Independence at Home

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Who Are We Today?

▶ **1977:** Began with the Multipurpose Senior Services Program (MSSP) contract

▶ Today: Independence at Home (IAH) is:

- Non-profit

- A SCAN Health Plan community service

  – We serve the community-at-large

  – Not an insurance plan or medical program

  – Do provide *customized* home and community-based services, addressing both health care and social needs

- Services are provided at no cost to the community

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IAH Goals

▶ Delivering education, resources, and/or support, customized to enhance wellness, and foster successful aging at home by older adults and their caregivers.

▶ Offering services and resources that support, not supplant local services in order to provide a continuum of care.

1-866-421-1964: *One call does it all!*
It starts with a phone call. Where it ends depends on the client's needs.

Information, Resource & Referral Line

In-Home Assistance

In-Home Visits

Caregiver Support

C-MEDS
Medication Safety

Government Programs

Insights
Mental health support

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Community at Large Services: Eligibility

▶ **Adults 55 years and older**

▶ **Caregivers of persons 55 years and older**

▶ **No income requirements**

▶ **All services provided at no cost**

▶ **Services available in the Inland Empire, Los Angeles and Orange Counties** *(not all services available in all counties)*

▶ **Services delivered via phone, video chat and in-home as appropriate**

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Who Provides IAH Services?

▶ **Highly dedicated, experienced staff:**

- Gerontologists

- Health educators

- Social workers

- Nurses

- Pharmacists

- Mental health professionals

- Volunteer coordinators

- Public health professionals

- Medical director

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IAH Programs at-a-Glance

MSSP
- ✓ Long-term, in-home care management for adults 65+ who qualify for Medi-Cal.

C-MEDS
- ✓ Community medication safety program that helps older adults and caregivers take medications safely for better health.

Resource Navigation
- ✓ Expertly trained navigators assist callers with IAH program information and referrals to community resources.

COACH
- ✓ Short-term care management that helps older adults remain in their homes with dignity and independence.

Insights
- ✓ Mental health program that provides in-home therapeutic services to older adults/caregivers to help them be healthier and happier.

Community Education
- ✓ Health education programs, health promotion resources, caregiver education and more.

Community Giving
- ✓ Grants provide funding for community-based non-profit organizations to meet basic needs of older adults.

Volunteer Action for Aging
- ✓ Recruits, trains and manages volunteers who help older adults socialize and become more involved in their communities.

Community Medication Education Data & Safety (C-MEDS)

▸ C-MEDS is designed to help older adults and their caregivers to better manage medications

▸ Aims to increase medication safety, improve outcomes and reduce medication-related problems

▸ Pharmacist-led team (RN, LVN, Pharmacy Tech)

▸ Services in English, Spanish & Tagalog

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If the Answer is "Yes," C-MEDS Can Help

▸ *Do you have a plan to handle your medications and health issues during an emergency?*

▸ *Do you take five or more medications?*

▸ *Do you take 12 or more medication doses each day?*

▸ *Are you currently taking medications for three or more medical problems?*

▸ *Does more than one physician prescribe medications for you on a regular basis?*

▸ *Do you get your prescriptions filled at more than one pharmacy?*

▸ *Are there medications that you cannot afford?*

▸ *Do you understand your medications and how to take them?*

▸ *Do you sometimes forget to take your medications?*

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C-MEDS Case Study: Meet Ernie

- 77-year-old African American male

- English-speaking

- Lives alone

- Has no caregiver

- Diagnosis: insulin-dependent diabetes, hyperlipidemia, BPH, HTN, tremor, legally blind

- Referred because recent hospitalization for hyperglycemia with reported blood sugar of 380 and now experiencing hypoglycemia

# Routine Rx medications	8.6 ± 4.4	**% Low cognition, literacy and numeracy (<8 on Medi-Cog)**	37.6%
# Routine Rx doses/day	15.0 ± 8.4	**% Vision impaired**	91.7%
Medication adherence rate at enrollment	0%-100% Median: 40%	**% Hearing impaired**	32.8%

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Resource Navigation

▸ IAH's toll-free intake line staffed by expertly trained Resource Navigators

▸ Provide information, assistance and referral on caregiver and senior community-based services

▸ Assesses eligibility for programs

▸ English & Spanish phone services (+ language line available)

▸ For more information or to make referrals, call **1-866-421-1964** or email: communityoutreach@scanhealthplan.com

▸ *Today's Presenter*: **Marsha Meyer, PharmD, BCGP**

  • 562-637-7130 or mmeyer@scanhealthplan.com

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