

# GLOSSARY

## **activities director (recreation director)**

Plans programs seven days a week to help keep residents alert and socializing with others.

## **activities of daily living (ADL)**

Tasks performed routinely to maintain bodily functions (e.g. personal hygiene, walking, eating, dressing, bathing, transferring).

## **adult day care**

Day programs that provide social, recreational, and some medical services to mentally or physically frail adults in a community setting. There are both *medical model* and *social model* day care programs.

## **adult foster care**

The service provided to elderly persons living with unrelated families who provide room, meals, laundry service, personal care, and supervision.

## **adult home**

A long-term residential facility that provides room, board, housekeeping, personal care and supervision to five or more adults who are not related to the proprietor.

## **advance directives**

Verbal or written instructions expressing someone's wishes about medical treatment in case of a future illness or injury causing mental incapacity. Examples are: health care proxies, do not resuscitate (DNR) orders, do not hospitalize (DNH) orders, and living wills.

## **alternative level of care (ALOC)**

The intermediate level of care at a reduced reimbursement rate given to a hospital patient after acute care is no longer necessary, but an appropriate discharge is not yet available to a nursing home or other facility.

## **Alzheimer's disease**

A degenerative disease affecting the brain that results in impaired memory, thought processes and behavior.

## **aphasia**

A partial or complete loss of the ability to speak, read or understand written and spoken language.

## **artificial nutrition and hydration**

Provision of nutrients and liquids through tubes. An NG tube (Naso-Gastric) is a tube inserted into the stomach via the nose. A PEG (percutaneous endoscopic gastrostomy), or G-Tube (Gastro Tube) is a tube placed directly into the stomach through which liquid nourishment is delivered.

## **assisted living facility**

A residence for the elderly which combines meals, activities, social supports, and home health care.

**Assisted Living Program**

A New York State program providing home health care services to adult home residents who qualify for nursing home care.

**audiology**

Evaluation and rehabilitative treatment for residents who have impaired hearing.

**burial fund**

A sum of money (or life insurance policy of equivalent value) that is not counted as a financial resource for the purpose of qualifying for Medicaid and other government benefits programs.

**CASA - (Community Alternatives Systems Agency)**

The unit of the local government service agency (Human Resources Administration in New York City) that approves Medicaid applications for home care services (e.g. home attendant, housekeeper, or home health aide).

**Certified Home Health Agency (CHHA)**

An agency certified by Medicare to provide medical home care services, including nursing, home health aide services, and skilled therapy services.

**chemical restraints**

Psychoactive or mind altering drugs including antipsychotics, sedatives, and antidepressants used inappropriately to control behavioral symptoms, when less aggressive alternatives could be used.

**cluster care**

A way to provide home care to clients in one building or a small local area, by having a number of home care recipients share a single home health aide.

**comfort care**

See palliative care

**Comprehensive Care Plan (CCP)**

A total plan of care designed for a nursing home resident, based on an assessment of a resident's physical, mental, emotional, rehabilitative, and dietary status and needs, by an interdisciplinary team made up of staff, family and, if possible, the resident.

**Continuing Care Community**

Residential complexes that provide a progression of living arrangements with increasing supportive social and medical services from apartments to nursing homes. For a set fee, residents receive whatever services they need during a contract period, often the remainder of the resident's lifetime. (Also called Life Care Community.)

**contracture**

A restriction of movement of any joint, or shortening of muscles, which can effect, fingers, wrists, elbows, shoulders, hips, knees and ankles. If left untreated, it can cause a person's body to curl up.

**copayment**

A portion of a medical bill that is not covered by an insurance company (government or private) and that the patient must pay directly.

**CPR (Cardiopulmonary Resuscitation)**

The emergency procedure administered when the heart or breathing stops. CPR includes mouth-to-mouth breathing, closed heart massage, starting the heart with an electrical current, and using a mechanical ventilator.

**Culture Change**

A nursing home movement that is dedicated to transforming nursing homes into places where residents' individual needs and preferences are the core value of operating the home.

**custodial care**

Also called "personal care", services provided by a home care attendant to help a person to bathe, get dressed, eat, walk, use the bathroom, or move from a bed or chair to a wheelchair.

**decubitus**

Decubiti, pressure sores or bedsores are lesions or ulcerations caused by unrelieved pressure on the skin.

**deductible**

The amount a policyholder must pay before an insurance policy will begin to cover costs.

**dementia**

Impairment and deterioration of cognitive functions (such as thinking, remembering and reasoning) sufficient to interfere with an individual's daily living.

**designated representative**

A family member or friend chosen by a nursing home resident (or by others, if she is incapacitated) to be her contact with the home.

**DFTA (New York City Department for the Aging)**

The local government agency that provides community social services for older New Yorkers, including senior centers, information and referral for obtaining benefits and entitlements, residential and nursing home information, advocacy, and employment opportunities.

**Director of Nursing Services (DNS)**

A registered nurse with training and experience in geriatrics who supervises professional and semi-professional nursing services in a nursing home.

**discharge planning**

Planning and making arrangements for someone's care after discharge from a hospital or nursing home. This is done by the staff of the medical facility in cooperation with the patient and family.

**DNH (Do Not Hospitalize order)**

A doctor's order, authorized by a patient, or a health care agent or a family member (in cases of the patient's mental incapacity) stating that the patient should not be transferred to a hospital for care.

**DNR (Do Not Resuscitate order)**

A doctor's order, authorized by a patient, or a health care agent or a family member (in cases of the patient's mental incapacity) stating that the patient should not receive CPR should his breathing or heart stop.

**DOH (New York State Department of Health)**

The state agency that regulates all medical facilities, including hospitals and nursing homes.

**DSS (Department of Social Services)**

State-funded county agencies that provide public assistance, human services, and other welfare services. In New York City, Human Resource Administration (HRA) is the local Department of Social Services.

**enriched housing**

A non-institutional residence providing a supervised apartment with supportive services, usually for elderly residents.

**ethics committee**

An interdisciplinary group in a health care facility who evaluate medical decisions that pose ethical conflicts.

**eviction**

A forced removal of an individual, family or business from housing, land, or other real property and the legal process permitting it.

**Expanded In-Home Services for the Elderly Program (EISEP)**

A state-funded program providing, on a sliding fee basis, housekeeping chores, homemaker services, case management and other services to elderly, low-income people in the community needing home care but not eligible for Medicaid.

**Expedited Discharge Program**

See rent retention rule.

**fair hearing**

An informal independent legal proceeding to review a decision by an administrative agency.

**family council**

An independent organization made up of family members and friends of residents in a particular nursing home, to support each other and work on mutual concerns regarding resident care and life.

**feeding tubes**

See Artificial Nutrition and Hydration.

**fiscal assessment**

A step in establishing eligibility for Medicaid home care services that compares the cost of the needed home care to the cost of nursing home care.

**guardian**

An individual appointed by a court to manage personal and financial affairs of a person judged not able to act for himself.

**HCFA (Health Care Financing Administration)**

The federal agency responsible for administering Medicare and Medicaid.

**health care agent**

A person appointed by a patient to make health care decisions on the patient's behalf in case she is mentally incapacitated in the future.

**health care proxy**

The legal document an individual signs to appoint someone to act as his health care agent in case he becomes mentally incapacitated.

**Health Maintenance Organization (HMO)**

A managed care provider that serves as both a health insurance company and a system of health care delivery for its members. An HMO serves members through its network of health care professionals.

**home attendant**

A person providing personal care services, including help with the activities of daily living, to someone in her own home. Also called "personal care attendant."

**homebound**

Unable to leave the house because of illness or injury without the help of a person or device and without a considerable and taxing effort

**home care services/in-home services**

Medically prescribed care provided in a patient's home or residence that includes medical home health services and personal care services.

**home health aide**

A person providing both personal care assistance and health-related services such as simple dressing changes, assistance with medications, and routine care of prosthetic and orthotic devices.

**Home Relief**

See Safety Net.

**hospice care**

Care for terminally-ill patients that emphasizes comfort and not cure, and that combines home care with needed in-patient care.

**HRA (Human Resources Administration)**

See DSS.

**immunosuppressive drugs**

Drugs that suppress the body's immune system, risking exposure to infections that the body normally resists.

**incapacity**

A mental state in which an individual is unable to make reasoned decisions or judgments.

**institutionalization**

Admission of an individual to an institution, such as a nursing home, for an extended stay or permanent residence.

**LHCSA (Licensed Home Care Services Agency)**

An agency licensed by the Department of Health that, directly or through a contract, provides nursing, home health aides or personal care services in a patient's home.

**Life Care Communities**

See Continuing Care Communities.

**life-sustaining treatment**

A treatment or procedure that either supports or replaces a specific bodily function necessary to keep a person alive.

**living will**

A document that states someone's wishes regarding medical treatment if she becomes terminally or irreversibly ill and is mentally incapacitated.

**Lombardi Program**

See Long Term Home Health Care Program (LTHHCP).

**Long-Term Care Insurance**

Policies that cover a part of the cost of nursing home care and/or home care.

**Long-Term Care Ombudsman Program of New York State**

A program of the New York State Office for the Aging that places trained volunteers in nursing homes and adult homes to assist residents in resolving problems.

**Long Term Home Health Care Program (LTHHCP) (Lombardi Program / "Nursing Home Without Walls")**

A program that provides home health care services to people who are medically eligible for nursing home care and Medicaid, but who can be cared for at home at a cost that is less than 75% of nursing home care.

**"look-back" period**

The period prior to a Medicaid application that Medicaid examines for financial transactions, including transfer of assets, that affect Medicaid eligibility.

**LPN (Licensed Practical Nurse)**

Member of a nursing home staff with formal training to perform some skilled tasks. LPNs are supervised by registered nurses and assisted by nurse's aides.

**M11Q**

The New York City community Medicaid form that doctors fill out for patients to receive home care.

**maintenance rehabilitation**

The type of rehabilitation intended to maintain and strengthen a person's current level of functioning or to prevent further functional loss.

**managed care**

A way to provide health care services through an insurance plan that, in exchange for a pre-paid premium, offers comprehensive coverage within the plan's own "network" of doctors, hospitals and other providers.

**MDS+ (Minimum Data Set Plus)**

The comprehensive assessment form used by a nursing home to measure the level of functioning and strengths and weaknesses of a resident, in order to develop an appropriate individual care plan.

**Medicaid**

The joint federal-state program that pays for health care for low-income people.

**medical director**

The doctor responsible for formulating and coordinating the medical care policies and procedures within a nursing home.

**medical home health services**

The type of home care service that includes skilled services, such as intravenous drug therapy; artificial feeding and hydration; kidney dialysis and oxygen therapy; nursing visits for wound care; injections; catheter and colostomy care; administration of medication; speech, occupation and physical rehabilitation therapy, and services of home health aides.

**Medicare**

The government health insurance program tied to Social Security that is available to most Americans over 65.

**Medicare + Choice**

A program that allows a Medicare beneficiary to receive Medicare covered services through HMOs and PPOs.

**Medicare Select**

A Medicaid managed care plan that restricts access to certain providers and hospitals in order to limit costs.

**Medigap Insurance**

Optional, privately-purchased insurance that bridges the gap between what Medicare covers and what a patient must pay out of pocket for Medicare-covered services. Also called Medicare Supplement Insurance.

**municipal nursing home**

A nursing home owned and operated by a county or city.

**NAMI (Net Available Monthly Income)**

The amount of a Medicaid recipient's income that must be paid to a nursing home.

**needs assessment**

A formal process that social workers and medical personnel use to determine what care or services someone should receive.

**nurse aide (NA or CNA)**

The person who provides hands-on non-nursing care under the supervision of nurses. Also called nursing attendants or nursing assistants.

**nurse practitioner (NP)**

A nurse with advanced training who can order lab tests, diagnose, prescribe some medications and perform other tasks traditionally done only by physicians.

**nursing home**

A residential facility that provides room and board, around-the-clock skilled nursing care, rehabilitation services, personal care services, social services and recreation.

**"Nursing Home Without Walls"**

See Long Term Home Health Care Program (LTHHCP).

**occupational therapy**

Rehabilitation treatment that teaches physically or mentally impaired individuals a specific skill, using purposeful and practical exercises to help them return to their everyday life.

**OHAS (Office Of Housing and Adult Services)**

The New York State agency that licenses, regulates and inspects adult homes. OHAS is one division within the New York State Department of Health.

**Ombudsman program**

See Long Term Care Ombudsman program.

**palliative care**

Care given to a terminally-ill patient, often through a hospice program, that eases suffering and promotes physical and emotional comfort without trying to cure illness or prolong life.

**Partnership for Long-Term Care Insurance**

A type of long-term care insurance, jointly sponsored by New York State and private insurance companies that allows people to protect assets and qualify for Medicaid when the insurance benefits run out.

**pastoral care**

Services provided by a clergyman or other spiritual advisor.

**Patient Care Investigations (PCI)**

The unit of the New York State Department of Health that investigates all formal complaints about nursing home care.

**Patient Review Instrument (PRI)**

A form used to determine the level of medical care and services a person needs before placement in a nursing home. The form is also a key element in determining Medicaid reimbursement levels for nursing homes.

**Patient Screening Instrument (Screen)**

A form used to determine whether a person is appropriate for placement in a nursing home, or could be cared for in a less institutionalized setting or needs specialized care because of a history of mental illness.

**peer review organization**

Independent agencies that have contracts with New York State to handle patients' appeals of hospital discharges.

**penalty period**

The number of months that a person is ineligible for institutional Medicaid, due to transferring assets.

**personal care attendant**

See home attendant.

**personal care services**

A type of home care service where home attendants provide assistance with bathing, dressing, eating, walking, toileting, transferring from bed or chair to wheel chair, and housekeeping services such as cooking, shopping, cleaning and laundry.

**Personal Emergency Response System (PERS)**

A mechanical alarm system that connects a person in distress to someone who can get emergency assistance.

**physical restraints**

Devices that restrict movement such as bedrails, lapboards, seat belts and vests.

**physical therapy**

Rehabilitation treatment to improve or maintain a resident's physical functioning (e.g. walking, lifting).

**power of attorney**

A legal document that allows a person to legally assign responsibility to a representative to handle financial transactions for him or make decisions about his property or finances.

**proprietary nursing homes**

Nursing homes that are privately owned and operated on a for-profit basis.

**psychiatric drugs**

Drugs that alter a patient's perception, cognitive ability, and mood (e.g. antidepressants, antipsychotic medications, as well as painkillers and sleeping pills), also called psychotropic or psychoactive drugs..

**range of motion (maintenance therapy)**

Rehabilitation to prevent further functional loss or to maintain and strengthen a current level of functioning.

**rehabilitation (rehab)**

The combination of therapy, exercise and other activities designed to restore people who have become impaired through injury, disease, or dysfunction to a higher level of functioning.

**rent retention rule (Expedited Discharge)**

The Medicaid provision that allows a nursing home resident to pay rent or other costs to maintain a residence for up to six months of a nursing home stay, with income that would otherwise have to be used for medical costs.

**representative payee**

Someone authorized to receive and cash another person's Social Security or SSI check, and obligated to spend it on that person's behalf.

**resident council**

An organization of residents in a nursing home working together on mutual concerns about resident care.

**Resource Utilization Groups (RUGs)**

The categories that are the basis of the New York State Medicaid reimbursement system that pays nursing homes for the care of Medicaid residents.

**respite care**

Short-term and infrequent care for an elderly or incapacitated person at home or at a nursing home or other facility, intended to give family members some relief from the responsibilities of care giving.

**restorative rehabilitation**

The type of rehabilitation intended to restore a function that a person has lost, such as the loss of speech or mobility following a stroke.

**Registered Nurse (RN)**

The most highly skilled member of the nursing home's nursing team, who supervises licensed practical nurses and nurse aides.

**safe return program**

A national program of the Alzheimer's Association that helps identify and return lost "wanderers" who are memory-impaired due to Alzheimer's disease or a related disorder.

**Safety Net Program** (formerly called Home Relief)

The New York State public assistance (welfare) program that provides financial assistance to individuals or households with no other form of support.

**Screen**

See Patient Screening Instrument.

**SOFA (New York State Office for the Aging)**

The state agency that oversees and coordinates state programs for the aged.

**speech therapy**

Evaluation and rehabilitation treatment to help restore an impaired ability to speak or swallow.

**spending down**

Depleting personal income and resources sufficiently to meet the eligibility requirements for Medicaid.

**SSD (Social Security Disability)**

A federal benefits program for disabled individuals. Eligibility and the amount of benefits depends on the person's work history and the amount paid in Social Security payroll taxes.

**SSI (Supplemental Security Income)**

The federal public assistance program that provides a minimum level of income to people over the age of 65, or under 65 and disabled or blind, who do not have enough income or resources to provide for themselves.

**sub-acute care**

A level of care that falls between acute care (usually provided in a hospital) and skilled nursing care (usually provided in a nursing home). It is generally short term, 15-100 days and is covered by Medicare.

**Survey Report**

The findings of a Department of Health inspection of a nursing home, stating problems found and the home's plan to correct them.

**Tardive Dyskinesia**

A neurological disorder that causes involuntary twitching of the hands, arms, legs, mouth and facial muscles and may lead to other serious effects, such as incontinence, pneumonia, and psychological or emotional reactions.

**therapeutic leave**

Time spent by a nursing home resident away from the facility as part of the treatment plan, usually visiting family or friends.

**Transfer of Assets**

Giving away or otherwise disposing of property for less than its fair market value.

**Traumatic Brain Injury (TBI)**

A brain disorder that can result from a flaring of nerve fibers, bruising of the brain tissue against the skull, brain stem injuries, or edema.

**tube feeding**

See artificial feeding.

**voluntary nursing home**

A nursing home sponsored by a religious, fraternal, community or other non-profit organization.