



Caseworkers are Key to a Doctor's
Success

Meet The Professionals



Ozzie Ahmed, MD, Dr. PH, FAAFP

*Medical Director Population Health
NCQA Physician Surveyor
REUNIONCare Medical Director*



Monica Stynchula, MSW, MPH

*REUNIONCare Founder & CEO
AARP FL Executive Council Member*





Role of a Caseworker

- ✓ Behavioral Assessment
- ✓ Social Assessment

Preparation is the key to success



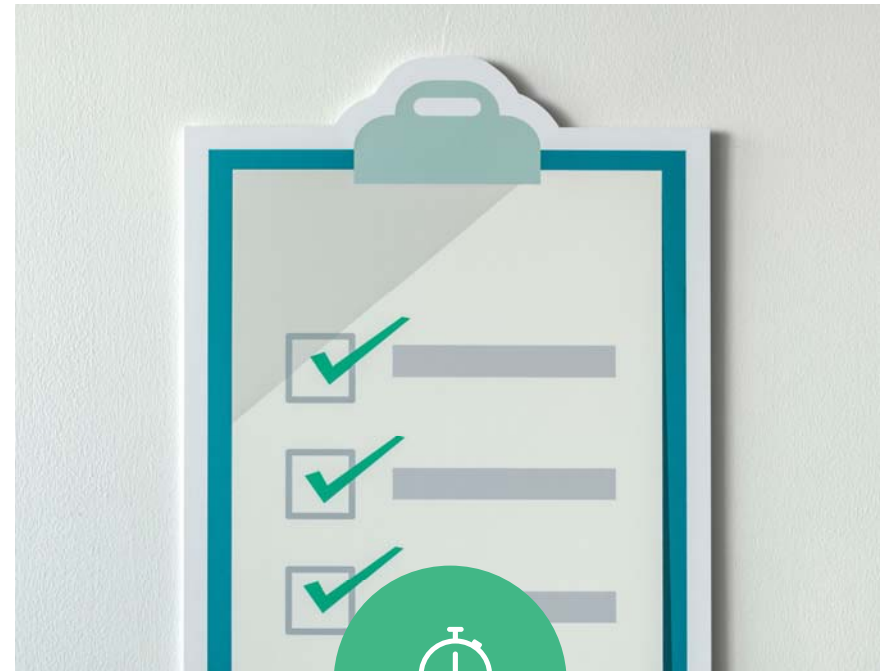
Record review before first contact & anticipate patient needs



Research available benefits & prioritize interview questions



Rank anticipated goals for urgency, cost and outcomes





Caseworker's Tool Box

- ✓ Interviewing Techniques
- ✓ Gathering Data
- ✓ Selecting Goals for Success
- ✓ Care Planning
- ✓ Empowering Patients & Caregivers





Assessment Leads to Intervention

- Document psychosocial care gaps and barriers
- Identify trusted family and social support network
- Coordinate community-based services

Caregiver Issues that Impact Care Team

Acknowledgment

Caregivers want to be acknowledged

Value

Caregivers want to learn and succeed

Professional

Caregivers want a seat at the table

Care

Caregivers want to know the options



Unspoken Emotional Burden of Caregivers

- Life will never be the same
- Feelings of Guilt, Anger, Fear & Resentment
- New roles, schedules and losing self
- Lost dreams
- Uncertainty & Bittersweet waiting
- Loneliness



It Takes a Team to Care

Interdisciplinary
Team

Care Plan
Is Dynamic

Patient
Centered

Psychosocial Focus
of case worker
enriches team

