

A photograph of an elderly couple walking hand-in-hand through a field of tall grass. The woman is on the left, wearing a light blue t-shirt and dark pants. The man is on the right, wearing a light green polo shirt and blue jeans. They are both smiling and looking towards each other. The background shows a wooden fence and trees with autumn-colored leaves.

LIFE CARE MANAGEMENT

FOR SENIORS AND INDIVIDUALS WITH DISABILITIES

Medical
Advocacy

Financial
Advocacy

Life Care
Management

Environmental
Evaluations



COVID-19

Supporting Seniors and the Disabled
during COVID 19

Call Moderators



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Who Are We?

- Since 2011, our IKOR of Western Pennsylvania has been supporting Seniors, Adults with Disabilities, and Children with Special Needs in Southwestern Pennsylvania and the Northern Panhandle of West Virginia.
- We work to help our clients to achieve an optimal level of wellness, improve coordination of care, and quality of life while providing cost-effective, non-duplicative service.

(This means if the client's health insurance or another public or private program will provide any service at no cost or at a lower cost, we will work with the other program provider and only complete the work not covered by these other programs)



Our Team

The IKOR Life Management team includes Managing Directors, RN Patient Advocates, Personal Needs Coordinators, and Financial Advocates.

- Our advocacy team works with our clients to monitor them in any setting that they live.
- We recommend and use technologies to reduce risks and improve safety and security while preserving as much independence as possible based on the client's functional abilities.
- The IKOR Life Management Team works together to, Assess, Plan, and Manage the ongoing circumstances creating short-and-long-term goals for each client through our assessment process.
- We also offer Concierge Services, and our Life Enhancement Specialists are selected and trained to meet the individualized needs of our clients around routine activities and tasks that are not provided by other in-home providers.



What We Do

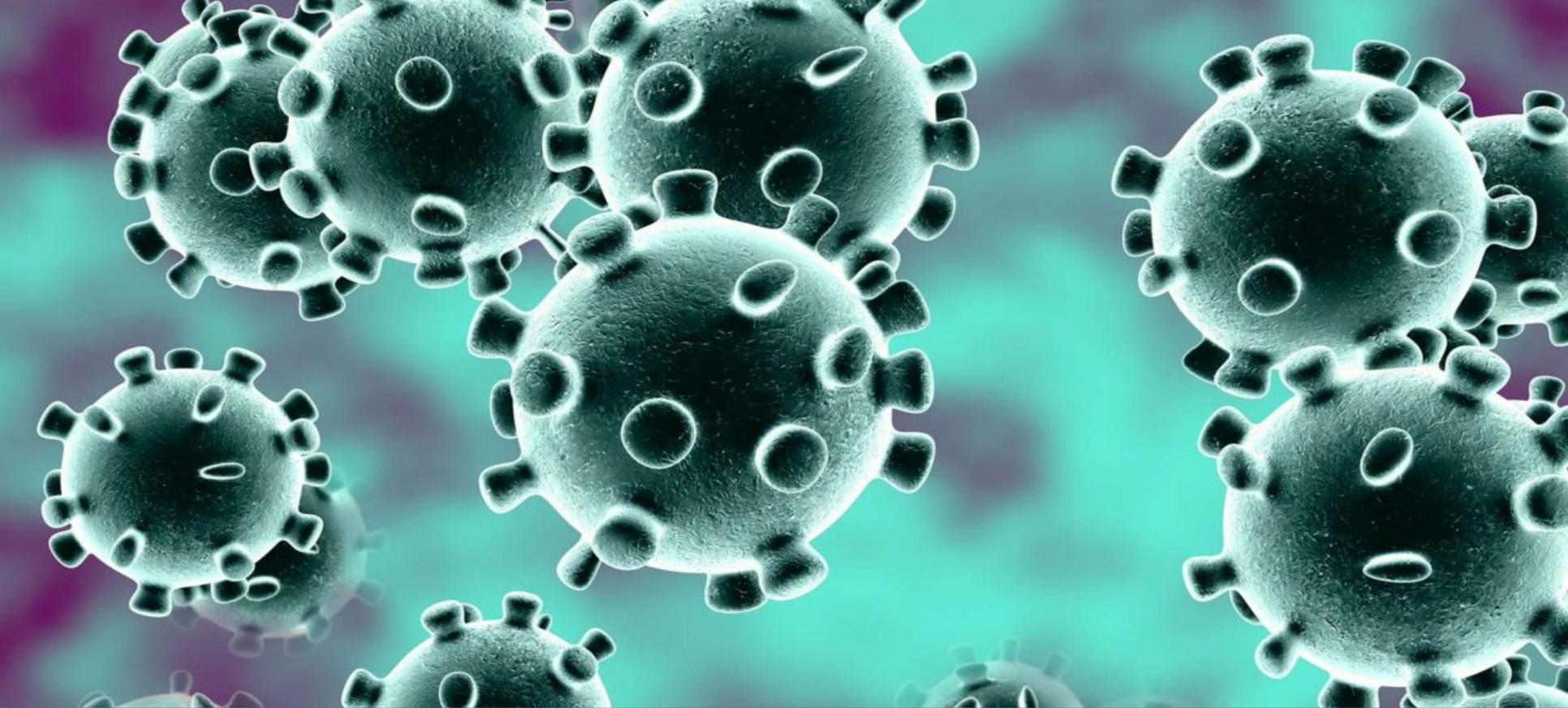
- **Health Care**
Medical Consultation, Medication Management, and Health & Wellness Guidance, Doctors appointments. Medical Power of Attorney
- **Life Management**
Assessing Needs, Preparation and Standby for future Health Care needs
- **Financial Advocacy**
Daily Money Management, Securing of Assets and Routine Bill Payment,
- **Emergency Situations**
Safe Hospital Discharge, Crisis Intervention, and Return to Normalcy
- **Safe Living**
Modification to home for mobility or safety or Relocation to the proper facility



What We Do

- **Age in Place with a Plan** for supporting Family Members living at a Distance
- **We support Lawyers, Trustees and Financial Advisors** - as they address the big picture financial and legal areas life we support by handling the details that they do not support.
- **Fiduciary Services** Acting as Power of Attorney, or Professional Guardian and other of routine life, address real estate matters.
- **Providing Concierge and Life Enhancement services** for routine tasks that are not covered by Home Care Providers
- **Benefits Assistance**
Addressing Insurance Concerns, Procurement, and Maintenance for Public Entitlements





Complications for Seniors and the Disabled with COVID19

Complications for Seniors and the Disabled

8 out of 10 deaths reported in the U.S. have been in adults 65 years old and older

Among adults with confirmed COVID-19 reported in the U.S.:

Estimated percent requiring hospitalization

- 31-70% of adults 85 years old and older
- 31-59% of adults 65-84 years old

Estimated percent requiring admission to intensive care unit

- 6-29% of adults 85 years old and older
- 11-31% of adults 65-84 years old
- Estimated percent who died
- 10-27% of adults 85 years old and older
- 4-11% of adults 65-84 years old



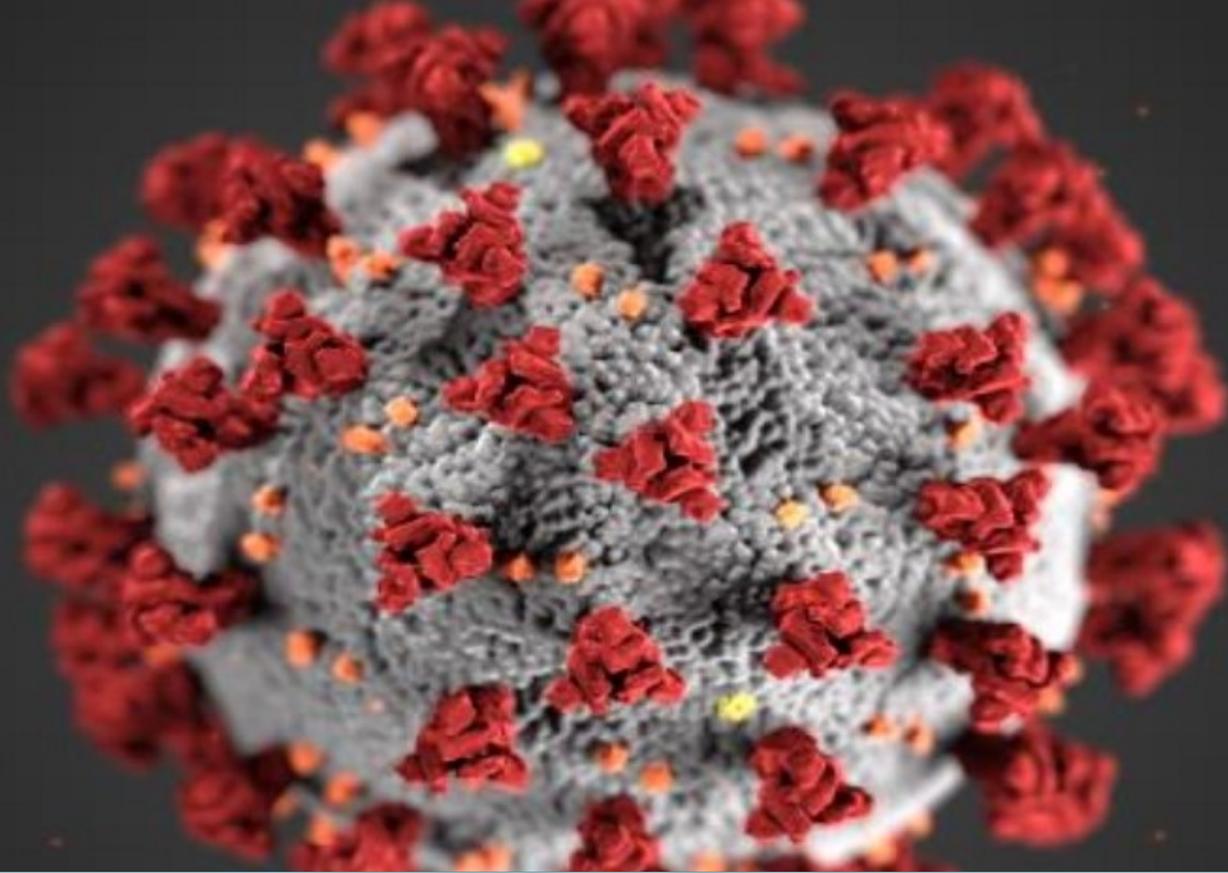
Complications for Seniors and the Disabled

People who are at higher risk from severe illness. Some people may be at higher risk of getting very sick from this illness.

This includes:

- Older adults
- People who have serious underlying medical conditions like:
 - Heart disease
 - Diabetes
 - Lung disease





Addressing Medical & Care Related Needs in the COVID Pandemic

Medical & Care Needs COVID-19

The coronavirus primarily affects the respiratory system. Transfer between humans is airborne (coughing, sneezing) or via contaminated surfaces (doorknobs, light switches) with hands then touching one's face. The virus can live on surfaces up to a few days.

Many COVID-19 cases will be mild with symptoms that are similar to the flu or a cold. Some may not have symptoms but could still be infected.

The main symptoms include:

- Cough and/or Shortness of breath
- Fever 100.5 or greater
If the fever is below 100, it is most likely a cold.
- General malaise
- Headache
- Loss of sense of smell or taste
- Gastrointestinal Symptoms



Medical & Care Needs COVID19

Considering that the disease is already here so it cannot necessarily be prevented but steps can be taken to help minimize the spread of it:

- Avoid contact with others whenever possible.
- Keep a six-foot distance between persons
- Frequent hand washing
- Avoid touching one's face
- Disinfect surfaces
- Eat well, get rest, try not to stress

The coronavirus is new which means that the world has no immunity to it.



Medical & Care Needs COVID-19

What to do if you think that you have the virus:

- Stay home and self isolate
- Drink plenty of liquids
- Do not take anti-inflammatory medications (Ibuprofen) many reports confirm that they exacerbate the condition. Take Tylenol.
- Frequent hand washing with soap and water when possible or use of a hand sanitizer.
- Restrict contact with pets and animals until more information is known.
- If leaving the home, maintain a six foot distance from others.

If symptoms worsen, call your doctor or paramedics.
Don't go to the doctor or the emergency room.



Senior Communities COVID-19

Policies and Procedures for Visitors CDC

Because of the ease of spread in a long-term care setting and the severity of illness that occurs in residents with COVID-19, facilities have restricted all visitation to their facilities except certain compassionate care situations, such as end of life situations.

We recommend abiding by any restrictions or requests put in place by the hospitals, skilled nursing facilities, and other care communities we visit.





Addressing Psychosocial Concerns in the COVID Pandemic

Psychosocial Needs COVID-19

Tips for Dementia Caregivers

Most likely, dementia does not increase risk for COVID-19.

However, dementia-related behaviors, increased age and common health conditions that often accompany dementia may increase risk.

People with Alzheimer's disease and all other dementia may forget to wash their hands or take other recommended precautions to prevent illness. In addition, diseases like COVID-19 and the flu may worsen cognitive impairment due to dementia.

Ask your pharmacist or doctor about filling prescriptions for a greater number of days to reduce trips to the pharmacy.

Think ahead and make alternative plans for the person with dementia to have care, respite, or home care for day programs that are cancelled in response to COVID-19.

Think ahead and make alternative plans for care management if the primary caregiver should become sick.



Psychosocial Needs COVID-19

Tips For People With Mental Illness:

- For anyone who is unsure about attending therapy sessions outside the home, especially those who the CDC has described as being at higher risk, you can ask your health care provider about tele-therapy or mental health services online.
- For anyone who is worried about access to prescribed medications, you can ask your health care provider about getting 90-day supplies vs. a 60 or 30-day supply. If this is not possible, we encourage you to refill your medications as soon as they are allowed or call us to help with getting medications outside of insurance.
- At home mental providers are not visiting clients, they are dropping off medications and calling.

Note: If healthcare providers deny/decline making accommodations, challenge the decisions at least three times. Decision-makers are making health plan adjustments may as conditions worsen.



Psychosocial Needs COVID-19

Mental Health Recommendations

- Schedule routine calls with those with Mental Health diagnosis to address taking their medications as prescribed and to monitor mental health symptoms
- Connect with mental health providers and service coordinators to determine their crisis planning system to ensure that they are meeting our client's needs.
- Encourage walks outside with limited interactions when it makes sense based on the client's functional abilities.
- Order games, books, art, and magazines to be delivered to those with mental health concern based on their interests to keep them occupied.



Psychosocial Needs COVID-19

Social Recommendations

- Keep regular routines and schedules as much as possible or help create new ones in a new environment, that include creating purpose, learning, playing and relaxing.
- Physical exercise (e.g. yoga, tai chi, stretching going for walks) with people who live with them.
- Talking on the telephone or computer
- Skype and Facetime group chats watching movies together, play online games together
- Attend religious services online
- Purpose Problems create stress and anxiety
- Write Cards, Notes and send small gifts let people know you are thinking of them.





Addressing Environmental Concerns in the COVID Pandemic

Environmental Concerns and Technology

Cleaning the home and doing laundry is vital during this pandemic.

Wear gloves

Use disposable gloves when cleaning and doing laundry.
Throw away gloves after each use and wash hands.

Clean surfaces

Before disinfecting, if surfaces are dirty, clean them with a detergent or soap and water.

Hard surfaces

To disinfect hard surfaces, use an EPA-approved disinfectant or use a diluted household bleach solution of 1/3 cup of bleach per gallon of water or 4 teaspoons of bleach per quart of water.

High touch surfaces

Frequently clean tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks, cell phones and other surfaces that are touched repeatedly.



Environmental Concerns and Technology

The White House Office of Science and Technology Policy released a report designed to identify innovations to improve the lives of older adults and persons living with disabilities. The report outlines six key areas in which technology can support continued independence in aging.

- Key activities of independent living, including technologies to support good nutrition, hygiene, and medication management.
- Cognitive skills, including technologies to help older adults monitor changes in their cognition and technology-based systems to help older adults maintain financial security.
- Communication and social connectivity, including video calling and other technologies that connect older adults and far-away friends and relatives.
- Personal mobility, including technologies to help people move safely and easily throughout their homes and communities.
- Access to transportation, including vehicle modification and supports to help older adults more easily and safely access public transportation.
- Access to healthcare, including technologies to align and coordinate care.



Environmental Concerns and Technology

During the last several months, we (IKOR of WPA) have been testing and developing a new system with technology with a small group of our clients. The heart of this program is a large touchscreen appliance in the residence of a senior or an adult who can live independently with additional support.

The Safety Net Program powered by GrandCare Features Includes:

- Virtual HIPAA compliant video visits: a new service with virtual check-in
- Calendar scheduling directly to the touchscreen in the home
- Care Coordination between caregivers, care managers, and family
- Caregiver check-in button in the home
- Caregiver to-do checklists (bathing, medications, grocery shopping, etc.)
- Remote activity sensor monitoring (e.g., resident didn't get out of bed, the caregiver didn't arrive)
- Telehealth capabilities (automatic BP, weight, pulse ox, glucose, temperature recordings to the system)
- Medication Management - prompts to take medications, dosage, what medications look like





Addressing Financial & Legal Recommendations in the COVID Pandemic

Legal and Financial COVID-19

Important documents to get in place

- **Health Care Powers of Attorney:** Allow a person or family member to make health care choices for you when you cannot make or communicate your own health care decisions.
- **Advanced Directives:** Some people feel very strongly about end-of-life care and choices. For those people, putting those wishes in a legal document ensures that those wishes can be carried out effectively by a Health Care Agent. Our Nurses do Five Wishes with our clients, but we recommend doing legal advance directives too.
- **HIPAA Authorization:** This authorization allows other people to receive information about your health status. There may be people that you want to have access to this information; conversely, there may be people that you do not want to have access to this information. This authorization makes it clear who can receive that information and who cannot.



Legal and Financial COVID-19

Durable Powers of Attorney: A DPOA is legal document that allows you to appoint a trusted person, as an Agent, to access your assets or make financial decisions or transactions on your behalf. This document is effective only during your lifetime, which is why it is so important. An Agent's ability to act for the Principal can be limited to times of emergency such as when you are incapacitated.

- Access your bank accounts to pay your bills in a time when you cannot
- Engage a long-term care insurance policy if you need care.
- Ensure your taxes can be paid if you cannot pay them.
- Real estate transactions are extremely difficult to complete without this document.
- This document, when drafted carefully, can offer asset protection so that you can preserve your assets for a spouse or loved ones.
- Truly, this is one of the most important documents an adult could have.

Without it, you are forced to have a court-appointed guardian to handle your assets and make decisions for you.



Legal and Financial COVID-19

Wills and Trusts are important documents that can create peace of mind to you and your loved ones if you become critically ill. These legal documents are directives for your loved ones for handling your property after your death.

- A Will informs others how your assets should be distributed upon your death to your loved ones as the estate passes through a public process called probate.
- Living Trusts and Pour over wills have benefits as well, Contact an Estate Planning for Elder Law Attorney to consult in these important areas. If you need a referral contact our office we can help you find an attorney in your area.
- Organizing Bills and having a Budget can also support in an illness.





Dealing with Hospitalizations

Discharge Planning

Discharge plans evolve and change daily; what they tell you today will likely be different tomorrow.

- Medicare recommends Skilled or Acute Rehabilitation after three or more days of a qualifying inpatient hospital stay. Medicare follows this procedure for medically necessary physical, occupational, and speech therapy. For seniors to get stronger.
- Seniors often demand to go home instead of participating in crucial inpatient skilled or acute rehabilitation therapy programs.
- When offered Skilled or Acute Rehabilitation everyone should go!
- Older adults are most often concerned about their independence, and they worry that going to skilled or acute Rehabilitation might be the first step in someone trying to take their independence away.
- The most significant factor that will lead to a loss of independence is to NOT participate in inpatient skilled or acute rehabilitation therapy programs after hospitalization when it's offered.



Discharge Planning

Our typical discharge planning process focuses on:

- What level care is needed to recover fully recovery
- Are they strong enough to resume full functioning?
- Can they complete Instrumental Activities of Daily Living?
- Can they complete Activities of Daily Living?
- Have their medications been changed, and do they have the ability to recognize and understand the changes?
- How will they get their medications?
- Do they have the care at Home for the things that they can't do for themselves?
- If we need to bring in home care has it been set up for when they get home?
- What are their dietary needs?
- Can they prepare meals?
- Is the home accessible to them does it need modifications?



Discharge Planning

Discharge to Home

- Medicare coverage includes outpatient therapy services (speech, physical, and occupational therapy), home health care, hospice care, and durable medical equipment (such as a wheelchair or walker). Has the facility that is discharging arranged for this? THEY SHOULD!
- Has hospital, skilled, or acute Rehabilitation arranged any follow-up appointments with health care providers after any hospitalization or skilled or acute rehabilitation stay? THEY SHOULD!

It's crucial to have a proper discharge and to follow medical recommendations exactly after discharge to avoid readmission.



Discharge Planning

Our Discharge Concerns after COVID-19

- For ANYONE in a Skilled Facility request their Emergency Medical Plan for return prior to leaving the facility. If someone is in Long Term Skilled Care NOW ask them about the plan for return.
- Anyone hospitalized for the CORONAVIRUS is going to require Acute Intensive Care Management Daily. We know that if we have any client that is diagnosed we need to continue to do the next best thing for them daily and be calling and working daily with the treatment team and the Nurse Care Manager and the Social Worker for Discharge Planning. With the overloaded medical system EVERYONE who recovers will need an advocate.
- If someone goes to the Hospital with suspected COVID19 and you have a choice of hospitals, choose a hospital with Acute Rehabilitation. Skilled Rehabilitations Units unless they are mandated by the government will likely not accept anyone who has had a CORNAVIRIUS diagnosis.



Discharge Planning

- Getting PT, OT, and Speech Therapy might be hard to come by because of an overloaded system. Best outcomes for PT, OT and Speech Therapy for recovery will be in hospitals that have Acute Rehabilitation on another floor.
- If someone has a Long-Term Care Insuring Policy start evoking it while they are in the hospital

Get on the phone with Home Care for any hospitalization if someone plans to return home. That system is taxed as well. We anticipate that there will be a shortage in Home Care as well.





CORONAVIRUS RESOURCES

Resources

Resources in Southwestern Pennsylvania

24/7 Hotline for Southwestern PA Residents

- During the COVID-19 crisis, [United Way's PA 2-1-1 Southwest](#) has established a formal arrangement to assist the Allegheny County Health Department.
- Those seeking help should dial 2-1-1, text their zip code to 898-211, or visit [PA211sw.org](#).
- United Way's PA 2-1-1 Southwest is a trusted source for reliable information. To receive text messages with the most up-to-date information and resources, sign up at [pa211sw.org/text-alerts](#).



Resources in Southwestern Pennsylvania

Mental Health Crisis Hotlines and providers for our area

Allegheny:	888-796-8226	Resolve Crisis Network
Beaver:	800-400-6180	Beaver County Crisis Help Line
Butler:	800-292-3866	Center for Community Resources
Fayette:	724-437-1003	Fayette County Crisis Hotline
Washington:	877-255-3567	Washington County Crisis Line

Alzheimer's Association 24/7 Hotline for caregiver support:

1-(800)-272-3900

The Caregivers First Initiative (412) 924-0400 is a free service that helps caregivers in Allegheny County manage stress and learn strategies to cope and care for themselves.



Resources in Southwestern Pennsylvania

Grocery items, Medication, and Supply Delivery

During the time of the pandemic, IKOR of Western Pennsylvania is offering complimentary support to **ANYONE** located in Southwestern Pennsylvania (not just our clients) via phone or email for groceries and any supplies that can be ordered online.

You can call Jessica Parsons 412-863- 8874 or jessica.parsons@ikorofwpa.com

Jessica is our Operations Coordinator / Concierge for anyone who needs assistance with these services.

We will help with medication concerns by making phone calls to the pharmacy for home delivery. If someone needs help with in-person delivery of an item that cannot be delivered through online programs we will seek assistance from churches or community members by having items left on porches or in public areas for a client or caregiver to collect.



Questions?



THANK YOU

FOR JOINING US TODAY!



Visit our website today!
www.ikorofwpa.com