

WellQor Success Stories

Georgia, 82, avoids hospitalization by working with WellQor LCSW



The Challenge:

- Wellqor is a leading national provider of behavioral health solutions for older adults. WellQor strives to ensure the health of patients is considered holistically, recognizing the intrinsic link between physical and mental health. This holistic approach is designed to optimize the health of patients, and the wealth of knowledge carried by WellQor clinicians about the specific needs and behaviors of seniors allows for targeted health interventions. For older adults, elevated levels of stress associated with dramatic change or social isolation can trigger mental health episodes. In these instances, targeted interventions are needed in order to prevent outcomes involving psychiatric hospitalizations and psychotropic use.
- Cheng Saetern, a WellQor Licensed Clinical Social Worker, had been using regularly scheduled therapy to treat Georgia, an 82 year old female, for generalized anxiety and bi-polar disorder. During an intake interview, Cheng was able to determine that Georgia was suffering from generalized anxiety as a result of trauma associated with lifelong verbal and mental abuse. Georgia was identified as high functioning with mild symptoms, and her treatment plan for bi-polar disorder and generalized anxiety included a once weekly counseling session.
- At the onset of COVID-19, the assisted living facility Georgia called home was closed to visitors, and Georgia was not able to receive treatment for a one month period. After a month without treatment Cheng began to get reports from staff and family about changes in Georgia's behavior. Georgia's sister reported to Cheng that Georgia was experiencing high levels of paranoia. She was self-isolating, and hiding personal items from staff and family. Staff reported that Georgia refused to leave her room or pick up the phone. Staff and family feared the possibility of psychiatric hospitalization and psychotropic use.

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She's truly been a Godsend....I am such a proponent of what Cheng does. Cheng is essential for my sister. I don't know how any other senior citizen goes without these services right now. Cheng even convinced my sister not to get rid of her psychiatrist....I really firmly believe that without Cheng, my sister wouldn't be where she is today. It's scary.

~ Patient's Sister

The Solution:

- Alongside Georgia's sister, Cheng advocated for an intervention despite lockdown policy. The reports given to Cheng signaled to her that intervention was needed in order to prevent serious alternative outcomes. Given the severity of Georgia's condition, the assisted living facility agreed to allow Cheng entry for counseling sessions.
- While conducting a therapy session, Cheng determined that Georgia was suffering from severe anxiety, mania, and paranoia. Georgia was abstaining from all social activities, and not answering her door or phone. Cheng was able to convince Georgia to allow her inside. Georgia was highly guarded and appeared very tense- speaking to Cheng only in whispers, constantly looking over her shoulder, and visibly shaking.
- Cheng identified Georgia's emotional and mental condition as highly unstable. With once a week counseling sessions, psychiatric hospitalization was highly likely. Following Cheng's direction, employees at WellQor lobbied the insurance company to cover more frequent counseling sessions in lieu of psychiatric hospitalization
- Twice weekly therapy sessions were added to Georgia's treatment plan.



The Results:

- Within 3 sessions, Georgia's condition was gradually improving, and a psychiatric evaluation was added to her treatment plan.
- Thanks to Cheng's targeted intervention, Georgia was able to avoid psychiatric hospitalization.
- While working towards a stable mental and emotional condition, Georgia continues to cope with her severe anxiety and bi-polar disorder.