



Home Health Care

*For Better Outcomes in the Continuum of Care of
Your Patients*



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Indianapolis, IN 46205
Central Intake/Office: 317. 252.5958
Fax: 317.726.5223
www.caregivershealth.com



Objectives:

- To introduce CareGivers, Inc. Home Health Care services and program specialties offered
- To address *“What you should know about home care”*
- To demonstrate how home care can be *an integral component* of physician’s care.
- To discuss how physicians can improve patient outcomes and maximize their compensation
- To introduce the *new* Low Vision program specialty

Introduction:

- Claudia Chavis, MHA President & CEO
- Lynette Green-Mack, MD Medical Director &
Professional Advisory Committee Member
- Ceil Upchurch, OTR
Low Vision Program Coordinator
- Nady Gabriel, PT V.P. of Marketing

About CareGivers, Inc.

- Local agency; privately owned and operated serving Indianapolis, Bloomington, Fort Wayne and surrounding counties
- *"1-Stop Shop"* providing skilled medical and personal care services in the privacy of the home
- *Celebrating 20 years of service in the community!*

Managing Partners

- Claudia J. Chavis, MHA
President & CEO
- Linda M. Henderson, RN
Vice President, Clinical Services
- Nady Gabriel, PT
Vice President, Marketing
- Cinda Stultz
Business Manager

The Mission

...To nurture, heal, and maintain clients at home by providing the highest quality care in an ethical, cost-effective manner. We are dedicated to fostering independence, preserving dignity and improving the *quality of living* through our most valued asset, our employees.

“ 1-Stop Shop ”



- Skilled Nursing
- Therapies:
 - ✓ Physical
 - ✓ Occupational
 - ✓ Speech Language Pathologies
- Medical Social Work
- Home Health Aide Services



- Bathing & dressing
- Laundry
- Meal preparation
- Medication reminders
- Companionship
- Respite /Att. Care
- Private Duty Services



Our Dedication to Quality

- 98% clients report they will use CareGivers again
- 0% Central Line Catheter Infection rate
- 2008 Indiana State Department of Health results:
 - ✓ "0" Federal Deficiencies
 - ✓ "0" State Deficiencies
 - ✓ "0" Complaints
 - ✓ *Substantial Compliance* (highest ranking)



Our Dedication to Technology

- Point of Care – Field clinicians utilize electronic documentations (Laptops) since 2009
- In Home PT/INR Monitoring
- ECIN – Informational and Connectivity solutions that enable health care providers to deliver medical, demographic and financial information at discharge electronically.
- Physician Portal – Planned for 2011



Network Affiliations

- Clarian Alliance
- Clarian Advantage MCRR
- Advantage Health Solutions MCRR
- Humana MCRR
- United Healthcare: AARP MCR Complete, Evercare MCR and Secure Horizons
- Cigna MCRR



CareGivers, Inc.

Ease of Referral Process

- *Call Central Intake: (317) 252-5958
Toll free: 1-888-400-9609*
- *Fax: (317) 726-5223*
- *Call after hours: contact with “live” personnel*
- *Available 24 hours a day, 7 days a week, 365 days a year!*



“What You Should Know about Home Care”

Types of Licensed Agencies

- Personal Services Agencies
- State Licensed
- Licensed *and* Certified



Traditional Payment Sources

- Medicare
- Medicaid
 - Waiver
- Insurance
 - Commercial
 - VA
 - Long Term Care (LTC)
- Community Programs
 - “Choice”
- Private Pay



Medicare Guidelines for Coverage of Home Care Services

- *“Homebound”* means:
 - leaving home is a taxing effort
 - unable to leave home unassisted
 - when the patient leaves home, it must be to get medical care; or for short, infrequent non-medical reasons such as a trip to barber or beauty shop, to attend religious services or a licensed adult day care.

Medicare Guidelines for Coverage of Home Care Services

- Patient requires *skilled services* of a RN, PT, OT, and/or speech language pathologist *that are medically reasonable and necessary to the treatment* of a Medicare beneficiary's illness or injury
- Patient and/or caregiver is willing and able to participate in the plan of care
- Skilled services are part-time and intermittent
- *Under the care of a physician*

Physician Care Plan Oversight (CPO)

- Certification (CPO Code G0180)
- Recertification (CPO Code G0179)
- Care Plan Oversight (CPO Code G0181 HHA)
- Care Plan Oversight (CPO Code G0182 Hospice)

The CareGivers' Difference



Home Care Compare Results

(As of April 2010)

Measures	CareGivers	State	National
Percentage of patients who get better at walking or moving around	50%	45%	46%
Percentage of patient who get better at getting in and out of bed	60%	55%	54%
Percentage of patients who have less pain when moving around	69%	63%	64%
Percentage of patient whose bladder control improves	52%	48%	47%
Percentage of patients who get better at bathing	59%	62%	65%
Percentage of patients who get better at taking their medicine correctly (by mouth)	36%	41%	43%
Percentage of patients who are short of breath less often	68%	62%	60%
Percentage of patients who stay at home after an episode of home health care ends	65%	66%	67%
Percentage of patients whose wounds improved or healed after an operation	88%	80%	80%
Percentage of patients who had to be admitted to the hospital *	31%	31%	29%
Percentage of patients who need urgent, unplanned medical care *	23%	24%	22%
Percentage of patients who need unplanned medical care related to a wound that is new, is worse, or has become infected *	1%	1%	1%

Program Specialties

- Lymphedema
- Diabetes Mellitus
- Congestive Heart Failure
- Chronic Obstructive Pulmonary Disease
- Pressure Ulcer or Wounds
- Joint Replacement
- New Program: *Living with Low Vision*



HomeSight™

**A revolutionary and innovative
Low Vision Program for the
visually impaired**

What is Low Vision?

- A significant reduction of visual FUNCTION
- Cannot be fully corrected by ordinary glasses, contact lenses, medical treatment and/or surgery.

Definitions of Vision Impairment

ICD 9 coding - PPS 2008-5A

All definitions refer to the best corrected visual acuity (VA) in the better eye:

- Moderate- VA is 20/60 or less
- Severe- VA is 20/160 or less or visual field is 20 degrees or less
- Profound- VA is less than 20/400 or visual field is 10 degrees or less

More Definitions of Vision Impairment ICD 9 coding - PPS 2008-5A

- Near Total Impairment- VA is less than 20/1000 or visual field is 5 degrees or less
- Blindness (total impairment)- No Light Perception

Legal Blindness

- VA does not exceed 20/200 in the better eye with correcting lenses, or the visual field subtends no greater than 20 degrees.

Vision loss from eye diseases will increase as Americans age

- Visual Impairment now affects 3.3 million Americans over 40 or 1 in 28
- There will be 5.5 million visually impaired Americans by 2020
- People over 80 years of age equal 8% of the population but account for 69% of blindness

Source: Archives of Ophthalmology, April 2004

Source: 2004 NEI/Nat'l Institutes on Health (NIH)

More statistics...

- While 1 out of 6 people age 65 or older are seriously visually impaired, *less than 4% of health care practitioners provide low vision care.*
- Over 96,000 Hoosiers over the age of 40 are legally blind or visually impaired.
- Gallup Poll: Nearly 90% of older Americans want to live independently in their own homes.

The Good News: The real world does not require 20/20 vision!

- Newsprint requires 20/50 vision
- Menu at McDonald's requires 20/80 vision
- Microwave controls require approximately 20/100 vision
- Grooming requires 20/50 – 20/100 vision

Common Causes of Visual Impairment in Seniors

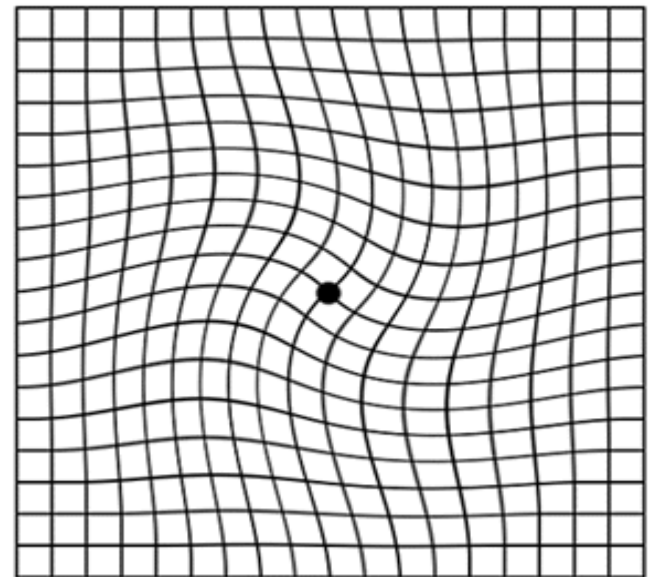
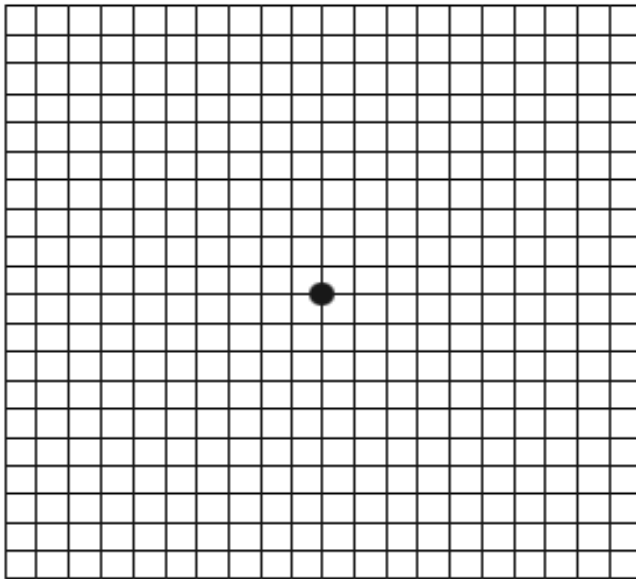
- Macular Degeneration
- Glaucoma
- Cataracts
- Diabetic Retinopathy
- Homonymous Hemianopia

Some Signs of Low Vision

Difficulty:

- Recognizing a familiar face
- Reading—print appears broken, distorted or incomplete
- Seeing objects and potential hazards such as steps, curbs, walls, uneven surfaces and furniture
- Setting up medications
- With matching colors

Amsler grid: Macular issues



Cataracts



Glaucoma



Vision Rehabilitation- OT

- Provides tools and training to help people with significant vision loss maintain their independence. The vision loss is permanent, but the ability to perform daily living tasks with impaired sight is learned or relearned in vision rehabilitation.

Rehabilitation of Independent Living Skills- OT

- **Skilled** training in adaptive techniques for tasks such as cooking, grooming, labeling and medication management to increase independence. Instruction takes place in the home.

Training in use of optical and non-optical low vision aids

- **Optical aids** may be prescribed by a vision specialist and include devices such as handheld magnifiers, telescopes, prismatic glasses and electronic magnification devices.
- **Non-Optical Vision aids** are items designed to promote independent living, such as talking glucometers, talking alarm clocks, watches, and large print calendars.

Our Registered Nurses and PTs:

- Open cases and screen for low vision indicators *while* assessing overall medical conditions,
- Watch for patients who have medication errors or non-compliance, recent falls, dietary insufficiencies, disease management issues, isolation and depression related to vision loss; and
- Develop the treatment plan.

Measurable Outcomes!

- **SAFETY** -Mitigate the risk of falls, adverse events, unexpected hospitalizations, and use of emergent care
- **COMPLIANCE** -Promote independent management of medications and enhance compliance with physician treatment protocols
- **NUTRITION** -Improve patient's ability to prepare and adhere to prescribed diets
- **PERSONAL CARE** -Increase functional independence and augmented activities of daily living with specialized household modifications

The Process

- Referrals go through Central Intake 1-888-400-9609
- Referrals can be made by a patient, family member, case manager, doctor, nurse etc.
- Orders can be from a PCP or a specialist; **optometrists cannot sign the "485"**. Some specialists prefer to have the PCP do care plan oversight
- Treatment is covered 100% by Medicare



Q & A

Nady Gabriel, PT
Vice President, Marketing

Physician Recommended
...Client Preferred



CareGivers^{inc}

THE **BEST** HOME HEALTH CARE

CareGivers²
PERSONAL CARE SERVICES