


Self and Family Managed Care

A Unique Option for Home Care Delivery
 An Introduction by Chris Billows and Brief Experience Review with Edythe Butterworth



Self and Family Managed Care: (SFMC)

What is it?
Who am I?

- An Option of the WRHA Home Care Program
- A full part of Home Care, following the same policies and protocols
- Delivers one aspect of Home Care services differently: Instead of scheduling and sending staff, it provides funding
- A Self or Family Manager will use these funds to hire individuals or an agency to provide the care



Self and Family Managed Care:

A brief history


- The Independent Living Resource Centre (ILRC) was the initiator of the Self-Managed Care program and partnered with Manitoba Health to pilot the program
- ILRC's support role continues
 - Peer support group
 - Support to new managers or those considering SFMC around administration, HR management, and skill development
- www.ilrc.mb.ca
- 204-947-0194



Self and Family Managed Care:

Team Structure


- We are a small team including 1 Manager, 6 Case Coordinators, and 1 shared admin staff.
- Finance Department who make the deposits, and perform finance reviews
- The team also coordinates:
 - ALS case management
 - VADs case management
 - Accessible Housing & Care Partnerships



Self and Family Managed Care:

To Qualify

- Must be eligible for Home Care HCA/HSW services
- Must be capable of meeting the contractual obligations and understand own needs
- Must be able/willing to participate in partnership with Home Care CC



Self and Family Managed Care:

How is the funding determined?


- Based on the Home Care assessment, which is completed by the Case Coordinator
- Reassessments are required on a regular basis to ensure an appropriate and accurate care plan is funded
- Funding adjustments are made by the CC in consultation with client and family



Self and Family Managed Care:

Eligibility for professional services

- Clients remain eligible for professional service such as
 - RN care
 - OT/PT assessments
 - Other community partners i.e.: Day Program, Day Hospital, Geri-Assessment
 - Equipment and supplies




Self and Family Managed Care:

Where do our clients find staff?

1. Hiring employees: Clients/Family directly employ their own staff and thus take on full responsibilities as an employer.
2. Hiring an agency/company

Pros and cons to each option



Self and Family Managed Care:

Program Challenges

- Potential risk of funds being misused.
- Some people have difficulty managing all the responsibilities
- Challenged to find consistent and competent staff
- Not all care plans are easy to staff



Self and Family Managed Care:

Program Benefits

- Client and family do not have complaints over who enters their home, schedules, continuity, and tasks that are completed
- True sense of partnership
- Works very well for clients with complex care needs
- Clients stay in their home longer.



Self and Family Managed Care:

Introducing our guest


- Edythe Butterworth is the Family Manager for spouse Tom
- Tom has M.S. since 1980s, retired in 1989, received Home Care since 2004
- Tom and Edythe became clients of Self & Family Managed Care in June 2013.



Self and Family Managed Care:

Reasons to come onto the SFMC for Edythe and Tom

- Service Breakdowns in care for husband
- Lack of Schedule Flexibility
- Breakdown of trust between Office and Family



Self and Family Managed Care:

Challenges for Edythe


- Computer skills have to expand
- Initial Lack of Confidence



Self and Family Managed Care:

Benefits for Edythe and Tom

- Professionalism
- Flexibility
- Cooperation




Self and Family Managed Care:

Conclusion:
Satisfaction comes from Control

- Life is not easy but has become more manageable with SFMC

Community HC	SFMC
<ul style="list-style-type: none">▪ Staff / not money▪ Hiring of staff by office▪ Schedules set by office▪ Tasks set by protocol▪ Responding to care needs based on protocol	<ul style="list-style-type: none">▪ Money / not staff▪ Select own staff▪ Schedule is arranged in consultation with worker▪ Family and client give direction▪ Flexibility in tasks means clients / caregivers feel more control over their circumstances

Comparison of Community Home Care services with SFMC services



TIME FOR QUESTIONS