

Metrowest Aging & Disability Resource Consortium

Program Long Term Care Options Counseling

Subject PROGRAM DESCRIPTION

What is Long Term Care Options Counseling?

- Long Term Care Options Counseling is an interactive “decision – support” process that requires a dialogue or series of dialogues between the trained counselor and a consumer, family or significant other to support a consumer in his/her deliberations about choice of long term care services and setting. Together, the consumer and counselor identify the consumer’s strengths, needs, preferences and resources to develop a plan that is unique to that consumer.
- As part of the decision-support process, the counselor provides information about the resources and services that might meet the consumer’s needs and informs the consumer of potential payment sources that the consumer might qualify for, but does not determine eligibility for those programs and services. The emphasis in options counseling is on relationship building and decision support rather than on simply providing information. Additionally, the Counselor is not there to “solve it for the consumer” but to teach the consumer how to “solve it for themselves”
- The Counselor’s role is to provide counseling on the various options available for long term care for each consumer. This involves meeting with the consumer to discuss and provide guidance about:
 - The consumer’s medical, physical, emotional and financial resources
 - Public, private and informal supports to meet LTC needs
 - Factors for the consumer to consider in making LTC decisions, including capacity and personal preferences
- OCs also assist consumers to choose options by providing timely and accurate information and referral; assistance with connecting with referrals; following up with the consumer within 30 days to determine outcomes and offer additional assistance in locating, obtaining or using services as necessary.

Goals of LTCOC:

- To provide unbiased information to consumers about long term care options,
- To support consumers in their decision-making process.

Operational Expectations:

- LTCOC may be provided via:
 - Telephone sessions
 - Face-to-face sessions in a variety of settings including in private residences, public housing, long term care facilities, rehabilitation hospitals and acute care facilities
- More time spent talking with the consumer and helping them think through their options than in traditional Information and Referral

Desired Outcomes:

- More adults choosing to remain in the community for longer periods of time,
- An increase in the number of nursing home residents transitioning to a less restrictive setting with appropriate support