

WEBVTT

NOTE duration: "00:03:43.400"

NOTE Confidence: 0.99276733

00:00:15.120 --> 00:00:16.835 So the way I look

NOTE Confidence: 0.99276733

00:00:16.835 --> 00:00:18.675 at a service navigator is

NOTE Confidence: 0.99276733

00:00:18.675 --> 00:00:20.195 it's someone that helps older

NOTE Confidence: 0.99276733

00:00:20.195 --> 00:00:20.695 adults,

NOTE Confidence: 0.9935303

00:00:21.315 --> 00:00:22.135 their caregivers,

NOTE Confidence: 0.9981934

00:00:22.515 --> 00:00:24.435 and people with disabilities get

NOTE Confidence: 0.9981934

00:00:24.435 --> 00:00:26.454 connected to programs and services.

NOTE Confidence: 0.96562195

00:00:27.474 --> 00:00:28.994 By using a person centered

NOTE Confidence: 0.96562195

00:00:28.994 --> 00:00:30.850 approach, we're really to able

NOTE Confidence: 0.96562195

00:00:30.850 --> 00:00:32.370 to identify what the person

NOTE Confidence: 0.96562195

00:00:32.370 --> 00:00:32.870 wants

NOTE Confidence: 0.9904341

00:00:33.409 --> 00:00:34.770 and what matters most to

NOTE Confidence: 0.9904341

00:00:34.770 --> 00:00:36.050 them. And by using that

NOTE Confidence: 0.9904341

00:00:36.050 --> 00:00:36.550 information,

NOTE Confidence: 0.9977783

00:00:37.090 --> 00:00:38.690 we're able to develop some
NOTE Confidence: 0.9977783

00:00:38.690 --> 00:00:40.530 ideas of resources that might
NOTE Confidence: 0.9977783

00:00:40.530 --> 00:00:41.330 be out there to help
NOTE Confidence: 0.9977783

00:00:41.330 --> 00:00:43.590 them. Service navigation is needed
NOTE Confidence: 1

00:00:44.145 --> 00:00:44.965 because individuals
NOTE Confidence: 0.9897461

00:00:45.745 --> 00:00:46.784 don't always know what's out
NOTE Confidence: 0.9897461

00:00:46.784 --> 00:00:47.905 there in the community to
NOTE Confidence: 0.9897461

00:00:47.905 --> 00:00:48.805 help them. So,
NOTE Confidence: 1

00:00:49.504 --> 00:00:50.565 partnering with
NOTE Confidence: 0.99104816

00:00:51.425 --> 00:00:53.104 organizations like Yale is very
NOTE Confidence: 0.99104816

00:00:53.104 --> 00:00:54.725 important for that individual.
NOTE Confidence: 0.9963108

00:00:55.344 --> 00:00:56.980 They get the medical care
NOTE Confidence: 0.9963108

00:00:56.980 --> 00:00:57.860 that they need and the
NOTE Confidence: 0.9963108

00:00:57.860 --> 00:00:59.140 resources. Some of the things
NOTE Confidence: 0.9963108

00:00:59.140 --> 00:01:00.260 that we can offer to
NOTE Confidence: 0.9963108

00:01:00.260 --> 00:01:01.460 connect them with are things

NOTE Confidence: 0.9963108
00:01:01.460 --> 00:01:02.200 like transportation,
NOTE Confidence: 0.9310913
00:01:03.220 --> 00:01:04.760 Meals on Wheels services,
NOTE Confidence: 0.9838867
00:01:05.220 --> 00:01:05.959 but also
NOTE Confidence: 0.94721985
00:01:06.260 --> 00:01:08.020 state programs like the Connecticut
NOTE Confidence: 0.94721985
00:01:08.020 --> 00:01:09.060 Home Care Program for the
NOTE Confidence: 0.94721985
00:01:09.060 --> 00:01:11.055 Elders or the Community First
NOTE Confidence: 0.94721985
00:01:11.135 --> 00:01:13.135 Choice Program. Really evolved from
NOTE Confidence: 0.94721985
00:01:13.135 --> 00:01:14.175 a program we had in
NOTE Confidence: 0.94721985
00:01:14.175 --> 00:01:15.855 our geriatric assessment clinic, the
NOTE Confidence: 0.94721985
00:01:15.855 --> 00:01:16.675 Adler Center,
NOTE Confidence: 0.9798584
00:01:17.135 --> 00:01:18.755 working with the agency,
NOTE Confidence: 0.9415565
00:01:19.775 --> 00:01:21.055 on aging in South Central
NOTE Confidence: 0.9415565
00:01:21.055 --> 00:01:22.895 Connecticut. The patients and families
NOTE Confidence: 0.9415565
00:01:22.895 --> 00:01:23.795 found it invaluable.
NOTE Confidence: 0.99820966
00:01:24.175 --> 00:01:25.215 And we meet with them
NOTE Confidence: 0.99820966

00:01:25.215 --> 00:01:26.675 in many different places.
NOTE Confidence: 0.9392273

00:01:27.000 --> 00:01:28.140 Right now with our partnerships
NOTE Confidence: 0.9392273

00:01:28.200 --> 00:01:29.800 with Yale, sometimes it's in
NOTE Confidence: 0.9392273

00:01:29.800 --> 00:01:31.800 an emergency room or at
NOTE Confidence: 0.9392273

00:01:31.800 --> 00:01:33.400 a clinic location in the
NOTE Confidence: 0.9392273

00:01:33.400 --> 00:01:35.080 community, in the hospital when
NOTE Confidence: 0.9392273

00:01:35.080 --> 00:01:36.760 they're inpatient. But also, we
NOTE Confidence: 0.9392273

00:01:36.760 --> 00:01:38.060 meet with people when they're
NOTE Confidence: 0.9392273

00:01:38.120 --> 00:01:39.580 at their home at times,
NOTE Confidence: 0.9744975

00:01:40.065 --> 00:01:41.104 over the phone if they're
NOTE Confidence: 0.9744975

00:01:41.104 --> 00:01:42.305 not comfortable with a home
NOTE Confidence: 0.9744975

00:01:42.305 --> 00:01:43.825 visit. So, really, we're able
NOTE Confidence: 0.9744975

00:01:43.825 --> 00:01:45.205 to meet with them wherever
NOTE Confidence: 0.9744975

00:01:45.345 --> 00:01:46.565 is they're most comfortable,
NOTE Confidence: 0.9880371

00:01:47.025 --> 00:01:48.545 and where it's needed most
NOTE Confidence: 0.9880371

00:01:48.545 --> 00:01:49.345 at the moment. It's kind

NOTE Confidence: 0.9880371
00:01:49.345 --> 00:01:50.805 of a one stop shopping,
NOTE Confidence: 0.98500687
00:01:51.265 --> 00:01:52.560 approach. So there are so
NOTE Confidence: 0.98500687
00:01:52.560 --> 00:01:53.920 many different agencies and so
NOTE Confidence: 0.98500687
00:01:53.920 --> 00:01:55.520 many different services available in
NOTE Confidence: 0.98500687
00:01:55.520 --> 00:01:56.180 the community,
NOTE Confidence: 0.99213004
00:01:56.720 --> 00:01:57.680 and I think the key
NOTE Confidence: 0.99213004
00:01:57.680 --> 00:01:58.960 is having someone to help
NOTE Confidence: 0.99213004
00:01:58.960 --> 00:02:00.080 them find kind of the
NOTE Confidence: 0.99213004
00:02:00.080 --> 00:02:01.680 right type of services for
NOTE Confidence: 0.99213004
00:02:01.680 --> 00:02:03.360 them in their location and
NOTE Confidence: 0.99213004
00:02:03.360 --> 00:02:05.040 that they're eligible for. Just
NOTE Confidence: 0.99213004
00:02:05.040 --> 00:02:06.420 an example of how
NOTE Confidence: 0.99625653
00:02:07.305 --> 00:02:08.985 a service navigator could could
NOTE Confidence: 0.99625653
00:02:08.985 --> 00:02:09.485 impact
NOTE Confidence: 0.96170044
00:02:10.345 --> 00:02:12.105 someone. I find people have
NOTE Confidence: 0.96170044

00:02:12.105 --> 00:02:14.525 applied for programs numerous times,
NOTE Confidence: 0.96170044

00:02:14.745 --> 00:02:16.345 but have been denied because
NOTE Confidence: 0.96170044

00:02:16.345 --> 00:02:18.025 of of the process of
NOTE Confidence: 0.96170044

00:02:18.025 --> 00:02:19.245 applying for that program.
NOTE Confidence: 0.998584

00:02:19.830 --> 00:02:21.510 So I've had successes where
NOTE Confidence: 0.998584

00:02:21.510 --> 00:02:22.470 I've been able to meet
NOTE Confidence: 0.998584

00:02:22.470 --> 00:02:23.750 with that person and help
NOTE Confidence: 0.998584

00:02:23.750 --> 00:02:25.450 them gather the bank statements,
NOTE Confidence: 0.95402014

00:02:25.910 --> 00:02:27.830 the divorce decrees, all that
NOTE Confidence: 0.95402014

00:02:27.830 --> 00:02:29.669 information that was needed and
NOTE Confidence: 0.95402014

00:02:29.669 --> 00:02:31.209 successfully get them approved
NOTE Confidence: 0.9479793

00:02:31.510 --> 00:02:32.470 to get some help in
NOTE Confidence: 0.9479793

00:02:32.470 --> 00:02:33.510 the home for them. And
NOTE Confidence: 0.9479793

00:02:33.510 --> 00:02:34.245 I think one
NOTE Confidence: 0.83603513

00:02:41.924 --> 00:02:43.605 support system within the agency
NOTE Confidence: 0.83603513

00:02:43.605 --> 00:02:45.065 on aging south central Connecticut

NOTE Confidence: 0.93147784
00:02:45.444 --> 00:02:47.144 when it comes to, offering
NOTE Confidence: 0.93147784
00:02:47.364 --> 00:02:47.864 caregivers
NOTE Confidence: 0.99902344
00:02:48.330 --> 00:02:48.830 training,
NOTE Confidence: 0.9914551
00:02:49.530 --> 00:02:50.430 support services.
NOTE Confidence: 0.97782177
00:02:51.050 --> 00:02:52.090 There is some funding that
NOTE Confidence: 0.97782177
00:02:52.090 --> 00:02:53.849 is available to provide respite
NOTE Confidence: 0.97782177
00:02:53.849 --> 00:02:55.610 to caregivers. That's a huge
NOTE Confidence: 0.97782177
00:02:55.610 --> 00:02:56.590 piece of this puzzle.
NOTE Confidence: 0.99960935
00:02:56.889 --> 00:02:58.510 If the caregivers aren't supported,
NOTE Confidence: 0.9737793
00:02:58.970 --> 00:02:59.769 then a lot of our
NOTE Confidence: 0.9737793
00:02:59.769 --> 00:03:01.655 individuals are not supported. But
NOTE Confidence: 0.9737793
00:03:01.655 --> 00:03:03.095 because our relationship doesn't have
NOTE Confidence: 0.9737793
00:03:03.095 --> 00:03:03.894 to be a one time
NOTE Confidence: 0.9737793
00:03:03.894 --> 00:03:05.575 only, we see you today,
NOTE Confidence: 0.9737793
00:03:05.575 --> 00:03:06.614 you leave the office, we
NOTE Confidence: 0.9737793

00:03:06.614 --> 00:03:07.754 never talk to you again,
NOTE Confidence: 0.98366296

00:03:08.135 --> 00:03:09.815 we're gonna follow-up and say,
NOTE Confidence: 0.98366296

00:03:09.815 --> 00:03:10.715 how are you?
NOTE Confidence: 0.9707588

00:03:11.014 --> 00:03:11.735 Where are you in the
NOTE Confidence: 0.9707588

00:03:11.735 --> 00:03:12.935 process? Can I help you
NOTE Confidence: 0.9707588

00:03:12.935 --> 00:03:13.974 with anything to get you
NOTE Confidence: 0.9707588

00:03:13.974 --> 00:03:15.510 to the other side? Really,
NOTE Confidence: 0.9707588

00:03:15.510 --> 00:03:16.709 until we've made sure that
NOTE Confidence: 0.9707588

00:03:16.709 --> 00:03:18.150 those services and programs are
NOTE Confidence: 0.9707588

00:03:18.150 --> 00:03:19.590 in place. The program has
NOTE Confidence: 0.9707588

00:03:19.590 --> 00:03:20.470 more than lived up to
NOTE Confidence: 0.9707588

00:03:20.470 --> 00:03:22.230 everything we hope for in
NOTE Confidence: 0.9707588

00:03:22.230 --> 00:03:23.190 terms of doing it and
NOTE Confidence: 0.9707588

00:03:23.190 --> 00:03:24.630 has really also shown us
NOTE Confidence: 0.9707588

00:03:24.630 --> 00:03:25.290 new ways,
NOTE Confidence: 0.99383545

00:03:25.910 --> 00:03:27.110 in areas in which,

NOTE Confidence: 0.96088326

00:03:27.510 --> 00:03:28.950 these services can be applied

NOTE Confidence: 0.96088326

00:03:28.950 --> 00:03:30.650 and be extremely valuable,

NOTE Confidence: 0.9995117

00:03:31.205 --> 00:03:32.514 to patients and families.