

Master of Arts in Gerontology
Professional Geriatric Care Management
Concentration
Handbook

**Institute for the Study of Human Service, Health, and
Justice**

Nova Southeastern University

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Professional Geriatric Care Management Concentration Handbook

This Handbook is designed to offer students who are interested in the PGCM concentration guidance in pursuing the concentration and subsequent paths to certification for career advancement.

Students are encouraged to speak directly with the Director of the Gerontology Masters, Director of Student Services, or faculty who teach in this concentration with any questions.

Why Care Management? Why Now?

In our Master of Arts in Gerontology program, we work from within a humanistic framework. A humanistic framework assumes that human life has meaning and significance. Geriatric care management emphasizes care and caring, quality of life, and dignity within a person-centered, holistic model.

There is seriousness to this endeavor. The professional geriatric care manager's work ties him/her to the day-to-day issues of another person's life: their health care, their safety, their finances, their socialization, their emotional wellbeing, and their support systems. In other words, the geriatric care manager will be caring for and responsible for an entire spectrum of care needs. This involvement will affect the quality of an aging person's life, with implications for family and community.

Current public policy, as reflected in The Affordable Care Act, focuses on the development of a continuum of care within a community-based setting. This model of healthcare, favored for its potential to improve quality, will result in increasing opportunities in community-based organizations, entitlement programs, healthcare settings, health plans, and residential settings, spanning both public and private sectors.

The GCM can be at the nexus of these complex systems, able to navigate and advocate between individual, family, and community.

Education is the entry point into the role of care management.

Training to become a GCM is a timely and important step on a career path. Geriatric care managers will be at the forefront of the effort to help elders grow old with dignity and meaning as elders make their way through transitions of care.

The Professional Geriatric Care Management Concentration

The PGCM Concentration consists of 3 courses (12 credits):

*Students begin their Concentration courses as soon as the 18 credits of the core curriculum are nearing completion.

- GERO 5350 Professional Geriatric Care Management (a prerequisite)
- GERO 5550 Care Plan Development and Health Care Advocacy
- GERO 6250 Business Aspects of Geriatric Care Management

In addition, when students pursuing the PGCM concentration take the Capstone Seminar (GERO 6200) and Capstone Project (GERO 6300), they will be guided toward developing projects that align with the geriatric care management field, adding to their skills and knowledge.

In the pages that follow, you will find four subjects:

- I. What is Professional Geriatric Care Management?
- II. A List of Care Management Activities
- III. Becoming Certified in the Field of Geriatric Care Management
- IV. Some Guidelines for Students seeking Applied Experience for their PGCM Concentration

I. WHAT IS PROFESSIONAL GERIATRIC CARE MANAGEMENT?*

Professional geriatric care management is a holistic, client-centered approach to caring for older adults or others facing ongoing health challenges. Working with families, geriatric care manager expertise provides the answers at a time of uncertainty. Their guidance leads families to the actions and decisions that ensure quality care and an optimal life for those they love, thus reducing worry, stress and time off of work for family caregivers through:

- Assessment and monitoring
- Planning and problem-solving
- Education and advocacy
- Family caregiver coaching

Geriatric Care Managers are engaged to assist in a variety of areas, such as:

- Housing – helping families evaluate and select appropriate level of housing or residential options
- Home care services – determining types of services that are right for a client and assisting the family to engage and monitor those services
- Medical management – attending doctor appointments, facilitating communication between doctor, client, and family, and if appropriate, monitoring client’s adherence to medical orders and instructions
- Communication – keeping family members and professionals informed as to the well-being and changing needs of the client
- Social activities – providing opportunity for client to engage in social, recreational, or cultural activities that enrich the quality of life
- Legal – referring to or consulting with elder law attorney, providing expert opinion for courts in determining level of care
- Financial– may include reviewing or overseeing bill paying or consulting with accountant or client’s Power of Attorney
- Entitlements – providing information on Federal and state entitlements; connecting families to local programs
- Safety and security – monitoring client at home; recommending technologies to add to security or safety; observing changes and potential risks of exploitation or abuse
 - Local, cost-effective resources are identified and engaged as needed.

A care plan tailored for each individual's circumstances is prepared after a comprehensive assessment. The plan may be modified, in consultation with client and family, as circumstances change.

****Information taken from:**

<http://www.caremanager.org/why-care-management/what-you-should-know/>

II. What do Professional Geriatric Care Managers Do?

A List of Care Management Activities: **

ENGAGEMENT

Outreach, working alliance, screening, consent (release) forms, initial intake, receiving referrals

ASSESSMENT

Needs (functional and/or psychosocial), strengths/ challenges/opportunities, biopsychosocial, comprehensive intake, sociocultural, resource/financial

PLANNING

Service, intervention, treatment, care, direction, rehabilitation, strategic, support, crisis prevention

IMPLEMENTATION/COORDINATION

Resource/service brokering, monitoring service delivery, service provision, project implementation, client support, crisis management

ADVOCACY

Working for systems improvement, promoting client well-being and/or client-functioning, liaison, and mediation

REASSESSMENT/EVALUATION

Monitoring, efficacy, effectiveness, appropriateness, review/revise, plan, data collection and analysis

DISENGAGEMENT

Termination, transfer, discharge planning

**Information taken from: <http://www.socialworkers.org/credentials/applications/c-aswcm.pdf>

III. Becoming Certified in the field of Geriatric Care Management

Upon graduation from NSU, having successfully completed your MA in Gerontology with a concentration in Professional Geriatric Care Management, you will be able to pursue a career in professional geriatric care management. There are a number of organizations that offer certification for case management. Each has varying requirements pertaining to education and experience in case/care management. Each organization has different requirements for eligibility. Each requires an exam with the exception of social work (see below). There are fees associated with each.

The student who has successfully completed our MA in Gerontology with a concentration in Professional Geriatric Care Management, should be immediately eligible to sit for the exam leading to Certified Geriatric Care Manager from the International Commission on Health Care Certification-ICHCC (see below).

If you have prior case/care management work experience in the field, upon successful completion of the Gerontology MA and Professional Geriatric Care Management concentration, you may be qualified for one of the other certifications, i.e., Certified Care Manager or Care Manager, Certified (see below), or Certified Social Work Case Manager or Certified Advanced Social Work Case Manager, and membership in the National Association of Professional Geriatric Care Management. This would depend on the nature of your prior education and/or current work experience and number of years worked.

The websites listed below will provide the information needed to learn about certification options. This information is provided to you in order to help navigate among these options. NSU is not affiliated with any of these organizations, and does not endorse or recommend any one in particular. It will be up to you to decide whether certification will enhance your career options and goals.

The following is a list of pertinent web sites:

1. Tools and resources for understanding the importance of transitions in health care delivery

National Transitions of Care Coalition-

A useful website for consumers, health care professionals, policy makers and the media.
www.NTOCC.org

National Coalition Care Coordination (N3C)-

Another useful website, this coalition is a national membership organization dedicated to improving the quality of care for individuals through support for care coordination in health and social sectors.

<http://www.nyam.org/social-work-leadership-institute-v2/care-coordination/n3c/>

2. Certifying Bodies

Commission for Case Manager Certification- CCMC
(Eligibility requirements and an exam to earn title:
Certified Care Manager- CCM)
<http://ccmcertification.org>

International Commission on Health Care Certification-ICHCC
(Eligibility requirements and an exam to earn title:
Certified Geriatric Care Manager-CGCM)
<http://ichcc.org/cgcm.html>

National Academy of Certified Case Managers- NACCM
(Eligibility requirements and an exam to earn title:
Care Manager, Certified-CMC)
http://www.naccm.net/n_3.htm

National Association of Social Workers- C-SWCM and C-ASWCM
(Eligibility requirements include a Bachelor of Social Work degree (BSW) or Masters in Social Work degree (MSW) plus a required number of years in case management work experience to earn title: Certified Social Work Case Manager or Certified Advanced Social Work Case Manager)
<http://www.socialworkers.org/credentials/applications/c-aswcm.pdf>

3. Professional Organizations

National Association of Professional Geriatric Care Managers-
NAPCGM

This organization is a professional membership organization specifically for the field of geriatric care management that you might wish to explore. It has eligibility requirements. It is not a certifying body.

<http://www.caremanager.org>

Life Care Planning Law Firms Association

This organization is designed for law firms who specialize in the practice of elder law. If interested in working in the field of elder law, it may be useful to look for a firm that is a member of this organization:

<http://www.lcplfa.org>

IV. Some Guidelines for Students seeking Applied Experience for their PGCM Concentration

Selecting the Professional Geriatric Care Management concentration prepares you to work in the field of geriatric care management, either within the area of private geriatric care management or within an agency or company that provides these services, such as a law firm that specializes in elder law or a home health care company that provides community-based or home-based care services.

By successfully completing the Gerontology Masters with the PGCM concentration, students can be qualified to sit for a variety of certifications (see III. above) depending on your employment and education history. Be sure to familiarize yourselves with the web sites provided to determine your eligibility.

The field of professional geriatric care management is presently and likely to continue to change in the ways that certifications are earned. This is due to the fact that the field and need for geriatric care management is and will expand over the next decades. Staying abreast of developments in the field will enhance your professionalism as you practice.

As part of your Capstone Project, the 6-credit course you take to complete your Gerontology Masters, in addition to the applied research project you are conducting, you will also seek an applied experience to complete 50 hours of geriatric care management experience. These 50 hours plus your Masters degree will qualify you to sit for the International Commission on Health Care Certification-ICHCC, and obtain the Certified Geriatric Care Manager title.

****Please note:** If you have prior clinical education and case management experience, you may qualify for other certifications, so check the web sites. If you qualify for one of these, you may not need the 50 hours.

In addition, you may be able to incorporate the 50 hours as part of your Capstone Project.

Suggestions for Locating an Applied Experience

You may explore the NAPCGM website:

Go to napgcm.org and click on "Find a Care Manager" - Use any zip code that pertains to your location and a distance of 25 miles. The names of professional geriatric care managers will appear and you can call them to discuss an internship experience.

You may explore local businesses that serve older adults, i.e. home health care agencies, hospital social or human services departments, your local or nearest Department of Elder Affairs or your local/nearest Aging and Disability Resource Center or local/nearest Area Agency on Aging, or your local nursing homes, assisted living facilities, etc.

When scheduling an appointment to speak about obtaining an applied experience, you may use the guidelines below:

Also, please review our Information sheet that lists the tasks a professional geriatric care

manager performs. You will use these in your discussions as well, to be sure you gain experience in those tasks.

- You are a student in a Gerontology Masters program that has a concentration in Professional Geriatric Care Management
- You are interested in going into the field of Private/ Professional Geriatric Care Management
- You would like to do an applied experience of 50 hours to gain some practical experience in the care management field
- You would like to build on your education and training to better understand the care planning process and the way in which Private and/or Professional Geriatric Care Managers interact with clients and family members of clients
- You would like to observe an initial (intake and evaluation) session as well as ongoing and follow up (care coordination) visits
- If seeking to develop a career as a private PGCM—
You are also interested in understanding the business development side of Private GCM...perhaps there is a research or market place outreach project you could help with that would provide a win-win for the collaboration.

OR

- If seeking a career or initial work as a PGCM in an agency or established business—
You are also interested in understanding the agency structure and how it integrates geriatric care management...perhaps there is a research or market place outreach project that you could help with that would provide a win-win for the collaboration.

For questions or further discussion, you may contact Dr. Browne, Director of the Master of Arts in Gerontology program. Contact information below:

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<http://www.nova.edu/humanservices/gerontology/index.html>

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