

## What can you expect from Holli Care . . .

**RN Developed Care Plan** - Our Registered Nurse (RN) meets with you and helps assess your current and potential future needs. The RN ensures that caregivers are aware of these needs and are providing the assistance that was determined to be most effective. The RN meets with you at regular intervals to determine if and how your needs are changing and what we can do to better help you.

**Team Approach** - Holli RNs work with the consistent caregivers that are assigned to you. We have main caregivers and secondary caregivers that are introduced to you as an alternate in case your main caregiver is ever unavailable (sick, vacation, etc.) We do NOT send strangers to your home! You will know all the team members.

## What can you expect from Holli Care RNs . . .

**Care Management** - Holli's Board Certified Care Managers help close the gaps of fragmented care by advocating, communicating and coordinating medical care for higher quality and better outcomes for our clients.

**Medication Management** - Our RN makes sure medication prescriptions are filled on time and placed appropriately in weekly dispensers.

**Wound Care** - Dressings, Irrigation, Packing

**Wellness Checks** - Blood Pressure, Blood Sugar and Insulin monitoring by our RN.

**24/7 Care** - Our phone is answered around the clock to assist you or your caregivers when the office is not open. Our "on-call" staff can reach your RN if they are needed after office hours. Holli caregivers can provide around the clock service in your home, if needed.

## What can you expect from Holli Care Caregivers . . .

**Transportation** - Holli caregivers can use your car or theirs to take you anywhere you may need to go. They can also run errands for you, including the grocery shopping.

**Exercise Assistance** - Holli caregivers are trained to safely assist clients with transfers (chair, toilet, bed, etc.) ambulation and prescribed exercises.

**Meal Preparation** - Holli caregivers can plan weekly meals, shop for groceries, put them away, cook meals and serve or package them up for a later time or day. This can be done with or for you.

**Light Housekeeping** - Laundry, linen changes, folding and putting away, bathroom cleaning (shower/tub, toilets, sinks, counters and floors), dusting, vacuuming and mopping, all kitchen cleaning, cleaning out the refrigerator and trash removal.

**Personal Care/Bathing/Grooming** - Holli caregivers are trained to assist clients with their activities of daily living, including toileting, bathing or showering, denture/oral care, shaving and hair care.

*"I could not be more satisfied with the care I received. Each caregiver was thoroughly professional, compassionate, enthusiastic and willing to be helpful in any way imaginable. Their friendly and supportive attitude was helpful in getting my recovery off to a positive start. Each one was a blessing. I enthusiastically recommend Holli to anyone needing some help at home." - MF*



*Maintain independence  
and  
get the help that you need!*

**PRIVATE DUTY HOME CARE  
NURSING  
CARE MANAGEMENT**

**(231) 943-1415**  
[www.HolliCare.com](http://www.HolliCare.com)

# Care Management Services

Care Managers help families with immediate care needs as well as creating and implementing long term care plans. These plans vary widely and are designed to meet the personal needs of the individual and/or family. This includes an in-person needs assessment, the development and review of a care plan and the arranging and monitoring of care services.

Although an out-of-pocket expense, Care Managers usually save families money because their needs assessments align an individual's present condition with only those services that are necessary at that point in time. Additionally, the convenience and security provided, ease the burden and worry associated with the aging process.

In addition to specialized Care Management training and Board Certification, our Care Managers are licensed registered nurses.

## CARE COORDINATION

Our Care Managers act as a liaison, coordinating services between the client, their providers and their families. Our goals are always to:

- Educate the family and the client
- Assess and coordinate additional services and equipment
- Modify needs and arrangements when necessary
- Medication Management and client reactions to those meds
- Skilled nursing services as needed
- Coordinate multi-disciplinary team to plan treatment procedures and contingency plans for each individual
- Identify clinical lapses and issues
- Document and update Care Management plan

## TOTAL NEEDS ASSESSMENT

A Registered Nurse Care Manager visits the home/living facility of a client to conduct a comprehensive assessment of what physical, mental, emotional, social and spiritual needs a client has.

- Assess need for personal care - toileting, oral care, bathing
- Assess need for environmental hygiene - house keeping and laundry
- Assess need for nutritional intake - shopping and food prep
- Assess need for home financial management - check book management, bill paying, postal needs
- Interpretation of medical conditions - communication and coordination between health care team and the family

## EFFECTIVE COMMUNICATION

Effective communication, though not always easy, is an essential part of the Care Management plan.

- Communication between the Care Manager and the Client
- Communication between the Care Manager and the Family
- Communication between the Care Manager and the Medical Providers

## PERSONALIZED ADVOCACY

The Care Manager is also the Patient Advocate and will ensure that needs are communicated clearly to the health care providers and their staff.

- Provide detailed information about a client's health to their health care providers
- Request record transfers so that all health care providers have the medical history
- Keep prescription information up to date for all providers
- Keep track of all appointments and follow-up care needs
- Coordinate providers to ensure there are no service overlaps

## SAFETY

Our Care Managers are concerned with every aspect of environmental safety for the client, ensuring that they are able to stay in their home safely and without worry.

- Evaluating smoke and fire detectors, fire extinguishers, furnace and air filters
- Evaluating door widths for wheelchairs and the safety of walkers, lifts, ramps
- Evaluating grab bars, chairs, beds and other medical equipment needed to make the clients environment as safe as possible
- Implementation of an emergency plan

## HOME MANAGEMENT

Our Care Managers can arrange for the services that the client needs to be able to stay in their home and ensure that those tasks are completed. This can create peace of mind for both the client and their families.

- Snow Removal
- Lawn Care
- Gardening
- Safety Upgrades
- Home Maintenance
- Home Repairs
- Technology Assistance (Wifi, Home Security, Etc.)

## TRANSITION ASSISTANCE

Moving can be traumatic, whether you are being discharged from the hospital, short-term rehab, a long-term care facility or are moving to a different residency. We can help to assure the transition occurs seamlessly.

- Advocacy during discharge and preparing the home for the client's return, managing the immediate post-discharge needs
- Assist in the details of executing a move to or from a care community or a new residency
- Assist in seasonal transitions from one household to the next, accompanying during travel, opening the home and arranging for the necessary services that will be needed