

CAREGIVER'S HUB CROSS

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GLOSSARY OF TERMS

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A

Abuse (personal) - Includes the physical, mental financial and sexual abuse of an older adult. Physical includes hitting, slapping, kicking, and restraining. Neglect includes the failure to provide necessities for physical, intellectual, and emotional well-being. Financial Exploitation includes the unauthorized use of an older person's money or property. Emotional Abuse includes threats, humiliation, intimidation, yelling, brow-beating or name calling. Sexual includes any unwarranted sexual advances.

Access services - One of three priority areas designated by the Older Americans Act to help meet elders' needs. Access Services refers to such services as Transportation, Outreach and Information and Referral which help to facilitate access to existing supporting services. See [Priority Services](#).

Accredited (Accreditation) - Means having a seal of approval. Being accredited means that a facility or health care organization has met certain quality standards. These standards are set by private, nationally recognized groups that check on the quality of care at health care facilities and organizations. Organizations that accredit Medicare Managed Care Plans include the National Committee for Quality Assurance, the Joint Commission on Accreditation of Healthcare Organizations, and the American Accreditation HealthCare Commission/URAC.

Activities of Daily Living (ADLs) - Self-care tasks/activities, including the ability to bathe/shower, dress/undress, eat, voluntarily control urinary and fecal discharge, transfer in and out of bed or chair, and walk, which are used to measure the Functional Impairment Level of an Applicant or a Client. See also [Custodial Care](#).

Acute Care - Care that is generally provided for a short period of time to treat a certain illness or condition. This type of care can include short-term hospital stays, doctor's visits, surgery, and X-rays.

Acute Hospital - A hospital which provides care for persons who have a crisis, intense or severe illness or condition which requires urgent restorative care.

Acute Illness - Illness that is usually short-term and that often comes on quickly

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Adaptive Housing Services - Funding for minor housing adaptations or modifications in order to allow clients to live independently in the community.

ADA Level Service - Van transportation for individuals who cannot get to the bus or ride the bus.

Adult Care Home - Often referred to as board and care home or group adult home. Residence which offers housing and personal care services for 3 to 16 residents. Services (such as meals, supervision, and transportation) are usually provided by the owner or manager. May be single family home. (Licensed as adult family home or adult group home.)

Adult Day Care - A daytime community-based program for adults with functional impairments that provides a variety of health, social, and related support services in a protective setting.

Adult Day Health Services (ADH) - Services provided by adult day health programs approved for operation by the Massachusetts Division of Medical Assistance, and whose general goal is to provide an alternative to twenty-four (24) hour a day long-term institutional care through an organized program of health care and supervision, restorative services and socialization.

Adult Family Care - Funded through the Division of Medical Assistance, this program matches elders and disabled adults with a host family. The host family will provide daily meals, assistance with daily personal care and a residence with a family environment.

Adult Family Home - Residential homes that are licensed to care for many adults. They provide room, board, social services, help with Activities Of Daily Living (ADLs), supervision, laundry and some may even provide nursing care.

Adult Foster Care - Care through an Adult Foster Care Program to provide room, board and personal care in a family-like setting to eligible elders who are at risk of institutional placement. These individuals, the foster families, and the Adult Foster Care Program provider must meet the requirements set forth by the Massachusetts Division of Medical Assistance.

Adult Living Care Facility - To be used when billing services rendered at a residential care facility that houses beneficiaries who cannot live alone but who do not need around-the-clock skilled medical services. The facility services do not include a medical component.

Advocacy - A process whereby the needs of elder persons are brought to the attention of decision-makers at all levels of government and in the private and non-profit sectors. It includes the clarification of problems and the provision of possible solutions, the formulation of policy issues, policy development, and recommendations concerning resource allocation, and analysis of various social trends as they are likely to affect elder persons.

Advocate - A person who gives you support or protects your rights.

Age Related Macular Degeneration - Damage to the retina occurs creating vision loss. This usually occurs in older adults. There are two forms; dry and wet forms. Dry macular degeneration the cells in the macula slowly start to break down. In wet macular degeneration occurs when blood vessels begin to grow behind the macula.

Aging And Disability Resource Consortia (ADRC) - A collaborative effort of AoA and the Centers for Medicare & Medicaid Services (CMS), designed to streamline access to long-term care; providing a 'no wrong door' entry system into the service network. The ADRC program provides states with an opportunity to effectively integrate the full range of long-term supports and services into a single, coordinated system.

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Aging Network - A differentiated system of federal, state and local organizations and institutions which are responsible for serving and/or representing the needs of elder persons. In Massachusetts the term generally refers to the independent but coordinated system of Executive Office of Elder Affairs, Aging Service Access Points (ASAPs), Area Agencies on Aging (AAA), Councils on Aging, Nutrition Projects, and Provider Agencies.

Aging Services Access Point (ASAP) - Private, non-profit, state-designated agencies under contract with the Executive Office of Elder Affairs that provides a single-entry point for seniors to access a variety of programs and services. Formerly known as “Home Care Corporation”.

Alzheimer’s Disease - A progressive, irreversible disease characterized by degeneration of the brain cells and serve loss of memory, causing the individual to become dysfunctional and dependent upon others for basic living needs.

Ambulatory Care - All types of health services which are provided on an outpatient basis, in contrast to services provided in the home or to persons who are inpatients. While many inpatients may be ambulatory, the term ambulatory care usually implies that the patient must travel to a location to receive services which do not require an overnight stay.

Ambulatory Care Sensitive Conditions - ACSC stands for Ambulatory Care Sensitive Conditions. ACSC conditions are medical conditions for which physicians broadly concur that a substantial proportion of cases should not advance to the point where hospitalization is needed if they are treated in a timely fashion with adequate primary care and managed properly on an outpatient basis.

Ambulatory Surgical Center - A place other than a hospital that does outpatient surgery. At an ambulatory (in and out) surgery center, you may stay for only a few hours or for one night.

American Association For Homecare - An industry association for the home care industry, including home IV therapy, home medical services and manufacturers, and home health providers. AA Homecare was created through the merger of the Health Industry Distributors Association's Home Care Division (HIDA Home Care), the Home Health Services and Staffing Association (HHSSA), and the National Association for Medical Equipment Services (NAMES).

Americans With Disabilities Act (ADA) - Legislation passed in 1990 which establishes comprehensive prohibition of discrimination on the basis of disability.

Appeal Process (Medicare) - The process you use if you disagree with any decision about your health care services. If Medicare does not pay for an item or service you have been given, or if you are not given an item or service you think you should get, you can have the initial Medicare decision reviewed again. If you are in the Original Medicare Plan, your appeal rights are on the back of the Explanation of Medicare Benefits (EOMB) or Medicare Summary Notice (MSN) that is mailed to you from a company that handles bills for Medicare. If you are in a Medicare managed care plan, you can file an appeal if your plan will not pay for, or does not allow or stops a service that you think should be covered or provided. The Medicare managed care plan must tell you in writing how to appeal. See your plan's membership materials or contact your plan for details about your Medicare appeal rights. |

Area Agency On Aging (AAA) - An agency designated by the Executive Office of Elder Affairs and charged with the responsibility to plan, fund and support programs and services under the Older Americans Act. AAAs grant or contract with public and private organizations to promote services for older persons, within a specific Planning and Service Area.

Arthritis - Inflammation of the joint.

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Assessment - The gathering of information to rate or evaluate your health and needs, such as in a long-term care facility.

Assisted Living - A type of living arrangement in which personal care services such as meals, housekeeping, transportation, and assistance with activities of daily living are available as needed to people who still live on their own in a residential facility. In most cases, the "assisted living" residents pay a regular monthly rent. Then, they typically pay additional fees for the services they get.

Assisted Living Facility (ALF) - Also referred to as an Assisted Living Residence (ALR). The Executive Office of Elder Affairs certifies Assisted Living Facilities (ALF's). Assisted Living refers to a combination of housing and supportive services which might include laundry, housekeeping, transportation, social activities and assistance with personal care such as medication management, bathing, dressing and ambulating. Assisted Living is a residential option which stresses privacy, dignity, autonomy, and individuality. ALFs vary in size and style ranging from small apartments to larger family style units. Some serve fewer than 10 residents while others serve over 100 residents. Some ALFs are non-profit organizations, some have religious affiliations and some have units or wings to address the needs of special populations such as residents with Alzheimer's disease. While the majority of Assisted Living residents pay privately some facilities do accept Group Adult Foster Care (GAFC) payments from Medicaid.

Assisted Living Ombudsman Program - The purpose of the Assisted Living Ombudsman Program is to maintain or improve the quality of life for assisted living residents in the areas of health, safety, welfare or resident rights. The Assisted Living Ombudsman acts as a mediator and attempts to resolve problems or conflicts that arise between an assisted living facility and one or more of its residents. The Ombudsman serves as an advocate for resident rights, promoting the dignity, autonomy and respect of residents. Assisted Living residents and their families may call the Assisted Living Ombudsman Program for information and assistance, to register a complaint or to have a complaint investigated. Complaints may be brought on behalf of a specific resident or on behalf of residents as a whole.

Assistive Devices - Tools that enable individuals with disabilities to perform essential job functions, e.g., telephone headsets, adapted computer keyboards, enhanced computer monitors.

At Risk - An elder who fails to, or is unable to provide for him/herself one or more of the necessities essential for physical and emotional well-being (food, clothing, shelter, personal care, and medical care) so that he/she is not able to safely remain in the community without intervention.

Atherosclerosis - The process of hardening or thickening of the artery walls due to fat deposits on their inner lining.

B

Bereavement – The state of being sad or lonely due to the loss of a significant other or relative by death.

Board And Care Home - A type of group living arrangement designed to meet the needs of people who cannot live on their own. These homes offer help with some personal care services.

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Care Plan - A written plan for your care. It tells what services you will get to reach and keep your best physical, mental, and social well being. See [Service Plan](#) and [Treatment Plan](#).

Caregiver - A person who helps care for someone who is ill, disabled, or aged. Some caregivers are relatives or friends who volunteer their help. Some people provide caregiving services for a cost.

Caregiver Burden - The emotional, physical, and financial toll that caregiving can have on a caregiver which can increase his/her stress level.

Caregiver Journey – The process or course of tending to the needs of another through time.

Caregiver Service Scholarship - Limited funding to provide assistance and relief to a caregiver while addressing the needs of the elder they take care of. The purpose is to tend to a need identified by the caregiver that will allow them to provide care successfully.

CareTeam Binder - A binder in which all important information regarding the CareTeam and the caregiving process can be kept. Three essential parts of this CareTeam binder are the contact information of anyone associated with the CareTeam, a hospital log in which an in depth record is kept of the older adult's medical appointments, and a daily journal so that everyone who cares for the older adult can write down exactly what was done and how it went.

Caring Home - Program for non-Medicaid clients where the caregiver receives payments for the care they provide in the home; similar to Adult Family Care.

Case Coordination and Assistance - A service that allows individuals to obtain information about public benefits and services.

Case Management - A process used by a doctor, nurse, social worker or other professional to manage your health care. Case managers make sure that you get needed services, and track your use of facilities and resources.

Case Manager - A nurse, doctor, or social worker who arranges all services that are needed to give proper care to a consumer.

Catastrophic Illness - A very serious and costly health problem that could be life threatening or cause life-long disability. The cost of medical services alone for this type of serious condition could cause you financial hardship.

Catastrophic Limit - The highest amount of money you have to pay out of your pocket during a certain period of time for certain covered charges. Setting a maximum amount you will have to pay protects you.

Central Mass Family Caregiver Support Program (CMFCSP) - A program designed to give education, training and assistance to caregivers. This is a federally funded program.

Certificate Of Medical Necessity - A form required by Medicare that allows you to use certain durable medical equipment prescribed by your doctor or one of the doctor's office staff.

Certified Nursing Assistant (CNA) - CNAs are trained and certified to help nurses by providing non-medical assistance to patients, such as help with bathing, dressing, and using the bathroom.

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Certified Home Health Agency (CHHA) - A home health agency which has met the Medicaid and Medicare conditions of participation and standards for Home Health Agencies in Massachusetts providing nursing care, rehabilitation therapies and home health aide service in the community. Certified means approved by the Department of Public Health for reimbursement under Medicare, Medicaid and other insurance policies.

Chemotherapy - A treatment that uses drugs to treat an illness, especially used when treating cancer.

Chiropractic - A system of healing based on the idea that the relationship between the spinal column and function in the human body is a significant health factor and the normal transmission of nerve energy is essential to the restoration and maintenance of health. Chiropractic does not attempt to treat a disease but rather to improve the hosts defense abilities and mechanisms to assist the body to heal itself.

Chore Services - Heavy chores may include such things as vacuuming (including moving of furniture to vacuum), washing floors and walls; defrosting freezers; cleaning ovens; cleaning attics and basement to remove fire and health hazards. Chore Services are designed to help make frail elders' homes inhabitable.

Chronic - A lasting, lingering or prolonged illness.

Chronic Care - Care and treatment given to individuals whose health problems are of a long-term and continuing nature. Rehabilitation facilities, nursing homes, and mental hospitals may be considered chronic care facilities.

Chronic Illness - Long-term or permanent illness (e.g., diabetes, arthritis) which often results in some type of disability and which may require a person to seek help with various activities.

Chronic Maintenance Dialysis - Dialysis that is regularly furnished to an ESRD patient in a hospital based independent (non-hospital based), or home setting.

Chronically Ill - Having a long lasting or recurrent illness or condition that causes a person to need help with Activities of Daily Living and often other health and support services, for example Parkinson's Disease or Alzheimer's disease. At a minimum, the condition is expected to last for at least 90 consecutive days.

Civilian Health And Medical Program (CHAMPUS) - Run by the Department of Defense, in the past CHAMPUS gave medical care to active duty members of the military, military retirees, and their eligible dependents. This program is now called "TRICARE".

Client/Consumer - A person who is seeking services from an organization.

Cognitive Impairment - A breakdown in a person's mental state that may affect a person's moods, fears, anxieties, and ability to think clearly.

Commonwealth Care - Commonwealth Care is a health insurance program for low and moderate-income Massachusetts residents who don't have health insurance. Commonwealth Care members get free or low cost health services through managed care health plans. There are several health plans to choose from. The plans are offered by private health insurance companies. Some plans cost more than other plans.

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Community-Based Services - Services designed to help older people remain independent and in their own homes; can include senior centers, transportation, delivered meals or congregate meals site, visiting nurses or home health aides, adult day care, and homemaker services.

Community Care Ombudsman Program (CCO) - assists people age 60 and over who receive home care, day care services and other community services. The CCO responds to inquiries from elders and their families; educates consumers about their rights and responsibilities; counsels consumers about concerns with their services; refers consumers to appropriate resources for help and investigates and resolves complaints through mediation.

Community Choices - A program for MassHealth recipients who have been determined nursing home eligible. In this program the individual can receive a higher level of services but the total cost of care should not exceed the amount the state would spend on nursing home placement.

Community Health Center - Also referred to as a neighborhood health center. An ambulatory health care program usually serving a catchment area which has scarce or nonexistent health services or a population with special health needs. These centers attempt to coordinate federal, state, and local resources in a single organization capable of delivering both health and related social services to a defined population. While such a center may not directly provide all types of health care, it usually takes responsibility to arrange all medical services needed by its patient population.

Community Mental Health Center - A facility that provides the following services: Outpatient services, including specialized outpatient services for children, the elderly, individuals who are chronically ill, and residents of the CMHC's mental health services area who have been discharge from inpatient treatment at a mental health facility. Services possibly offered are 24 hour a day emergency care services, day treatment, other than partial hospitalization services, or psychosocial rehabilitation services, screening for patients considered for admission to State mental health facilities to determine the appropriateness of such admission, and consultation and education services.

Companions - Companions provide regularly scheduled visits to frail elders providing socialization, medical escort, errands, light meal prep and respite to family caregivers.

Comprehensive Inpatient Rehabilitation Facility - A facility that provides comprehensive rehabilitation services under the supervision of a physician to inpatients with physical disabilities. Services include physical therapy, occupational therapy, speech pathology, social or psychological services, and orthotics and prosthetics services.

Comprehensive Outpatient Rehabilitation Facility - A facility that provides comprehensive rehabilitation services under the supervision of a physician to outpatients with physical disabilities. Services include physical therapy, occupational therapy, and speech pathology services.

Confidentiality - Your right to talk with your health care provider without anyone else finding out what you have said.

Consumer Directed Care (CDC) Program - Delivery model of Home Care. The elder acts as the employer and hires their own staff.

Continuing Care Retirement Community (CCRC) - A housing community that provides different levels of care based on what each resident needs over time. This is sometimes called "life care" and can range from independent living in an apartment to assisted living to full-time care in a nursing home. Residents move from one setting to another based on their needs but continue to live as part of the community. Care in CCRCs is usually expensive. Generally, CCRCs require a large payment before you move in and charge monthly fees.

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Continuum Of Care - The entire spectrum of specialized health, rehabilitative, and residential services available to the frail and chronically ill. The services focus on the social, residential, rehabilitative and supportive needs of individuals as well as needs that are essentially medical in nature.

Convalescent Care Facility - (also called Nursing Home or Long-Term Care Facility) Licensed facility that provides general nursing care to those who are chronically ill or unable to take care of daily living needs.

Coordinated Care - A program jointly operated by Elder Affairs and the Medicaid Division of the Department of Public Welfare, to better manage long term care services provided to frail elders. The goal is being accomplished by addressing the fragmentation of services, overlapping responsibilities and duplication of effort in the Commonwealth's current long term care system. This interagency initiative more effectively manages the services purchased by both state agencies by consolidating in the two agencies the activities that involve intake, assessment, authorization and case management of both institutional and community-based long term care.

Councils On Aging (COA) - Established to meet the needs of older adults in a specific community. The functions and activities provided may vary but most include advocacy, information and referral, social, recreational and educational programs. Provide a link to local services. Every city/town in Central Massachusetts has an established Council on Aging.

Covered Services - Specific services that a health plan or an organization will provide payment.

Counseling - Relating to a client (via interview, discussion, or lending an empathetic ear) to advise and to enable the other person and/or his/her family to resolve problems (concrete or emotional) or to relieve temporary stresses encountered by them. May be done on a one to one basis or on a group basis and may be conducted by paid, donated and/or trained volunteer staff.

Criminal Offender Record Information (CORI) - A person's criminal history. You will have a Massachusetts CORI if you have ever been charged with a crime in a state or federal court in Massachusetts, whether your case ended with a conviction, a finding of not guilty, charges were dismissed, or another outcome. CORI reports help protect public safety by allowing employers, school administrators, public housing officials, and others to screen out potentially dangerous offenders.

Critical Access Hospital - A small facility that gives limited outpatient and inpatient hospital services to people in rural areas.

Critical Unmet Need - A need of an individual that is unmet. Can include; meal preparation, food shopping, transportation for medical appointments, any activity of daily living and home health services.

Crisis Intervention - Services provided to elders in crisis situations which threaten their emotional, physical or environmental well being. Crisis intervention workers serve clients through intra-agency and inter-agency referrals, advocacy, provisions of home care services and good use of community and family resources. Clients' needs may include such services as those related to fuel emergencies, homelessness, dangerous and unhealthy living situation, financial difficulties, possible exploitation, alcohol and drug abuse, eviction, inadequate health care, and poor family and individual functioning. Staff also provides consultation to other providers and community members.

Crisis Residential Treatment Services - Treatment provided during a crisis that is short term and not based in a hospital. This treatment centers on stabilizing the situation, avoiding hospitalizations and determining the next steps to be taken.

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Culture – The total range of activities and ideas of a group of people with shared traditions, which are transmitted and reinforced by members of the group.

Cultural Belief – Ideas and understanding, both explicit and implicit, about persons, society, nature and divinity.

Custodial Care - Non-skilled, personal care, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving round, and using the bathroom. It may also include care that most people do themselves, like using eye drops. In most cases, Medicare doesn't pay for custodial care.

Custodial Care Facility - A facility, which provides room, board, and other personal assistance services, generally on a long-term basis and which does not include a medical component.

Custodial Care - Non-professional care to help older adults with their activities of daily living (ADLs).

D

Dedicated Alzheimer/Dementia Units - Units within a licensed Long Term Care Facility that are dedicated to individuals with a probable diagnosis of Alzheimer's or dementia. These units tailor daily care and activities to the specific needs of individuals with Alzheimer's or related dementia.

Dehydration - A serious condition where your body's loss of fluid is more than your body's intake of fluid.

Deinstitutionalization - Policy which calls for the provision of supportive care and treatment for medically and socially dependent individuals in the community rather than in an institutional setting.

Dementia - Term which describes a group of diseases (including Alzheimer's disease) which are characterized by memory loss and other declines in mental functioning.

Department Of Elder Affairs (DEA) - Former name for the Executive Office of Elder Affairs.

Department Of Health And Human Services - DHHS administers many of the "social" programs at the Federal level dealing with the health and welfare of the citizens of the United States. It is the "parent" of Centers for Medicare & Medicaid (CMS).

Depression - A mental disorder that is characterized as; having a depressed mood, feeling of guilt, loss of interest, feelings of low self worth, interruptions in sleep and appetite, low energy and poor concentration. Depression can affect an individual's ability to take care of their daily responsibilities. Depression is a very common mental disorder.

Detoxification - A treatment for addiction to drugs or alcohol intended to rid the body of the addictive substances.

Developmental Disability (DD) - A disability which originates before age 18, can be expected to continue indefinitely, and constitutes a substantial handicap to the individual's ability to function normally.

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Diabetes - High levels of sugar in the blood. It is caused by the body's inability to produce or properly use insulin. Insulin converts starches and sugar into energy for the body. Type 1 diabetes is when the body does not produce insulin. Type 2 diabetes is when the cells ignore insulin or the body does not produce enough insulin.

Diagnosis - The name for the health problem that you have.

Diagnostic And Statistical Manual Of Mental Disorders (DSM) - A tool used by the medical and psychological communities to identify and classify behavioral, cognitive, and emotional problems according to a standard numerical coding system of mental disorders.

Dialysis - Dialysis is a treatment that cleans your blood when your kidneys don't work. It gets rid of harmful wastes and extra salt and fluids that build up in your body. It also helps control blood pressure and helps your body keep the right amount of fluids. Dialysis treatments help you feel better and live longer, but they are not a cure for permanent kidney failure. See [hemodialysis](#) and [peritoneal dialysis](#)).

Dialysis Center (Renal) - A hospital unit that is approved to furnish the full spectrum of diagnostic, therapeutic, and rehabilitative services required for the care of the ESRD dialysis patients (including inpatient dialysis) furnished directly or under arrangement.

Disability - For Social Security purposes, the inability to engage in substantial gainful activity by reason of any medically determinable physical or mental impairment that can be expected to result in death or to last for a continuous period of not less than 12 months. Special rules apply for workers aged 55 or older whose disability is based on blindness. The law generally requires that a person be disabled continuously for 5 months before he or she can qualify for a disabled worker cash benefit. An additional 24 months is necessary to qualify under Medicare.

Discharge - A formal termination of inpatient care.

Discharge Planning - A process used to decide what a patient needs for a smooth move from one level of care to another. This is done by a social worker or other health care professional. It includes moves from a hospital to a rehabilitation center, nursing home or to home care. Discharge planning may also include the services of home health agencies to help with the patient's home care.

Discrimination - Difference in treatment of one group of persons by other persons usually based in age, gender, race, religion, disability, sexual preference.

Disease - A pathological condition of a part, organ or system of an organism resulting from various causes such as infection, genetic defect or environmental stress and characterized by an identifiable group of signs or symptoms.

Dual Diagnosis - Refers to co-occurring mental illness, development disability, drug addiction and or alcoholism in various combinations.

Durable Medical Equipment (DME) - Medical equipment that is ordered by a doctor (or, if Medicare allows, a nurse practitioner, physician assistant or clinical nurse specialist) for use in the home. A hospital or nursing home that mostly provides skilled care can't qualify as a home in this situation. These items must be reusable, such as walkers, wheelchairs, or hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

Durable Power Of Attorney - A legal document that enables you to designate another person, called the attorney-in-fact, to act on your behalf, in the event you become disabled or incapacitated.

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E

Elder Abuse - An act or omission which results in serious physical or emotional injury to an elderly person; this includes financial exploitation. Protective Service Agencies receive and investigate reports of elder abuse or neglect. The purpose of Protective Services is to prevent, eliminate or remedy the effects of abuse to an elderly person.

Elder Affairs - [See Executive Office of Elder Affairs.](#)

Elderly Nutrition Program - The Elderly Nutrition Program is a federal and state funded nutrition program, administered by the Executive Office of Elder Affairs, which allows local elder services agencies to provide nutritious meals to senior citizens.

Elder Services Corps (ESC) - A program of the Executive Office of Elder Affairs through which elder persons receive a stipend for volunteer services to public and/or private non-profit service corporations.

Eldercare - Public, private, formal, and informal programs and support systems, government laws, and finding ways to meet the needs of the elderly, including: housing, home care, pensions, Social Security, long-term care, health insurance, and elder law.

Emergency and Crisis Services - A set of services that are available in emergency and crisis situations 24 hours a day and seven days a week. These services could include; crisis counseling, crisis outreach, crisis residential treatment services or crisis hotlines.

Emergency Care - Care given for a medical emergency when an individual's health is in serious danger and when every second counts.

Emergency Medical Services (EMS) - Services utilized in responding to the perceived individual need for immediate treatment for medical, physiological, or psychological illness or injury.

Emergency Medical Technician (EMT) - Or Ambulance Technician, are terms used to denote a healthcare provider of emergency medical services.

Employee Assistance Programs (EAPs) - Employee benefit programs that are intended to help employees deal with personal problems that might negatively affect their work performance, health, and well-being. Most EAPs offer counseling and referral services to employees and their household members.

Employment Resources - Companies, volunteer, and community service organizations that employ seniors or other age groups and train them for various jobs.

End-Stage Renal Disease (ESRD) - Permanent kidney failure. That stage of renal impairment that appears irreversible and permanent, and requires a regular course of dialysis or kidney transplantation to maintain life.

End-Stage Renal Disease (ESRD) Facility - A facility, which is approved to furnish at least one specific, End-Stage Renal Disease (ESRD) service. These services may be performed in a renal transplantation center, a renal dialysis facility, self-dialysis unit, or special purpose renal dialysis facility.

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End-Stage Renal Disease (ESRD) Network - A group of private organizations that make sure you are getting the best possible care. ESRD networks also keep your facility aware of important issues about kidney dialysis and transplants.

End-Stage Renal Disease (ESRD) Patient - A person with irreversible and permanent kidney failure who requires a regular course of dialysis or kidney transplantation to maintain life.

End-Stage Renal Disease (ESRD) Services - The type of care or service furnished to an End-Stage Renal Disease (ESRD) patient. Such types of care are transplantation; dialysis; outpatient dialysis; staff assisted dialysis; home dialysis; and self-dialysis and home dialysis training.

Enhanced Adult Residential Services - These are adult residential centers that also offer limited nursing care services.

Enhanced Community Options Program (ECOP) - Provides an enhanced service package for those elders who are very frail and in need of services to remain in the community.

Enrollee Hotlines - Toll-free telephone lines, usually staffed by the State or enrollment broker that beneficiaries may call when they encounter a problem with their MCO/PHP. The people who staff hotlines are knowledgeable about program policies and may play an "intake and triage" role or may assist in resolving the problem.

Epidemiology - The study of the patterns of determinants and antecedents of disease in human populations. It utilizes biology, clinical medicine, and statistics in an effort to understand the etiology (causes) of illness and/or disease. The ultimate goal of the epidemiologist is not merely to identify underlying causes of a disease but to apply findings to disease prevention and health promotion.

Escort - Accompanying a client to his/her destination.

Escorted Transportation Services - A services that allows an individual to accompany an older adult or person with a disability on their shopping trips, medical appointments, social activities, hospitals or where they would like assistance.

Estate Planning - Formulation of a plan for the purpose of preparing for meeting future personal, financial, medical, residential, and/or social needs of an individual or his/her beneficiaries

Executive Office Of Elder Affairs (EOEA) - The State unit on aging in Massachusetts mandated to implement and administer services designed to insure the dignity and independence of elders. Formerly called the Department of Elder Affairs (DEA).

Expedited Organization Determination - A fast decision from the Medicare Advantage organization about whether it will provide a health service. A beneficiary may receive a fast decision within 72 hours when life, health or ability to regain function may be jeopardized.

F

Family And Medical Leave Act (FMLA) - A 1993 federal law requiring employers with more than 50 employees to provide eligible workers up to 12 weeks of unpaid leave for birth, adoptions, foster care placement, and illnesses of employees and their families.

Financial Abuse - Illegally or unethically exploiting by using funds, property or other assets of an older person for personal gain, etc.

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Focal Point - A central place in the community or neighborhood which is designated by an Area Agency on Aging, under the federal Older Americans Act, for bringing together a full range of supportive services to elder persons.

Food Stamps - See [SNAP](#).

Foot Care - Particularly important for the care of individuals with diabetes, foot care includes applying ointments, nail clipping etc.

Fracture - Broken cartilage or bone.

Frail Elder Waiver - For individuals who are determined clinically eligible for placement in a nursing home. This is a demonstration grant approved by the Federal government that allowed individuals 300% over the Federal poverty level in monthly income, and with a limited amount of assets, receive Mass Health benefits.

Fraud - The intentional deception or misrepresentation that an individual knows, or should know, to be false, or does not believe to be true, and makes, knowing the deception could result in some unauthorized benefit to himself or some other person(s).

Fraud and Abuse - Fraud is purposely billing for services that were never given or billing for a service that has a higher reimbursement than the service produced. Abuse is payment for items or services that are billed by mistake by providers, but should not be paid for by Medicare. Abuse is not the same as fraud.

Free Care - A term which represents the difference between the amount of expected reimbursement from charity patients (as defined by a hospital board's approved free care policy approved by OHCA) for hospital services rendered, and the amount of the hospital's published charges for such services. Courtesy discounts, contractual allowances, and charges for health care services provided to employees are not included under the definition of free care.

Frequency Distribution - An exhaustive list of possible outcomes for a variable, and the associated probability of each outcome. The sum of the probabilities of all possible outcomes from a frequency distribution is 100 percent.

Functional Eligibility - Assessment of an individual's care needs to determine if he or she meets Medicaid/MassHealth eligibility requirements for payment of long-term care services. The assessment may include a person's ability to perform Activities of Daily Living and/or the need for skilled care.

Functionally Disabled - A person with a physical or mental impairment that limits the individual's capacity for independent living.

G

Generic Drug - A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

Geriatrician - Physician who is certified in the care of older people.

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Geriatrics - Medical specialty focusing on treatment of health problems of the elderly.

Gerontology - Study of the biological, psychological and social processes of aging.

Gerontologist - A professional who specializes in elder care. Usually has a degree in psychology sociology, nursing or other related field. Usually works with elders to evaluate and assists individuals, groups and families. Also could conduct research in the field of aging relating to the biological, sociological and psychological phenomena associated with aging.

Greatest Economic Need - An income level for an individual at or below the poverty threshold established by the Bureau of the Census.

Greatest Social Need - Those non-economic factors which include physical and mental disabilities, language barriers, cultural and social isolation, including that caused by racial or ethnic status, which restrict an individual's ability to perform normal daily tasks, or which threaten his/her capacity to live independently.

Grievances And Complaints - Information about grievances and complaints submitted to an organization.

Group Adult Foster Care - A Medicaid/MassHealth program for persons who are at imminent risk of needing nursing home placement and who live in a housing unit. Services include: personal care and 24 hour supervision; personal emergency response system; can use adult day health or home health aide services.

Group Home - This is also referred to as an adult care home or board and care home. Offers housing and personal care services for 3 to 16 residents. Services (such as meals, supervision, and transportation) are usually provided by the owner or manager. May be a single family home. (Licensed as *adult family home* or *adult group home*.)

Guardianship - The legal process determined by State law by which a probate court appoints one or more individuals to handle the personal and financial affairs of a minor or person determined to be mentally incompetent. The Executive Office of Elder Affairs contracts with five (5) agencies to provide Guardianship services to elders who have been abused and a court has determined to be at risk or harm, and to lack decision-making capacity. The primary objective is to act as an adjunct to protective services when no other less restrictive means are available to protect elders who are lacking the capacity to consent to services.

H

Hands-On Assistance - Physical assistance from another person, without which the individual would not be able to perform an Activity of Daily Living.

Handicapped- As defined by Section 504 of the Rehabilitation Act of 1973, any person who has a physical or mental impairment which substantially limits one or more major life activity, has a record of such impairment, or is regarded as having such an impairment.

Habilitation Therapy - A professional conducts an in-home assessment with a client with Alzheimer's disease and caregivers to offer suggestions on how to maximize the clients remaining skills.

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Health - The state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity. It is recognized, however, that health has many dimensions (anatomical, physiological, and mental) and is largely culturally defined. The relative importance of various disabilities will differ depending upon the cultural milieu and the role of the affected individual in that culture. Most attempts at measurement have been assessed in terms of morbidity and mortality.

Health Care Provider - A person who is trained and licensed to give health care. Also, a place that is licensed to give health care. Doctors, nurses, and hospitals are examples of health care providers.

Health Insurance - Financial protection against the medical care costs arising from disease or accidental bodily injury. Such insurance usually covers all or part of the medical costs of treating the disease or injury. Insurance may be obtained on either an individual or a group basis.

Health Insurance Portability And Accountability Act (HIPAA) - The privacy provisions of the federal law, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), apply to health information created or maintained by health care providers who engage in certain electronic transactions, health plans, and health care clearinghouses. The Department of Health and Human Services (HHS) has issued the regulation, "Standards for Privacy of Individually Identifiable Health Information," applicable to entities covered by HIPAA. The Office for Civil Rights (OCR) is the Departmental component responsible for implementing and enforcing the privacy regulation.

Health Maintenance Organizations (HMO) - A type of Medicare managed care plan where a group of doctors, hospitals, and other health care providers agree to give health care to Medicare beneficiaries for a set amount of money from Medicare every month. You usually must get your care from the providers in the plan.

Health Plan - An entity that assumes the risk of paying for medical treatments, i.e. uninsured patient, self-insured employer, payer, or HMO.

Health Safety Net - Assist vulnerable people to cope with health service and associated costs, such as the costs of transport to and from a health facility, or exempt the very poor from health charges altogether such as free maternal and child health care.

Hearing - A procedure that gives a dissatisfied claimant an opportunity to present reasons for the dissatisfaction and to receive a new determination based on the record developed at the hearing.

Hemodiafiltration - Simultaneous hemodialysis and hemofiltration which involves the removal of large volumes of fluid and fluid replacement to maintain hemodynamic stability. It requires the use of ultra pure dialysate or intravenous fluid for volume replacement. Also called high flux hemodiafiltration and double high flux hemodiafiltration.

Hemodialysis (HD) - This treatment is usually done in a dialysis facility but can be done at home with the proper training and supplies. HD uses a special filter (called a dialyzer or artificial kidney) to clean your blood. The filter connects to a machine. During treatment, your blood flows through tubes into the filter to clean out wastes and extra fluids. Then the newly cleaned blood flows through another set of tubes and back into your body. See [dialysis](#) and [peritoneal](#) dialysis.

Hemofiltration - Fluid removal.

Home - Location, other than a hospital or other facility, where the patient receives care in a private residence.

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Home And Community-Based Service Waiver Programs (HCBS) - The HCBS programs offer different choices to some people with Medicaid/MassHealth. If you qualify, you will get care in your home and community so you can stay independent and close to your family and friends. HCBS programs help older adults and individuals with disabilities. These programs give quality and low-cost services.

Home Care Program - The Home Care Program is administered throughout the Commonwealth of Massachusetts through contracts with 27 private non-profit corporations called Aging Services Access Points (ASAPs). It is a system of services for elder persons in Massachusetts to assist them in securing and maintaining maximum independence in their home environment. The ASAPs provide case management services that include a comprehensive, interdisciplinary needs assessment and care plan. ASAPs contract with a variety of service providers to address the identified needs of eligible elders in the Home Care Program. These services may include: homemaker, personal care, transportation, home delivered meals, laundry service, grocery shopping services, adult day care, chore services, companionship, personal emergency response, adaptive housing, and emergency shelter.

Home Care Services - Services provided under the home care program. Home care services include: case management, chore, companionship; emergency shelter, homemaker, home delivered meals, information and referral; protective services, respite care; social day care; transportation laundry services, and home health services in a limited way.

Home Delivered (HDM) - A program authorized under Title III-C of the Older Americans Act which provides, five or more days per week, at least one home delivered hot or other appropriate meal per day to elder persons who are home bound or for whom congregate meal facilities are not accessible.

Home Equity Conversion - The process of converting home equity into cash without relinquishing occupancy rights.

Home Equity Conversion Plans.

1. Reverse Mortgages-provide a series of mortgage loan advances to a home owner with repayment of all interest and principal deferred until an agreed upon time.
2. Sale Plans-involves selling some of the equity while retaining occupancy rights. Leaseback-the homeowner sells the home to an Investor who then leases back the home to the seller for Life. *Life Estate (Remainder interest)-the home owner sells a "Remainder Interest" in their home to a person who would become owner of the property when the seller dies.

Home Health Agency - An organization that gives home care services, like skilled nursing care, physical therapy, occupational therapy, speech therapy, and personal care by home health aides.

Home Health Aide Services - The provision of care in the home under the supervision of a registered nurse, or if appropriate, a physical, speech or occupational therapist. Home Health Aide Services are performed by trained personnel who assist patients in following physicians' instructions and established plans of care. Services include, but are not limited to, assisting the patient with activities of daily living, exercising, taking medications ordered by a physician which are ordinarily self-administered, assisting the patient with necessary self-help skills and reporting to the professional supervisor any changes in the patient's condition or family situation.

Home Health Care - Limited part-time or intermittent skilled nursing care and home health aide services, physical therapy, occupational therapy, speech-language therapy, medical social services, durable medical equipment (such as wheelchairs, hospital beds, oxygen, and walkers), medical supplies, and other services.

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Home Monitoring System - A system that will alert the caregiver when an individual wearing the transmitting device wanders outside of the designated area. Useful for individuals who are prone to disorientation, restlessness and wandering.

Home Patients - Medically-able individuals, who have their own dialysis equipment at home and after proper training, perform their own dialysis treatment alone or with the assistance of a helper.

Homebound - Normally unable to leave home unassisted. To be homebound means that leaving home takes considerable and taxing effort. A person may leave home for medical treatment or short, infrequent absences for non-medical reasons, such as a trip to the barber or to attend religious service. A need for adult day care doesn't keep you from getting home health care.

Homemaker - Trained personnel, working under agency supervision to provide assistance in home management, including light housekeeping, laundry, grocery shopping and meal preparation.

Homemaker Services - In-home help with meal preparation, shopping, light housekeeping, money management, personal hygiene and grooming, and laundry.

Hospice - Hospice is a special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling. Hospice care is covered under Medicare Part A (Hospital Insurance).

Hospice Care - A special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling. Hospice care is covered under Medicare Part A (Hospital Insurance).

Hospital - An institution whose primary function is to provide inpatient diagnostic and therapeutic services for a variety of medical conditions, both surgical and nonsurgical.

Hospitalist - A physician who specializes in the care of hospitalized patients. Trained and certified internist.

Hospital Log - Kept in the hospital room in order to write down the names of any doctors or specialists that visit the older adult. Also to write down new medications and any tests done with the results as you receive them. You should ask questions about anything that is unclear and write down the answers in the Hospital Log so that you will remember them later. If there are other members of the CareTeam who spend time with the older adult in the hospital while you're not present they can write down any updates in the Hospital Log. After a hospital stay this log will then be added to the CareTeam binder.

Human Immunodeficiency Virus (HIV) - The virus that causes AIDS (acquired immune deficiency).

Human Resources Department - The company department charged with finding, screening, recruiting and training job applicants, as well as administering employee-benefit programs.

Hydration - This is the level of fluid in the body. The loss of fluid, or dehydration, occurs when you lose more water or fluid than you take in. Your body cannot keep adequate blood pressure, get enough oxygen and nutrients to the cells, or get rid of wastes if it has too little fluid.

Hypertension - High blood pressure. Usually having a systolic blood pressure above 140 mmHg or a diastolic blood pressure above 90 mmHg would be defined as Hypertension.

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I

Illegal Sales Practices - Sales techniques used by insurance agents selling health insurance to supplement Medicare (Medigap) in which they mislead older adults into buying unnecessary coverage or paying premiums for no coverage.

Immunosuppressive Drugs - Transplant drugs used to reduce the risk of rejecting the new kidney after transplant. Transplant patients will need to take these drugs for the rest of their lives.

Impairment - (As used in the home care program). Inability to perform certain self-care ([see ADL'S](#)) tasks or basic tasks around the house ([see IADL'S](#)) without help from another person.

Impotence - The inability of a male to achieve an erection.

Incontinence - Inability to maintain control of bowel and bladder functions; or when unable to maintain control these functions, the inability to perform associated personal hygiene (including caring for a catheter or colostomy bag). Continence is one of the six Activities of Daily Living.

Independent Living Center - An agency designed to meet the needs of individuals with disabilities and their families. Funded by state dollars.

Independent Living Facility- Rental units in which services are not included as part of the rent, although services may be available on site and may be purchased by residents for an additional fee.

Independent Living Services - Offered through the Independent Living Center; four core services are offered, advocacy, information and referral, skills training and peer counseling.

Indigent Care - Health services provided to the poor or those unable to pay. Since many indigent patients are not eligible for federal or state programs, the costs which are covered by Medicaid are generally recorded separately from indigent care costs.

Influenza - A contagious, acute viral infection that is usually characterized by fever, chills, inflammation of respiratory tract and muscle pain. Also known as the flu.

Informal Care - Care provided by family members or friends who are not paid to provide care.

Informal Caregiver - A family member, friend, or any other person who provides long-term care without pay.

Information & Referral (I&R) - The maintenance and distribution of current, concrete information regarding public and private services/resources for older adults and their caregivers, including assessment of type of assistance needed by either, and referral to appropriate services. Information and referral can be conducted by telephone, email, mail or in person and is available without regard to a person's income.

Infusion Pumps - Pumps for giving fluid or medication into your vein at a specific rate or over a set amount of time.

Insomnia - The inability to sleep.

Institutionalization - Admission of an individual to an institution, such as a nursing home, which he or she will reside for an extended period of time or indefinitely.

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Instrumental Activities Of Daily Living (IADLs) - Tasks such as ability to prepare meals, do house work, go shopping, do laundry, medication management, transportation, money management, use the telephone, get around when outside of the home.

Insulin - A hormone that controls the level of glucose in the body and helps the body use glucose for energy.

Interdisciplinary Case Management - Client's needs and service plan are discussed and agreed upon by a nurse and case manager.

Intermediate Care - Health related care for an individual who requires a care plan supervised by qualified personnel but who do not require skilled nursing care or a hospital.

Intermittent Peritoneal Dialysis - An intermittent (periodic), supine regimen, which uses intermittent flow technique, automated assisted manual, or manual method in dialysis sessions two to four times weekly.

L

Lesbian Gay Bisexual Transgender Initiative (LGBT) - A state wide initiative to provide information, supportive services and education to the older adult LGBT community.

Legal Services Program For The Elderly - Under Title IIIB of the Older Americans Act, federal funding is provided through the Executive Office of Elder Affairs and regional Area Agencies on Aging to ten Legal Assistance Program Grantees for the Elderly. Legal advice, counseling and representation provided by an attorney or other person under the supervision of an attorney. These programs provide free legal assistance to people sixty years of age and older in civil matters, prioritizing those elders in the greatest economic and social need. Although each Legal Assistance office establishes its own case priorities with its Area Agency on Aging, the following types of cases are generally handled on behalf of elderly clients: Denials or termination of government benefits (such as Medicare, Medicaid, Social Security, SSI, Veteran's Benefits), tenant's rights issues (including defense against eviction), denials of applications to public and subsidized housing, defense against unwarranted guardianships or conservatorships, and nursing home resident's rights.

Length Of Stay - The time a patient stays in a hospital or other health facility.

Level IV Facility - A rest home, and/or retirement home, that provides custodial care. The services provided in these facilities are more residential than medically oriented. They provide protective supervision for the residents, as well as room, board, social activities and limited social services.

Level of Care - See [Skilled Nursing Facility \(SNF\)](#), and Level IV Facility (listed above).

Libido - Sexual desire.

Licensed (Licensure) - This means a long-term care facility has met certain standards set by a State or local government agency.

Licensed Nursing Care - Health service ordered by a physician that requires the skills of registered nurses, licensed practicing nurses, physical therapist, occupational therapists or other skilled personnel.

Licensed Practicing Nurse - Type of nurse who is trained to provide a range of health care services and administer technical nursing procedures. They have obtained one year of education outside of high school and have passed the state licensing exam.

Ligament - fibrous tissue that connects two or more bones or cartilages.

Limited Medication Administration - A service available in assisted living facilities that allows a licensed practitioner or family member to administer medication to the individual.

Living Benefit - Also referred to as Accelerated or Advanced Benefits, it is proceeds through the life insurance policy that are paid to the policy holders while the individuals are still alive.

Living Donor Kidney Transplant - The surgical procedure of excising a kidney from a living donor and implanting it into a suitable recipient.

Living Will - A legal document also known as a medical directive or advance directive. It states your wishes regarding life-support or other medical treatment in certain circumstances, usually when death is imminent. Not recognized as a legal document in Massachusetts.

Long-Distance Caregiver - Caregiver who provides care for an older adult who lives a distance away.

Long-Term Care - A variety of services that help people with health or personal needs and activities of daily living over a period of time. Long-term care can be provided at home, in the community, or in various types of facilities, including nursing homes and assisted living facilities. Most long-term care is custodial care. Medicare doesn't pay for this type of care if this is the only kind of care you need.

Long-Term Care Facility - Long-Term Care Facilities (LTCF) include nursing homes, rehabilitation and residential care facilities (rest homes and assisted living facilities), as well as continuing care retirement communities. They provide a range of medical and or social services designed to help people who have disabilities or chronic care needs. Services may be short or long term.

Long-Term Care Insurance - A private insurance policy to help pay for some long-term medical and non-medical care, like help with activities of daily living. Because Medicare generally does not pay for long-term care, this type of insurance policy may help provide coverage for long-term care that you may need in the future. Some long-term care insurance policies offer tax benefits; these are called "Tax-Qualified Policies."

Long-Term Care Ombudsman - An advocate (supporter) for nursing home and assisted living facility residents who works to resolve problems between residents and nursing homes or assisted living facilities.

Long-Term Care Services - Services that include medical and non-medical care to people with a chronic illness or disability. Long-term care helps meet health or personal needs. Most long-term care assists people with Activities of Daily Living, such as dressing, bathing, and using the bathroom. Long-term care can be provided at home, in the community, or in a facility. For purposes of Medicaid eligibility and payment, long-term care services are those provided to someone requiring a level of care equivalent to that received in a nursing facility.

Long-Term Disability - A disability that lasts for more than 90 days.

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M

Malignant - Occurring in severe form and getting worse; resistant to treatment.

Malnutrition - A health problem caused by the lack (or too much) of needed nutrients.

Mammogram - A special x-ray of the breasts. Medicare covers the cost of a mammogram once a year for women over 40.

Managed Care In Housing - A program which provides supportive care and services to elders who meet state home care impairment and income guidelines but are not Medicaid eligible and who live in housing complexes or designated neighborhoods. Services includes: daily care, i.e. homemaker, personal care, meals on wheels, skilled services, 24 hour access to care; a personal emergency response system; a responsible person overnight. This program is for persons at risk of nursing home placement.

Managed Care Organization - Managed Care Organizations are entities that serve Medicare or Medicaid/MassHealth beneficiaries on a risk basis through a network of employed or affiliated providers. Stands for Managed Care Organization. The term generally includes HMOs, PPOs, and Point of Service plans. In the Medicaid world, other organizations may set up managed care programs to respond to Medicaid managed care. These organizations include Federally Qualified Health Centers, integrated delivery systems, and public health clinics. Is a health maintenance organization, an eligible organization with a contract under §1876 or a Medicare-Choice organization, a provider-sponsored organization, or any other private or public organization, which meets the requirements of §1902 (w) to provide comprehensive services.

Mandate - A policy or program which is required by law, either federal, state or local. Mandated Services, in general, refers to services which must be provided under a federal or state law. Services which are not mandatory are considered optional or discretionary.

Massachusetts Association Of Older Americans (MAOA) - A private, non-profit elder advocacy group.

Massachusetts Councils On Aging (MCOA) - A state-wide association of Councils on Aging.

MassHealth - A public health insurance program for low- to medium-income residents of Massachusetts. The national health insurance program called Medicaid, and the Children's Health Insurance Program (CHIP) are combined in one program in Massachusetts called MassHealth.

Mass. Home Care - The Association of 27 private, non-profit, Home Care Corporations/ASAPs and 22 Area Agencies on Aging in Massachusetts.

Mass Immunization Center - A location where providers administer pneumococcal pneumonia and influenza virus vaccination and submit these services as electronic media claims, paper claims, or using the roster billing method. This generally takes place in a mass immunization setting, such as a public health center, pharmacy, or mall but may include a physician's office setting.

Meals On Wheels (MOW) - A program for providing home-delivered meals to elderly and individuals with a disability without regard to income. The program is funded through a combination of federal funds through Title IIIC of the Older Americans Act and state funding.

Mediate - To settle differences between two parties.

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Medicaid - A joint federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. This program is known as MassHealth in Massachusetts.

Medic Alert Bracelet - A tool designed for individuals with a known medical diagnosis or allergy. It is also worn by individuals who are at risk of wandering. Identification information is in a national registry that is accessible to all emergency personnel. The client wears the bracelet with all of the coded information.

Medically Indigent - People who cannot afford needed health care because of insufficient income and/or lack of adequate health insurance.

Medically Necessary - Services or supplies that are proper and needed for the diagnosis or treatment of your medical condition, are provided for the diagnosis, direct care, and treatment of your medical condition, meet the standards of good medical practice in the local area, and aren't mainly for the convenience of you or your doctor.

Medical Power of Attorney - Legal document that allows you to name someone to make health care decisions for you if, for any reason and at any time, you become unable to make or communicate those decisions for yourself. Known in Massachusetts as a Health Care Proxy.

Medicare - The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with End-Stage Renal Disease (permanent kidney failure with dialysis or a transplant, sometimes called ESRD).

Medicare Coverage - Made up of two parts: Hospital Insurance (Part A) and Medical Insurance (Part B). See [Medicare Part A-Hospital Insurance](#); [Medicare Part B Medical Insurance](#).

Medicare Handbook - The Medicare Handbook provides information on such things as how to file a claim and what type of care is covered under the Medicare program. This handbook is given to all beneficiaries when first enrolled in the program.

Medicare Hospital Insurance (Part A) - The Medicare program that covers specified inpatient hospital services, post hospital skilled nursing care, home health services, and hospice care for older adults and individuals with a disability who meet the eligibility requirements.

Medicare Medical Insurance (Part B) - Medicare medical insurance that helps pay for doctors, services, outpatient hospital care, durable medical equipment, and some medical services that are not covered by Part A.

Medication Dispensing System - A machine that signals an alert when medication is to be taken. It is connected to a Personal Emergency Response System (PERS) and a call center is notified if the medication is not taken. The machine can be preloaded up to 40 days.

Medication Management/Administration - A procedure with set rules for the management of self administered medication can include coordination with the individual's doctor or management of dosing and timing. Medication must not be administered by the staff in most cases; the individual must take the medication by themselves.

Memory Care - Care provided in a nursing facility or assisted living setting that caters to individuals with dementia. Care consists of specific therapies, social activities, specific meals and snacks and more.

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Mental Health - The capacity of an individual to successfully meet the daily demands of life in order to function in society. Mental health encompasses both emotional and psychological well-being. It is influenced by one's biology, environment, emotional state, and cultural factors. Often mental health is defined as the absence of any identifiable or significant mental disorder.

Mental Health Services - Variety of services provided to people of all ages, including counseling, psychotherapy, psychiatric services, crisis intervention, and support groups. Issues addressed include depression, grief, anxiety, stress, as well as severe mental illnesses.

Mental Illness/Impairment - A deficiency in the ability to think, perceive, reason, or remember, resulting in loss of the ability to take care of one's daily living needs.

Misappropriation Of Patient Or Resident Property - The deliberate misplacement, exploitation or wrongful, temporary or permanent use of a patient's or resident's belonging or money without such patient's or resident's consent.

Mistreatment - Any action that is likely to harm an individual. Mistreatment may be in the forms of the use of medications or treatments, isolation, or physical or chemical restraints which harm or are likely to harm the patient or resident.

Modality - Methods of treatment.

Multi-Purpose Senior Center (MPSC) - The Older Americans Act calls upon local Area Agencies on Aging (AAAs) to establish "a focal point for comprehensive service delivery", with an emphasis on locating such focal points at senior centers that offer a variety of community-based services under one roof.

Myocardial Infarction - Term referring to a heart attack. This term focuses on the heart muscle and the changes that occur when there is a deprivation of circulating blood.

N

National Patient ID - A system for uniquely identifying all recipients of health care services. This is sometimes referred to as the National Individual Identifier (NII), or as the Healthcare ID.

Neglect - When caregivers do not give a person the care or the goods or services needed to avoid harm or illness. It may also refer to when an older adult does not recognize the negative consequences of not accessing goods or services for him/herself which may result in harm or illness.

Neighborhood Health Center - Also referred to as a community health center. An ambulatory health care program usually serving a catchment area which has scarce or nonexistent health services or a population with special health needs. These centers attempt to coordinate federal, state, and local resources in a single organization capable of delivering both health and related social services to a defined population. While such a center may not directly provide all types of health care, it usually takes responsibility to arrange all medical services needed by its patient population.

Network - A group of doctors, hospitals, pharmacies, and other health care experts hired by a health plan to take care of its members.

Non-Professional - Not of, relating to, suitable for, or engaged in a profession.

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Nurse - An individual trained to care for the sick, aged, or injured. Can be defined as a professional qualified by education and authorized by law to practice nursing.

Nurse Aide - An individual who is not a licensed health professional but is employed by a facility which provides nursing or nursing- related services to residents.

Nurse Practitioner - A nurse who has 2 or more years of advanced training and has passed a special exam. A nurse practitioner often works with a doctor and can do some of the same things a doctor does.

Nursing Care - Health service ordered by a physician that require the skills of registered nurses, licensed practicing nurses, physical therapist, occupational therapists or other skilled personnel.

Nursing Facility - A facility which primarily provides to residents skilled nursing care and relate services for the rehabilitation of injured, disabled, or sick persons, or on a regular basis, health related care services above the level of custodial care to other than individuals with intellectual disabilities.

Nursing Home - A residence that provides a room, meals, and help with activities of daily living and recreation. Generally, nursing home residents have physical or mental problems that keep them from living on their own. They usually require daily assistance.

Nursing Home Care - Full-time care delivered in a facility designed for recovery from a hospital, treatment, or assistance with common daily activities.

Nursing Home Screening - A procedure required for all Medicaid/MassHealth beneficiaries prior to admission to a Skilled Nursing Facility or Adult Day Health Center. Screenings are conducted by the nursing department of the A.S.A.P. through a contract agreement with Medicaid/MassHealth. Screenings are designed to ensure that those people entering a Skilled Nursing Facility or participating in an Adult Day Health Program are meeting Medicaid/MassHealth guidelines.

Nutrition - Getting enough of the right foods with vitamins and minerals a body needs to stay healthy. Malnutrition, or the lack of proper nutrition, can be a serious problem for older people.

Nutrition Program - The Massachusetts Nutrition Program is the second largest program operated by the Executive Office of Elder Affairs. Twenty-eight (28) nutrition projects, located throughout the Commonwealth, serve millions of meals to elders each year. Meals are provided at congregate meal sites as well as to homebound elders. Additionally, the Nutrition Screening Counseling program operates a commodity foods program, a homeless elder meals program and sponsors a variety of nutrition education programs.

O

Obesity - Being above normal body weight. The National Institutes of Health defines obesity as a Body Mass Index (BMI) of 30 or over.

Occupational Therapy - Services given to help you return to usual activities (such as bathing, preparing meals, housekeeping) after illness.

Occupational Health Services - Health services concerned with the physical, mental, and social well-being of an individual in relation to his or her working environment and with the adjustment of individuals to their work. The term applies to more than the safety of the workplace and includes health and job satisfaction.

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Office - Location, other than a hospital, skilled nursing facility (SNF), military treatment facility, community health center, state or local public health clinic, or intermediate care facility (ICF), where the health professional routinely provides health examinations, diagnosis, and treatment of illness or injury on an ambulatory basis.

Office For Civil Rights - This office is part of HHS. Its HIPPA responsibilities include oversight of the privacy requirements.

Office Of Inspector General (OIG) DHHS - The agency within the U.S. Department of Health and Human Services responsible for the investigation of suspected fraud and abuse and performing audits and inspections of HHS.

Old-Age, Survivors, And Disability Insurance - The Social Security programs that pay for (1) monthly cash benefits to retired-worker (old-age) beneficiaries, their spouses and children, and survivors of deceased insured workers (OASI); and (2) monthly cash benefits to disabled-worker beneficiaries and their spouses and children, and for providing rehabilitation services to the disabled (DI).

Older Americans Act (OAA) - The 1965 federal legislation authorizing funding for services for older Americans. This Act provides money and direction for a multitude of services designed to enrich the lives of senior citizens, for example, adequate housing, income, employment, nutrition and health care. The "OAA" is the basis for funding support services (known as Title IIIB), nutritional services (known as Title IIIC), health promotion (known as Title IIID) and the senior aide employment program (Title V).

Organ - Organ means for example a human kidney, liver, heart, or pancreas.

Organ Procurement - The process of acquiring donor organs.

Organ Procurement Organization - An organization that performs or coordinates the retrieval, preservation, and transportation of organs and maintains a system of locating prospective recipients for available organs.

Orthotics - Devices that correct or support the function of body parts. Examples include leg, arm and neck braces.

Osteoporosis - Bone disease characterized by a reduction in bone density. The bones become porous and brittle, as a result of calcium loss. Someone with osteoporosis is more vulnerable to breaking a bone.

Outpatient Care - Medical or surgical care that does not include an overnight hospital stay.

Outpatient Hospital - A portion of a hospital which provides diagnostic, therapeutic (both surgical and nonsurgical), and rehabilitation services to sick or injured persons who do not require hospitalization or institutionalization. Part of the Hospital providing services covered by SMI, including services in an emergency room or outpatient clinic, ambulatory surgical procedures, medical supplies such as splints, laboratory tests billed by the hospital, etc.

Outpatient Hospital Care - Medical or surgical care provided by a hospital to you if you have not been admitted as an inpatient but are registered on hospital records as an outpatient. If a doctor orders that you must be placed under observation, it may be considered outpatient care, even if you stay under observation overnight

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Outpatient Services - A service you get in one day (24 hours) at a hospital outpatient department or community mental health center.

P

Palliative Care - This is care that provides comfort and treatment but will not cure the condition. This allows individuals with chronic conditions to live comfortably.

Pap Test - A test to check for cancer of the cervix, the opening to a woman's womb. It is done by removing cells from the cervix. The cells are then prepared so they can be seen under a microscope.

Paratransit - Door - to- door shuttle van services, usually by appointment.

Parkinson's Disease - A degenerative disease of later life, characterized by a rhythmic tremor and muscular rigidity caused by degeneration in the basal gland of the brain.

Partial Hospitalization - A structured program of active treatment for psychiatric care that is more intense than the care you get in your doctors or therapists office.

Passive Neglect - Unintentional failure to fulfill a caretaking obligation; infliction of distress without conscious or willful intent; etc.

Patient - An individual who receives health, homemaker or hospice services at home from an individual employed by a home health agency or a hospice program.

Patient Advocate - A hospital employee whose job is to speak on a patient's behalf and help patients get information or services they need.

Patient Lifts - Equipment to move a patient from a bed or wheelchair using your strength or a motor.

Peer Counseling - A service offered through an Independent Living Center that pairs a staff member and consumer with similar disabilities so they are able to work with someone who can relate to or understand what they are experiencing.

Pelvic Exam - An exam to check if internal female organs are normal by feeling their shape and size.

Pension Rights - Laws designed to protect persons eligible for pensions.

Periods Of Care (Hospice) - A set period of time that you can get hospice care after your doctor says that you are eligible and still need hospice care.

Peritoneal Dialysis (PD) - PD uses a cleaning solution, called dialysate, that flows through a special tube into your abdomen. After a few hours, the dialysate gets drained from your abdomen, taking the wastes from your blood with it. Then you fill your abdomen with fresh dialysate and the cleaning process begins again. This treatment can be done at home, at your workplace, or at another convenient location. See [dialysis](#) and [hemodialysis](#).

Personal Care - Nonskilled, personal care, such as help with activities of daily living like bathing, dressing, eating, getting in and out of bed or chair, moving around, and using the bathroom. It may also include care that most people do themselves, like using eye drops. The Medicare home health benefit does pay for personal care services.

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Personal Care Attendant (PCA) Program - A Medicaid/MassHealth program that helps Medicaid/MassHealth eligible members with long-term disabilities live at home by providing funds for them to hire Personal Care Attendants (PCAs) to assist them with their personal care needs.

Personal Comfort Items - For hospital inpatients, such items as a television, telephone, etc.

Personal Emergency Response Systems (PERS) - Medical communications alerting systems that allow an elder experiencing a medical emergency at home to access medical service via an electronic transmitter to a central monitoring station.

Personal Needs Allowance - Designated portion of monthly income that a person receiving Medicaid/MassHealth long-term care services may retain for personal needs. This amount includes food and shelter costs for persons receiving home and community-based waiver services. The amount allowed varies from state to state.

Pharmacy Outreach Program - Operated by the Massachusetts College of Pharmacy and Health Sciences, under contract with the Massachusetts Executive Office of Elder Affairs, as a public service to the people of the Commonwealth. Any Massachusetts resident may utilize the MassMedLine toll-free telephone number, 1-866-633-1617, and website, www.massmedline.com to inquire about prescription drug medication support programs that are available at low cost or free of charge. Clients are welcome to ask any questions regarding their medications and general health. The purpose of the Pharmacy Outreach Program is to work closely with local and statewide healthcare resources, your physicians and you to help relieve the burden of your medication expenses.

Physical Abuse - Infliction of physical pain or injury, physical coercion; confinement; slapping, bruising, sexually molesting, cutting, lacerating, burning, restraining, pushing, shoving; etc.

Physical Injury - Includes but not limited to death, brain damage, or disfigurement, or any non-trivial injury including but not limited to fracture of a bone, skin bruising, intramuscular injury, puncture wound, abrasion, laceration, burn, bleeding, impairment of a bodily system or organ, excessive bedsores or similar condition or harmful symptoms resulting from the use of medication or chemicals without informed consent or authorization, unconsensual sexual touching, sexual penetration or sexual exploitation.

Physical Therapy - Treatment of injury and disease by mechanical means, such as heat, light, exercise, and massage.

Physician Assistant (PA) - A person who has 2 or more years of advanced training and has passed a special exam. A physician assistant works with a doctor and can do some of the things a doctor does.

Physician Services - Services provided by an individual licensed under state law to practice medicine or osteopathy. Physician services given while in the hospital that appear on the hospital bill are not included.

Plan Of Care - Your doctor's written plan saying what kind of services and care you need for your health problem.

Podiatrist - A licensed medical professional who treats injuries and diseases of the foot. Examples of common problems include ingrown toenails, hammer toe, deformities, bunion deformities and heel spurs. Medicare does not generally pay for routine foot care such as cutting and removal of corns and calluses trimming of nails and other hygienic care.

Polyp - A nonmalignant growth on the surface of a mucous membrane.

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Post-Acute Care (PAC) - Also known as [subacute care](#) or [transitional care](#). Type of short-term care provided by many long-term care facilities and hospitals which may include rehabilitation services, specialized care for certain conditions (such as stroke and diabetes) and/or post-surgical care and other services associated with the transition between the hospital and home. Residents on these units often have been hospitalized recently and typically have more complicated medical needs. The goal of subacute care is to discharge residents to their homes or to a lower level of care.

Power Of Attorney - A power of attorney is a document that lets you appoint someone you trust to make decisions about your financial care.

Prescription Advantage - The nation's first state-sponsored prescription drug insurance plan for elders and younger people with disabilities. Prescription Advantage is available to all Massachusetts residents age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines.

Preventive Medicine - Care which has the aim of preventing disease or its consequences. It includes health care programs aimed at warding off illnesses (e.g., immunizations), early detection of disease (e.g., Pap smears), and inhibiting further deterioration of the body (e.g., exercise or prophylactic surgery). Preventive medicine is also concerned with general prevention measures aimed at improving the healthfulness of the environment.

Preventive Services - Health care to keep you healthy or to prevent illness (for example, Pap tests, pelvic exams, flu shots, and screening mammograms).

Primary Care Physician (PCP) - A doctor who is trained to give you basic care. Your primary care physician is the doctor you see first for most health problems. He/she makes sure that you get the care that you need to keep you healthy. He/she may talk with other doctors and health care providers about your care and refer you to them. In many Medicare managed care plans, you must see your primary care physician before you see any other health care provider.

Priority Services - Under the federal Older Americans Act, local Area Agencies on Aging must assure that an "adequate proportion" of funds are spent on certain priority services, such as access, in-home, and legal assistance.

Private Contract - A contract between you and a doctor, podiatrist, dentist, or optometrist who has decided not to offer services through the Medicare program. This doctor can't bill Medicare for any service or supplies given to you and all his/her other Medicare patients for at least 2 years. There are no limits on what you can be charged for services under a private contract. You must pay the full amount of the bill.

Private Care Manager - A professional who assess the needs of an individual and monitors and coordinates that care, treatment and services.

Programs Of All-Inclusive Care For The Elderly (PACE) - PACE combines medical, social, and long-term care services for frail people. PACE is available only in states that have chosen to offer it under Medicaid. To be eligible, you must:

- Be 55 years old, or older,
- Live in the service area of the PACE program,
- Be certified as eligible for nursing home care by the appropriate state agency , and
- Be able to live safely in the community.

The goal of PACE is to help people stay independent and live in their community as long as possible, while getting high quality care they need.

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Protective Services Program - Investigates and, when appropriate, intervenes in cases where there is evidence that an elder has been neglected, abused or financially exploited by someone in a domestic setting. The protective services system is anchored by a 24 hour, seven day a week emergency hotline. It is empowered by Massachusetts General Law Chapter 19A to take steps that ensure that elder victims of physical and emotional abuse, neglect, and financial exploitation receive protective and supportive services. Elders must consent to services, but in situations where an elder lacks the capacity to provide consent, court ordered services may be provided.

Prostheses - Devices that substitute for a missing body part. Examples include artificial legs, arms and eyes.

Prosthetic Device - Medical equipment, other than dental, that replaces all or part of an internal body organ.

Psychiatric Facility (Partial Hospitalization) - A facility for the diagnosis and treatment of mental illness on a 24-hour basis, by or under the supervision of a physician.

Psychiatric Residential Treatment Center - A facility or distinct part of a facility for psychiatric care that provides a total 24-hour therapeutically planned and professionally staffed group living and learning environment.

Psychological Abuse - Infliction of mental anguish by demeaning, name calling, insulting, ignoring, humiliating, frightening, threatening, isolating, etc.

Psychotherapy - Treatment through verbal or nonverbal communication to treat behavioral, emotional, personality and psychiatric disorders.

Public Health - The science dealing with the protection and improvement of community health by organized community effort.

Q

Quality Of Care - Can be defined as a measure of the degree to which delivered health services meet established professional standards and judgments of value to the consumer.

Quality of Life - Includes self perceived health status, mental status, sexual function and stress level, helps to explain an individual's general well-being.

R

Radiation Therapy - Can be either internal or external therapy. It is a treatment that uses high energy x-rays to treat diseases, usually cancer. The internal method uses radioactive material that is placed inside the body, as close as it can be to the cancer. The external method uses a machine that directs high energy x-rays at the cancer.

Railroad Retirement - A federal insurance program similar to Social Security designed for workers in the railroad industry. The provisions of the Railroad Retirement Act provide for a system of coordination and financial interchange between the Railroad Retirement program and the Social Security program.

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Reasonable And Necessary Care - The amount and type of health services generally accepted by the health community as being required for the treatment of a specific disease or illness.

Referral (Medical) - A written OK from your primary care doctor for you to see a specialist or get certain services. In many Medicare Managed Care Plans, you need to get a referral before you can get care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for your care.

Registered Nurse - A nurse who has graduated from a formal program of nursing education and has been licensed by an appropriate state authority. RNs are the most highly educated of nurses with the widest scope of responsibility, including all aspects of nursing care. RNs can be graduated from one of three educational programs: two-year associate degree program, three-year hospital diploma program, or four-year baccalaureate program.

Rehabilitation - Rehabilitative services are ordered by your doctor to help you recover from an illness or injury. These services are given by nurses and physical, occupational, and speech therapists. Examples include working with a physical therapist to help you walk and with an occupational therapist to help you get dressed.

Rehabilitation (As Distinguished From Vocational Rehabilitation) - A restorative process through which an individual develops and maintains self-sufficient functioning consistent with his/her capability.

Rehabilitation Services - Services designed to improve/restore a person's functioning; includes physical therapy, occupational therapy, and/or speech therapy. May be provided at home or in long-term care facilities. May be covered in part by Medicare.

Religious Accommodation - No person shall be considered to be abused or neglected for the reason that such person, in accordance with his/her express or implied consent, is being furnished or relies upon treatment by spiritual means through prayer alone in accordance with a religious method of healing in lieu of medical treatment.

Remission - Refers to the complete or partial disappearance of symptoms of a chronic condition.

Resident - An individual who resides in any public or private housing or a long term care facility.

Residential Care - The provision of room, board and personal care. Residential care falls between the nursing care delivered in skilled and intermediate care facilities and the assistance provided through social services. It can be broadly defined as the provision of 24-hour supervision of individuals who, because of old age or impairments, necessarily need assistance with activities of daily living.

Residential Substance Abuse Treatment Facility - A facility which provides treatment for substance (alcohol and drug) abuse to live-in residents who do not require acute medical care. Services include individual and group therapy and counseling, family counseling, laboratory tests, drugs and supplies, psychological testing, and room and board.

Respiratory Therapy - The diagnostic evaluation, management, and treatment of the care of patients with deficiencies and abnormalities in the cardiopulmonary (heart-lung) system.

Respite - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home, as with hospice respite care.

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Respite Care - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home, as with hospice respite care.

Rest Home - Provides custodial care. Services provided in these facilities are more residential than medically oriented. They provide protective supervision for the residents, as well as room, board, social activities and limited social services. Rest homes are what used to be considered Level IV facilities.

Restraints - Physical restraints are any manual method or physical or mechanical device, material, or equipment attached to or adjacent to the residents body that the individual cannot remove easily which restricts freedom of movement or normal access to one's body. Chemical restraints are any drug used for discipline or convenience and not required to treat medical symptoms.

Reverse Mortgage - A home loan that allows the individual to continue home ownership but converts some of the home equity into cash.

Rural Health Clinic - An outpatient facility that is primarily engaged in furnishing physicians' and other medical and health services and that meets other requirements designated to ensure the health and safety of individuals served by the clinic. The clinic must be located in a medically under-served area that is not urbanized as defined by the U.S. Bureau of Census.

S

Screening - The use of quick procedures to differentiate apparently well persons who have a disease or a high risk of disease from those who probably do not have the disease.

Schedule Restrictions - Transportation scheduled to preset destinations on specific days or at specific times i.e. nutrition sites at midday.

Second Opinion - This is when another doctor gives his or her view about what you have and how it should be treated.

Secondary Care - Services provided by medical specialists who generally do not have first contact with patients (e.g., cardiologist, urologists, dermatologists).

Section 8 Housing - Housing assistance from the federal government for low income individuals. Can be either a section 8 housing project which is a specific building or in the form of rental vouchers.

Self Administered Medication Management - A program in assisted living facilities that allows the individual to take their medication on their own. A professional will check the medication package, be present while the individual takes their medication, remind the individual to take their medication and record their observations.

Senility - The generalized characterization of progressive decline in mental functioning as a condition of the aging process. Within geriatric medicine, this term has limited meaning and is often substituted for the diagnosis of senile dementia and/or senile psychosis.

Senior Aide - An individual 55 years or older who is enrolled in the Senior Community Service Employment Program. See [Senior Community Service Employment Program](#).

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Senior Centers - Focal points within a city/town that coordinate a comprehensive set of services where older adults can, receive advocacy, socialization, nutritional meals, health services and participate in activities that will enhance their involvement in and with the community. They may offer outreach services to homebound older adults. Not every city/town in Central Massachusetts has an established Senior Center.

Senior Community Service Employment Program (Senior Aides) - Part-time employment for elder persons who meet specified income criteria. Funded under Title V of the Older Americans Act, the program of Labor, and on the local level by the Executive Office of Elder Affairs, the National Council of Senior Citizens, and the National Council on Aging. Work sites and activities are within the aging and other social service networks and provide a compliment to existing services to elders.

Senior Companions - Elder Service Corps enrollees and Senior Aides who are assigned to provide company and supervision to lonely, or socially isolated elder people, and to provide relief to family members with dependent elderly relatives.

Senior Housing Development - May be subsidized or nonsubsidized. A multi-unit apartment building, single family homes, mobile homes, condominiums or cooperatives that is restricted to individuals over a certain age.

Service Plan - Also referred to as a [care plan](#) or [treatment plan](#). Written document which outlines the types and frequency of the long-term care services that a consumer receives. It may include treatment goals for him or her for a specified time period.

Service Provider - An agency or organization that is awarded a subcontract by an Area Agency on Aging (AAA) and/or an ASAP.

Serving The Health Information Needs Of Elders Program (S.H.I.N.E.) - A program of the Executive Office of Elder Affairs which provides free, confidential and unbiased health insurance counseling. S.H.I.N.E. is a volunteer network of health benefits counselors who provide information to elders about Medigap Insurance, Medicare, HMOs, public benefits, retiree health plans, individual insurance, prescription drug charge coverage, health insurance counseling, long term care insurance and other health insurance options.

Severity Of Illness - A risk prediction system to correlate the "seriousness" of a disease in a particular patient with the statistically "expected" outcome, e.g., mortality, morbidity, efficiency of care.

Side Effect - A problem caused by treatment. For example, medicine you take for high blood pressure may make you feel sleepy. Most treatments have side effects.

Skills Training - Teaching the consumer independent living skills including cooking, laundry, budgeting, finding housing and financial management. Independent living skills are any skills that are critical for a person to live independently and productively.

Skilled Care - A type of health care given when you need skilled nursing or rehabilitation staff to manage, observe, and evaluate your care.

Skilled Nursing Care - A level of care that includes services that can only be performed safely and correctly by a licensed nurse, either a registered nurse or a licensed practical nurse.

Skilled Nursing Facility (SNF)- A facility (which meets specific regulatory certification requirements) which primarily provides inpatient skilled nursing care and related services to patients who require medical, nursing, or rehabilitative services but does not provide the level of care or treatment available in a hospital.

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Skilled Nursing Facility Care - This is a level of care that requires the daily involvement of skilled nursing or rehabilitation staff. Examples of skilled nursing facility care include intravenous injections and physical therapy. The need for custodial care (for example, assistance with activities of daily living, like bathing and dressing) cannot, in itself, qualify you for Medicare coverage in a skilled nursing facility. However, if you qualify for coverage based on your need for skilled nursing or rehabilitation, Medicare will cover all of your care needs in the facility, including assistance with activities of daily living.

Sliding Fee - A fee for services that fluctuates according to the income of the person- receiving the service and utilization of certain home care services.

SNAP (Supplemental Nutrition Assistance Program) (Formally Known as Food Stamps) - Provides financial assistance to individuals with low or no income to buy food. Individuals use an Electronic Benefit Transfer (EBT) card to purchase food. The EBT card works like a credit or debit card.

Social Day Care (SDC) - provides an individualized program of social activity for elders who require daytime supervision because of physical impairment or social or emotional problems that impair their capacity for self-care. Activities of social day care include: assistance with walking, assistance with mealtime activities, assistance with grooming, and nutrition services including minimum of one meal per day. This differs from "Adult Day Health Care" in that it does not focus on health-related services.

Social Health Maintenance Organization (SHMO) - A special type of health plan that provides the full range of Medicare benefits offered by standard Medicare HMOs, plus other services that include the following: prescription drug and chronic care benefits, respite care, and short-term nursing home care; homemaker, personal care services, and medical transportation; eyeglasses, hearing aids, and dental benefits.

Social Network – A person’s family, neighbors, and friends with whom they are socially involved.

Social Security Act - Public Law 74-271, enacted on August 14, 1935, with subsequent amendments. The Social Security Act consists of 20 titles, four of which have been repealed. The HI and SMI programs are authorized by Title XVIII of the Social Security Act.

Social Security Administration - The Federal agency that, among other things, determines initial entitlement to and eligibility for Medicare benefits.

Social Security Benefits - People contribute to this fund during their working years. After you apply for benefits you may receive monthly checks if your are retired at you full retirement age, permanently disabled or a dependent of a retired or permanently disabled worker, working past age 62 but make less than the annual exemption, over 70 regardless of income, age 60 and a widow/widower of a beneficiary, a dependent of a deceased individual entitled to benefits.

Social Security Disability Insurance (SSDI) - A system of federally provided payments to eligible workers (and, in some cases, their families) when they are unable to continue working because of a disability. Benefits begin with the sixth full month of disability and continue until the individual is capable of substantial gainful activity.

Socialization - Activities that encourage an individual to interact with others, may include cultural, intellectual, educational, social and physical activities.

Special Care Units - Long-term care facility units with services specifically for persons with Alzheimer's disease, dementia, head injuries, or other disorders.

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Specialist - A doctor who treats only certain parts of the body, certain health problems, or certain age groups. For example, some doctors treat only heart problems.

Speech-Language Therapy - Treatment to regain and strengthen speech skills.

Spell Of Illness - A period of consecutive days, beginning with the first day on which a beneficiary is furnished inpatient hospital or extended care services, and ending with the close of the first period of 60 consecutive days thereafter in which the beneficiary is in neither a hospital nor a skilled nursing facility.

Spirituality - The deepest values and beliefs by which people live as they try to understand the meaning behind their own existence.

Staff Assisted Dialysis - Dialysis performed by the staff of the renal dialysis center or facility.

Standby Assistance - Caregiver stays close by the individual to watch over the individual and provide physical assistance if necessary as they perform Activities of Daily Living. Someone who does not need hands-on help might need standby assistance if they are unsteady or have physical movement limitations.

State Health Insurance Assistance Program - A State program that gets money from the Federal Government to give free local health insurance counseling to people with Medicare. See [Serving The Health Information Needs Of Elders Program \(S.H.I.N.E.\)](#).

State Medical Assistance Office - A State agency that is in charge of the State's Medicaid program and can give information about programs to help pay medical bills for people with low incomes. Also provides help with prescription drug coverage.

State Pharmacy Assistance Program - A state program that provides people assistance in paying for drug coverage, based on financial need, age or medical condition and not based on current or former employment status. These programs are run and funded by the states.

State Or Local Public Health Clinic - A facility maintained by either State or local health departments that provide ambulatory primary medical care under the general direction of a physician.

State Unit On Aging - Authorized by the Older Americans Act. Each state has an office at the state level which administers the plan for service to the aged and coordinates programs for the aged with other state offices.

Subacute Care - Also referred to as [post-acute care](#) or [transitional care](#). Type of short-term care provided by many long-term care facilities and hospitals which may include rehabilitation services, specialized care for certain conditions (such as stroke and diabetes) and/or post-surgical care and other services associated with the transition between the hospital and home. Residents on these units often have been hospitalized recently and typically have more complicated medical needs. The goal of subacute care is to discharge residents to their homes or to a lower level of care.

Subsidized Senior Housing - A type of program, available through the Federal Department of Housing and Urban Development and some States, to help people with low or moderate incomes pay for housing.

Subsidy - A monetary grant paid by the government to a private person or company to assist an enterprise deemed advantageous to the public.

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Substance Abuse - Excessive use of one or a combination of alcohol, prescription medication. Over the counter medication and illegal substances.

Substantial Assistance - Hands-on or standby help required to perform Activities of Daily Living.

Substantial Supervision - Presence of person directing and watching over another an individual who has a Cognitive Impairment.

Supervisory Care - Long-term care service for individuals with memory or orientation problems such as Alzheimer's disease. Supervision ensures that you don't harm yourself or others because your memory, reasoning, and orientation to person, place or time are impaired.

Supplemental Nutritional Assistance - Services for eligible individuals that provides home delivered meals and other nutrition related services. See [Nutrition Program](#).

Support Groups - Groups of people who share a common bond, e.g., caregivers, who come together on a regular basis to share problems and experiences. May be sponsored by social service agencies, senior centers, religious organizations, as well as organizations such as Central Massachusetts Agency on Aging.

Supportive Day Care Services - Provides social activity for elders who require daytime supervision due to physical impairment or social, emotional problems that impair their capacity for self-care. Activities include; assistance with mealtime, grooming, and walking. Program provides a minimum of one meal a day. Supportive Day Care Services differs from Adult Day Care because it is not focused on health-related services.

Supportive Housing - Delivers many of the benefits of Assisted Living to participating elderly public housing developments by offering 24-hour on-site staffing, a daily meals program, medication reminders to all residents, and housekeeping, transportation, shopping and laundry services to all those who qualify. Elder Affairs and the Department of Housing and Community Development operate Supportive Housing jointly.

Surplus Food - USDA food distributed to low income elders and families.

T

Target Heart Rate - The heart rate desired during exercise.

Task Clustering - A way to deliver homemaking services by using a team of homemakers in a housing unit. The team is given a cluster of tasks and a block of time.

Telecommunications Device For The Deaf (TDD) - A Teletype machine that assists individuals with hearing impairments and communication disorders to converse over the phone.

Telemedicine - Professional services given to a patient through an interactive telecommunications system by a practitioner at a distant site.

Telephone Reassurance - Service for older individuals who need regular telephone conversations to check on their safety and well-being

Testosterone - A male sex hormone. It is a principle androgenic hormone that is produced in the testes. It is responsible for some secondary male sex characteristics.

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Title III - Refers to Title III of the Older Americans Act. This Act provides federal funding for social services to elders.

Title V - [See Senior Aide.](#)

Transfer - The process of helping an older individual or individual with a disability move from one position to another.

Transitional Care - Also referred to as [subacute care](#) or [post-acute care](#). Type of short-term care provided by many long-term care facilities and hospitals which may include rehabilitation services, specialized care for certain conditions (such as stroke and diabetes) and/or post-surgical care and other services associated with the transition between the hospital and home. Residents on these units often have been hospitalized recently and typically have more complicated medical needs. The goal of subacute care is to discharge residents to their homes or to a lower level of care.

Transplant - The surgical procedure that involves removing a functional organ from either a deceased or living donor and implanting it in a patient needing a functional organ to replace their nonfunctional organ.

Transportation Services - Also referred to as escort services. Provides transportation for older adults to services and appointments. May use bus, taxi, volunteer drivers, or van services that can accommodate wheelchairs and persons with other special needs.

Traumatic Brain Injury - An externally caused head injury that has resulted in severe functional deficits.

Treatment - Something done to help with a health problem. For example, medicine and surgery are treatments.

Treatment Options - The choices you have when there is more than one way to treat your health problem.

Treatment Plan - Frequently referred to as [care plan](#) or [service plan](#). Written document which outlines the types and frequency of the long-term care services that a consumer receives. It may include treatment goals for him or her for a specified time period.

TRICARE - A health care program for active duty and retired uniformed services members and their families.

TRICARE For Life (TFL) - Expanded medical coverage available to Medicare-eligible uniformed services retirees age 65 or older, their eligible family members and survivors, and certain former spouses.

TTY - A teletypewriter (TTY) is a communication device used by people who are deaf, hard of hearing, or have a severe-speech impairment. A TTY consists of a keyboard, display screen, and modem. Messages travel over regular telephone lines. People who don't have a TTY can communicate with a TTY user through a message relay center (MRC). An MRC has TTY operators available to send and interpret TTY messages.

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U

Undue Hardship - With respect to the provision of accommodation for an individual with a disability under the Americans with Disabilities Act-significant difficulty or expense, considered in light of the employer's financial resources, facilities, workforce, and business operations.

Urgently Needed Care - Care that you get for a sudden illness or injury that needs medical care right away, but is not life threatening. Your primary care doctor generally provides urgently needed care if you are in a Medicare health plan other than the Original Medicare Plan. If you are out of your plan's service area for a short time and cannot wait until you return home, the health plan must pay for urgently needed care.

Urinary Incontinence - Loss of control of the flow of urine from the bladder.

V

Vehicle Conversion - The process of making certain adjustments to the older adult's car that allow him/her to continue driving safely.

Veteran's Benefits - There are Veteran's pensions for eligible veterans who are permanently or totally disabled. Eligibility depends on assets and income limits. Qualifying Veterans must have war time service.

Vision Rehabilitation Services - Services to assist adults with vision problems modify their environment in order to increase independence. These services are provided by Massachusetts Association for the Blind (MAB).

Visit - An encounter between a patient and a health care professional which requires either the patient to travel from his home to the professional's usual place of practice (an office visit), or for the doctor or other health care provider to see the patient in the hospital, skilled nursing facility, or in the patient's home. Doctors' services can be covered in any of these settings under Medicare.

Visiting Nurse Association (VNA) - A voluntary health agency which provides nursing and other services in the home. Basic services include health supervision, education and counseling; beside care; and the carrying out of physicians' orders. Personnel include nurses and home health aides who are trained for specific tasks of personal bedside care. These agencies had their origin in the visiting or district nursing provided to sick poor in their homes by voluntary agencies.

W

Walk-in Clinic - Health care clinics located in retail stores, supermarkets and pharmacies that treat uncomplicated minor illnesses and provide preventative health care services.

Weight Bearing Exercise - Exercise where legs and feet carry the person's weight and the body works against the force of gravity.

Well-Being - A contented state of being happy, healthy and prosperous.

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Wellness - A dynamic state of physical, mental, and social well-being; a way of life which equips the individual to realize the full potential of his or her capabilities and to overcome and compensate for weaknesses; a lifestyle which recognizes the importance of nutrition, physical fitness, stress reduction, and self-responsibility.

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