



## VNS CHOICE

*A comprehensive managed long-term care program  
of Visiting Nurse Service of New York*

### Geriatric Care Management at VNS CHOICE

*A strategy of comprehensive care management allows care managers to provide older adults with the most appropriate services in the most appropriate setting - the right care, at the right time, in the right place.*

For many older adults in need of long-term care services, home is their first choice for care. VNS CHOICE, a comprehensive managed long-term care program, enables over 3,600 frail older adults in New York City to satisfy that preference.

VNS CHOICE was established in 1998 as an innovative program of integrated care. Under the program model, care managers, or "Nurse Consultants", lead an interdisciplinary team that also includes social workers, rehabilitation therapists, nurse practitioners and nutritionists. These clinical specialists collaborate closely with program member/patients, caregivers, community physicians, and other providers to achieve a common goal: helping member/patients remain independent at home and in their communities for as long as is safely possible.

In addition to a variety of skilled health care services, VNS CHOICE's rich and comprehensive menu includes meals on wheels, social day care, home health aide assistance, environmental modifications and transportation to and from medical appointments, and related services that provide member/patients with assistance with day-to-day activities and address their health care needs.

Care Managers coordinate all of these services to ensure coordination of long-term care and health-related services across the spectrum of community-, home-, and facility-based settings.

Care Managers serve as a single point of contact to coordinate and facilitate access to care and treatment in a timely and effective manner. Using both telephonic care management and visits to member/patients in the community, hospital and nursing home, care managers effectively facilitate appropriate services, advocate for the individual needs of member/patients, respond to changes in care and plan for future service needs. A strategy of comprehensive care management allows care managers to provide member/patients with the most appropriate services in the most appropriate setting - the right care, at the right time, in the right place.

Settings for patient care continue to expand, which can present new challenges to the care manager. As part of its strategy of continuous professional development and quality improvement, VNS CHOICE provided its clinicians with the opportunity to participate

in a program-funded preparatory course for national case management certification (CCM) in the fall of 2004. The knowledge and skills gained through their professional experience, coupled with the focused instruction provided through the course, has helped these clinicians to better manage the varying and changing levels of care required to maintain independence for a frail older adult. One care manager noted that "the intense period of study leading to the certification exam helped me to not only learn of the numerous resources available for patients but further emphasized the need for collaboration with all disciplines in order to provide quality, cost effective care." Another found that "care management certification makes a difference - to clinicians, their employers and to patients and their families. Through preparation for the certification exam, clinicians increase their knowledge of care management processes and current professional practice, which increases confidence in your skills." For VNS CHOICE, this advanced level of care management expertise meshes perfectly with the program's overall mission of providing comprehensive care management to an elderly population whose first choice is home.



Visiting Nurse Service Of New York

VNS CHOICE<sup>SM</sup>

*We Bring The Caring Home<sup>SM</sup>*

[www.vnsny.org](http://www.vnsny.org)