



497 SW Century Drive
Suite 102
Bend, OR 97702
PH: 541-330-6400
Fax: 541-330-7362
homeinsteadbend.com
hisc212.digbro.com

Testimony in support of House Bill 3145

Honorable Chairman Greenlick and Representatives:

Thank you for the opportunity to present our support of House Bill 3145 to you today. My husband, Todd, and I are the owners of an In Home Care Agency serving Crook, Deschutes and Jefferson Counties. We are licensed through the Oregon Health Authority and regulated by the Oregon Administrative Rules 333-536-0000 through 0125, commonly known as Division 536. Oversight for compliance is through the Oregon Health Authority's Health Care Regulation and Quality Improvement office.

Our caregivers provide services to over 100 seniors and disabled people throughout Central Oregon of which over 50% have a form of dementia. One of the requirements for agencies is initial and ongoing evaluations of the consumer and the caregiver. The initial evaluation occurs between days 7 and 30 of service, and then ongoing evaluations are every 90 days thereafter. At my agency, our staff will visit the home whenever there is a concern raised, whether by a consumer, our caregiver, or a family member. These supervisory visits are essential to providing high quality care and are a benefit to the consumer, our caregiver and the family.


Why are these supervisory visits necessary? 1) We serve a vulnerable population who are easily and often exploited. An example of this is a gentleman we began to care for who had been taken advantage of previously by an unlicensed person who had been stealing from him when purchasing groceries with his debit card. This person was withdrawing a little bit of cash with each purchase and over more than one year's time had wiped out his checking account. 2) Elderly and disabled persons change frequently in their physical, mental and emotional status, sometimes daily. As I mentioned, we serve many people diagnosed with dementia. This disease is so unpredictable in the progression of symptoms. Someone can progress very slowly with little change and then almost overnight experience significant change.

How do supervisory visits solve these issues? 1) Consistent visits to the home ensure that we have the opportunity to observe, ask and listen for situations where someone may be taking advantage of the elderly person. 2) Consistent visits to the home ensure that caregivers have opportunity to ask for help or training to build their confidence in the care they are providing. We provide excellent initial training. However, every home and every person we serve is very individual. 3) Consistent visits to the home identify changes and address additional services needed by the consumer and additional training needed by the caregiver.

I believe in making a difference every day in the lives of those we serve by providing the highest level of care possible in the home. It is for the reasons I've mentioned today that I support House Bill 3145 and the requirement of the Home Care Choice program to administer similarly consistent evaluations in order to ensure quality care to the consumers of their program.

Thank you for your consideration.

Sincerely,


Lori Sensenbach, Owner/Administrator