



Determining the Need for Help

Top Questions to Ask

- Do you have frail or elderly parents or loved ones?
- Do you have parents or loved ones exhibiting symptoms of dementia?
- Do you receive multiple calls from your parents or loved ones with dementia?
- Do your parents or loved ones miss their medical appointments or other scheduled appointments?
- Do your parents or loved ones forget to take their medications? ▪ Do your parents or loved ones live out of state?

If You Answered “Yes” To Any Of These Questions, We Can Help!

We are staffed by professionals, specializing in dementia and mental health needs, who are devoted to the care of the geriatric population. As geriatric care managers, we have extensive knowledge about the costs, quality and availability of services in our community. Geriatric care managers can help:

- Conduct care-planning assessments to identify problems, eligibility for assistance and need for services.
- Screen, arrange, and monitor in-home help or other services.
- Review financial, legal, or medical issues and offer referrals to geriatric specialists to avoid future problems and conserve assets.
- Act as a liaison to families and caregivers, locally and out-of-state, making sure things are going well and alerting families to problems.
- Assist with moving an older person to or from a retirement complex or care home.
- Offer counseling, support, advocacy, and crisis intervention. ▪ Provide oversight of the well-being of our clients.

Getting Help is Easy

You can be sure that the privacy and confidentiality of you and your loved ones will be protected. Contact us in the way that is most convenient for you. You can:

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- Call us at 623-214-9595
 - Email us at gampsjb@aol.com
 - Check out our website at www.GeriatricAssessmentSolutions.com ▪ Fax us at 623-875-8945

Fiduciary & Nursing Services

Guardianship

- Geriatric Assessment, Management and Solutions (GAMS) is licensed through the State of Arizona, Superior Court, to provide fiduciary services.
- A fiduciary manages personal affairs if someone is unable or unwilling to do so in a manner that is consistent with the person's best interest.
- When a person, because of a mental illness, mental disorder, physical illness or disability, chronic use of drugs, chronic intoxication or other reason is no longer able to understand, communicate or make responsible decisions for his/herself, that person is said to be "incapacitated."

HCPOA and MHPOA

- A Power of Attorney is a legal statement authorizing another person to act and make financial and/or medical decisions on his/her behalf. The individual who is authorizing the POA must have the capacity to understand what he or she is signing and what powers he or she is giving to another on his/her behalf.
- GAMS serves in both the HCPOA and MHPOA role only when the individual no longer has capacity as deemed by their physician(s).
- GAMS can accept appointment as a Health Care Power of Attorney and a Mental Health Power Of Attorney for clients.

Nursing

- Mediset coordination includes a nursing visit by a licensed nurse. The nurse will set up medications either bi-monthly or monthly in a mediset. A current medication list will be kept by the nurse. The nursing visit will also include taking vital signs (temperature, blood pressure and pulse).



Mission Statement

Geriatric Assessment, Management & Solutions was established in 2000 to provide quality and professional care management and fiduciary services in the community. Providing these services in the least restrictive environment and maximizing the client's dignity and independence is of utmost importance. We are a dedicated team who specializes in dementia and mental health care and are sensitive to the individual needs of each of our clients.

Scope of Practice

We saw the need and addressed it with a comprehensive range of services. We offer personalized care plans to meet the needs of your loved ones and clients. Our services are utilized by physicians and health care professionals, families nationwide, attorneys, banks and trust officers, hospitals and social service agencies, and retirement housing communities.

GAMS, LLC is staffed by professionals who are devoted to the care of the geriatric population. We will consult with you to determine your loved ones needs and to configure solutions that are specifically tailored to address your concerns. The company was established in 2000 and specializes in dementia and mental health care. We are knowledgeable regarding the cost and quality of community resource options and operate as a liaison for families to keep them involved regarding the status of their loved ones. Our care managers evaluate medical, legal, financial and other psychosocial issues to avoid crises and eliminate the use of unnecessary services. Our company is comprised of reputable professionals with integrity and honesty. We often work within a multi-disciplinary team to ensure the client's needs are being met in a variety of settings.

Areas of Service

Areas serviced by GAMS include Sun City, Sun City West, Surprise, Peoria, Glendale, Phoenix, Scottsdale and Tempe. Other geographical locations are considered on a case-by-case basis.



Finding a Good Manager for an Elderly Person's Care

Suggestions from experts for hiring geriatric care managers for relatives

- *Contact professionals.* The National Association of Professional Geriatric Care Managers (www.caremanager.org) will help find managers near the person needing care. The Eldercare Locator of the Federal Administration on Aging (www.eldercare.gov, or 1-800-677-1116) links consumers to services in their cities.
- *Check credentials.* The care manager should be a licensed or certified social worker, nurse, psychologist, or therapist, or be “care manager certified.”
- *Know the scope of practice.* Some agencies specialize in initial assessments and plan development but don't follow up continually with clients. Others may not be able to help with money management or other needs. Ask to see agency's code of ethics.
- *Assess style.* During your consultation, get a sense of the care manager's personality. Does he or she seem empathetic and knowledgeable about the social and emotional issues that face older people? Ask what the manager might do in various situations your relative might encounter.
- *Ask about outside resources.* Is the manager familiar with transportation, home care, senior centers, and other local services? If an agency sells home care or legal services as well as care management, make sure that you are comfortable with the arrangement or ask for alternatives. Find out how the agency supervises the people who provide the services.
- *Get references.* Ask for names of other clients.

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- *Discuss fees.* Get a copy of the fee structure. It should include the cost of the initial assessment as well as hourly fees. If the manager recommends outside services, make sure you know those costs, too.
 - *Check on availability.* Ask managers how often they visit or call, and how after-hour emergencies are handled. What are their vacation backup systems?
 - *Follow up on care.* Make sure the care manager provides what is promised. Talk to your relative about the care and ask the manager for regular and detailed reports. Check in with one of the services that the manager has arranged or ask a neighbor to drop by occasionally.

Why You Can Afford a Geriatric Care Manager!

By Phyllis Brostoff

1. We can do in 2 hours what it would take you 2 weeks to do.
2. We know how to get around that “I’m saving for a rainy day” syndrome, when your folks are drowning in their problems.
3. We’re much cheaper than the cost of plane fare if you have to fly into town when your parents say “everything is fine” but you know it isn’t.
4. We can give you the scoop on which . . . [facility] is really right for your parents.
5. We can make your parents hear what you have said over and over again, but they refuse to listen because to the parent, you are still a child.
6. We can tell your annoying sibling to . . . [be quiet], but graciously.
7. We’ve helped hundreds of families a lot worse than yours.
8. Your dad can’t push our buttons.
9. Next time you want to hang up on your mother, you can tell her to call us.

10. We're available 24/7, so you don't have to be.

Taken from the National Association of Professional Geriatric Care Managers Newsletter

Case Examples For Geriatric Care Management Services

1. **Mrs. Jones is an 87-year-old widowed female residing alone in her home in Sun City.**

Her family consists of distant relatives living out-of-state who are minimally involved with her. She has been isolated from friends/neighbors and homebound for the past several years. She has been utilizing home-delivered meals and hired personal care services. She has had several falls in her home within the past two months and been seen in the Banner Boswell ER twice. During the second ER visit, she has displayed some confusion and disorientation. She is admitted to the hospital for evaluation at which time a geriatric care manager is contacted.

The physician feels she is unable to function alone in her home and may need a higher level of care. The geriatric care manager is able to assist Mrs. Jones with her in moving to an assisted living environment, being an advocate for her and making certain that her daily needs are being met.

The geriatric care manager can also act as a liaison for the family residing out-of-state with regular communication and updates on Mrs. Jones.

2. **Mr. Smith is an 89-year-old married male who is the primary caregiver for his 87-year-old wife who has been diagnosed with Alzheimer's disease for 4 years.**

He is admitted to Banner Del Webb Hospital ICU through the ER with chest pain and pneumonia. Their daughter resides out-of-state and is minimally involved. They have been residing in their own home in Sun City West.

The geriatric care manager is contacted to assist in coordinating emergency respite for Mrs. Smith in a memory-care assisted living facility. The geriatric



care manager assists Mr. Smith in coordinating services for Mr. Smith upon his eventual discharge from the hospital and Mrs. Smith is able to return home as well.

The geriatric care manager initiates a care plan with this couple including home services, assist with scheduling physician appointments, and accompanying this couple to physician appointments.

The geriatric care manager monitors their home situation weekly to ensure that both of their needs are being met. The intervention provided contributes to this married couple residing safely in their own home as long as possible prior to a move into a higher level of care.

3. **Mrs. Nelson is a 73-year-old divorced female residing in a condominium in Peoria.**

She has been diagnosed with COPD and Parkinson's disease. She currently is not utilizing any community services. Her five adult children reside out-of-state and are very involved with her. Over the past several months, the children have been more concerned about her functioning alone. They have contacted her primary care physician who has contacted a geriatric care manager to assess Mrs. Nelson's home situation.

The geriatric care manager completes a written psychosocial assessment with recommendations for community services and provides copies to the physician and family out-of-state. Mrs. Nelson, the physician, and family are agreeable to implement the recommended services and the geriatric care manager facilitates these changes.

The new services enable Mrs. Nelson to live more comfortably and safely within her home environment. The adult children residing out-of-state are provided peace of mind to have a local advocate for their mother for ongoing monitoring and evaluation in addition to crisis management.



What Families and Professionals Are Saying About Our Services

- *You are truly an advocate for your clients, a real woman of integrity.*
- Assisted Living Facility Marketing Director -
- *If I had an elderly family member in need of these services, I would not hesitate for an instant to refer them.* - Sun City West Physician -
- *Pam has become an important part of our life, she is caring and loving to any member of your family. She is very sensitive to needs and handles herself like a professional.*
- Family Member in New York -
- *She provides excellent care and service and is a knowledgeable advocate.*
- Family Member in California -
- *We are forever grateful for Pam's help, input and support through a difficult time. She is a compassionate, caring professional.*
- Family Member in Iowa -
- *The services provided are invaluable to our family. Both my brother and I live more than 1500 miles from my parents who are in their late 80s. She is a good resource and an extremely caring person who provides both my brother and I with peace of mind that we have someone locally to evaluate the conditions of our parents on a regular basis. In addition, my dad and mom enjoy her visits. We strongly recommend her services.* - Family Member in Tennessee -
- *Excellent! This is the only way I can describe your report on my mother....you were right on the money with every word. More importantly, you have given me some great peace of mind.*
- Family Member in Florida -



- *Thank you for your perseverance and your loving manner. Everyone you take care of must be so grateful to you. I know that I surely am.*
- Family Member in New York -

- *GAMS stood solidly behind its promise to offer 24/7 geriatric management by having a manager available by phone all the time, including weekends and overnights. I highly recommend GAMS for geriatric management services for patients having severe medical problems.*
- Family Member in New Mexico -

- *Their guidance has helped me immensely since I live in New York and my father lived in Arizona. I would highly recommend this organization to any individual needing assistance with the elderly.*
- Family Member in New York -

- *My aunt was provided with quality service and personalized care. I was completely informed of her progress and ongoing monitoring of her status. I know she was cared for in the best way possible.*
- Family Member in Pennsylvania -

- *What is so wonderful about the way Pam and her staff provide support for her clients is that it varies for each one, based on the client's unique and ever changing needs and the family's unique and ever changing needs.* - Family Member in Maryland -

- *In my absence, she became the person my mother trusted in and relied upon.* - Family Member from Massachusetts -

- *My parents would not have been able to stay living in their home for as long as they did without the assistance of GAMS. We are greatly appreciative and highly recommend their services.*
- Family Member in California -