



**accountable aging**  
CARE MANAGEMENT®

Making sense out of eldercare options

Managing the eldercare experience®

# Presentations Available from Accountable Aging Care Management

**A**ccountable Aging Care Management (AACM) is a full-service professional eldercare management company offering unique consultative and personalized senior care services to the elderly and their families. Our Care Managers are highly skilled, trained and committed specialists with comprehensive knowledge of geriatric professionals and resources in the community. We serve as trusted, proactive advisors for seniors' health and well-being, providing peace of mind for those caring for elders.

AACM also shares its expertise through educational and informative seminars to elders and their families, general audiences and professionals in domains such as health, eldercare service, finance, accounting and law.

Topic	Professionals	General	Elders
*Common Questions About Social Security	X	X	
*Confrontation Skills for Helpful Change	X	X	
Don't Fence Me In!			X
*Financing End-of-Life Issues	X	X	
*Having "The Conversation"	x	X	
Medication-Related Problems: Define, Identify & Manage	X	X	
*Mitigating the Quality and Safety Risks of Care Transitions	X		
Muddling, Surprises & Other Eldercare Issues	X	X	
Multi-disciplinary Care Management	X	X	
*Patient Safety Sciences in the Hands of Patient Advocates	X		
*Preventing Medication-Related Problems: Targeting Sustainability in a Complex Adaptive System	X	X	
Sources of Long-Term Care Financing & Issues Surrounding Them	X	X	
*Strategies for Successful Long-Distance Caregiving	X	X	
Techniques for Dealing with People who are not Quite Incapacitated	X	X	
*The Three M's of Health Insurance: Medicare, Medicaid & Medigap	X	X	
The Time of your Life			X
*Who's got the Monkey?: A New Look at Time Management	X	X	
You are Never too Old to Pay Taxes	X	X	X

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# TOPIC DESCRIPTIONS

## **\*Common Questions About Social Security**

This session is perfect for those people who just want the straight talk. We will review the top questions about Social Security benefits, including: What are the important factors in calculating your retirement benefit check?; Why is it so difficult to get Social Security disability benefits?; If you start receiving Social Security benefits at age 62, do you have to limit your earnings?; If my parent is developing dementia and I have his power of attorney, will Social Security let me act on his behalf?; When a spouse dies and both were already receiving Social Security benefits, what amount does the surviving spouse receive?; and most importantly for some, Will Social Security be there for me?

## **\*Confrontation Skills for Helpful Change**

Confrontation in and of itself is not bad. In fact, confrontation, when used correctly can produce helpful change, influence others to listen and understand your needs and even reduce mistrust. But, in order to have a positive outcome from any confrontation, you need to employ the right strategies and tools. We will provide you with those strategies and tools in this session. This presentation is interactive and can be tailored to the specific needs of the audience.

## **Don't Fence Me In!**

This fun course for seniors will provide them with tips on things they can do to continue to live independently. We will explain how the “ball is in their court” most of the time and if they take some initiative it will prolong their independence. Some strategies we will discuss are: Getting financial and medical records in order, making a budget, staying active, modifying your surroundings (chair or hand rail in shower), understanding your health situation, planning for the future, and staying in communication with your family. When an elder takes these steps, their family will have more confidence that they are able to remain on their own. Elders leave this session feeling empowered.

## **\*Financing End-of-Life Issues**

In the first part of this session, we will discuss the generally-accepted “costs” associated with aging and long-term care. We want our attendees to have an idea of the types of life-time costs we will be addressing. Then, we'll go over the risks, benefits and negatives associated with funding options such as: Medicaid, long-term care insurance, annuities, sale of assets, reverse mortgages, and life and viatical settlements, to name a few.

## **\*Having “The Conversation”**

There comes a time in every family when the kids need to know if their parents have put any thought into their future. Each family has its own timetable, but the issues remain the same: Legal (advanced directives, power of attorney, etc); Financial (life insurance and long-term care insurance, etc); Health (doctors and medications, etc); Personal Perspective (what do they want, need, etc); and End of Life (funeral, burial or cremation, etc). This presentation will fill in the “etc” and provide you with strategies to open the dialogue and also for each sibling to find their role.

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## **Medication-Related Problems: Define, Identify & Manage**

If medication errors were identified as a disease, they would be the fifth leading cause of death in the U.S. In this informative session, we will uncover the sources and scope of Medication Related Problems (MRPs) and how they affect our seniors and our medical system as a whole. We will spend the majority of the time discussing how to best manage the risk. We will talk through the pros and cons of different tools such as simplification methods and compliance aids and how support-services available through care managers, pharmacies and personal assistance services can help.

### **\*Mitigating the Quality and Safety Risks of Care Transitions**

The term “care transitions” refers to the movement patients make between health care practitioners and settings as their condition and care needs change during the course of a chronic or acute illness. In this presentation, we will identify the barriers to optimum care transitions in current practice and policy as well as the strengths and drawbacks of the models currently being tested or proposed. Then, we will explore the impact of poor care transitions on older adults living with multiple chronic conditions, dementia or mental illness, as well as the impact on and cost to society and the healthcare system. Finally, we will identify best practices from healthcare, aging services and other disciplines, such as multidisciplinary team management and other tools, that can promote high-quality, safe and cost-effective transitions for chronically ill elders, those with dementia or mental illness, and those at the end of life.

### **Muddling, Surprises & Other Eldercare Issues**

It's time for many of us to re-think how we relate to the elderly. For example, if you think that your 85-year old mother's health is fine because she is seeing her doctor and taking her medication, she's not. Chances are good she's not taking her medication correctly, if at all. If you think that your 78-year old father's finances are in order, they are not because chances are good he is keeping a box of credit cards and their associated past due notices under the bed where you can't see them!

### **Multi-disciplinary Care Management**

The concept of “care management” is new to many people both inside and outside of the eldercare industry. We will discuss “Why care management?” and specifically why a multi-disciplinary care management approach is necessary to deal with the myriad of needs facing aging seniors and their families. We will talk about the higher level of expectations by Baby Boomer children for sophisticated services and the greater desire for one-stop-shopping. We will discuss the advantages of a multi-disciplinary “team” approach including: helping clients achieve medical and financial standards they never expected; helping clients live independently in their home as long as possible and addressing the psycho-social and spiritual issues of clients so they can move to a facility that provides outstanding quality of life.

### **\*Patient Safety Science in the Hands of Patient Advocates**

The domain of patient safety has come a long way, but it still has a long way to go. We'll take a look how our views of patient safety have evolved and arrive at a modern definition. Tools for measuring and reporting patient safety will be discussed, along with methods for measuring "patient safety culture." Particular attention will be paid the non-clinical domains of patient safety with which all patient advocates should be familiar. We also will share the findings from our own research into the current status of the development of patient safety culture.

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## **\*Preventing Medication-Related Problems: Targeting Sustainability in a Complex Adaptive System**

Healthcare is a complex adaptive system. This attribute undermines many of the traditional approaches to dealing with the difficult and ubiquitous issue of medication-related problems. This presentation provides some alternative approaches.

## **Sources of Long-Term Care Financing & Issues Surrounding Them**

When it's time to get serious about an elder's end-of-life, there are certain issues heirs will need to deal with besides who gets the "good" silver. Will Medicare pay for Hospice? Are the proper legal documents organized and locatable? Are there any surprise beneficiaries on any investments? We will also spend a considerable amount of time on how to fund the care that may be needed toward the end of any life.

## **\*Strategies for Successful Long-Distance Caregiving**

This presentation outlines the difficulties of caring for an elder from a distance, such as the fact that the elder may not represent their situation accurately and you don't know the resources available in a remote location like you would in your own hometown. Strategies are then presented to handle tasks such as trying to gather information, manage medications, doctor visits and the many other roadblocks you will face. We provide tips on how to monitor the plan you put in place and successful organizational methods for medical, financial and legal information. We can give you insight into how Care Managers and other professionals can help.

## **Techniques for Dealing with People who are not Quite Incapacitated**

If you are meeting with a client who appears to have "changed" since the last time you met, you might be unsure of the best way to respond. We will go over how to spot problems before they manifest themselves into serious situations, such as clients who appear to make illogical decisions or perhaps are self-medicating. There is no cookie cutter solution for the client who is not quite incapacitated. We will discuss various options including finding a care manager, family member, friend or neighbor who can help.

## **\*The Three M's of Health Insurance: Medicare, Medicaid & Medigap**

Government benefit programs can seem huge, complicated and confusing. AACM is lucky to have government program specialists on staff with years of experience managing government benefit programs. We work as a team to help clients navigate the maze of programs, benefits and help available to them based on their unique situation. In this presentation, we will define the difference between Federal and State Programs. We will delve into the details of enrollment, covered services, premiums, deductibles, and funding options for Medicare, Medicaid and Medigap. As a result, you'll have a better understanding of the options and how to get more help if you need it after this session.

## **The Time of your Life**

Are the Golden Years feeling a little tarnished these days? Maybe you need to be reminded of some strategies for leading a satisfying and fun life as a senior. This is not rocket science, but it does create a lot of "ah ha" moments for attendees as they are reminded of the lessons they learned before and pushed out of the way to make room for life. We will delve into what is needed to organize and to simplify your life so you can have the time you want. We'll go over the decisions you can make now and the actions you can take now to make life easier for you and your family in the future. We'll remember that it's OK to open the mail next to the shredder and it's OK to leave the dishes in the sink and go for a walk on a beautiful day, among other things.

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## **\*Who's Got the Monkey?: A New Look at Time Management**

This unique perspective on time management will give you tools to stop “taking on more monkeys” such as when you “help” a co-worker with a problem and somehow it becomes your problem. We’ll give you strategies to “shift” monkeys, not telling a co-worker when you’ll get back to them on an issue, but instead asking them when they’ll get back with you. We’ll explain the three “types” of imposed time and how to manage each so that you don’t feel like you’ve got a dozen monkeys on your back at any time! This presentation is very interactive and can be tailored to the specific needs of the audience.

## **You are Never too Old to Pay Taxes**

Senior Citizens get a whole new set of rules when it comes to taxes. It’s important to know these if you are helping your parents or another elder with their taxes or budgeting. Seniors have a higher gross income threshold for filing taxes in the first place. They also have a higher standard deduction and may be eligible for a tax credit. We will address how Social Security Benefits, pensions and annuities are taxed. We will discuss the deductibility of medical expenses and provide the outline of a letter your physician can provide, if the elder meets the criteria, in order to deduct what are normally non-medical long-term care expenses. Other important issues such as deductibility of long-term care premiums and Required Minimum Distributions from retirement plans will also be covered.

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