

**THE NHTD WAIVER
LESSONS
LEARNED IN THE
FIRST YEAR**

Care America

- We are a Licensed Home Care Agency serving, Broome, Tioga and Chemung Counties
 - We provide Home and Community Support Services for both the NHTD and TBI waiver programs
- We also provide, Service Coordination, Community Integration Counseling, Independent Living Skills Training and Positive Behavior Intervention Specialist

- **Care America** currently provides Home and Community Support Services to 9 Participants in the Southern Tier
 - We have had 3 cases closed in the past year, one who expired after hospitalization
 - The other 2 were closed due to issues that made continued involvement impossible

NHTD and the Licensed Agency

- HCSS are required to be PCA trained or higher
- As a result, all agencies providing this level of care must be Licensed
- This allows for personal care to be provided as needed, in addition to safety supervision and oversight
- All staff working on a Waiver case must receive additional HCSS training before providing care.

Our experience

- The “heavy lifting” for the success of each case is on the shoulders of the Home and Community Support Staff and thus the Licensed Agency
- Participants are medically frail, thus day to day involvement by the nurse is greater than on TBI cases
- The most successful cases are those with strong family support

More lessons learned

- The number of 24/7 cases that are referred to us is growing
- Past behavior of the participant is a strong indicator of future behavior
- Successes will boost employee moral, failures will devastate it
- Once a commitment has been made to follow a case, closing it is difficult

The Successes!!

- ◎ **Betty**: 71 years old with advance dementia, requires total care including mechanical lift transfers. She has strong family support. Care America shares the case with another Licensed Agency. Staff are dedicated and stable, the family is happy to have been able to have her home during her progressive decline. She has been cared for at home for 14 months

The Successes!! (con't)

- ◎ **Christine**: 63 years old who had a severe debilitating stroke. She lives with her long term friend who provides extraordinary care and support. She has 2 devoted HCSS who provide excellent care and supervision while her friend is at work during the day. She has been cared for at home for 6 months

More successes

- ◎ **Claire:** has a history of spinal stenosis and CVA, goes to day program daily and gets 2-3 hours of HCSS in the evening. She has been home with care for 10 Months
- ◎ **Peter:** received care under CDPAP for several years, switched to NHTD in August of this year. He has CP and is happy with his new found “family”, his Home and Community Support Staff

The Failures.

- ◎ **Bob**: 49 years old, had a chronic debilitating disease. Prior to his illness he had a history of substance abuse, a history of violence and multiple incarcerations. He was verbally abusive to the staff to the extent that we were no longer able to staff the case. He was subsequently placed back in an SNF

Failures (con't)

- ◎ **Sally**: 93 years old with a history of CVA. Sally was a pleasure to care for, but her family was abusive to staff. Her family were highly critical to the extent where we could not longer staff the case. She is now receiving care from another agency

And a few on the edge!

- ◎ **Bill:** 49 years old with a seizure disorder due to multiple brain injuries. He requires care with bathing, dressing, supervision, meal prep. He is non-verbal. He lives with his wife. Bill is thriving since he has returned home 2 months ago. His wife however, is critical of staff, interferes with care and has dismissed numerous staff members because they have not met her approval

On the edge (con't)

- **Madeline**: 57 years old, she suffered a stroke 3 years ago. She has little family support. She has one daughter who is homeless and currently sleeps on the floor of her apartment. (while staff are present) Madeline originally agreed to attend structured day program but since her return home has only attended 5 times. She has gained 40 lbs since June, and smokes 1 to 2 packs a day. She has been hospitalized twice.

What we have learned

- New referrals need to be carefully scrutinized
- Family support is key
- Once the agency makes the commitment to care for a participant, closing the case is challenging
- Staff need to be recognized for the extraordinary commitment they make

Thank you
Questions?