



2018-2019 Client Advocate Pilot Program Report

Funded by the Paul Kusuda Special Projects Grant

Overview

The Client Advocate Pilot was a collaboration of the Fitchburg Senior Center and the South Madison Senior Coalition (now New Bridge Madison). The Client Advocate Program need was determined by poor health literacy and/or a missing support system. This pilot addressed the unmet needs of older adults who are lacking individualized medical patient advocacy by utilizing professionals to work directly with clients that need more support than Case Managers have time to give.

With funding for this pilot 3 professionals were hired; a former Social Worker who received a Consumer Health Advocacy Certificate in 2017 from the UW Madison Center for Patient Partnerships and two nurses.

The responsibilities of the Advocates included attending medical appointments with clients, promoting effective communication with medical staff, and empowering clients to address their medical concerns and related care directly with their providers. Advocates also worked with clients to understand and follow through on care plans and medical instruction given by their providers. In addition the nurses provided services (not nursing care) to older adults with assessments and plan coordination.

Client Advocates also offered 2 advocacy related presentations. The first was on using the medical software, "My Chart" and the other on completing Powers of Attorney for Health Care.

Program Usage

This pilot program did not officially start until June 1, 2018 with funds depleted by May 31, 2019.

Client eligibility for this pilot mirrored the Dane County Case Management program; 60 and over, 240% below poverty level, and live in their own home or apartment. Case Managers identified clients that could benefit from the program and then referred them to a Client Advocate. The relationship between the Client Advocates and Case Managers was constant with communication about client status being shared back and forth on a regular basis. All services received by clients is charted on the individual client case notes. Like the Dane County program, the goal is to limit participation in this program to 90 days.

31 clients were referred to this pilot over the last 12 months. The most common areas of support provided by the Client Advocate included; clarifying medical provider information, medication management, and support with memory issues, depression and anxiety. At its most basic, the Advocates ensured that the older adult had the information necessary to make decisions about their own health. They encouraged patient centered care and made sure seniors had "a voice" in their decision-making.

Satisfaction Surveys

A Satisfaction survey was mailed to all participating clients with eight being returned. A copy of that survey with the results are enclosed.

Moving Forward

After the grant money was depleted, the Fitchburg Senior Center Friends were approached about funding the program beginning June 1st through the end of 2019. They agreed to do so on the condition that the program would serve only Fitchburg older adults. In addition, the Fitchburg Senior Center submitted an application to Bader Philanthropies to fund the program in 2020. Announcement of programs funded will be in November.

Program Budget

Expense Report			
Beginning Balance <i>Includes awarded grant and additional \$2000 from Kusuda family.</i>			\$15,807.00
Advocate Hours	535 X \$25/hr	\$13,375.00	\$2432.00
Mileage		\$585.00	\$1847.00
Marketing / Brochures/ Copies		\$700.00	\$1147.00
Administrative		\$1000.00	\$147.00