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

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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**.
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 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

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

Elder Abuse:
Identification, Assessment and Response
A Multidisciplinary Approach

Coordinated Response to Elder Abuse
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
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

Coordinated Response to Elder Abuse
The Elder Abuse Curriculum

Content Development

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

• Tennessee Law & Statistics
• Types Of Abuse
• Those That Abuse
• Assessment
• Identification
Part II

Capacity and Cognition
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
Part III

Abuse Intervention Model (AIM)

Coordinated Response to Elder Abuse
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
Overview

• What is AIM
• Using the AIM
• Case Studies
Part IV

Response

Coordinated Response to Elder Abuse
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
The Elder Abuse Curriculum

Deliverables

• Modular design power points
• Instructor & Participant Manual
• Evaluation Forms
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)
The Elder Abuse Curriculum

Implementation

• Baptist Memorial Healthcare System
• Memphis Area Hospitals
Lessons Learned

- Staff transitions can impact the collaborative...
- Need is so great (housing)
- Clients can be difficult to work with!
- Relationship building is key
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
Summary
Questions