

# Home Nursing Services



*RN Case Managers, Michele Leffler, Linda Zemanek, and Diane Getty manage the home care of Home Nursing Services' clients. Dorian Maples (Owner), Teresa Grear (Client Services Coordinator), and Cindy Bloom (Medical Records Coordinator) support the RN Case Managers.*

Home Nursing Services was founded in 1996 by Dorian and Rick Maples. Dorian is a Registered Nurse and Certified Geriatric Care Manager whose nursing career has been devoted to caring for older adults and persons with disabilities. In ten years, the venture has grown to four businesses. Home Nursing Services is a home health agency, licensed by the Indiana State Department of Health. Its sister companies are Angel Corps (non-medical home care), First Call Medical Staffing (temporary staffing of health care facilities) and Dorian Maples & Associates (geriatric care management). Together, they employ over 300 nurses and caregivers.



## Home Health Care

When given a choice, most people prefer to live in their own home – even when they're sick. At home, people can retain their independence and maintain their dignity. Care provided in the client's home may have the goal of recovery or maintenance. While the care is ordered by physicians, it is managed by Nurse Case Managers.

## Nurse Case Management

Managing the health care of an older adult or disabled person requires skill, knowledge, and experience. The three primary RN Case Managers at Home Nursing Services combine a variety of nursing skills and depth of knowledge that comes with over 100 years of combined nursing experience. Their skills include being able to do a skilled nursing assessment to design a plan of care and appropriately communicate with the physician who may only personally observe the patient during an office visit. Nurse Case Managers are “the eyes and ears of the physician”. They must also be able to provide skilled nursing care such as medication management, catheter management, wound care, and teaching. They do ongoing supervision and monitoring of care provided by other nurses, home health aides, and family members.



*Geriatric Care Manager, Dorian Maples, meets with client, Phyllis Ashley, on a regular basis. Dorian sends reports by email to Phyllis' daughter in Michigan.*

## The Caregivers

Nurses, home health aides, attendants, and companions comprise the many different levels of home care employees. All caregivers are employees, not independent contractors. They are screened prior to hiring (reference checks, background checks, written test and skills check) and trained and supervised during their employment. The many different levels of services they perform include help with everyday chores like housekeeping and errands, companionship, personal care (bathing, dressing, help with mobility), and skilled nursing services. Home Nursing Services takes pride in the skill, experience and training of its caregivers. Although nurses are not required to attend continuing education to maintain their nursing license, HNS nurses attend many seminars and conferences each year. All staff are required to complete “dementia-specific training” designed by the Alzheimer's Association.

## Caring For Our Aging Parents

Experts say 80% of us will be called on sometime in our lives to provide long-term care to parents, other relatives, and friends. Many demographic factors support this modern dilemma: people living longer, adult children not living near their parents, most adults working outside their home, busy adults caring for their children and their parents, to name a few. This is complicated by the fact that most families do not prepare for this inevitable challenge. Usually, an event, such as an unexpected accident or illness, provides a reality check. An assessment by a professional geriatric care manager may be the difference between the parent remaining in their home rather than being forced into an institutional care facility. Dorian Maples & Associates provides assessments of medical, financial, spiritual, legal, home safety, depression screening, and cognitive function screening to assist the family in preparing for the consequences of aging. This may be used as a resource for a family meeting to decide “what to do about Mom or Dad”. Ongoing involvement may include routine visits to check on the parent and/or accompanying them to their physician appointments, resulting in email reports to the family members.

## Where To Start

As with most planning, the time to plan is before there is a need. The older adult or disabled person can make their wishes known without the stress or urgency caused by a crisis. A call to Home Nursing Services gets the ball rolling. A telephone conversation with a nurse is followed by a free, in-home assessment. If the care needed requires an order from a physician, the nurse will discuss this with the doctor, design a plan of care and obtain the physician's approval. If a third-party payer (such as Medicaid or insurance) is involved, the nurse will see that prior authorization is obtained. She will ensure that caregivers are scheduled and will make free supervisory visits every two weeks. If the care will not require a physician's order, Angel Corps can provide non-medical care. A client services supervisor (normally a licensed social worker) will perform a free in-home assessment, design the assignment, and arrange for staffing.

528 W. Washington Blvd.

Fort Wayne, IN 46802

(260) 424-1237 • (800) 424-1237

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