

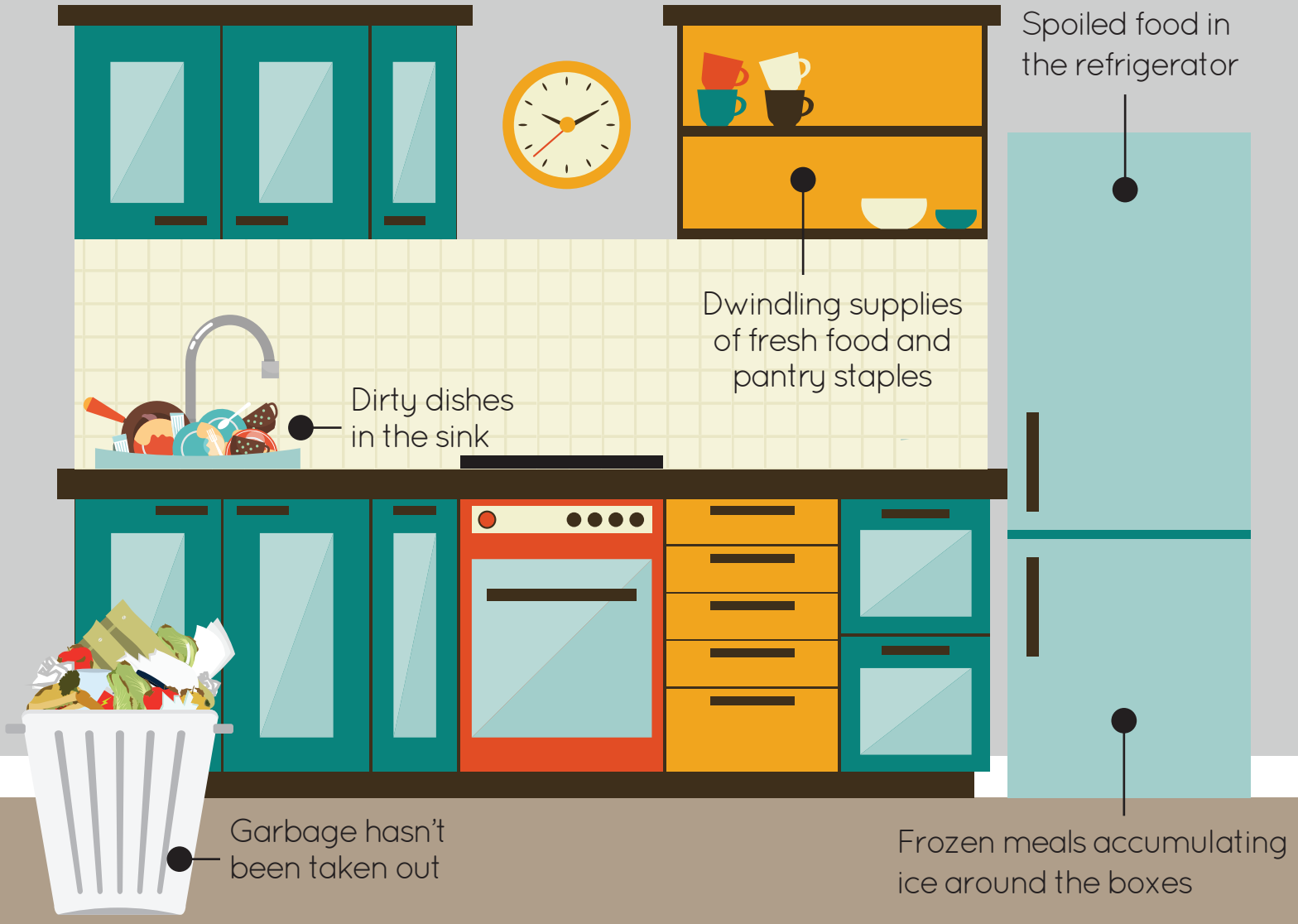


How to Start the Home Health Care Conversation in Your Family

It isn't always easy to ask for help. We value independence and self-sufficiency. Admitting we need help caring for ourselves can be painful. Suggesting that a family member needs help can be even more challenging. How can we begin the conversation in a way that focuses on the benefits of help, such as home health care, while still respecting their dignity and autonomy? And how can you be sure it's really time to start the conversation?

PREMIER
home health care services, inc.

KITCHEN SIGNS



1 OUT OF 4
elderly people
suffer from
poor nutrition*

*Department of Health and Human Services reports

“

CONVERSATION STARTER

TACTIC Point out the benefits.

“You’ve been feeling tired lately, and I know you must miss your great home cooking. What if we had someone come in to help, who could take care of the cooking during the week, and then you and I could focus on having fun together?”

”

Premier Home Health Care Services, Inc. can help ensure patients enjoy delicious, healthy meals and prevent malnutrition from developing.

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BATHROOM SIGNS

Hand towels don't seem to be refreshed

Empty prescription bottles for current medications in the medicine cabinet, making it clear that medications aren't being refilled on time

Over-the-counter medications, such as Ibuprofen, seem to have been taken more often than usual

Shampoo and body wash supplies don't seem to be used as much as usual

The dirty laundry hamper is full

40%-75%
of seniors may
not be taking their
medication properly*

*C. Salzman, Department of Psychiatry,
Harvard Medical School reports

CONVERSATION STARTER

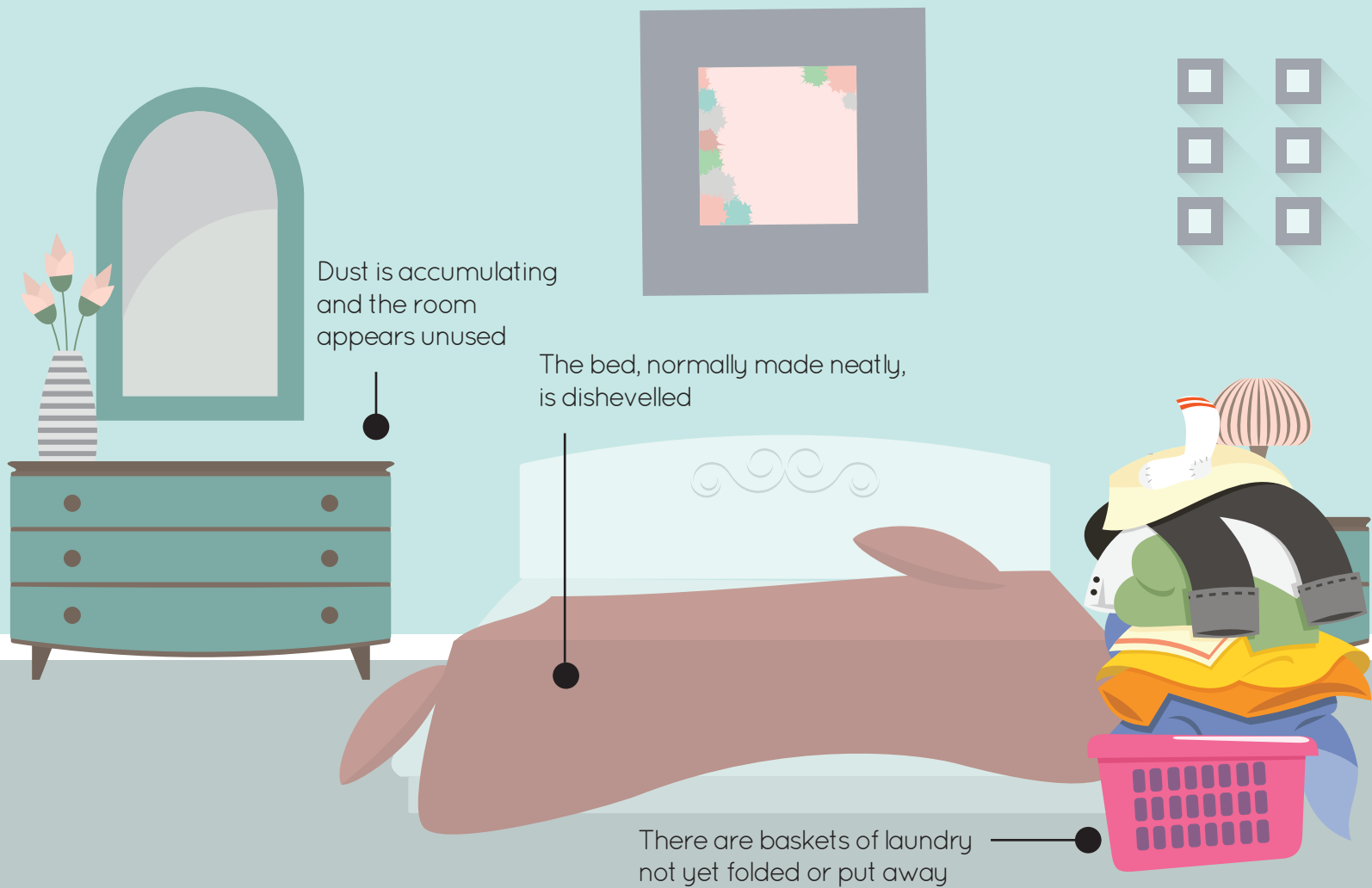
TACTIC Connect it to your own relatable experiences.

“You mentioned that your doctor put you on a new medication. How are you feeling? Sometimes remembering my medications, even vitamins, in the rush of mornings with the kids and work is hard. I wonder if having someone help with things like laundry would give you more free time for things you enjoy, like your walks with friends. Maybe they could set up a system to make medications easier to manage, too.”

Premier Home Health Care Services, Inc. nurses can help establish medication management and our home health care aides can assist with laundry and other care services.

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BEDROOM SIGNS



60%
of seniors fall on the stairs to go to/from their bedroom*

*The Royal Society for the Prevention of Accidents reports

CONVERSATION STARTER

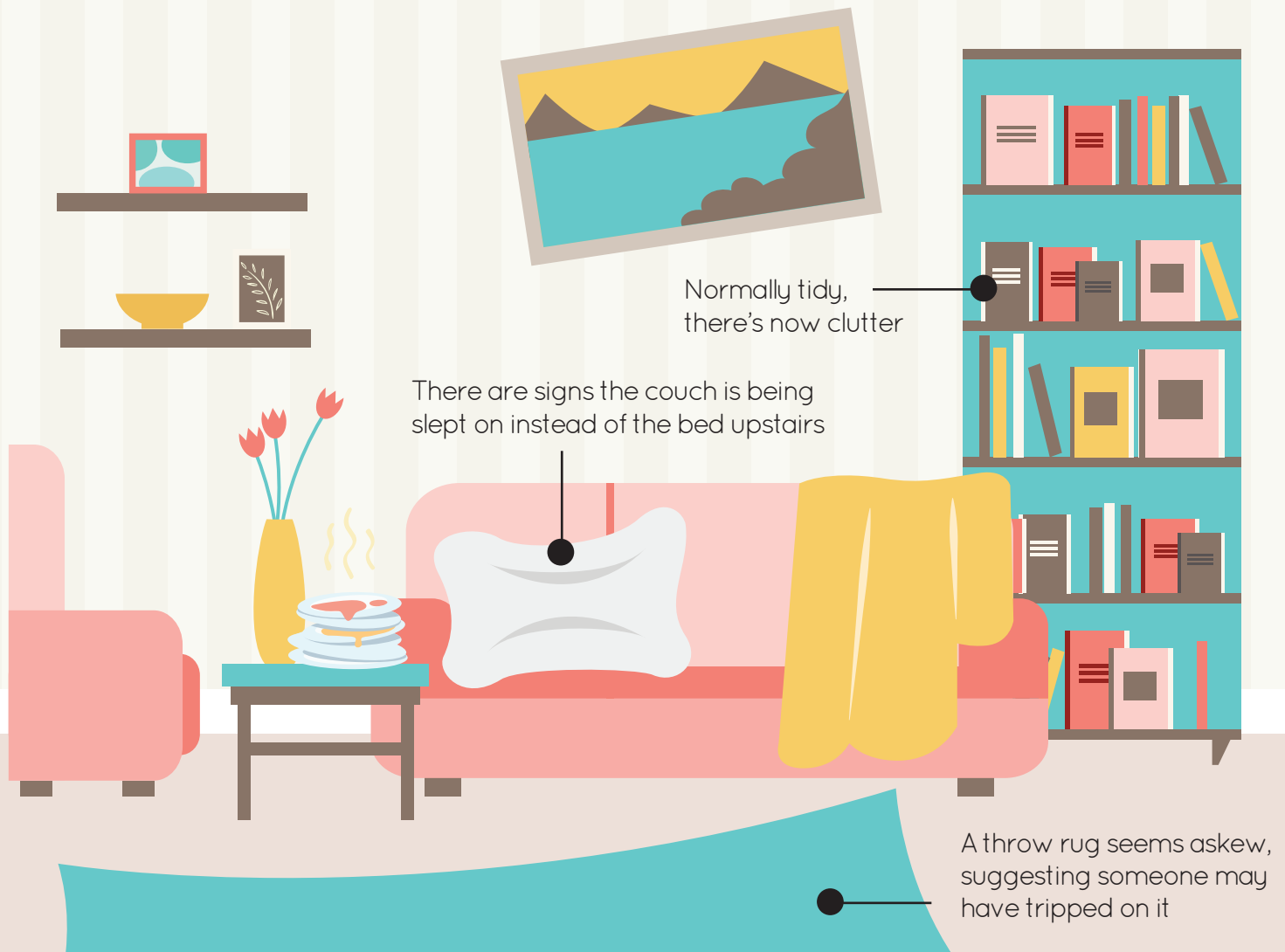
TACTIC Ask probing questions conversationally to direct the conversation.

“With work, the kids, activities, I feel more tired than usual. How are you feeling? Are you getting enough sleep?”

Premier Home Health Care Services, Inc. aides can assist with getting patients into and out of bed, and ensure navigating stairs is done safely. Laundry and keeping the bedroom environment clean and healthy is important for overall well-being.

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LIVING ROOM SIGNS



Normally tidy, there's now clutter

There are signs the couch is being slept on instead of the bed upstairs

A throw rug seems askew, suggesting someone may have tripped on it

90%
of hip fractures
happen among adults
50 years of age
and over*

*The British Department of Health reports

CONVERSATION STARTER

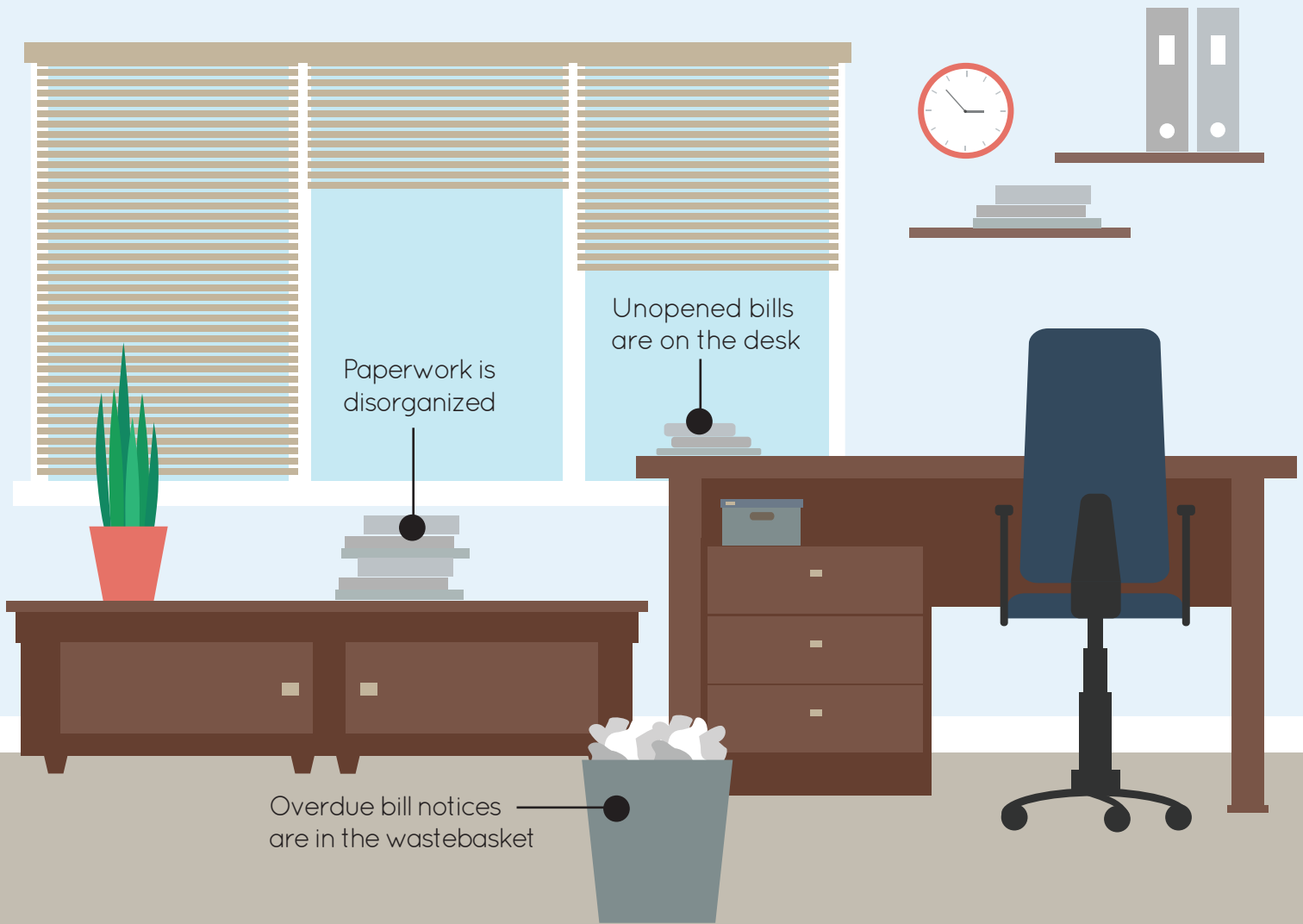
TACTIC Focus on independence.

"Please don't apologize for the mess. I haven't been keeping up with housework the way I'd like lately. Maybe if you had help with cleaning and housework, you could have the independence and freedom to do the things you like to do."

Premier Home Health Care Services, Inc. aides can help assess the safety of the home environment and ensure your family member has assistance moving around the home and also has the opportunity to get out more for activities, such as walks around the neighborhood, and attending activities, such as adult day care, and more.

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HOME OFFICE/STUDY SIGNS



29%
of seniors need
help with money
management*

*Legal guides publisher Nolo reports

CONVERSATION STARTER

TACTIC Form a support team.

How are you doing with keeping up with bills and finances? Is there a way I can help? I have a financial planner you can use. She's great and said she'd love to help. Maybe we could arrange to have someone help you get over to her office and to your other appointments, or even help here around the house."

Premier Home Health Care Services, Inc. aides can help arrange transportation to doctor's appointments and help patients with memory loss maintain their routines.

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10 TACTICS FOR STARTING THE CONVERSATION:

- 1 BE PREPARED** Know your options in advance. Familiarize yourself with available services and be ready to offer options and answer questions.
- 2 FORM A CAREGIVING TEAM** Involve anyone directly involved in your family member's care, such as siblings. Create a decision-making alliance so that no one in the process feels alone or burdened.
- 3 SEEK HELP FROM EXPERTS** Involve someone with experience in care management to help navigate you and your family through the process. Also, sometimes advice is easier to take from someone outside the family. In addition to care management experts, other trusted professionals, such as a doctor or social worker you know and trust, can help make the case for considering additional help.
- 4 MAKE THE DECISION A PARTNERSHIP** It's critical to make sure the person who will be receiving care knows their feelings are heard and valued. From deciding on which services to engage or which days and times an aide will come to the home, it's important they are contributing to the decision-making process.
- 5 TRY A REVERSE APPROACH** Highlight the benefits for not only your family member, but for his or her spouse and children.
- 6 SPOTLIGHT THE BENEFITS** Be sure to discuss the value in having more free time to do the things they love. Companionship, help with tasks around the house, and access to activities are just some of the benefits.
- 7 FOCUS ON INDEPENDENCE** With home health care, they'll be able to continue to live in the comfort of their own home and play a vital role in their own care management team.
- 8 SUGGEST TRYING IT ON A TRIAL BASIS** If a patient is recovering from surgery or returning home from a hospital stay, this is an opportunity to introduce the idea on a trial basis. For patients with long-term care needs, suggesting to try it out can help ease the concerns about entering a new situation.
- 9 ASK PROBING QUESTIONS TO HELP DIRECT THE DISCUSSION** Ask them more about any concerns. Are the concerns about privacy or potential costs, for example? Knowing the root of concerns can help guide the conversation to answers that address and alleviate those worries.
- 10 CHOOSE THE RIGHT TIMING AND LOCATION** Sometimes having the conversation in a more neutral space can help. When emotions are running high, it's best to choose another time for the discussion.

The key to introducing the subject is to maintain sensitivity and put yourself in the shoes of your family member. If you would feel embarrassed or uncomfortable discussing your own housekeeping, personal finances and signs of struggling with daily tasks, it's easy to imagine that your family member may not want to have the conversation. But early introduction of services such as home health care can improve overall well-being and prevent serious threats to a patient's safety and health.

Premier Home Health Care Services, Inc. is a licensed home health care agency specializing in home community-based, long-term and certified home health care. With more than 20 years of home care experience, we are committed to offering the highest level of care for a wide range of health care needs. We provide compassionate care to nearly 10,000 clients per day, and you can rest assured that our caregiving staff is screened and qualified to meet the needs of your family member. As one of the largest providers of home health care in the Northeast and Mid-Atlantic regions, you can trust Premier Home Health Care Services, Inc. to provide the care your loved one deserves.

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