

# MENTAL WELL-BEING CROSSROAD

CROSSROAD

[Back To Navigating The Caregiver CrossRoads \(main page\)](#)  
[Back To Mental Well-Being Crossroad](#)

## GLOSSARY OF TERMS

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

**How To Navigate This Document:** Put your cursor over a specific letter of the glossary and left click with the mouse. Once you are in the document and want to return to the beginning of the document hit [Back To Top](#) using the same method stated above.

### 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.

**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.

**Anxiety Disorder** - A blanket term covering several different forms of a type of mental illness of abnormal and pathological fear and anxiety.

### B

**Bereavement** - The state of being sad or lonely due to the loss of a significant other, friend, pet, or relative by death.

CONNECTION FOR CAREGIVERS

**Board And Care Home** - Often referred to as an adult care home or a 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.)

**Burnout** - Being burned out means that you feel as though you have hit your limit with how much you can handle.

## C

**Caregiver** - A caregiver of an older adult is anyone who provides physical, financial, and/or emotional support for an older adult whose daily activities are limited by diminished mental or physical function.

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

**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.

**CareTeam** - Anyone who is providing any sort of support to the older adult and most importantly the older adult him/herself. This team includes the older adult, the caregiver(s) (primary, secondary, long distance, etc.), medical professionals, allied health professionals, lawyers, homemakers, home health aides, and anyone else who contributes to supporting the health and independence of the older adult.

**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.

**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.

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

**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.

[Back To Top](#)

**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.

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

**Cognitive Behavioral Therapy (CBT)** - A psychotherapeutic approach that helps an individual focus on current problems and find solutions with the active help of a mental health professional.

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

**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.

**Confidentiality** - Is an understanding that certain information will not be disclosed to other individuals without expressed permission. This term is used in many settings i.e. medical, social services, human services, financial and legal.

**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.

**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.

**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 around stabilizing the situation, avoiding hospitalizations and determining the next steps to be taken.

[Back To Top](#)

## D

**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.

**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.

**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.

**Diagnosis** - The name for the health condition 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.

**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 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.

**Disclosure** - Release or divulgence of information by an entity to persons or organizations outside of that entity.

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

## 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.

[Back To Top](#)

**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.

**EMTALA (Emergency Medical Treatment And Active Labor Act)** - The Emergency Medical Treatment and Active Labor Act, codified at 42 U.S.C. § 1395dd. EMTALA requires any Medicare-participating hospital that operates a hospital emergency department to provide an appropriate medical screening examination to any patient that requests such an examination. If the hospital determines that the patient has an emergency medical condition, it must either stabilize the patient's condition or arrange for a transfer; however, the hospital may only transfer the patient if the medical benefits of the transfer outweigh the risks or if the patient requests the transfer. CMS regulations at 42 C.F.R. §§ 489.24(b) and 413.65(g) further clarify the statutory language.

**Emergency Room (Hospital)** - A portion of the hospital where emergency diagnosis and treatment of illness or injury is provided.

**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.

**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.

## 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 Eligibility** - Assessment of an individual's available income and assets to determine if he/she meets eligibility requirements for a specific program.

**Friendly Visitor** - A volunteer who visits isolated elders in their homes up to one or two hours per week.

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

[Back To Top](#)

## G

**Generalized Anxiety Disorder (GAD)** - An anxiety disorder that is characterized by excessive, uncontrollable and often irrational worry about everyday things that is disproportionate to the actual source of worry.

**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 assist 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 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.

**Group Adult Foster Care** - A Medicaid 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 Adult Home** - Often referred to as an adult care home or a board and care 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.)

**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

**Habilitation Therapy** - A professional conducts an assessment with a consumer who has a diagnosed disability and their caregivers to offer suggestions on how to maximize the consumer's remaining skills.

**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.

[Back To Top](#)

**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.

**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 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 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.

**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).

**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.

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

[Back To Top](#)

**Independent Living Services** - Offered through Independent Living Centers; 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.

**Informal Caregiver** - A family member, friend, or any other person who provides 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.

**In-Home Services** - A category of services under the federal Older Americans Act that must be provided by all Area Agencies on Aging. In-home services include homemaker, home health aides, visiting and telephone reassurance, chore maintenance, in-home respite care (including adult day care) and minor home modifications.

**Inpatient Psychiatric Facility** - A facility that provides inpatient psychiatric services for the diagnosis and treatment of mental illness on a 24-hour basis, by or under the supervision of a physician.

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

**Interpersonal Therapy** - A psychotherapeutic approach that works to identify and improve how an individual communicates with others.

## L

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

**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.

## M

**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.

[Back To Top](#)

**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.

**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.

**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.

**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.

**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.

**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.

## N

**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.

[Back To Top](#)

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

**Nursing Facility** - A facility which primarily provides to residents skilled nursing care and related 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.

## O

**Obsessive–Compulsive Disorder (OCD)** - An anxiety disorder characterized by intrusive thoughts that produce uneasiness, apprehension, fear, or worry, by repetitive behaviors aimed at reducing the associated anxiety, or by a combination of such obsessions and compulsions.

**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.

**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).

## 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.

**Panic Disorder** - An anxiety disorder characterized by recurring severe panic attacks.

**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.

[Back To Top](#)

**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.

**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.

**Personal Health Record** - Medical record that contains a summary of all accurate medical and health history.

**Posttraumatic Stress Disorder (PTSD)** - A severe anxiety disorder that can develop after exposure to any event that results in psychological trauma. This event may involve the threat of death to oneself or to someone else, or to one's own or someone else's physical, sexual, or psychological integrity, overwhelming the individual's ability to cope.

**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.

**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.

**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.

**Protected Health Information** - Individually identifiable health information transmitted or maintained in any form or medium, which is held by a covered entity or its business associate. Identifies the individual or offers a reasonable basis for identification. Is created or received by a covered entity or an employer. Relates to a past, present, or future physical or mental condition, provision of health care or payment for health care.

**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.

[Back To Top](#)

**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.

## Q

**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

**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.

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

**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.

**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.

**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).

**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).

[Back To Top](#)

**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.

**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

**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 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 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.

**Social Anxiety Disorder** - Also known as social phobia, is an anxiety disorder characterized by intense fear in social situations causing considerable distress and impaired ability to function in at least some parts of daily life.

**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.

**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.

**Special Needs Plan** - A special type of plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid/MassHealth, who reside in a nursing home, or who have certain chronic medical conditions.

[Back To Top](#)

**Substance Abuse** - When an individual abuses alcohol, prescription drugs, and/or nonprescription drugs. This can lead to addiction, which often has permanent negative effects on a person.

**Supervisory Care** - Long-term care service for individuals with memory or orientation problems such as Alzheimer's disease. Supervision ensures that the individual does not harm him/herself or others because of memory, reasoning, and orientation to person, place or time are impaired.

**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.

## T

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

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

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

**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.

## V

**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.

[Back To Top](#)

**Vocational Rehabilitation** - The process of facilitating an individual in the choice of or return to a suitable vocation. When necessary, assisting the patient to obtain training for such a vocation. Vocational rehabilitation can also mean to preparing an individual regardless of age, status (whether U.S. citizen or immigrant) or physical condition (disability other than ESRD) to cope emotionally, psychologically, and physically with changing circumstances in life, including remaining at school or returning to school, work, or work equivalent (homemaker).

## W

**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.

[Back To Top](#)