

Home Care Options In Brown County



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WHAT IS HOME CARE

Live-in Care, Home Care, Home Health Care and In-Home Care are terms used for services brought into the home to provide assistance with daily needs of a person. Home care can provide the help needed so people can remain independent in their home. The person receiving the care may be recovering from an illness or accident, facing a terminal illness or be frail due to age. Whatever the type of care needed, ranging from simple household tasks to skilled nursing procedures, a home care agency or an independent home care worker can be hired to provide the services.

You will see terms such as homemaker, companion, personal care worker, Certified Nursing Assistant, and nurse's aides frequently used to describe a home care worker. The chart below defines an independent care worker and home care agency with commonly used terms to describe those services.

Type of Service	Definition	Terms Used
Independent Home Care/Personal Care Service	<ul style="list-style-type: none"> ● Hired independently of an agency ● Provides care for basic non-medical personal needs, housekeeping services, companionship, ● Worker found through the newspaper, friends/neighbors, or referral service. ● Private pay. 	Homemaker, companion, personal care worker
Twenty-four hour live-in care	<ul style="list-style-type: none"> ● Hired through a referral service ● Provides care for basic non-medical personal needs, companionship ● Private pay 	Live-in companion.
Home Care Agency: Non-Medical Service	<ul style="list-style-type: none"> ● Assistance provided through a non-licensed or licensed home care agency ● Provides care for basic non-medical personal needs ● Private pay, private insurance, minimal Medical Assistance 	Certified Nursing Assistant, home health aide, personal care worker.
Home Care Agency: Medical Service.	<ul style="list-style-type: none"> ● Assistance provided through a licensed home care agency ● Provides skilled nursing care ● Medicare, Medical Assistance, private pay or private insurance. 	RN, LPN, Certified Nursing Assistant

WHEN TO USE HOME CARE

When considering using home care services and deciding what type of in-home care to choose, think about the areas where assistance is needed. The following list may help you.

Needs	Notes
Meal preparation	
Grocery shopping	
Assistance with laundry	
Assistance with bills	
Companionship	
Transportation	
Walking inside/outside of the home	
Assistance with bathing	
Assistance with dressing	
Assistance with toileting	
Assistance with feeding self	
Light housecleaning	
Monitoring of medication	
Monitoring of diabetes	
Monitoring of blood pressure	
Wound care	
Injections	



IN-HOME WORKER PROGRAM OF THE AGING & DISABILITY RESOURCE CENTER

Instead of using a home health care agency, you may choose to hire an independent home care worker. These individuals can be located through a referral source such as the Aging & Disability Resource Center.

The **In-home Worker Referral Program** of the Aging & Disability Resource Center is a reliable referral service for consumers or families wishing to hire an independent home care worker. The home care worker is recruited, screened and interviewed by the In-Home Worker Specialist. All applicants are asked to have at least two years of related experience. Criminal background checks are conducted and personal references are checked. The workers are NOT employed by the Aging & Disability Resource Center but are employed by the consumer or family member.

When a consumer or family member makes a request for an in-home worker, an Information & Assistance Specialist from the Aging & Disability Resource Center will talk to you over the telephone, at the ADRC, or in the home to help define the exact care needs. When your needs are determined, an I&A Specialist will request that the In-Home Worker Specialist search the database for potential workers who are able to respond to your needs. These names are then given back to an I&A Specialist for review, who then in turn passes the names on to the consumer or family member. This search for available workers takes about 3-4 days. We recommend all workers are called and interviewed to determine which worker would best match with the consumer in need of help. The consumer or family member is responsible for the hiring and supervising of the in-home worker.

For further information contact the Aging & Disability Resource Center of Brown County at 920-448-4300 Monday through Friday, 8:00am to 4:30pm.

FINDING AN INDEPENDENT HOME CARE WORKER ON YOUR OWN

Many people choose to find home care workers through the newspaper or through advice from friends/neighbors who have had independent workers in their home. We would offer a word of caution about this approach. While many workers have very good intentions and may be excellent workers, remember when you hire someone independently you are the employer. You are responsible for all of the benefits and drawbacks of this employment agreement. If you have questions about how to proceed with hiring a worker, contact the In-Home Worker Specialist at the Aging & Disability Resource Center of Brown County for informative handouts. Call 920-448-4300 Monday through Friday, 8:00am to 4:30pm.

HIRING IN-HOME WORKERS

Before interviewing people for the position, review your notes from page 3 and decide how many hours and days per week assistance may be needed. You will need a job description and a contract prior to the interview. The In-Home Worker Specialist at the Aging & Disability Resource Center can help you locate this information. Call the ADRC at 920-448-4300, Monday through Friday, 8:00am-4:30pm for further information.

The interview process with the prospective home-care worker is a very important one. You will be able to determine the candidate's experience, competence and compatibility. Some questions you may want to consider during the interview include:

Questions	Candidate 1	Candidate 2	Candidate 3
Days and hours available?			
Past experience in home care?			
Current place of employment?			
Wage expected?			
Flexibility of candidate's schedule?			
Review job description and contract			
References			
Skills match clients needs?			
Candidate has transportation/car insurance			
How will cancellations be handled?			

DEVELOPING AND MAINTAINING A RELATIONSHIP

As with any relationship, communication is important. Meeting with the in-home worker can help in establishing a positive working relationship. The better the worker understands what is to be expected, the better the job performance. You will also want to review the client's daily routine, dietary likes/dislikes, background history, house rules and other important information.

Arrange for routine meetings with the in-home worker to discuss the working relationship, the physical condition of your loved one and concerns as a way to maintain a good working relationship. The meetings can be held bi-weekly, monthly or whenever a problem occurs.

Despite every effort to keep communication open, problems can occur and persist. Some signs of a problem to be aware of include:

- The day's assigned work is not completed
- There are complaints about the care from the consumer
- The worker comes late and/or leaves early often
- Personal items are missing from the home
- You do not feel appropriate information is being passed along to you
- Contract is not followed by the worker

If you have any questions or concerns regarding a worker in your home, contact the agency employing the worker. If the worker is from the In-home Worker Program from the Aging & Disability Resource Center, call Monday through Friday, 8:00am to 4:30pm, 920-448-4300 with your concerns or questions.

HOW TO FIND A HOME CARE AGENCY

There are several ways to locate a home care agency in Brown County. Below are some ways to find a suitable agency that will best meet your needs.

- Consult with your health care provider
- Consult with the hospital discharge planner
- Consult with friends and neighbors
- Refer to the home care list provided by the Aging & Disability Resource Center

Once you have located several agencies, you will need to gather information on each agency to determine which one is suited to meet the current care needs. Questions to consider when interviewing an agency include:

- How long has the agency been in operation and serving the community?
- Is the agency certified for Medicare/Medical Assistance?
- What certifications or affiliations does the agency possess?
- Is the agency licensed?
- Offers the specific health care services needed?
- Who supervises the home health aide and monitors the quality of care?
- Is a written plan of care provided to the client/family members?
- What are your minimum/maximum hours of service in a day or week?
- How do you screen your workers prior to employment?
- What are the fees?

PAYMENT SOURCES

- Medicare may pay for some of the cost. However, you need to meet certain medical criteria in order to qualify for Medicare payment. Medicare will not automatically pay for in-home care. The home health care agency can help you with questions regarding Medicare payment.
- Private health insurance may pay for services of a home health aide or a nurse, as well. The insurance company, however, may place restrictions on what home care services are covered which are similar to Medicare restrictions.
- The Wisconsin Medical Assistance program may cover some of the services provided by a home health care agency. However, the agency must be certified for Medical Assistance. The home health care agency can help you with questions regarding Medical Assistance payment.
- In home services such as housekeeping, laundry, meal preparation and non-medical care needs may be partially covered by a program called the Community Options Program. However, a person needs to meet financial and physical criteria to qualify for this program. For an assessment to determine eligibility, contact the Aging & Disability Resource Center of Brown County at 920-448-4300, Monday through Friday, 8:00am to 4:30pm.

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For additional information, please contact the ADRC at (920)448-4300.