

COMMUNITY RESOURCES FOR SENIORS: Best Practices in FCN Referrals

These are samples of the type of resources found on resources on the NOAH web site:

General Resources: These can direct you to appropriate resources of all types:

- Senior LinkAge Line: 1-800-333-2433 (www.minnesotahelp.info)
- United Way: Dial 2-1-1 (formerly First Call for Help)
- Care Navigator Line: 651-635-9173 or 1-800-261-0879: A service of Allina Home and Community Services. Use is NOT restricted to patients of Allina clinics.
- Reliable health information: www.healthfinder.gov

Physical Resources

Discharge Planning: CMS has a helpful booklet at: <http://www.medicare.gov/publications/pubs/pdf/11376.pdf>.

Home Health Agencies

- Minnesota Home Care Association: Check www.mnhomecare.org for member agencies.

www.medicare.gov/HHcompare: Home Health Compare—rates Medicare-certified HH agencies based on outcomes.

- Downloadable CMS brochure re comparing HH agencies:
<http://www.medicare.gov/Publications/Pubs/pdf/11070.pdf>
- Medicare Home Health Benefit Coverage criteria:
 - Medicare is primary insurance
 - Skilled need:
 - Unstable medical condition—skilled observation/assessment results in changes in regimen
 - Skilled procedures (wounds, indwelling catheters)
 - Need for Physical or Speech Therapy or ongoing need for Occupational Therapy
 - Beneficiary is Homebound: Leaves home infrequently and it is a taxing effort—needs assistance, including Assistive Device for ambulation; excludes going to medical appointments and attendance at religious services.
 - **In doubt? Call Home Health Agency of client's choice to request assessment.**

Home Safety Issues: Lifeline: 1-800-797-4191: <http://philips.lifelinesystems.com>

Medication Reminder devices

- Top picks in medication reminder devices: <http://seniorhealth.about.com/cs/prescriptiondrugs/tp/medremind.htm>
- Tips for choosing medication reminder devices: <http://rememberitnow.com/blog/2010/02/11/medication-reminders-home-devices/>
- Understanding medication reminder devices:
<http://agingparentrescue.com/medication/what-is-an-electronic-medication-reminder-device>

Meal/Nutrition Assistance: Meals on Wheels: 612-623-3363

Transportation Assistance: Metro Mobility: 651-602-1111; Transit Link: 651-602-5465

Energy Assistance

Low Income Heat Energy Assistance Program (LIHEAP) <http://www.acf.hhs.gov/programs/ocs/liheap/>

Low Vision Resources: Vision Loss Resources: 651-224-7662 or 612-871-2222

TED (Telephone Distribution Program): www.tedprogram.org

Discharge Planning: Discharge Planning assistance (when the older adult has been hospitalized): CMS Discharge Planning

Checklist: <http://www.medicare.gov/publications/pubs/pdf/11376.pdf>.

Medicare and Insurance:

Medicare Basics: www.medicare.gov or 1-800-MEDICARE (1-800-633-4227)

Downloadable brochure explaining total Medicare program: (7/09)

<http://www.medicare.gov/Publications/Pubs/pdf/11034.pdf>

Affordable Care Act of 2010 (Health Reform): Summaries at:

- http://www.healthreform.gov/affordablecareact_summary.html
- http://www.healthcare.gov/news/factsheets/benefits_for_seniors.html **Printable fact sheets**

Answers to insurance questions:

- SHIP (State Health Insurance Program); call Senior LinkAge line to access: 1-800-333-2433
 - For questions about insurance, including Medicare
- Medicare Plan Finder: Medicare Plan Finder: www.medicare.gov; “Health & Drug plans”; “Compare Drug and Health Plans”. Helps elders and families decide which is the best insurance option for them.

Emotional/Psychological Resources

Assessment for Depression

- PHQ-2 Depression Screening Tool: http://www.commonwealthfund.org/usr_doc/PHQ2.pdf
- Geriatric Depression Scale: http://www.chcr.brown.edu/GDS_SHORT_FORM.PDF

Distinguishing between the pseudodementia of depression and dementia

- http://www.ehow.com/about_5417503_depression-vs-dementia.html

Cognitive assessment

Mental Status Exams: (Mini Mental requires you to pay to use it.)

SLUMS (St. Louis University Mental Status Exam) is better at detecting mild cognitive impairment:

SLUMS: http://www.elderguru.com/downloads/SLUMS_updated.pdf

SLUMS exam instruction: http://www.elderguru.com/downloads/SLUMS_instructions.pdf

Other Emotional/Psychological Resources

- Respite services: The Gathering: 651-414-5291: cklaver@lyngblomsten.org or 763-422-6960 for Anoka County
- Caregiver Resources:
 - Metropolitan Area Agency on Aging: 651-641-8612; www.tcaging.org: go to “Finding Help.”
 - Minnesota Family caregiver Support Program
 - Downloadable document: **Resources for Family Caregivers**—can be found at: www.mnaging.org/advisor/CareWellResourceList.doc.

Socio-economic Resources

Minnesota Health care programs

- Downloadable brochure explaining programs at: <https://edocs.dhs.state.mn.us/lfsrver/Public/DHS-3182-ENG>
- Three-fold customer-friendly version: <https://edocs.dhs.state.mn.us/lfsrver/Public/DHS-3860-ENG>

Prescription Drug Assistance: Rx Connect (State’s Prescription Drug Assistance Program): Call the Senior Linkage Line.

