

Example Scenario – Lupe

Name: Lupe

Dx's: Osteoporosis, muscle weakness, arthritis, chronic pain

Family/Supports: Daughter, Tia (lives in Arizona)

Age: 81

Language: Spanish/English

Income/Services: Social Security Benefits, SNAP, Medicare Savings Program, OPI

Home Setting: Lives in her own home in Klamath Falls

Social History: Lupe was born in Chihuahua, Mexico in 1938. Her mother (a member of the Klamath Tribe) moved to Mexico to marry her father in 1936. Lupe describes her childhood as filled with love and sunshine. In the early 60's Lupe visited Oregon with her family where she met and fell in-love with a man in Medford. Lupe did not return to Mexico and married her husband, Frank in 1963. Lupe and Frank had one child, Tia.

Lupe worked hard as a homemaker her entire life. She loves to cook and feed her family and friends. She is always the perfect host for gatherings in her home and community. Lupe provided care and comfort to Frank in his final years. Frank passed away in 1999. Tia moved to Arizona for college and decided to stay to raise her family.

Lupe has recently accepted that she needs help as she is in constant pain, her body grows stiff, and she is not able to do the physical tasks she used to. Lupe has very specific ways she likes her home kept and she gets upset when friends who want to help or homecare workers don't do things the way she wants. Lupe broke her left hip in 2017 and uses a walker to help prevent falls.

Lupe would like to keep living in her family home but she would like to visit her daughter and grandchildren more often, family is very important to her.

Presenting Issue: Even with the use of the walker Lupe has fallen a few times recently resulting in only minor injuries until the most recent fall which resulted in another hip fracture. Lupe is currently at the local nursing facility receiving skilled care. The OPI Case Manager is planning to visit Lupe in the facility to discuss strategies to help her get back home. Lupe currently needs hands on assistance with transferring each time and her rehab progress has been slow. The CM feels like consumer needs additional service hours beyond what OPI can authorize. Lupe is hesitant to apply for Medicaid Long Term Supports and Services but has agreed to make the call into the local APD office with the CM during their scheduled.

After hearing of her mother's most recent fall Tia suggested her mother move in with her. Lupe is interested in that idea but neither her nor her daughter have the current resources to move her to Arizona after the skilled time is over. Lupe is not healthy enough to prepare her home for sale at this time. If Lupe goes home, she is worried about how she will get around her house. She does not want to rely on a wheelchair because there are stairs leading up to both her front and back door and one wouldn't fit through her bathroom door.

What steps will take place at the local APD office when the consumer calls the main line? What will be discussed? What resources will the APD offer the consumer? Are there additional resources the OPI CM could suggest? Check in with the other agencies in your group – what services can they provide that APD or OPI Case Managers may not know about?

If the consumer is eligible for and agrees to pursue Long-Term Services and Supports through Medicaid, what services are available for her as she plans her discharge from skilled care?

Talk with the representatives from Assistive Technologies, Inc and Portland Utility Commission, are there any assistive technology programs that may be helpful for Lupe? Think about her in home setting if she can return to her or her daughter's home. What would be helpful if she is using a walker compared to what would be helpful if she is wheelchair bound? Is there any

technology that would help her connect with her family more or help her when she travels?