

1. Record Nr.	UNINA9910451787603321
Titolo	Consumer voice and choice in long-term care [[electronic resource] /] / edited by Suzanne R. Kunkel and Valerie Wellin
Pubbl/distr/stampa	New York, N.Y., : Springer, c2006
ISBN	1-280-74458-8 9786610744589 0-8261-0000-7
Descrizione fisica	1 online resource (288 p.)
Altri autori (Persone)	KunkelSuzanne WellinValerie
Disciplina	362.610973
Soggetti	Older people - Care - United States Caregivers - United States Consumer behavior - United States Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes some papers presented at a conference organized by the Scripps Gerontology Center.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; TOC Contents; Contributors; Acknowledgments; Introduction; PART I. Consumer Choice; CH 1. Older Consumers and Decision Making: A Look at Family Caregivers and Care Receivers; CH 2. Choice and the Institutionalized Elderly; CH 3. History of and Lessons From the Cash and Counseling Demonstration and Evaluation; CH 4. A Description of Racial/Ethnic Differences Regarding Consumer-Directed Community Long-Term Care; CH 5. Case Managers' Perspectives on Consumer Direction CH 6. Integrating Occupational Health and Safety Into the United States' Personal Assistance Services Workforce Research AgendaCH 7. Backs to the Future: The Challenge of Individual Long-Term Care Planning; PART II. Consumer Voice; CH 8. Capturing the Voices of Consumers in Long- Term Care: If You Ask Them They Will Tell; CH 9. Caregivers as Consumers: Perspectives on Quality; CH 10 Relationship as Care Quality Mediator; CH 11. Resident Satisfaction With Independent Living Facilities in Continuing Care Retirement Communities; PART III. Policy

## Issues and Moral and Legal Challenges

CH 12. Common or Uncommon Agendas: Consumer Direction in the Aging and Disability Movements  
CH 13. Scrutinizing Familial Care in Consumer-Directed Long-Term Care Programs: Implications for Theory and Research;  
CH 14. Gifts or Poison? The Cultural Context of Using Public Funds to Pay Family Caregivers;  
CH 15. Response to Quality: Differing Definitions;  
CH 16. When Consumer Direction Fails: Assigning Legal and Ethical Responsibility in Worst-Case Situations;  
IDX Index

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### Sommario/riassunto

There is no other book that provides a comprehensive look at the research, practice, and ideological aspects of consumer voice and choice in long term care. Opportunity for consumers to provide input about their services within the traditional system is a defining element of consumer voice. Hearing from consumers about the quality of, and their satisfaction with, their services has become an essential component of quality management in many sectors of long-term care. Providing service delivery options so that long-term care consumers can truly have choice has required more fundamental changes

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