



Stowell Associates  
SelectStaff Inc.

The *New York Times* recently noted that geriatric care management, now with about 7,000 practitioners nationally, has existed in the US "for about 20 years" (Christine Larson, "Drawing a Map for the Later Years" 6/8/08). But 25 years ago Phyllis Brostoff and Valerie Stefanich founded Stowell Associates, which has been providing care management services since 1983. The Times story also noted one expert's predication that, in the next 10 years, the role of the geriatric care manager "will be one of the most important professional roles in the whole health services delivery system."

Recognized as a national leader in care management, Phyllis is serving as the President-Elect of the National Association of Professional Care Managers (NAPGCM) in 2008.

How does a care manager help our clients and their families? In many ways, because no two clients, or families, have identical needs. But here is one illustration:

Jon Abt called Stowell Associates when his 94 year old father, who lived in an assisted living facility, had been in a hospital and was now in a nursing home. The elder Mr. Abt had refused help from the assisted living staff with bathing and changing into clean clothes. He was widowed 10 years ago, and had become very friendly with another resident. While she was good company for him, her negative attitude about the facility staff made it harder for them to help Mr. Abt.

After meeting with Mr. Abt in the nursing home, and reviewing the medical record, the care manager spoke to the assisted living facility director. The facility's licensing allows it to provide only one hour a day of personal care services and the staff did not have the time to gain Mr. Abt's cooperation in bathing or dressing. The care manager's recommendation was for Mr. Abt to return to his apartment with private aides

3-4 hours a day to help him bathe and dress. In addition, the care manager suggested she speak with his friend to gain her cooperation with this plan.

This worked for several months until Mr. Abt was again taken to the hospital. To return to his apartment he needed caregivers 12 hours a day. The care manager arranged for this care and closely monitored his progress. After 3 weeks Mr. Abt was able to walk with his walker to the dining room. The private duty staff schedule returned to just a few hours a day and Mr. Abt could continue to live in the assisted living apartment as he had wished to do.

Whenever Jon Abt was out of town on business, the care manager would make a monitoring visit to see his father, providing Jon with peace of mind when he was gone.

#### Contact Our Office

If you have a client or family member who would benefit from our care management service, call Sarah at **414.963.2600**.

**414.963.2600** [www.elderselectstaff.com](http://www.elderselectstaff.com)  
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For 25 years, improving the quality of the day to day lives of our clients and their families in ways both small and large. Nationally Accredited by the Council on Accreditation since 2000. Wisconsin Better Business Bureau 2004 Ethics in Business Award.

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