



# Welcome!

## Seacoast Village Project Lunch & Learn

# Agenda

*Introducing...*

The Health Support Resource Team

- ❖ Welcome! Please introduce yourself in the chat box
- ❖ Update from Dr. Singer
- ❖ Presentation – 20 minutes
- ❖ Q&A
- ❖ March Lunch & Learn – The Pre-Dead Social Club

# OBJECTIVES

- ❖ Meet the current members of the Health Support Resource Team (HSRT)
- ❖ Learn about services the Village has provided in the past couple of years to support members with health challenges
- ❖ Understand the services the HSRT can offer
- ❖ Learn how to access the team
- ❖ Discussion – what services (current or not) would you like Village support for?

# Who's On the Team?

- ❖ Brenda Reynolds and Nancy Euchner (co-Team Leaders)
- ❖ Bob Andelman
- ❖ Pat Chun-Taite
- ❖ Susan MacLennan
- ❖ Nancy Seesman
- ❖ April Weeks
- ❖ Nancy Zadravec
- ❖ Staff - Cari Quater – Operations Manager

# What Could Possibly Happen?

THE SITUATIONS ARE COMMON

*The humans are unique individuals*

- ❖ Need for information and supported referrals
- ❖ Need for support during transitions
- ❖ Need for support when the unexpected arises

# Health Care Appointments

## Medical Appointments

- Drive to appointments – accompany if requested
- Serve as medical notetaker
- Help make sure recommendations are addressed
- Help with appointment scheduling
- Request visit note from provider on checkout
- Help with a telehealth visit

# Information and Referrals

## PROVIDERS

- ❖ Hospital, rehab and Medicare home care
- ❖ Private duty help
- ❖ Community resources

## VILLAGE VOLUNTEERS

- ❖ Interview/visit to explore needs and preferences
- ❖ Supported referrals if requested

# Information and Referrals

## MEDICAL EQUIPMENT

- ❖ DME from Medicare provider
- ❖ Borrowed equipment
- ❖ Home safety modifications

## OTHER SUPPORTIVE PROVIDERS

- ❖ Home maintenance and care
- ❖ Additions to our Vendor Directory



# Help During Transitions

## SUPPORT DURING TRANSITIONS BETWEEN SITES OF CARE

- ❖ Hospital and/or rehab discharge planning
- ❖ Help selecting providers
- ❖ Guidance around understanding Medicare

## HELP WITH MANAGING RETURN HOME

- ❖ Managing follow up care appointments
- ❖ Help with medication reconciliation
- ❖ Connection with volunteers to provide short-term support (errands, rides, grocery shopping, etc)

# Understanding the Unexpected

## NEW DIAGNOSIS OR CONDITION

- ❖ Consultation to help find the answers to your questions and your treatment options
- ❖ Help with reliable information sources – the internet can be confusing!
- ❖ Help with finding a specialist when waiting lists are long or a practice is closed to new patients
- ❖ Help preparing your team (family, friends, the Village) to help in that way that is most comfortable for you
- ❖ Help with health and long-term care insurance navigation

# Other Health Support

- ❖ Reconciling medication lists after hospitalization
- ❖ Help to develop a medication system – fill med box
- ❖ Help with simple first aid or simple dressings – short term
- ❖ Discussion of strategies to address cognitive challenges
- ❖ Provide caregiver with respite as needed
- ❖ Help members get handicap parking placards
- ❖ Help with health insurance bills and denials

# When the Known Gets Tricky

## FLARE UP OR EXACERBATION OF CHRONIC CONDITION

- ❖ Help with provider visits and follow up
- ❖ Help with errands, medication reviews
- ❖ Help with short-term volunteer support
- ❖ Help getting in-home support

# When Remaining Days are Short

## SUPPORT AT THE END OF LIFE

- ❖ Explore support options, including palliative care and hospice
- ❖ Help with funeral and celebration of life planning
- ❖ Provide a supportive presence if the member or loved ones just need someone to talk to
- ❖ Help getting in-home support

# What can't we do?

- ❖ Give medical, legal or financial advice
- ❖ Provide care that requires a license
- ❖ Provide daily personal care

# How can you reach us?

## CONTACT THE OFFICE

- ❖ Call the office (office hours are 9-2, Monday, Tuesday, Wednesday and Friday)
- ❖ Email the office – [info@seacoastvillageproject.org](mailto:info@seacoastvillageproject.org)
- ❖ Call the Member Service line (especially after hours)

## NOTE

We can't respond in the middle of the night, but if you leave a message, we will follow up with you as soon as we can – usually the next morning