

## MEET THE CAREGIVER NATION

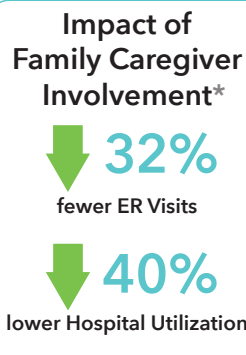
There are more than 66 million caregivers in the U.S. that provide an estimated \$520B in unpaid care to loved ones. The number of caregivers could double by 2050 as the population ages, Baby Boomers retire, and more health care responsibilities shift to families and members of the community. These caregivers need support to provide the care their loved ones deserve.

“We find that family involvement significantly decreases Medicaid utilization.”

- National Bureau of Economic Research

## OVERVIEW OF SENIORLINK’S CAREGIVER HOMES PROGRAM (Structured Family Caregiving)

Seniorlink’s Caregiver Homes program supports caregivers across the nation, making a promise to them that they will never be alone on their caregiving journey. Caregiver Homes helps caregivers deliver care with confidence as they solve day-to-day challenges and anticipate what’s ahead in the care of their loved one.



## HOW DOES THE PROGRAM WORK?

The Caregiver Homes program dedicates experienced care teams to work alongside caregivers and their families offering guidance and support through our unique model of in-home care, Structured Family Caregiving.\*\* Structured Family Caregiving provides States and their contracted managed care plans or accountable care organizations with a real option for supporting consumers at home, diverting care from costly and restrictive facility-based settings.

A qualified caregiver, often a family member, lives with the consumer and provides personal care, as needed, each day while our care teams, typically a nurse and social worker, provide information, coaching and clinical oversight, and emotional support.

Seniorlink’s intensive care model Caregiver Homes, is the first Home and Community Based Services organization in the nation to receive NCQA accreditation for three-year case management with Long Term Services and Support Distinction. Caregiver Homes has been innovating in-home care and caregiver support and engagement since 2005, and program features include:



- > Dedicated care team with background and credentials appropriate to the consumer’s and caregiver’s needs
- > Communication and collaboration with consumer’s case manager and extended medical team
- > Live-in caregiver, to observe, record and report changes in the consumer’s health and well being
- > Daily stipend for caregiver

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\*Jay V. Patel, Seniorlink’s Clinical Transformation Officer & Ann Tumlinson, Founder of Anne Tumlinson Innovations, LLC. (2017, October). *Engaging Family Caregivers Translates to Better Health Outcomes and Lower Costs*. Poster session presented at Connected Health Conference, Boston, Massachusetts.  
 \*\*Structured Family Caregiving is known as Adult Family Living in Connecticut, Adult Foster Care in Massachusetts and Texas, Monitored In-Home Caregiving (MIHC) in Louisiana, Rte @ Home in Rhode Island, Shared Living in Ohio, and Structured Family Caregiving in Indiana.

## TOP FIVE REASONS TO IMPLEMENT STRUCTURED FAMILY CAREGIVING WITH CAREGIVER HOMES

### 1 A PERSON-CENTERED AND COMPREHENSIVE APPROACH TO CARE IN THE COMMUNITY

Plans of care are person-centered, based on a consumer's needs and preferences, and are flexible enough to be responsive to the consumer's needs and interests on any given day. Clinical oversight from multi-disciplinary care teams is comprehensive to ensure quality of care for consumers with complex conditions, disabilities, and social circumstances.

### 2 RESPONSIVE AND PROACTIVE COMMUNICATION AND COLLABORATION

Care teams review electronic notes from each caregiver daily and are available by phone for immediate concerns regarding the consumer's condition. This, along with direct observation from home visits, guides clinical intervention and prompts outreach to the consumer's physician and others involved in the consumer's care if there is a change in health status, home care needs, or social circumstances.

### 3 VALUE-ADDED CLINICAL PROGRAMS

Our quality management programs are designed to improve clinical outcomes and the overall health of consumers in our program while reducing health care costs. These include:

<b>DEMENTIA CARE:</b>	<b>FALLS MANAGEMENT:</b>
<ul style="list-style-type: none"> <li>&gt; Over 5 million Americans are living with Alzheimer's and this number is expected to triple by 2050.</li> <li>&gt; The VOICE (Vital Outcomes Inspired by Caregiver Engagement) dementia care management solution leverages professional caregiver coaches to activate caregivers in their role, helping them feel more confident and provide better care.</li> <li>&gt; VOICE is designed to improve caregiver confidence, build knowledge and skills, help prevent and manage a consumer's behavioral symptoms, and reduce caregiver burnout.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 1-in-3 adults aged 65+ fall annually; 20-30% suffer moderate to severe injury.</li> <li>&gt; Care teams assess 100% of consumers for fall risk, reducing the rate of falls for those in our program.</li> <li>&gt; Fall risk and fall rate are reported, analyzed, and used in ongoing quality improvement.</li> </ul>
<b>CARE TRANSITIONS:</b>	<b>MEDICATION MANAGEMENT:</b>
<ul style="list-style-type: none"> <li>&gt; Care transitions pose a well-known risk for health, care experience, and cost.</li> <li>&gt; Care teams engage with hospitals on admission and discharge, conduct medication reconciliations post-discharge, and ensure follow-up visits.</li> <li>&gt; Plans of care reflect new needs; care teams coach consumers in self-care and caregivers in how to manage new needs.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Up to 30% of hospital admissions among adults aged 65+ are related to medication issues.</li> <li>&gt; Care teams educate on adherence and adverse events, validate appropriateness, and identify gaps.</li> <li>&gt; Interventions address psychosocial and economic barriers.</li> </ul>

### 4 INNOVATING FOR THE FUTURE

Vela, Seniorlink's innovative, caregiver-enabled technology, is a powerful communication and collaboration platform available to help Caregiver Homes families meet their evolving needs as family caregiver. Derived from Latin, meaning "sails of a ship," Vela helps caregivers navigate the complex and sometimes overwhelming world of caregiving. This transformative technology connects our care teams and other care partners - managed care and accountable care organizations (ACOs) and others - directly with caregivers to provide coaching and support, helping them coordinate and deliver care with confidence, improving outcomes and lowering costs for consumers with complex medical and behavioral health conditions.

### 5 HIGH SATISFACTION

Caregiver Homes regularly asks consumers and caregivers for input on their experience with our services:

- > 94% of consumers and 94% of caregivers say they are "very happy" with Caregiver Homes overall.
- > 84% of consumers and 83% of caregivers say Caregiver Homes has made their lives "a lot better"

#### CAREGIVER TESTIMONIAL:

“It's a decision you have to make: either you want your loved one to be in the care of other people or you just take it on yourself. I think a lot of families make that decision with their senior parents or their children who have special needs, and it's a very tense decision. You're torn between 'I want the best for my loved one,' and 'do I have the means to do this?'

I knew I made the right decision with Caregiver Homes pretty much immediately. It wasn't what I was used to with other services. I'm in my own home, leading my life day-to-day, and I've got the support I need.”

– Kelly, caregiver from Massachusetts