

SELECTING A GERIATRIC CARE MANAGER

Education, training and certification

Consider the needs of you and your family as you evaluate the skills of a geriatric care manager. There are many paths to becoming a professional geriatric care manager. They often have backgrounds or specialized training in nursing, public health and social work. Some of the certifications and appropriate educational credentials include:

BA	Bachelor of Arts
BSN	Bachelor of Science in Nursing
RN	Registered Nurse
RN-BC	Registered Nurse, Board Certified
MSN	Master of Science in Nursing
MPH	Master of Public Health
C-ASWCM	Certified Advanced Social Work Case Manager
C-SWCM	Certified Social Work Case Manager
CSW-G	Clinical Social Worker in Gerontology
SW-G	Social Worker in Gerontology
CHP-SW	Certified Hospice and Palliative Care Social Worker
CCM	Certified Case Manager
CMC	Care Manager, Certified

You may engage a geriatric care manager to monitor the health of an older adult, assist with decision making in a crisis, provide a care plan or offer ongoing guidance through an illness or the aging process. This worksheet is designed to assist you in selecting a geriatric care manager.

A geriatric care manager, also known as an aging life care professional, is a specialist in the care of older adults who can guide and advocate for families caring for older relatives or disabled adults. The geriatric care manager can bring a wealth of resources to the family, and help to address a wide variety of care issues. For example, a professional may be asked to assess the needs of an aging couple at home, and put in place the necessary combination of home health care and transportation.

Geriatric care manager profile

Name of geriatric care manager

Date reviewed

Sponsoring organization

Phone no.

Email address

Release from liability: Any selections the individual or family makes in terms of care are the sole responsibility of the decision maker. The Financial Advisor, Legg Mason, and The Center for Innovative Care in Aging at the Johns Hopkins University School of Nursing are held harmless and released from any liability that may occur from selecting an agency, a care center, caregiver, community or facility.

Evaluating a geriatric care manager

Consider engaging a geriatric care manager in conversation around the questions suggested below. Listen for cues that demonstrate knowledge and experience, patience and tenacity, as well as the kindness you would like to see extended to your loved one.

How long have you served as a geriatric care manager?

Do you have a specific focus on aging and elder care?

Do you have expertise in any other areas?

What is your educational background?

Do you have any special licenses or professional designations in gerontology, nursing or social work?

How many individuals and families have you worked with?

Which of your personal qualities make you well-suited to this line of work?

Have you worked with someone like my _____ who has the following issues/conditions?

What makes you uniquely qualified to help us?

Scope of responsibilities

When are your services typically sought? Can you please provide some specific examples?

Can you provide an example of a special challenge you've addressed for one of your clients?

What are some examples of things you can do for older adults and their families that they could not do for themselves?

Have you coordinated local patient resources when families live far away from their parents?

Scope of responsibilities (Continued)

What processes are in place for communication and for staying in touch with me and my family?

After the initial assignment, how long do you typically stay involved?

How familiar are you with Medicare, Medicaid and private insurance coverage and limitations of the coverage?

Are you familiar with long-term care coverage, and what is required for a policy to begin coverage?

What is your availability, and what role will you have during emergency situations?

Fees

Is there a fee for your initial assessment? If so, what is that fee?

How do you charge for your services: by the hour, day or month?

Do you require a deposit? If so, how much?

After the initial assessment, are you able to assist with monitoring ongoing care?

How do you monitor that care and will you report back directly to family members, as needed?
