



### Expert Professionals Across the USA:

### The National Association of Professional Geriatric Care Managers

#### Growth of the Profession

In 1985, a diverse group of professionals met in New York City to discuss the emerging practice of care management. They shared their experiences and ideas on how to provide a comprehensive approach to meeting the needs of elderly and disabled clients and their families. From this initial meeting, Stowell Associates CEO Phyllis Menseh Brostoff and her colleagues from around the country founded the National Association of Professional Geriatric Care Managers (NAPGCM).

The need for cross-country referrals to assist families who live at a distance from elderly parents or disabled family members, spurred the initial development of NAPGCM. In the 23 years since, the Association has grown to a membership of 2,000 professionals from every state in the USA, with contacts in Canada, Australia, Great Britain and Israel.

#### What do Professional Care Managers Do?

Professional care management requires not only an understanding of healthcare. It also calls for a strong understanding of the financial, legal, social, housing and personal needs of the client. And it includes the design of practical solutions to the ongoing and evolving challenges that the client and family face.

#### How Rigorous are the Professional Standards?

Professional care managers have specialized degrees, years of experience, and certification from one of four recognized care management accrediting agencies. As members of NAPGCM, care managers follow strict ethical and practice standards and attend educational conferences. Two professional journals are published by NAPGCM to advance knowledge in the field.

#### Where does Stowell Associates Stand?

The professional care managers at Stowell Associates are social workers or registered nurses with a strong background in home care and geriatrics. Phyllis is currently serving as President of the Midwest Chapter and she will be National President of NAPGCM in 2009. She has also contributed a chapter to the *Handbook of Geriatric Care Management, 2d Ed.*

#### How can I initiate Care Management Services?

If you have a client who would benefit from meeting with a professional care manager, please call our office at 414.963.2600. If you are interested in finding a care manager in another part of the county, call our office or visit [www.caremanager.org](http://www.caremanager.org) and click on "Find a Care Manager".

**414.963.2600 [www.elderselectstaff.com](http://www.elderselectstaff.com)  
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