

July 2014

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AACM and You:

A Little Help Goes a Long Way

Facing an eldercare challenge for the first time is a bit like learning a foreign language. But when an eldercare crisis strikes, and you need to take action immediately, you may feel like you woke up in Beijing without an interpreter.

What's the difference between Type A and Type B Assisted Living? What's the difference between a skilled nursing facility and a nursing home? Are these new medications part of mom's Part D formulary?

We may not be able to teach you how to speak Mandarin in 2 hours, but we believe that there can be great value in a couple of hours of short-term consulting.

A little guidance and coaching goes a long way to help clear up any misconceptions, fill in any knowledge gaps, explain your options in plain language, equip you with the tools to help yourself, and make sure you're on the right path. Let AACM be your Eldercare - to - English translator.

Resource Roundup: Some of Our Favorites

An important aspect of our work at Accountable Aging Care Management (AACM) is connecting our clients with resources that can solve a problem, address a need or otherwise improve one's quality of life. Over the years, our collective knowledge of the resources available in our market areas has become another way for us to provide value to our clients. The aim of this newsletter is to provide value to our readers by highlighting a few resources that might make a difference for you, a client, a family member or a friend. We have grouped these resources into three (3) categories: equipment, education and disease organizations.

Equipment: Devices such as wheelchairs, walkers, rollators, crutches, canes, bathroom and bedside equipment, powerchairs, scooters and hospital beds are collectively called **Durable Medical Equipment (DME)**. The costs can be prohibitive for many people, and insurance does not always pay. As the name suggests, however, this equipment is also *durable*, and thus designed to be recycled/reused. The organizations below collect used DME, clean/refurbish it and offer it at little or no cost to persons in need.

AGE of Central Texas – Health Equipment Lending Program (H.E.L.P.)

The [H.E.L.P. program](#) makes a wide variety of equipment available to the **Austin** community through free, no-term loans. The equipment may be kept as long as it's needed. The highest-demand items are wheelchairs, rollators, shower chairs, shower transfer benches and incontinence products. The program relies on donations from the community, so be sure to visit their [website](#) or call (512) 600-9288 if you have some used equipment you would like to put to good use.



DME Exchange of Dallas

[The DME Exchange](#) of **Dallas** was founded by 3 Dallas Area Interfaith (DAI) Institutions with the stated goal of creating "a 'green' clearinghouse that will collect, refurbish and sanitize idle equipment from thousands of garages and attics across Dallas County, then match it with the ill and injured whose income and insurance won't cover doctor-ordered equipment." To donate, or for more information on eligibility for obtaining equipment through the DME Exchange of Dallas, visit their [website](#) or call (214) 997-3639.

Project MEND

[Project MEND](#) has been serving the needs of persons with disabilities in **San Antonio** and Bexar County since 1993. In addition to distributing refurbished DME to the elderly and disabled, Project MEND also helps clients pay for specialized or fitted Assistive Technology (AT) devices, such as prosthesis for legs or arms, ankle/foot orthotics (AFO), and knee braces with range of motion needed. For eligibility information or to donate, visit their [website](#) or call (210) 223-6363.

**Visit the [Pass It On Center website](#) to search their national database for equipment recycling programs in other markets across the county.*

Education: AACM was founded in part as a response to the need for trustworthy, unbiased information when navigating the eldercare maze. Without a baseline understanding of the eldercare environment, it can be difficult to separate high quality educational information from thinly-veiled promotional material – particularly when researching online. We have selected two online resources that we believe to be valuable to families or individuals involved in the care of an older adult. Chances are that you or someone you know could benefit from the information, tips and techniques provided by these resources.

Next Step in Care

Next Step in Care is a project funded by the United Hospital Fund. The project is focused on “care transitions” – the time when a patient is most vulnerable to a lapse in care. Care transitions are defined by a movement from one care setting to another. A typical health crisis such as a broken hip involves several care transitions, for example: home to hospital, hospital to skilled nursing, skilled nursing to home. Next Step in Care provides [tools, guides and checklists](#) to encourage cooperation between healthcare providers and caregivers to help reduce a patient’s vulnerability during care transitions. The term “caregiver” is broadly defined. If you are involved in any way in the care of a close friend, family

member or partner who is chronically ill, disabled, frail or recuperating from surgery, then you are by definition a caregiver. You or someone you know is a caregiver, and informed/engaged caregivers are essential to the quality and safety of both care transitions and health care in general. Click [here](#) for a guide on how to get the most from the Next Step in Care website.

mmLearn.org

[mmLearn.org](#) was created as a web-based program to provide training for Morningside Ministries’ employees and staff. Morningside Ministries is a not-for-profit senior care organization with facilities in the San Antonio area. The stated mission of mmLearn.org is to provide “quality online training that improves the quality of care received by older adults to anyone seeking practical ways to meet the physical, emotional and spiritual needs of older adults in their care.” Far more than an internal training program, the website has developed into a robust library of videos provided by leading experts across the spectrum of eldercare services. Topics addressed include caregiver help, dementia, depression, fall prevention, grief and loss, hearing & vision, mental illness, nutrition and spirituality. We find particular value in the “Ask the Geriatrician” series. All of the online videos are provided free of charge to individuals interested or involved in the care of an older adult.

Disease Organizations: Many families fail to take advantage of the programs and services offered by chronic disease associations. Tapping into the *local* chapter of one of these organizations can provide families with much more than emotional support. By their nature, local chapters can connect families with specific resources in and around their community, such as educational opportunities, therapy services, exercise programs and funding sources.

Alzheimer’s Association

The Alzheimer’s Association is a network of 70+ chapters across the nation, providing services at the community level. While they are active in advocating for policy change and funding research, their educational and support services provide the most immediate value for those affected by an Alzheimer’s diagnosis. Visit your chapter website to find support groups, educational programs, community resources, research trial opportunities and more.

[Austin Chapter](#)
[Houston Chapter \(+ Bryan/College Station\)](#)
[Dallas Chapter](#)
[San Antonio Chapter](#)
[Find a Different Chapter](#)

National M.S. Society

[Texas Chapter](#)
[Find a Different Chapter](#)

The Texas Chapter of the National M.S. Society is headquartered in Houston with regional offices located throughout the state. In addition to its Care Management Program, the society provides resources and support in many areas, including:

[M.S. Education](#)
[Financial Assistance](#)
[Family & Relationship Education](#)
[Social & Emotional Support](#)
[Health & Wellness Programs](#)
[Mobility & Accessibility Assistance](#)
[Research & Clinical Trials](#)
[Employment, Insurance & Financial Planning](#)

Parkinson’s

In our experience, no single Parkinson’s organization has both a national reach and local presence like that of the Alzheimer’s Association or the National M.S. Society. Below is a combination of local and national resources that we have found useful. Although each organization is different, in general they offer a combination of resources, meetings, events, support groups, exercise programs and online communities for those afflicted by Parkinson’s and their families/support networks:

[Capital Area Parkinson’s Society](#) – Austin
[Dallas Area Parkinsonism Society](#) – Dallas
[Houston Area Parkinson Society](#) – Houston
[Alamo Area Parkinson’s Support Group](#) – S.A.
[Parkinson’s Disease Foundation](#) – National
[Parkinson’s Disease Resource List](#) - National

Changing Faces

Elizabeth Edenfield, RN, BSN, Care Manager, joined the AACM team at the end of 2013. Many of you have already had the pleasure of meeting her, but we would like to take this opportunity *officially* announce her addition to the team. Elizabeth has extensive clinical nursing experience through a career that has spanned more than two decades, and she is excited to bring this clinical perspective to our San Antonio team. She is passionate about utilizing her experience, skills and abilities to serve others and to enhance their quality of life. Elizabeth was most recently responsible for collaborating with medical, behavioral, and social support staff in conducting screening and risk assessment interventions. Prior to this position, she spent more than fifteen years as a clinical nurse working in a number of diverse settings including hospital, school and nursing home. Elizabeth also worked in the pharmaceutical industry as a sales specialist. Elizabeth has a Bachelor of Science in Nursing from Liberty University in Lynchburg, Virginia. She is active in her church, and in her spare time she enjoys running and spending time with her husband and daughter.

Changing Places

Did you hear? We've moved! In April, we settled into a new space for our corporate headquarters in Austin. If you haven't already done so, please update our address in your records. Phone numbers, fax, e-mail and everything else remain unchanged:

Accountable Aging Care Management
8213 Shoal Creek Blvd, Ste 104
Austin, TX 78757

Because referrals are the lifeblood of our business, the best way you can thank us, as a satisfied client, is by referring a friend, neighbor or colleague to us! We appreciate all your referrals.

Accountable Aging Care Management Team

Mary Koffend, President
Mick Koffend, Director of Services
Jenny Aurelius, Bill-Paying Coordinator
Spencer Brown, MSG, LNFA, CMC, Care Manager
Mary Cooper, BS, RN, Care Manager
Elizabeth Edenfield, RN, BSN, Care Manager
Lessa Ennis, Office Manager
Shannon Gray, Marketing Coordinator
Patty Hamilton, Benefits Specialist
Lindsey Hazlewood, Administrative Assistant
John Lloyd, Client Coordinator
Heidi Shanklin-Spock, LMSW, C-ASWCM, Care Manager
Mary Pat Smith, MSN, RN, CNS, Geriatric Nurse Consultant
Abbie Theobald, MSG, Care Manager

Austin	512.342.9800
Bryan/College Station	979.314.7211
Dallas	214.206.1696
San Antonio	210.568.7934

Visit us online: www.accountableaging.com

Accountable Aging Care Management is an eldercare consulting and care management firm.

Accountable Aging is a single source for older adults and their families to attain knowledge, resources and on-going assistance with the challenges related to aging or caring for an elder loved one. We serve older adults in Austin, Bryan/College Station, Dallas, San Antonio and the surrounding areas.

With this newsletter, our aim is to provide a trusted conduit for eldercare information and resources and to highlight the services we offer that meet the needs of older adults and their families.

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