Supporting Senior Victims Through A Coordinated Response: Aligning Medical Policies and Practices

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CREA

Coordinated Response to Elder Abuse

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Introduction

- In 2014, Adult Protective Services investigated approximately **9,644 reports** of abuse, neglect and exploitation of vulnerable adults.

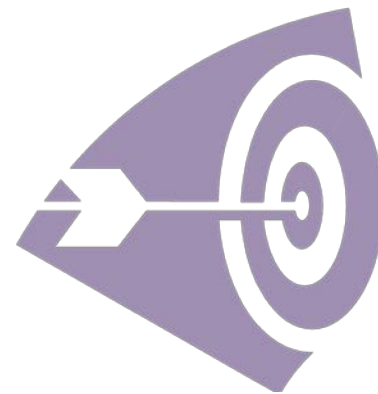- Studies have estimated that between **1 in 14** and **1 in 23** cases of elder abuse **never get reported**.
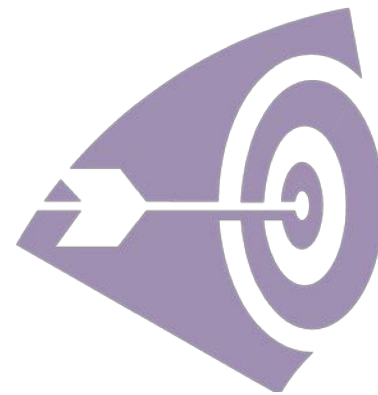
Coordinated Response to Elder Abuse

This Workshop Will Review:

- The development of CREA

- The process of designing and implementing the elder abuse curriculum

- Discuss lessons learned

- Offer a glimpse of early outcomes
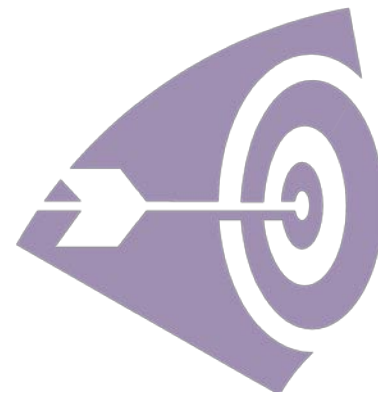
The Development Of CREA

CREA

Coordinated Response to Elder Abuse

Memphis and Shelby County

CREA Overview

To support and improve the protection of older adults in Shelby County by providing a coordinated community response to elder abuse.

What CREA is

100% funded by Plough Foundation
$3.45 MM over 3 years

Coordinated Community Response **_AND_** a
Multi-Disciplinary Team

Resources for :
- Law Enforcement
- District Attorney
- **Adult Protective Services**
- Local/State Government

Key Drivers

Coordinated Community Response & Multi-Disciplinary Team	**Timely, Coordinated & Efficient Victim-Centered Services**	**Criminal and Civil Legal Proceedings with Collaboration**
Public Awareness, Education and Institutional Training	**Build, Share and Sustain a Data System for Victim-Centered Decision Making**	

CREA Partners

Grant Funded Partners
Ave Maria Home - *ALF Emergency Placement, Adult Day Care, Non-Medical Home Care, SNF Placement*
Meritan - *Non Medical Home Care, Foster Care, 24/7 response Nurse/Doctor, Medical Equipment*
Community Legal Center Elder Law Attorney – *conservatorships, powers of attorney*
Memphis Area Legal Services Staff Attorney -- *orders of protection, divorces, other types of legal representation*
Crime Victims Center - *After Hours Senior Victim Advocate, group counselor, additional part-time victims advocate*
Aging Commission of Mid-South -*Conservator, volunteer coordinator*
Family Safety Center - *Case Managers, Intake Coordinator*
Baptist Memorial Health Care - *Nurse SW/Curriculum*
RISE Foundation- *Silver Neighbors and financial institution training*
USC Keck School of Medicine - *Health Care Curriculum*
CoactionNet – *Database provider*

Medical

Best Practices:

✓ 24/7 response;

➤ **Knowledge of older abuse victims/forensic nursing;**

✓ **Home and shelter visits;**

✓ **Referrals and support for ongoing medical care;**

➤ **Therapeutic and psychological support;**

➤ **Documentation for legal;**

✓ **Reimbursement from insurance for medical care;**

✓ **Data Collection.**

Questions?

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Designing and Implementing The Elder Abuse Curriculum

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The Elder Abuse Curriculum

Elder Abuse:

Identification, Assessment and Response

A Multidisciplinary Approach

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The Elder Abuse Curriculum

Purpose Of Training

- Educate medical staff on how to assess, identify and respond to elder abuse

- Receive feedback and evaluate the effectiveness of the curriculum

- Implement to hospital system wide

- Share with surrounding area hospitals

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The Elder Abuse Curriculum

Why hospital curriculum?

- Cases may present to the medical setting for injury / illness that may or may not have resulted from abuse

- Patient / healthcare professional transparency

- Lack of education / training in the medical community

The Elder Abuse Curriculum

Content Development

- Parts I-III base content
- Part IV customized to Baptist Healthcare policies and procedures

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Part I

Identification and Assessment

Introduction

The purpose of this course is to:

- Educate on Tennessee elder abuse laws and statistics
- Educate on the types of elder abuse
- Educate on those that abuse
- Educate on how to assess the elder adult
- Educate on how to identify abuse in the elder adult

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Overview

- Tennessee Law & Statistics
- Types Of Abuse
- Those That Abuse
- Assessment
- Identification

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Part II

Capacity and Cognition

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Introduction

The purpose of this course is to:

- Educate on how to assess for cognitive functioning

- Educate on how cognitive deficits may effect vulnerability of the older adult to abuse

- Bring awareness to the growing epidemic of dementia & Alzheimer's disease.

Overview

- Memory

- Capacity

- Cognition

- Dementia

- Abuse

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Part III

Abuse Intervention Model
(AIM)

Introduction

The purpose of this course is to:

- Introduce and define the AIM Model
- Educate on how to use the AIM model to identify modifiable risk factors of elder abuse in a medical setting
- Practice the use of the AIM model in a case study

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Overview

- What is AIM

- Using the AIM

- Case Studies

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Part IV

Response

Introduction

The purpose of this course is to:

- Educate on how to screen adults 60 years or older for abuse

- Educate on how to respond to suspected abuse of an adult 60 years or older

- Educate on the Coordinated Response to *Elder Abuse*

Overview

Medical Team Response

- Screening

- Notification

- Documentation/Photography

Social Work Response

- The Elder Abuse Assessment

- Interventions

CREA Response

The Elder Abuse Curriculum

Training Pilot

- Mandatory 3 hour live training sessions

- Train the Trainer (TOT) model

- Interactive, case studies, videos and prompts for feedback are included throughout the training

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The Elder Abuse Curriculum

Deliverables

- Modular design power points

- Instructor & Participant Manual

- Evaluation Forms

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The Elder Abuse Curriculum

Evaluation

- Level 1 Satisfaction- Post participant evaluation forms
- Level 2 Learning- Interactive case study role play, simulation and demonstration.
- Level 3 Impact- Pre and Post Surveys
  -Immediately before training
  -Immediately after training
  -1-6 months post training (evaluated through observation)
- Level 4 Results
  - APS data (increase in APS reports)
  -CREA data (increase in CREA referrals)
  -Screening and assessment of elder abuse (100% compliance in documentation)

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Implementation

- Baptist Memorial Healthcare System
- Memphis Area Hospitals

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Lessons Learned

❑ Staff transitions can impact the collaborative…

❑ Need is so great (housing)

❑ Clients can be difficult to work with!

❑ Relationship building is key

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Glimpse Of Early Outcomes

- CREA has served almost 400 seniors
- Health screenings of CREA individuals are positive
- Partner organizations believe CREA is valuable
- CREA clients are making progress toward identified goals

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Summary

Questions

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