



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

NSMS Frequently Asked Questions

What is the NSMS Mission/Purpose?

Our mission is to provide high quality, compassionate and innovative health care and social services to the disabled and older adults and to maximize their independence and quality of life.

All of our caregivers come to us with at least one year's experience working in a facility supervised by a Registered Nurse. During hiring process caregivers are carefully screened, trained, bonded and insured. Our RNs supervise the caregiving staff, and are available for questions and support 24-hours a day, seven days a week. Our services are available throughout the Tri-county area.

How does the caregiving service work?

Our basic caregiving is done on an hourly basis, with a three-hour minimum. During that time the client can enjoy services that range from simple companionship all the way through personal care. (This could include light housekeeping, errands, shopping, meal prep, bathing, etc.)

We also have a special shift call The VISIT which gives the client up to 90-minutes of care for a flat rate. Any of our caregiving services may be used during The VISIT.

What other services do you offer?

In addition to caregiving NSMS offers an excellent array of services, which include:

- ☐ Care Management
- ☐ Medication Management
- ☐ Geriatric Assessments (performed by a Geriatric Nurse Practitioner)
- ☐ Foot Clinics
- ☐ Nurse Consultations

Please check our website at eldernw.com for further services and details, or call our office during business hours.

Are NSMS services covered by insurance?

We will work with long term care insurance policies issued by private companies, and with the VA in-home care benefits. NSMS provides private pay services and **does not** work with Medicare.



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

How do you bill?

We bill our clients twice a month with easy to understand invoices. We can email invoices, and we can accept automatic payments from your account. We are happy to provide itemized statements upon request.

What else should I know?

Consistency of care is very important to us. Whenever possible we like to work on a team concept, developing a group of well-trained, personable caregivers who will always provide what you need when you need it.

Caregiver to client compatibility is a very real concern. We always try to make a good match from the very beginning of a case, but if you ever feel that a change is in order we will make serious effort to send another caregiver as soon as we possibly can.

Our Scheduling Department handles all schedule changes. Our friendly and efficient staff will work with you to accommodate your scheduling needs. You never have to worry about who is coming when—we have it covered.

We use an automated timekeeping service to record caregiver hours. We use the latest telephone/computer technology to track time so you don't ever have to be concerned with accurate recording of your caregiver hours.

We are fully licensed by the State of Oregon. NSMS is a licensed In-home Care Agency. We meet all requirements for providing personal care to all of our clients.



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

Service Summary: Standard In-home Care

NSMS is a fully licensed In-Home Care Agency. Our standard services include, but are not limited to:

- Light housekeeping
- Laundry
- Meal planning and preparation
- Shopping
- Errands
- Appointment transportation and escort
- Companionship, conversation, puzzles, etc.
- Help with pets
- Standby assist with arising, walking, bathing/showering
- Medication reminders
- Bathing
- Toileting
- Personal grooming and hygiene
- Dressing
- Feeding
- Mobility
- Mental/cognitive needs
- Medication Management
- Hospice supportive care (depending on level of need)

These, and other services are available in-home—wherever that home may be. Our caregivers routinely go into hospitals, rehab centers and skilled nursing facilities to provide companion care, and into retirement apartments, and assisted living facilities to provide needed caregiving services.

NSMS is committed to maintaining the independence, comfort, and safety of our clients.



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

Service Summary: Complex Care

Our Complex Care requires the services of a **Certified Nursing Assistant**, or a **Licensed Practical Nurse**. These services include, but are not limited to:

All Standard Care features, plus

- Medication assistance
- Skin care
- Diet, weight and hydration monitoring
- End stage dementia care
- Diabetic BG monitoring (client tests)
- Unassisted transfers (may require two or more care providers)
- Use of a lifting device (Hoyer® type lift)
- Exercise therapy
- Peri care
- Delegated bowel care
- Change ostomy bag
- General catheter care (emptying and flushing)
- Special nutrition and diet care
- Hospice supportive care (depending on level of need)

This higher level of service might apply to someone with very specific care needs, or for someone who wants the extra boost of confidence that comes with more highly trained and experienced care providers.

An example of a person who might have very specific care needs is someone just released from the hospital or a rehab facility. We can provide the extra level of care until the person is ready for more independence.

As with all other cases the Plan of Care and care provider supervision is done by a Registered Nurse from our staff.



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

Service Summary: Acute Care

NSMS offers the highest level of in-home care, staffed only by our **Licensed Practical Nurses** and **Registered Nurses**. This option allows a client to receive very specialized medical care in the privacy and comfort of their own home. These services include, but are not limited to:

- All Standard Care and Complex Care features, plus
- Injected and IV medications
- Wound care
- Complex pain management
- Braces and complex orthopedic devices
- Enemas
- Straight intermittent catheterization
- Nebulizer care
- G-tube feeding
- Management of other healthcare professionals and specialties

Acute Care services can be scheduled 24 hours per day, 7 days per week for round the clock care. As with all other NSMS care options, we handle the scheduling requirements to maintain consistency of care while relieving the family of extra responsibility.



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

Service Summary: Care Management

It is the goal of Northwest Senior Management Services to provide excellent service in the management of the health and care needs of elders and disabled adults. Close attention to detail and good communication with families and guardians allow us to partner with you to set up ongoing individualized care services appropriate for the client in need.

The following outlines a typical care management routine.

- A home visit or conference in our office helps us to become acquainted and make an initial needs assessment. More than one visit may be required to complete the information gathering process. Contracts and consents are signed at this time.
- NSMS continues to assemble pertinent information regarding the needs of the client through discussions with family, health care professionals, community members and the client themselves.
- A plan of care which identifies problems and gives suggested solutions and resources is designed specifically for the client. This is a working document and will be revised as problems are solved and new ones arise. Your participation is central to this process, both initially and in an on-going fashion.
- Once the care plan is in place, NSMS will work with hospitals, MDs, social service agencies, and anyone else involved with the care of the elder. We are available for family conferences, home visits and phone calls at any time to ensure that the elder is receiving the most benefit from the care plan. The amount of contact depends upon the need of the client and their health status.
- If the elder is moved into new living quarters or a long-term care facility, NSMS will visit the new surroundings and provide family/guardian with a verbal report.
- NSMS will review the care plan on a quarterly basis and make any needed adjustments to best benefit the elder.
- In the event of an emergency, you may call NSMS 24 hours a day for help.
-



Northwest Senior Management Services

11122 B Halsey St, Portland, Oregon 97220 - Phone: 503-282-9926 - Fax: 503-282-9887
www.eldernw.com email: nsmservice@eldernw.com

Service Summary: Geriatric Assessments

Using a multi-disciplinary approach, medical professionals use Geriatric Assessments to come to an understanding of the complex, inter-related factors leading to problems with an aging individual. Through this cost-effective, thorough assessment, families have the resources and answers they need to be certain that the elder is receiving appropriate medical care and services.

When an elder is not functioning in the customary way, a family is often at a loss not knowing where to turn. Sometimes these changes are seen in agitation, memory loss, depression, and lack of self-care. Families and/or those in charge of retirement living units can become very concerned for the elder's safety and well being.

Upon referral to NSMS, a Geriatric Nurse Practitioner works with the family and the elder, using current medication lists and other pertinent medical information to assess the following areas:

- Physical health
- Medical/surgical history
- Medications
- Mental/behavioral health, including a depression/dementia screening
- The ability of the senior to care for his/her self and perform the activities of daily living (dressing, bathing, cooking, etc.)
- Social situation/family dynamics/home safety
- Spiritual health/status
- Current community resources that support the elder and family

The NSMS Geriatric Assessment provides the family and elder with a clear, impartial summary of the elder's situation and recommendations for care.