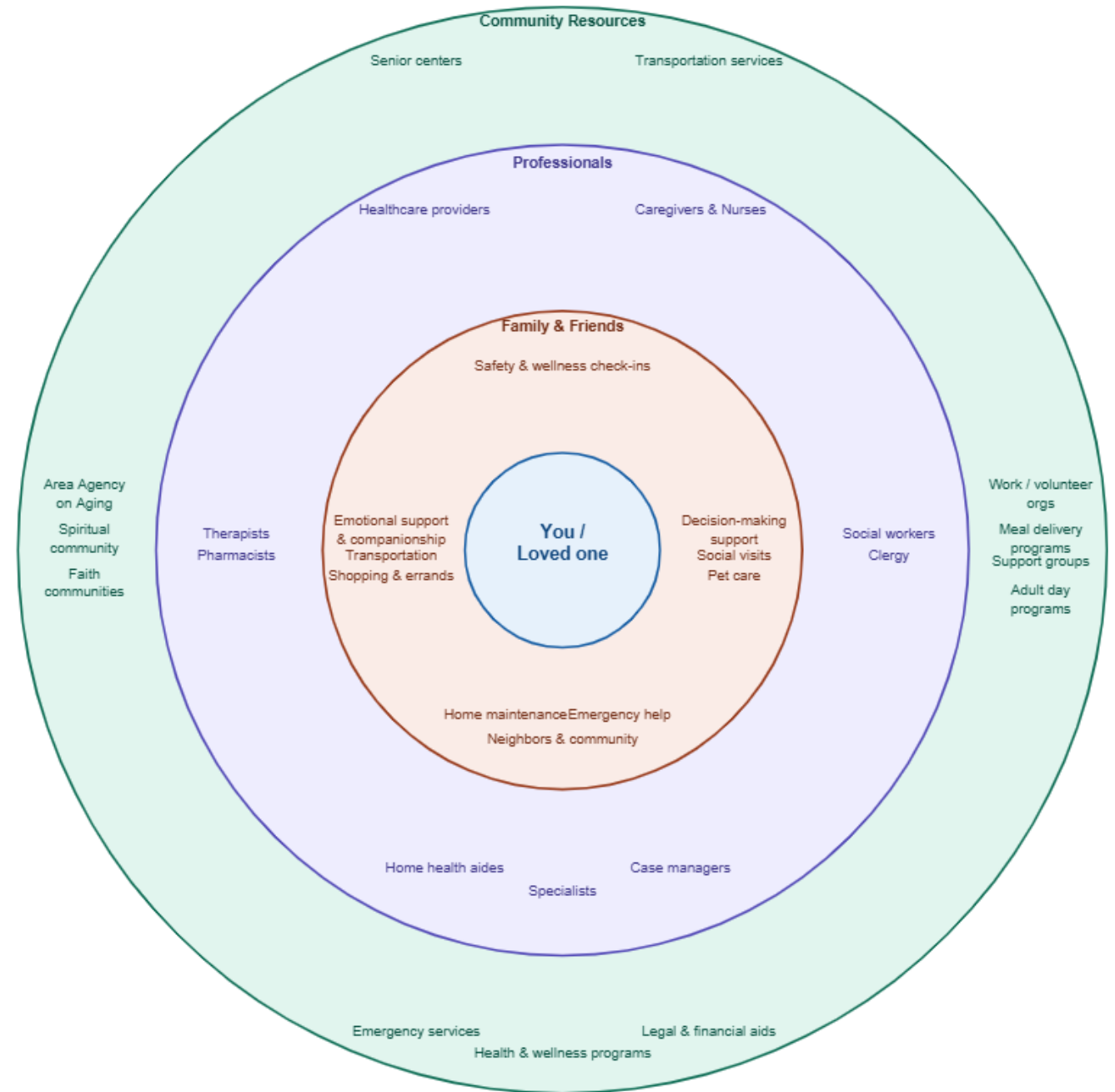
Drawing Your "Circle of Care"

What is a "Circle of Care"?

A "circle of care" is a set of concentric circles that map out the levels and types of supports and services in a person's world. They include:

- Family, friends, and neighbors
- Professionals
- Community resources

"Circle of Care"



Benefits of Drawing Your "Circle of Care"

- It makes support visible and more easily accessible
- It makes identifying support gaps more concrete, "fixable"
- It assists in future planning
- It is useful in starting difficult conversations and strengthening relationships



Technologies that Help to Draw Your "Circle of Care"

- AI assistants (Claude, chatGPT)
- Digital whiteboards (FigJam, Mural) make collaborative, real-time drawing possible when collaborators are in different locations
- Care network apps (Lotsa Helping Hands, CaringBridge, CareZone) organize care networks and allow task and role assignments

"No man is an island, entire of itself;
every man is a piece of the continent, a
part of the main." --John Donne

*"Call it a clan, call it a network, call it a tribe, call it a
family. Whatever you call it, whoever you are, you need
one."* --Jane Howard

"Alone we can do so little; together we
can do so much." --Helen Keller

*"We don't have to do all of it alone. We were never
meant to."* --Brene Brown



Questions?

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