

## Bea's MI Health Link Success Story

Bea enjoys listening to the radio and television. Bea likes to listen to books on tape and attend church on Sunday wearing fancy hats. Her favorite color is purple and her favorite food is fresh, raw asparagus. Bea collects bells and spends a great deal of time cuddling with her cat, Whiskers. Whiskers wears a purple collar and has purple water and food dishes. Bea has always been interested in music and making new friends.

In 2018, Bea's health got worse and she fell three times during the winter. The last fall resulted in a broken hip. Bea moved into a nursing facility for rehabilitation after hip surgery. When Bea's hip had finally healed and she had finished physical therapy, Bea was ready to return home. Bea knew that she was unable to do everything on her own but she wanted to live in her own apartment. At this point, the MI Health Link program care coordinator visited Bea in the nursing home to talk about Bea's wishes for living at home. The care coordinator explained that the goals of the MI Health Link program are to provide services that Bea needs and wants at home. Bea told the care coordinator that she wanted Community Mental Health to coordinate her medical and environmental services because she received those services before breaking her hip.

Bea was discharged home but continued to be at risk for falls because Bea has seizures, is legally blind in one eye, and lost some hearing. Bea struggled to manage her diabetes and sometimes forgot to take her medicine for behavioral health concerns. For the first few weeks of living back home, Bea refused services or, when the care coordinator tried to reach her, Bea pretended to be unavailable. Bea was afraid that the care coordinator would place her back in a nursing home if her living conditions were seen. Bea was embarrassed because she had very little furniture in her apartment. Bea slept each night on a bare box spring. Cleaning was difficult for Bea due to her poor eyesight, lack of balance, and low strength. For these reasons, Bea avoided the case manager from Community Mental Health and the MI Health Link care coordinator.

The MI Health Link care coordinator grew concerned about Bea and made many telephone calls and home visits. After a few weeks of consistent interaction with the MI Health Link care coordinator and the Community Mental Health case manager, Bea allowed the MI Health Link care coordinator to work together with the case manager and others in the community to help her.

Bea finally admitted to the care coordinator that her failing eyesight made it impossible for her to cook or do chores anymore. The care coordinator arranged for MI Health Link long term support services that included home delivered meals, light housekeeping, and personal care services, and grooming assistance for Bea. The MI Health Link care coordinator was also able to locate donations for a new sofa, dining room set, and a new bed with linens for Bea.

While the MHL care coordinator visited Bea at her apartment, the care coordinator arranged for Bea's services, scheduled Bea's appointments, and coordinated transportation for Bea. With the help of the MI Health Link care coordinator, Bea was able to go to her:

- Doctor's Appointments
- Dentist Appointments
- Vision Appointments
- Hearing Appointments
- Church on Sunday

Today, Bea continues to live at home with Whiskers by her side. Bea receives the help that she wants and needs during times that are convenient for her. Bea looks and feels better, her diabetes is now under control, she is eating better (and eating asparagus more often), and Bea loves the smell of how clean her apartment is. Bea goes to church every Sunday, Bible study on Wednesday, and is proud of her tidy apartment, new furniture, and her new friend – the MI Health Link care coordinator. Bea wishes that she had accepted the telephone calls and visits from the MI Health Link care coordinator sooner but says that she is glad the care coordinator 'didn't give up on her'. Bea has gained a new, trusted friend and so has Whiskers the cat.