



Pet Care When Needed Most

**Mercy Care Long Term Care
Presents
Mercy Paws**

Valerie Black

- 22 years in Vocational Rehabilitation and Case Management
- 11 years with Mercy Care as Case Manager/Team Lead/Mentor
- Three years with Mercy Paws and 2 years as Mercy Paws Coordinator
- 1 year Volunteer at Lost Our Home Rescue
- Office Coordinator for Pet Therapy

Mike Cunningham

- 25 years in Secondary Education
- 9 years with Mercy Care as Case Manager, Trainer, Project Manager and Program Manager
- Three years with Mercy Paws
- 15 years Volunteer and Fostering with Arizona Poodle Rescue
- Office Co-Coordinator for Pet Therapy

Mercy Care Sponsor Structure



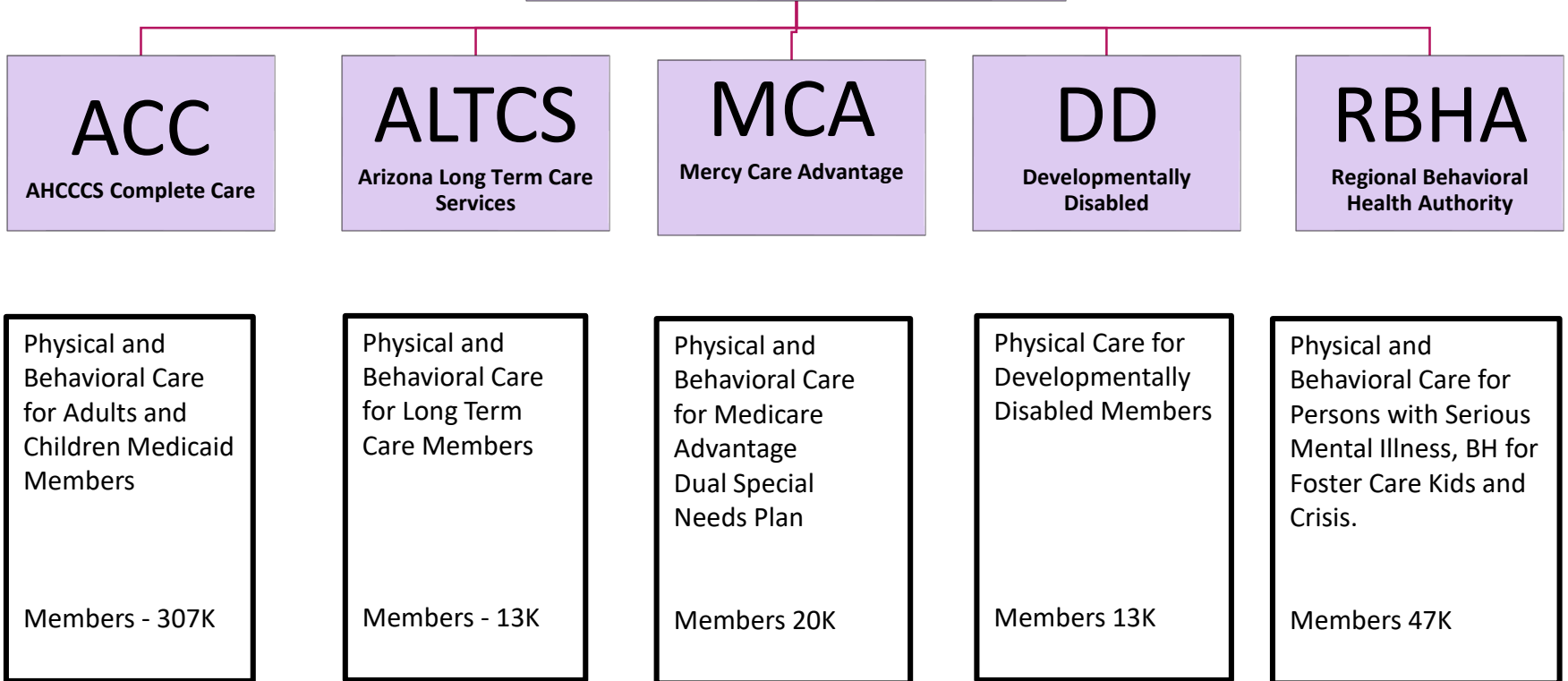
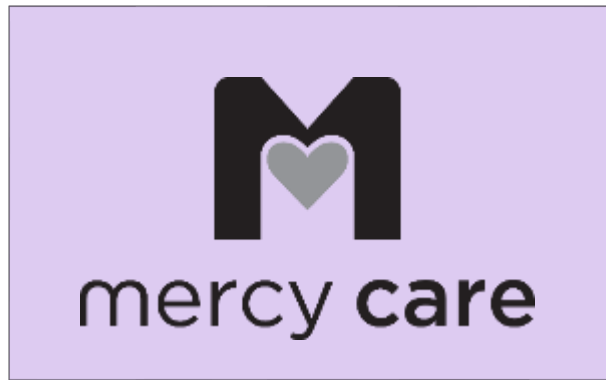
Ascension Care Management

St. Joseph's Hospital and Medical Center, a Dignity Health Member



dba Mercy Care & Mercy Care Advantage

Managed by Aetna Medicaid Administrators, LLC through a Plan Management Services Agreement



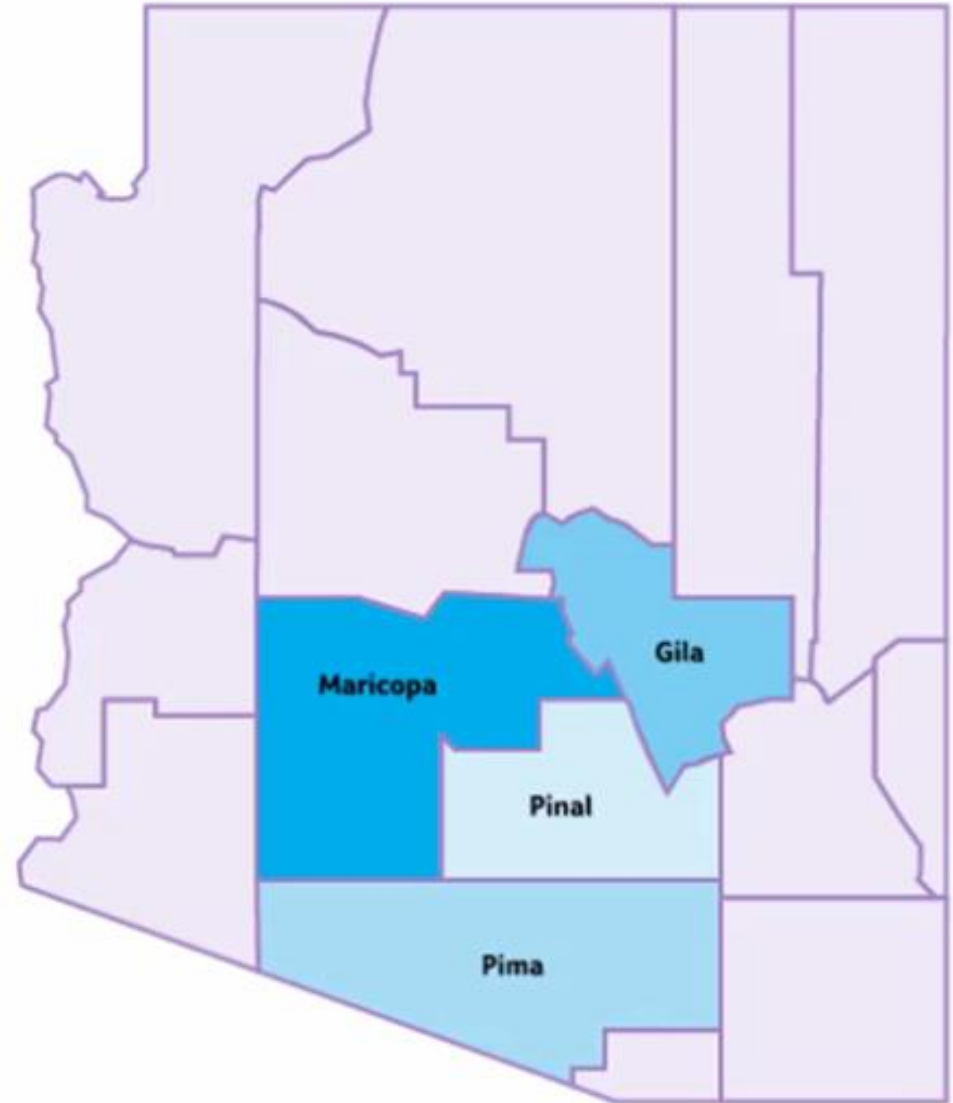
Mercy Care LTC Member Demographics by Age and Placement:

Member Demographics:

- 16% receive Behavioral Health Services (counseling and/or prescriber services)
- 61% Female, 39% Male
- 25% Dementia/Alzheimer's
- 42% on MCA
- 15% of our members residing at home receive Home Delivered Meals
- 4% of our members residing at home receive Adult Day Health
- 75% of our members reside in their own home or Assisted Living
- Mercy Care serves 4 counties, Maricopa, Pima, Pinal and Gila

Age	Intake	Home	ALF	Nursing Home	Members with No Services	Grand Total
0-19	5	185	5	4	64	263
20-29	2	262	10	37	32	343
30-39	6	328	25	69	12	440
40-49	11	429	63	135	8	646
50-59	13	810	230	397	15	1465
60-69	17	1192	463	706	15	2393
70-79	42	1306	686	701	21	2756
80-89	37	1284	742	613	35	2711
90-99	10	443	399	302	16	1170
100-109	0	13	30	19	2	64
110-119	0	1	0	0	0	1
Totals	143	6253	2653	2983	220	12252

ALTCS Geographic Service Areas



Mercy Paws History

Way back in 2015...

A discussion with several case managers and management began around a recurring issue. Members without informal/natural supports who's family was comprised of cherished pets were refusing medical care. The need was identified as affordable, quality pet care. Our case managers were reinventing the wheel with each occurrence and not always successfully.

Several staff already volunteered in the Phoenix animal rescue world and the idea of formalizing a benefit service for these members was born.

Everyone recognized the value and therapeutic importance of pets for socialization, companionship, activity, affection and healing.

By Early 2016:

With the assistance of upper management and a commitment to our members and their families (in all configurations), we were able to approach Phoenix Animal Care Coalition (PACC911) with a proposal to collaborate during medical emergencies.

Over 100 rescue organization strong, PACC911 felt prepared to take on this task. Mercy Care approved the budget for a pilot year and from March 2016 to April 2017 we rolled out and tested Mercy Paws.

In the first year....



Year One – Education of staff and members. Four Advanced Directives Completed

Year Two – Education continues. Advanced Directives for Pet Care continue to arrive weekly

Total of 12 activated placements/fostering to date.

3 referrals were due to death and or placement in nursing home. Pets were successfully rehomed.

9 referrals were temporarily fostered and returned successfully to members.

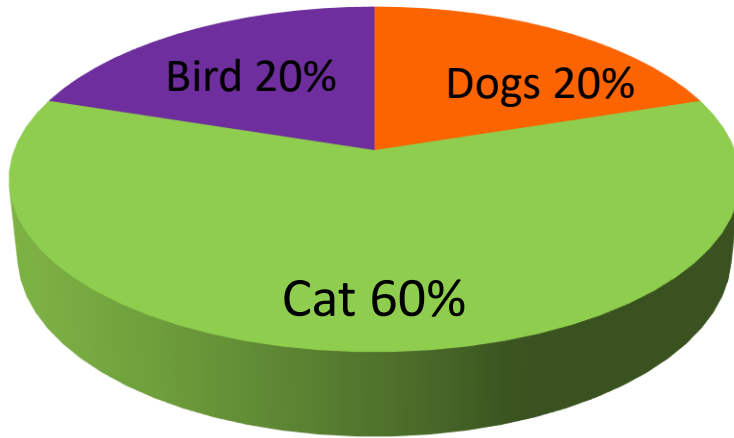
Advance Directives for Pet Care

Currently include:

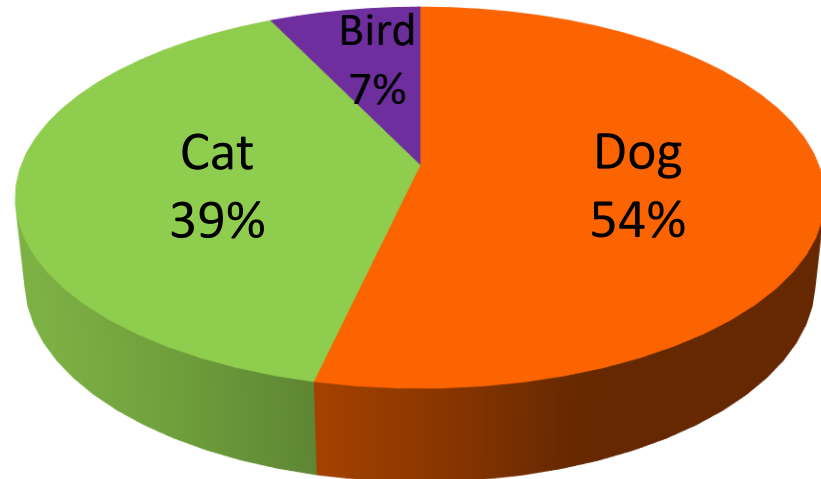
Dogs, Cats and Birds.



YEAR 2016 - 2017



YEAR 2017 - Present



Our Partner-PACC911 (Phoenix Animal Care Coalition 911)



History:

- 1999 Bari Mears took up the challenge to support and network animal rescues for efficient fund raising and resource distribution
- 100 + organizations now make up PACC911
- Currently oversee three medical funds in addition to Mercy Paws
- Operates Rescued Treasures a thrift boutique to support the medical funds



[2nd Chance Dog Rescue](#)
[AJ's Best Friends Rescue](#)
[Akita Advocates Relocation Team Arizona](#)
[Americas Freedom Paws Rescue](#)
[Animal Loving Friends](#)
[Any Rat Rescue](#) ←
[Arizona Happy Tails](#)
[APARN – Arizona Pug Adoption & Rescue Network](#)
[Arizona Animal Welfare League & SPCA \(AAWL\)](#)
[AZ Animal Rescue Mission](#)
[AZ Basset Hound Rescue](#)
[AZ Beagle Rescue](#)
[AZ Boston Terrier](#)
[AZ Border Collie Rescue](#)
[AZ Chihuahua Rescue](#)
[AZ Golden Rescue](#)
[AZ Humane Society](#)
[AZ Labrador & Giant Breed Rescue](#)
[AZ Maine Coon Cat Rescue](#)
[AZ Paws and Claws](#)
[AZ Piggie Poo Rescue](#) ←
[Arizona Poodle Rescue](#)
[AZ Sheltie Rescue](#)
[AZ Small Dog Rescue](#)
[AZ Weimaraner Rescue](#)
[Boxer Luv Rescue](#)
[Brambley Hedge Rabbit Rescue](#) ←
[Caring for Canines](#)
[Carrie On Rescue](#)
[Cherished Tails Senior Sanctuary](#)
[Cochise Canine Rescue](#)
[Desert Harbor Doberman Rescue of AZ](#)
[Desert Labrador Retriever Rescue](#)
[Desert Paws Rescue](#)
[Fetch Foundation](#)

[Forever Loved Pet Sanctuary](#) ←
[Four Peaks Animal Rescue](#)
[Friends for Life Animal Rescue](#)
[HALO \(Helping Animals Live On\)](#)
[Help A Dog Smile](#)
[Home Fur Good](#)
[Hoof & Paws Rescue](#) ←
[Lost Our Home Pet Foundation](#)
[Lost Paws](#)
[Lucky Dog Rescue](#)
[Maricopa County Animal Care & Control](#)
[Maricopa County Sheriff's Office \(MASH UNIT\)](#)
[Medical Animals in Need \(MAIN\)](#)
[Mini Mighty Mutts](#)
[One Love Pit Bull Foundation](#)
[Paw Placement](#)
[Paw Kindness](#)
[Pei People Shar Pei Rescue](#)
[Pittie Me Rescue](#)
[Rescue a Golden of Arizona](#)
[Rescuing Animas In Need \(RAIN\)](#)
[Rescue League](#)
[Rotten Rottie Rescue](#)
[Safe Haven for Animals](#)
[Save the Cats Arizona](#)
[Saving Paws Rescue](#)
[Southwest Collie Rescue](#)
[Sun Cities 4 Paws](#)
[Sunshine Dog Rescue](#)
[Surrendered Souls Rescue](#)
[The Dog Safe House](#)
[Valley of the Sun Dog Rescue](#)
[Valley of the Sun Giant Schnauzer Rescue](#)
[Yorkie Luv Rescue](#)



Meet Bouncer



“He likes girls. He is an avid people watcher.”

Bouncer

Our member eagerly sat with his case manager and completed an Advance Directive for Pet Care for his best friend Bouncer. Our member reported he instantly knew when he met Bouncer two years earlier at a rescue event that the 7 year old, 125 pound Mastiff/Rottweiler/Bull Terrier Mix was meant to be his buddy. Having lived alone for many years, now having Bouncer to care for meant the world. Health issues were nothing new to him and he needed to make sure that Bouncer would be taken care of properly. With the help of his case manager he completed his Advance Directive for Pet Care and included a perfect description of his friend from coat color, pattern, food preferences, sleep patterns “don’t wake him up if he’s sleeping”, all the way to “he likes girls and is an avid people watcher”.

A huge change came for Bouncer with the sudden death of his friend and buddy. While careful plans for a neighbor to provide food and water to Bouncer until Mercy Paws could respond had been made, when the case manager arrived to check on Bouncer, she found him outside in 116 degree heat without water or food. In fact, after the member’s passing, his “friends came over and took his belongings leaving Bouncer outside to fend for himself.”

A call to our Mercy Paws Coordinator quickly turned into a call to action with the PACC911 Coordinator taking it upon herself to rally two volunteers to meet her at the member’s home. They met the park manager per the Advance Directive and located a very relieved; thirsty and hungry Bouncer. The Mercy Paws/PACC911 rescuers report that not only was Bouncer ready to hop in the car after a drink but that he settled in with the rescue that opened its heart and doors and was cared for until his next best friend came along. Mercy Paws provided for our member the peace of mind that Bouncer would be cared for and avoid abuse or neglect if something happened to him. Bouncer also avoided shelter placement which for an 7 year old large male mix is an almost certain death sentence.

Who Is Eligible?

Any member with one or more pets who can not identify natural/informal supports in the community to assist with pet care during a medical emergency/skilled rehab stay.

- Members/Reps may self identify
- Case Managers may identify and refer
- Providers, Hospitals and EMT's may identify and refer



When is it appropriate to use?

Mercy Paws is available to enrolled members for either scheduled or emergency medical/BH hospitalizations and skilled rehabilitation stays.

- No limit on the number of pets
- No limit in number of days covered
- No limit in number of times used per year

Mercy Paws is not appropriate for:

- Respite – unless the only natural/informal support is also the primary paid caregiver
- Family vacations
- Evictions – case by case review

Process?

- Identify member need and provide education
- Complete Mercy Paws Advance Directives for Pet Care form
 - Permission to act concerning Medical and Fostering care
 - Plan for pick up/Contact person(s)-landlord, neighbor etc.
 - Contingency Plan if not able to resume care

Phone call or email from Case Manager to Mercy Paws Coordinator identifying need for service.

Mercy Paws Coordinator attaches Advanced Directives for Pet Care via email with pick up instructions to PACC 911 Coordinator followed up with a phone call to discuss case.

PACC 911 sends out request for care to multiple rescue agencies

Once determined, the rescue agency facilitates pick up, medical assessment, and fostering. (talk about member's updates with cm)

With case manager input, upon discharge/outcome, Foster will coordinate with member for the return or rehoming of their pet.

Coordinator closes the referral as successfully completed.

Advance Directive for Pet Care Form



MERCY PAWS



ADVANCED DIRECTIVE FOR FOSTERING AND RE-HOMING

I (we), _____ give permission to Mercy Paws to provide temporary shelter and care to my/our dog(s) cat(s) other(s) beginning when my/our case manager is notified of my need and concluding as soon as transportation for my/our pets can be arranged upon my return home. My/our pet's information is

Pet Name	Type: Dog/Cat etc.	Age In Years	Spay/ Neut: Y or N	Rabies Vaccine (Date- Cert.)	4/1 Vaccine Date	County Registra- tion: Y or N	Veterinarian: Contact Information, who last saw your pet
1							
2							
3							

Needed Data

Copies of Rabies certificates

Spay/Neuter certificates

Breed description, Pet Size

Pet Superpowers (i.e.: Housebroken, crate training, potty pads, litter box trained)

Pet Health History/Medications

Dietary Needs

Temperament

Bite History

Restrictions

Home Environment

Contingency plan- what are wishes for animal, fostering, rehoming etc

Contact person for pick up, phone number, address, pick up instructions

Signature authorizing pick up including authorization for care and medical treatment as needed



What is provided?

In addition to fostering for the duration of the hospitalization/rehab stay...

- Transportation
- Nutritious Diet
- Spaying/Neutering (if needed)
- Dental (If needed)
- Vaccinations (usually needed)
- Grooming (always needed)
- Micro Chipping (if needed)
- Compassion and Love
- Procedures/Treatments:
 - Cherry Eye
 - Mammary Tumors
 - Mange





Meet Alize

Alize

While the member's informal support and housing with family were unstable the member continued to decline to plan for herself and her grey and white Tabby friend Alize which would have included Advance Directives. Perhaps it was positive thinking on the member's part but very abruptly, the member was asked to leave the family home and in so doing, had to take Alize with her. In her call to her case manager late in the afternoon, the member reported she and her cat were in her car and not sure where to go or what to do.

While the case manager was able to suggest temporary placement, the necessary medical review and information would not be possible from her PCP until an appointment could be set. In response to the member's stress level and medical complexity, it was suggested she go to the ER. It was determined the member would be admitted.

The Case Manager picked up Alize from the member at the Hospital and got needed information on the Advance Directive for Pet Care. The case manager took Alize to her home that evening and delivered her the following morning to the rescue identified by Mercy Paws.

Alize remained with the rescue for two weeks, until our member discharged from the hospital to an assisted living center that welcomed them both.

Meet Peanut and Cuddles



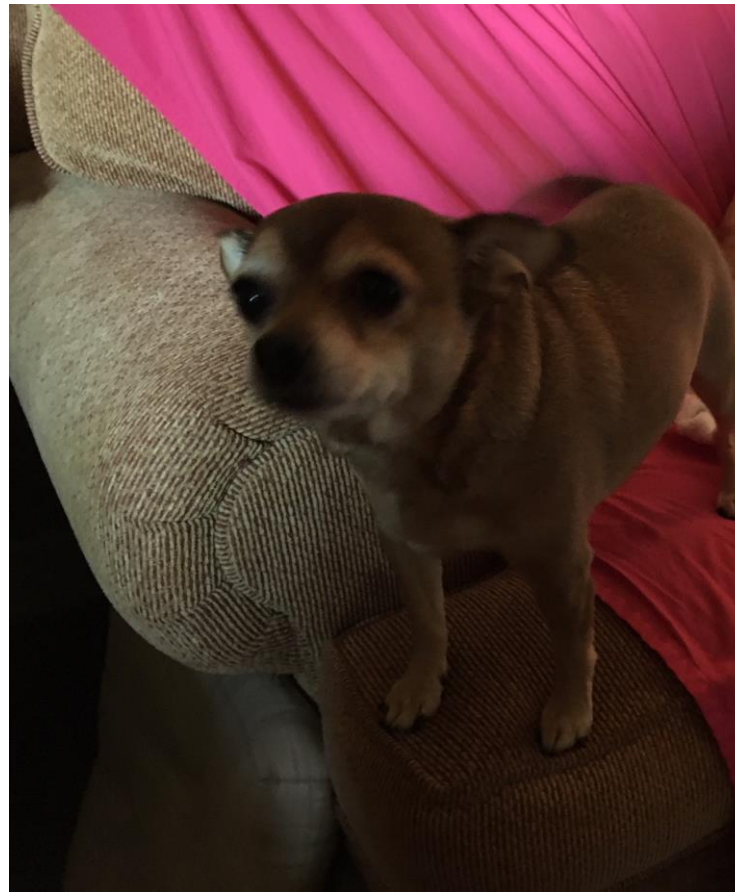
Peanut and Cuddles

On Friday, May 25th, 2017 the Mercy Care Plan case manager was called at 4:30 pm by a member in crisis revealing for the first time that she and her two small dogs Peanut and Cuddles were being evicted that day. The member's emotional state was erratic and the case manager began immediately addressing the member's threat to harm herself and her two dogs. Crisis Response was called to assess and transport the member. The member had consistently declined to complete Advance Directives for Pet Care in the past with the case manager continuing to introduce the topic into conversation whenever possible. While working to support the member, the case manager called their manager after 5:00 pm and made him aware that the member would not leave for treatment due to her two small dogs. The Manager made the necessary connections and within 30 minutes Mercy Paws had developed a plan to take Peanut and Cuddles in and hold them until the member could stabilize and make decisions. Within three days the member was able to complete the Advance Directives for Pet Care and return them to her case manager. Once in the hands of our PACC911 partner, the information allowed for placement of the two together. During their time in the care of the rescue, Peanut was altered (Cuddles already was) as well as having a painful Cherry Eye repaired and Cuddles had a Mammary Tumor Removed. Both had dental checkups and their rabies shots were brought up to date.

During this time, the member was able to work with her case manager and upon discharge from the hospital, locate an Assisted Living Center that could meet her needs and that would allow Peanut and Cuddles to move in as well. The facility has done a great job of working with the member to develop an agreement that is intended to make this new arrangement successful. With the members new address and fresh start, Peanut and Cuddles have been reunited with the member.

While this situation was definitely outside the planned framework of the program, working together the outcome has been a positive one, serving our member and keeping her family together.

Meet Baby



Our member reported to her case manager she was very happy with the program. She said that she could tell that the woman that brought Baby home really cared about her and that she even teared up a bit when she brought her back home. She said “They took very good care of her. They even gave her a bath and clipped her toenails”.

Baby

The case manager went out to member's home for her quarterly home visit and brought the advanced directives form as the member has a limited support system. The member resides alone and has a small dog, Baby that she loves and is very protective of. The case manager helped the member fill out the form at the visit and called her Vet for the rabies vaccination certificate. The next week the case manager received a notification that the member was in hospital and had been taken there by EMS. The case manager spoke to the hospital social worker and they reported the member's dog had been left alone in the apartment and the member did not have anyone to take care of her.

The member asked the case manager to have her Baby fostered and a request was sent immediately to PACC 911 for them to pick up and foster Baby. Mercy Paws went out to the member's apartment and worked with the apartment manager to get in. The case manager happened to be at that same apartment complex visiting another member when the foster coordinator from Mercy Paws/PACC 911 was there to pick up Baby. The foster coordinator told the case manager that she had been trying to find the dog in the apartment for almost an hour. They finally found her hiding under the bed. The responding Mercy Paws coordinator said that she would bring baby to her home and then put her in the foster program if the member was going to be inpatient for an extended amount of time.

The member returned home a few days later, but was weak and unable to take care of her dog right away. Baby was able to stay in foster care until the member was stronger and ready to have her home. Baby returned a few days later she and our member were reunited, safe and happy.

Outcomes:



Member satisfaction – we are the only plan doing this in Arizona

Decreased Stress for members during treatment

- Able to focus on their own health/recovery
- Can receive pet updates through their case manager
- Members know their pets will not go to a shelter, no matter the outcome
- Health care for the pet as needed during their stay

Member and Pet Advance Directives discussed together

Willingness to seek/accept care allows for earlier intervention and decrease in hospitalization time which translates to members at home and plan savings.

Thank you



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mercy paws

presented by Mercy Care