



KŌKUA MAU
"Continuous Care"

Hawai'i Hospice and Palliative Care Organization

In Home Assistance

Please note: The list was compiled by Kokua Mau as a community service in January 2010. Please call the number listed to find out details about the specific group or program, since time and personnel can change. We need your help to maintain this list and ask you to send any additions or edits to us at info@kokuamau.org. For additional resources, visit Kokua Mau's website: <http://www.kokuamau.org/services/caregiving>.

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It is sometimes difficult for adults to accept in-home assistance. They may not want strangers in their home, deny the need, or believe that accepting help means the next step is a nursing home. However, this assistance may delay or avoid institutionalization, allowing them to remain at home longer. It is also support for the caregivers to help them avoid burnout.

Assistance in the home comes in various forms. Traditionally, most care is provided by relatives, friends, and neighbors. However, this "informal" care may need supplementing. "Formal" assistance is provided by non-profit organizations, privately hired independent providers (nurses, therapists, aides, homemakers and companions), home care agencies, home health agencies and government programs. Home health agencies provide more medically oriented services than home care agencies. As with all other services, it would be wise to check qualifications and references if hiring independently.

Medicare covers only certain in-home services for a limited period of time; it does not provide long-term care. When hospitalized, talk to the doctor, and ask to speak to the social worker or discharge planner to identify the family's realistic role in caring for the patient at home and services available.

Medicaid clients should contact their plan provider to see if they are eligible for service covered under their plan.

On Oahu for more information and referrals for assistance in the home, call the Senior Helpline at 768-7700.

Chore/Homemaker Services

May include housekeeping, shopping, and errands. See "House Cleaning" in the Yellow Pages for other businesses that do cleaning. Some agencies listed under "Home Health Care" in the Yellow Pages may also provide housekeeping.

Adult Intake Unit

832-5115

420 Waiakamilo Rd. Suite 300A, Honolulu HI 96817

Department of Human Services. For low income, SSI and Medicaid eligible.

Akamai Grocery Shopping & Delivery Service**672-7347**

277 Ohua Ave, Honolulu HI 96815

In Waikiki, help with errands, shopping, light housework, and provide respite for caregivers.

Chore Program**586-5584**

810 Richards St. #400, Honolulu HI 96813

Evercare Health Plan**888-980-8728**www.evercarehealthplans.com**Ohana Health Plan****888-846-4262**www.ohanahealthplan.com

Home Health Agencies

Home health agencies are organizations which provide skilled nursing services and other therapeutic services ordered by a physician to homebound patients. A home health agency can be Medicare and/or Medicaid certified which means that they can provide services that are covered by Medicare and/or Medicaid. Medicare certification is voluntary. State licensing of home health agencies by the **Office of Healthcare Assurance** is required.

Home care agencies provide custodial services which are non-medical such as housekeeping, meal preparation and ongoing assistance with personal care. Home care agencies are not currently licensed by the state of Hawaii but under legislation passed in 2009, will be required to be licensed. Home-care agency services are not covered by Medicare; services are private pay.

Some home health agencies provide only Medicare covered services while others will provide **private duty services**. For private services, most agencies have a 2-4 hour minimum per visit and the care recipient must receive ongoing services, typically a minimum of once or twice a week. Some offer live-in care and travel assistance/escort. The lowest level of care typically costs \$20-30 an hour and includes services such as companionship, housekeeping and light meal preparation provided by staff often referred to as “companion aides” or “home helpers.”

Rates are higher when hands-on services such as help with transferring, bathing and toileting are provided usually by “home health aides” or “Certified Nursing Assistants (CNA).” Skilled care requiring Licensed Practical Nurses (LPN) or Registered Nurses (RN) can cost \$35-60 an hour or more. If your loved one could benefit from a social setting, also consider **Adult Day Care and Day Health** (which may be a more affordable

option).

When looking for any agency that provides employees who work in your home, make sure to inquire what kind of safeguards they have established to prevent adverse events. This would include things like insurance, bonding, background checks, accreditations, and certifications.

Listed below are licensed Home Health Agencies on all islands. For a complete list of licensed Home Health Care Agencies statewide, go to the Office of Health Care Assurance website at www.hawaii.gov/health, click on “Elder Care” link: www.hawaii.gov/health/elder-care/health-assurance/licensing/index.html under “Health Topics.” For reviews of Medicare certified Home Health Agencies, go to www.medicare.gov and click on “Compare Home Health Agencies in Your Area” under the “Search Tools.” See “Home Health Service” in the Yellow Pages for other agencies that provide in-home assistance.

Home Health Agencies - Provides Medicare covered services for all Islands

CareResource Hawaii **599-4999**
680 Iwilei Rd. Suite 660, Honolulu HI 96817 www.carereshourcehawaii.org

Kona Branch Office HAWAII COUNTY **808-326-7021**
75-167 Kalani Street, Suite #206 Kailua-Kona HI 96740

Hilo Branch Office HAWAII COUNTY **808-935-2718**
100 Pauahi St., Suite 214 Hilo, Hawaii HI 96720

Maui **808-871-2115**
355 Hukilike Street, Suite 126 Kahului HI 96732

Molokai **808-553-9851**
10 N. Mohala Street, Suite 201. Kaunakakai HI 96748

Castle Home Care (Medicare covered) **234-2828**

Castle Community Care (Private duty) **234-7142**
46-001 Kamehameha Hwy. Suite 212, Kaneohe HI 96744 www.castlemed.com

Hale Makua Home Health Services – MAUI COUNTY **(808) 877-2761**
1520 East Main St, Wailuku HI 96793

Hilo Medical Center Home Care – HAWAII COUNTY (808) 974-4720
1190 Waiianuenue Ave. Hilo HI 96720

Hawaii Healthcare Professionals, Inc. – KAUAI COUNTY (808) 245-7211
2970 Kele Street, Suite 213, Lihue HI 96766 www.hhpcaring.com

Kaiser Home Health Agency 432-4829
2828 Pa‘a St #2048, Honolulu HI 96819 www.kaiserpermanente.org

Kaiser Home Health Agency – MAUI COUNTY (808) 243-6681
55 Maui Lani Parkway, Wailuku HI 96793

Kohala Home Health Care of North Hawai‘i Comp. Hospital (808) 885-4444
67-1125 Mamalahoa Hwy, Kamuela HI 96743 www.northhawaiicommunityhospital.org

Prime Care Services of Hawaii, Inc. 531-0050
3375 Koapaka St. Suite I-570, Honolulu HI 96819 www.primecarehawaii.com

St. Francis Home Care Services 534-0777
P.O. Box 29700, Honolulu HI 96820
www.stfrancishawaii.org/services/Pages/HomeCare.aspx

St. Francis Home Care Services – KAUAI COUNTY (808) 245-6430
4473 Pahe‘e St Suite, Lihue HI 96766

Wahiawa General Hospital Home Health 621-4438
Serves Mililani to North Shore area on O‘ahu www.wahiawageneral.org
128 Lehua St, Wahiawa HI 96786

West Hawai‘i Home Health Services (808) 328-9883
82-5899 Old Government Rd, Captain Cook HI 96704

Home Health Agencies - Private duty services (private pay)

Arcadia Home Care Services 440-3041
1660 S. Beretania St. Rm. 203, Honolulu HI 96826 www.arcadia-hi.org

Attention Plus Care 739-2811
1580 Makaloa St. Suite 1060, Honolulu HI 96814 www.attentionplus.com

Hawaii Healthcare Professionals, Inc. 531-8177

707 Richards St. Suite 526, Honolulu HI 96813

www.hhcpcaring.com

377 Keahole Street, Suite E-106, Honolulu HI 96825

531-8177

KAUAI COUNTY

(808) 245-7211

2970 Kele Street, Suite 213, Lihue HI 96766

Kokua Home Health Agency

594-2326

210 Ward Ave. Suite 118, Honolulu HI 96814

www.kokuanurses.com

Mastercare – KAUAI COUNTY

(808) 246-9116

4180 Rice St. #107-B, Lihue HI 96766

Nursefinders – KAUAI COUNTY

(808) 245-5841

3170 B Jerves St., Lihue HI 96766

Lou's Quality Home Health Care Services, LLC

754-3934

P.O. Box 893224, Mililani HI 96789

www.lousqualcare.com

Wilson Homecare

5 HI 96-4486

1221 Kapiolani Blvd. Suite 940, Honolulu HI 96814

www.wilsonhomecare.net

Personal Care

Health-related services provided in the home, including bathing and grooming.

St. Francis Health Services for Senior Citizens

547-8065

2251 Mahalo St, Honolulu HI 96817

Bathing service for frail seniors 60 years and older in their home.

Other Web Resources:

Executive Office on Aging: (808) 586-0100 www.hawaii.gov/health/eoa
No. 1 Capitol District, 250 South Hotel Street, Suite 406, Honolulu HI 96813-2831

Honolulu Elderly Affairs Division: (808) 523-4545 www.elderlyaffairs.com
Standard Finance Building, 715 South King Street, Suite 200, Honolulu HI 96813

Office on Aging - County of Maui (808) 270-7774
2200 Main St., Suite 547, Wailuku, HI 96793 www.co.maui.hi.us/index.aspx?nid=255

The County of Kauai Agency on Elderly Affairs (AEA): (808) 241-4470
Pi`ikoi Building, 4444 Rice Street, Suite 330, Lihue HI 96766 www.kauai.gov/elderly

Hawai`i County Office of Aging www.hcoahawaii.org
Hilo Office: 1055 Kino`ole Street, Suite 101, Hilo HI 96720-3872 (808) 961-8600
Kona Office: (808) 327-3597
Hanama Place, 75-5706 Kuakini Hwy, Suite 106, Kailua-Kona HI 96740-1751

Please consult these Hawaii focused resources:

State of Hawaii, Department of Health

Elderly Affairs Division www.elderlyaffairs.com
Honolulu City and County's Resource for Aging, Disability and Caregiving: You may also want to download their most recent publications as PDF files.

O`ahu Senior Handbook 2009 to 2011
Honolulu 2009-2011 Senior Information and Assistance Handbook (pdf file)

Family Caregiving Guide

Written to help those that are providing long term care to others. Includes information and advice about services available in Honolulu County.

Housing Options for Seniors on O`ahu – 2009

Published by the Kokua Kalihi Valley - Elderly Affairs Program. Authored by Drs, Ritabelle Fernandes, and Hortense M. Gandy it provides a comprehensive look at current housing alternatives on Oahu and resources for transportation, home care, meals and available accommodations.

2008-2010 Kaua'i Senior Information and Resource Directory (pdf file)

A directory of community organizations, service providers, and other companies that offer products and services for aging, disability and caregiving.