

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

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Coordinated Response to Elder
Abuse





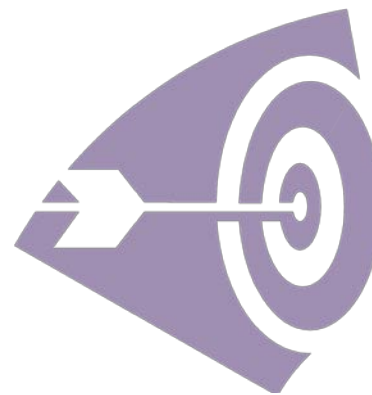
Introduction

- 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**.



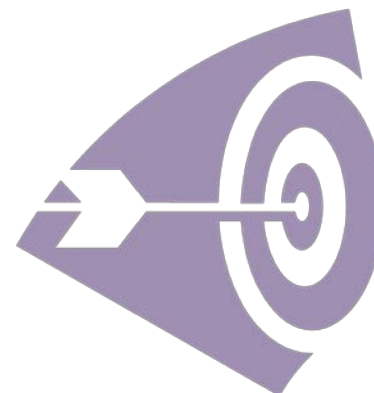
This Workshop Will Review:

- 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

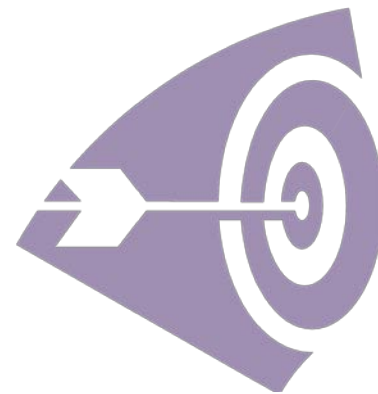
Coordinated Response to Elder Abuse
Memphis and Shelby County





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?

Designing and Implementing The Elder Abuse Curriculum



Coordinated Response to Elder
Abuse





The Elder Abuse Curriculum

Elder Abuse: Identification, Assessment and Response

A Multidisciplinary Approach



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



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



Coordinated Response to Elder Abuse



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



Coordinated Response to Elder Abuse





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)

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

Overview

- What is AIM
- Using the AIM
- Case Studies

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



Coordinated Response to Elder Abuse





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)



Coordinated Response to Elder Abuse





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



Coordinated Response to Elder
Abuse



Summary

Questions

Coordinated Response
to Elder Abuse (CREA)

A Major Initiative of Plough Foundation

Annual Report 2015

With the assistance of Memphis Data Partners



Coordinated Response to Elder Abuse (CREA)

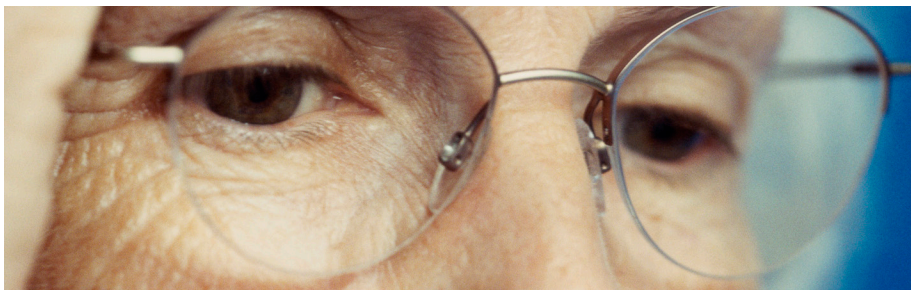


Coordinated Response to Elder Abuse (CREA) is a comprehensive plan to address elder abuse in Shelby County by aligning and streamlining the services offered by the public and nonprofit sector to older adults.

CREA provides a desperately needed safety net to our most vulnerable seniors. It returns dignity to victims, and ensures they receive much needed services.

CREA coordinates communication and the provision of services between frontline crisis centers in the community, including the law enforcement community, Adult Protective Services, the Family Safety Center and the Crime Victims Center, in order to provide a continuum of responsive care for elderly victims of abuse.

Definitions



What is Elder Abuse?

CREA has adopted the National Center on Elder Abuse definition of elder abuse, which includes the neglect, self-neglect, physical, sexual, emotional or financial abuse of an adult age 60 or older.

While responses to elder abuse are often compared to the child protective services response system, there are important differences to consider when responding to an elder abuse case.

CREA bases its actions on the following principles:

- » adults have the right to make decisions that do not conform with societal norms, as long as these decisions do not harm others;
- » adults are presumed to have decision-making capacity unless a court adjudicates otherwise; and
- » adults have the right to accept or refuse services. An older adult has the right to self-determination and can refuse services, if they have the capacity to consent, which is defined by the Tennessee Department of Human Services Adult Protective Services as “the mental ability to make a rational decision, which includes the ability to perceive, appreciate all relevant facts and to reach a rational judgment based upon the facts.”

What is CREA?

CREA functions as both a coordinated community response (CCR) and a multi-disciplinary team (MDT).

Partners in CREA work together to support seniors, identifying and filling service gaps, and coordinating their efforts to create a seamless response to the needs of victims of elder abuse. Organizations in CREA function as equal partners.

- » A CCR is a collection of professionals from various disciplines and professions, such as governmental entities and community-based organizations including non-profits, which share a broad vision of a community's responsibility for enhancing safety for victims of elder abuse.
- » CREA has also led to the development of smaller work-groups and aligned procedures to protect senior victims of abuse. These include a Fatality Review Team and a Prosecution Alignment Workflow.
- » CREA also functions as a multidisciplinary team, with service providers of different disciplines who come together to review cases and address system problems revealed by cases. The team reviews cases of abuse, neglect, and self-neglect, working together to ensure that seniors are safe, and that they have access to needed social services, legal support, and medical care.



Communities of Practice

Through CREA, partners are able to offer strong protection for senior victims.

LAW ENFORCEMENT



- » Bartlett Police Department
- » Germantown Police Department
- » Memphis Police Department (MPD)
- » Shelby County Sheriff's Office
- » Shelby County District Attorney General

HEALTHCARE



- » Baptist Memorial Hospital
- » Memphis Fire Department
- » Meritan
- » MIFA Ombudsman
- » West Tennessee Regional Forensic Center

LEGAL



- » Community Legal Center (CLC)
- » Memphis Area Legal Services (MALS)
- » The Aging Commission of the MidSouth (ACMS)

VICTIM SERVICES



- » Adult Protective Services (APS)
- » Ave Maria Home
- » Crime Victim's Center (CVC)
- » Family Safety Center (FSC)
- » Jewish Home and Rehab
- » Memphis Crisis Center Elder Life Line (ELL)
- » RISE Foundation
- » Shelby County Government

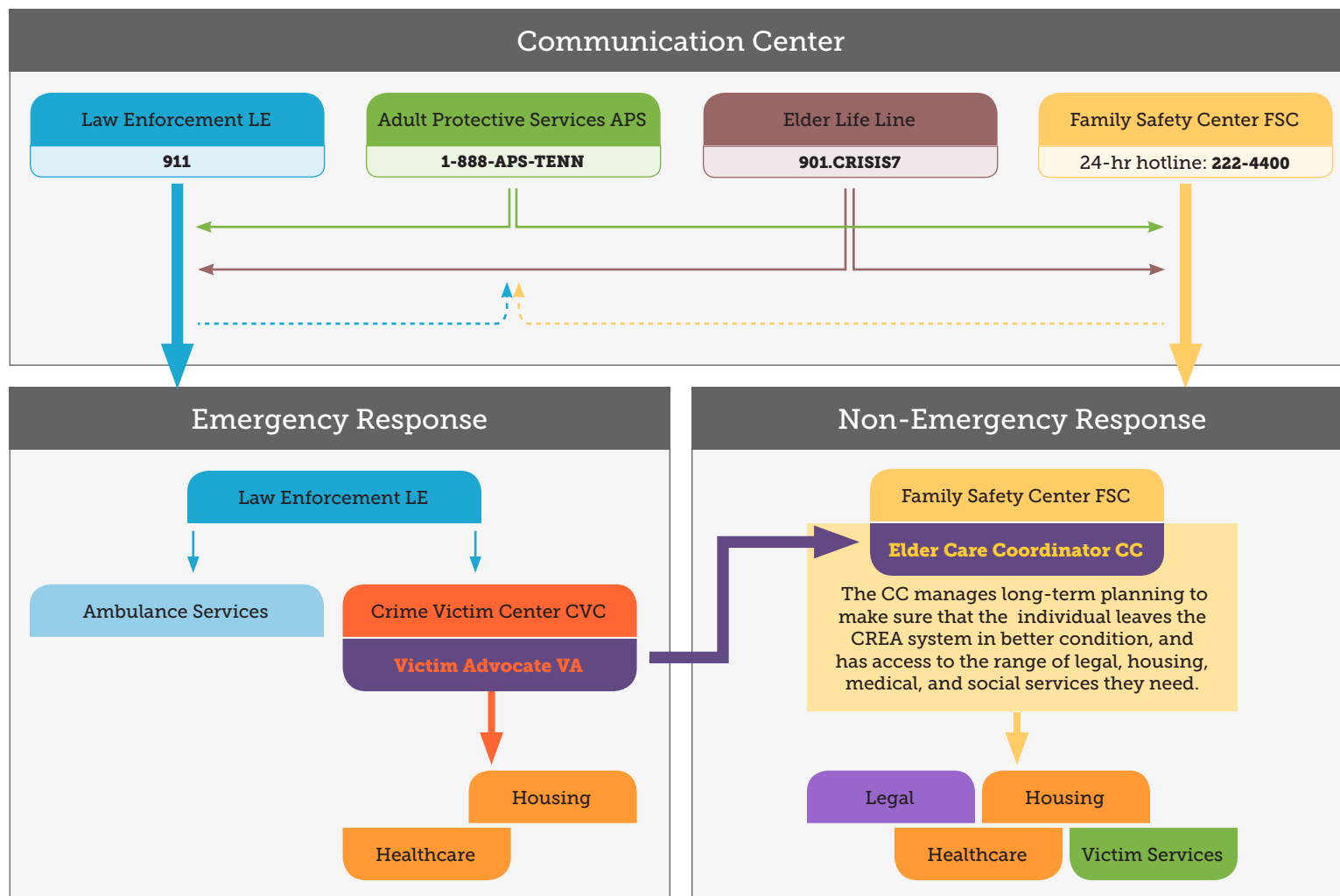
INFORMATION AND SUPPORT

- » CoactionNet
- » Confidentiality Institute
- » Hemline Marketing
- » Memphis Data Partners
- » National Clearinghouse on Abuse in Later Life
- » University of Southern California Keck School of Medicine

CREA Elder Abuse Response Model

Cases make their way to CREA through a number of different portals; these include referrals from law enforcement agencies, from family members or neighbors, or calls from Adult Protective Services.

The first imperative of CREA is to deal with the emergency needs of senior victims. With the coordination of a victim's advocate, CREA partners attend to the physical and mental health and safety of elder victims.



Once the safety and health of a victim is secure, the case is assigned to a care coordinator (CC), who works with the victim and, potentially, their family, to build a coherent, long-term response to the range of issues related to the abuse they have experienced, and helps the senior work toward achieving their goals for a life free of abuse.

Collaborative Efforts



4662

CALLS TO THE ELDER LIFE LINE

screened for victims of abuse in Shelby County

1280

INTER-AGENCY REFERRALS

for the provision and coordination of client care

1303

INTERACTIONS

with clients to provide or refer to services

956

HOURS

spent on client interaction and service provision

4

QUARTERLY MEETINGS

Quarterly meetings provide opportunities for the broad community of agencies concerned with senior protective services to learn more about CREA and contribute to its continuing development and success.

22

CRISIS-RESPONSE AND CASE-MANAGEMENT MEETINGS

CREA partner meetings are held weekly or bi-weekly. They provide frequent opportunities for partners to meet to discuss the progress of clients in the system.

CREA Partner Feedback

Over the course of the year, CREA member organizations were surveyed multiple times.



98% of member organizations said that the CCR is valuable

98% of member organizations said that the CCR is efficient

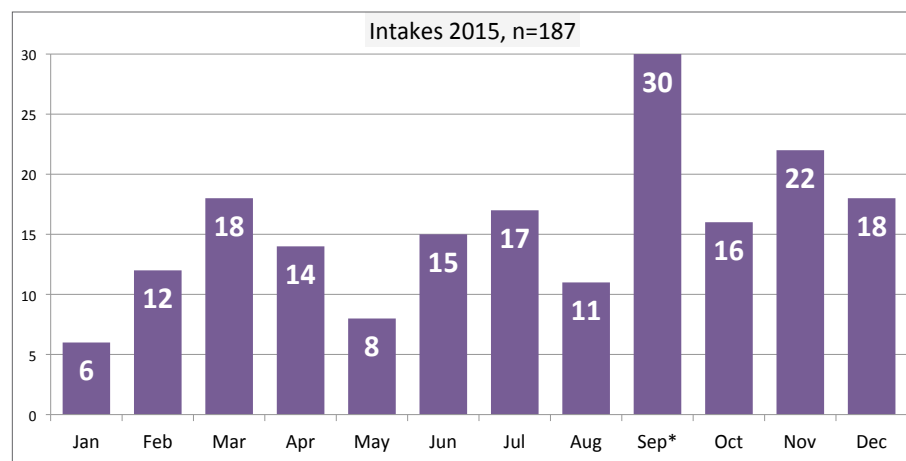
100% of member organizations said that the CCR is effective

95% of member organizations said that the CCR meets their organizations' needs

Clients Served

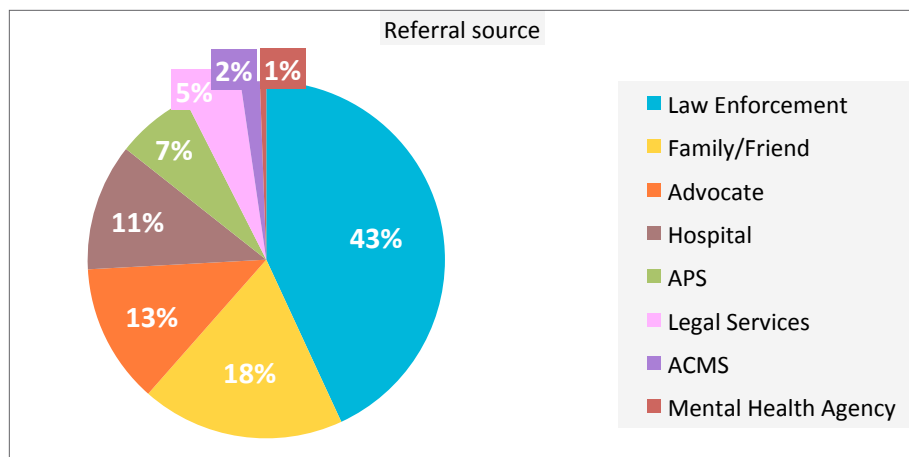


187 clients served by CREA in 2015.

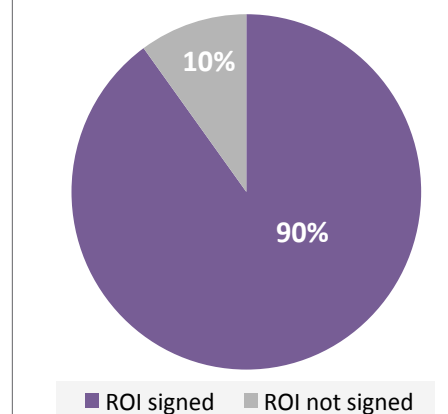


* The spike in September reflects senior care home investigations that month.

43% of all cases were referred to CREA by Law Enforcement.



Release of Information (ROI)

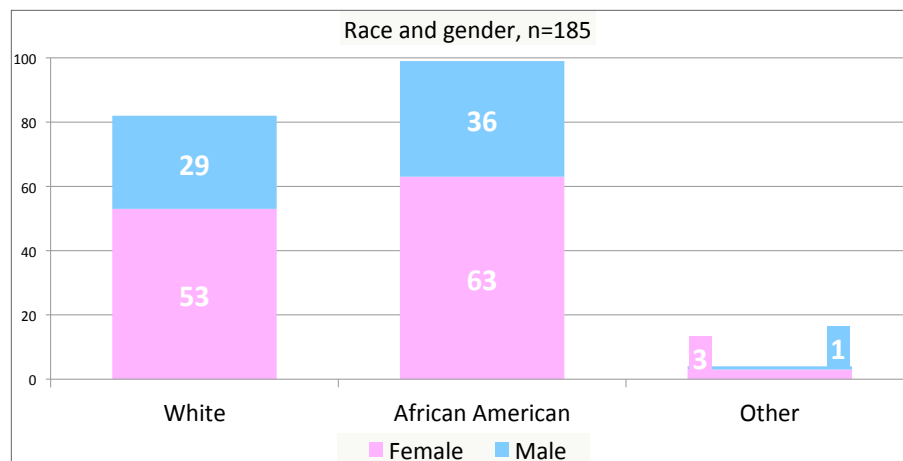
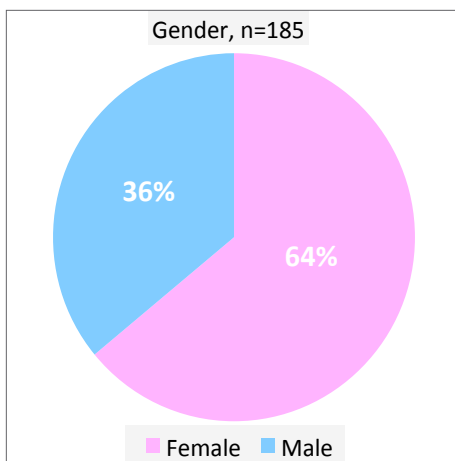


CREA partners respect the privacy of senior victims of abuse and request their consent before sharing any information with other CREA partners. This process is known as a *Release of Information (ROI)*.

Almost all seniors served by CREA have agreed to have their information shared among CREA partners.

Demographics

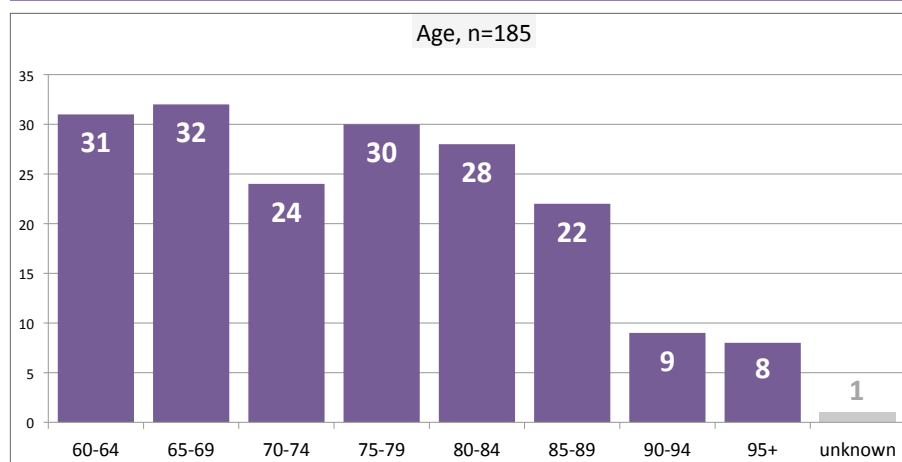
Two of every three CREA clients have been female.



African American women were the largest group of clients.



CREA served victims across a broad age span.

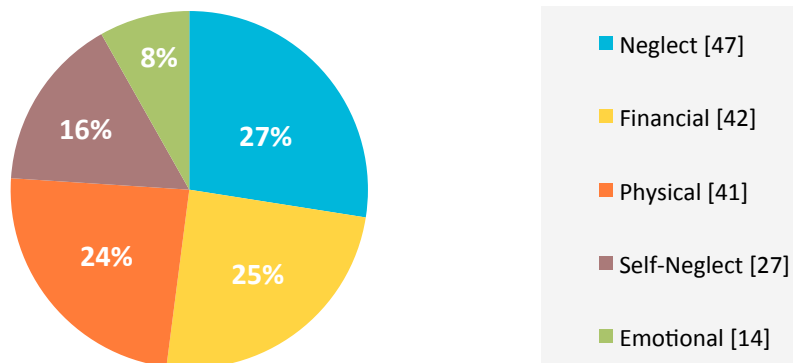


Reflecting trends in elder abuse across the country, most senior victims of abuse served by CREA are among the "young elderly."

Abuse and Service Types

CREA has served senior victims suffering from a broad range of types of abuse.

Primary abuse types, n=171



In roughly equal percentages, the three principal types of abuse suffered by CREA victims have included neglect, financial abuse, and physical abuse.

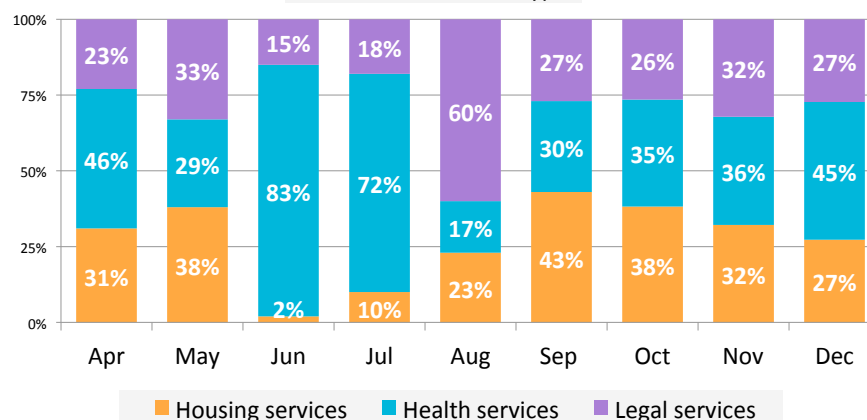
CREA added emotional abuse as a focus area in August 2015.

Where more than one type of abuse is listed, the primary combinations have included physical and financial abuse, physical and emotional abuse, and neglect and financial abuse.



Victims receive services tailored to their specific needs.

Distribution of service types

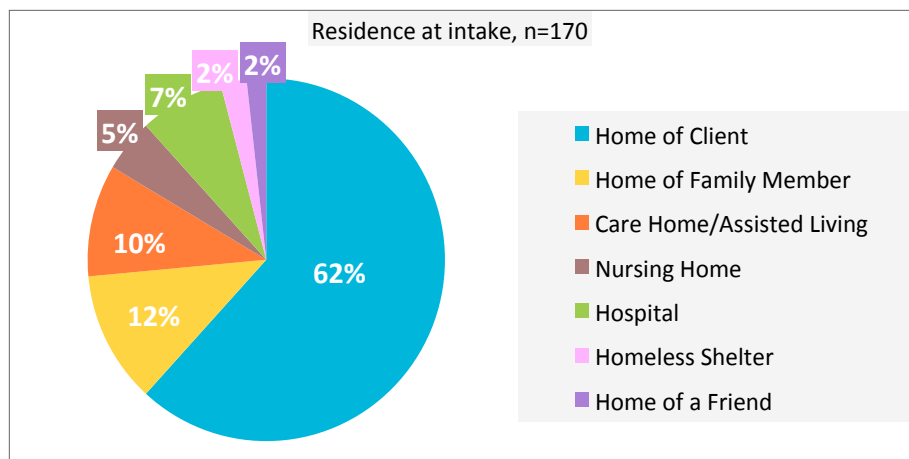


CREA's care coordinators work with clients to identify their needs and goals for a life free of abuse. In turn, the services offered through CREA respond to those individual needs and goals.

The three principal types of services provided through CREA this past year have included health care, housing, and legal services.

Client's Residence

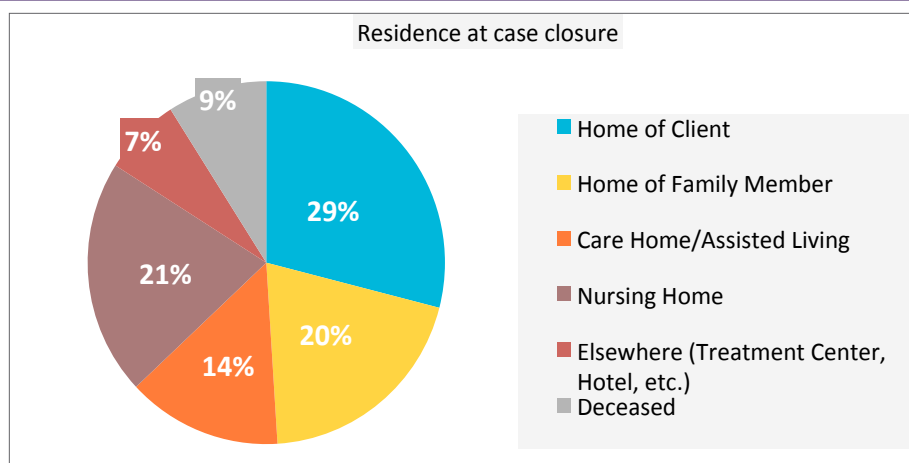
At the point that they enter the CREA system, most senior victims were living in their own homes.



CREA works to help seniors age-in-place, when that is their preference.

When seniors require a higher level of care and support, CREA works with them and their families to help find housing options that meet those needs.

Safe and sustainable housing for clients is a top priority of CREA.



For some CREA clients, planning for long-term safety and health involves a move to another living situation.

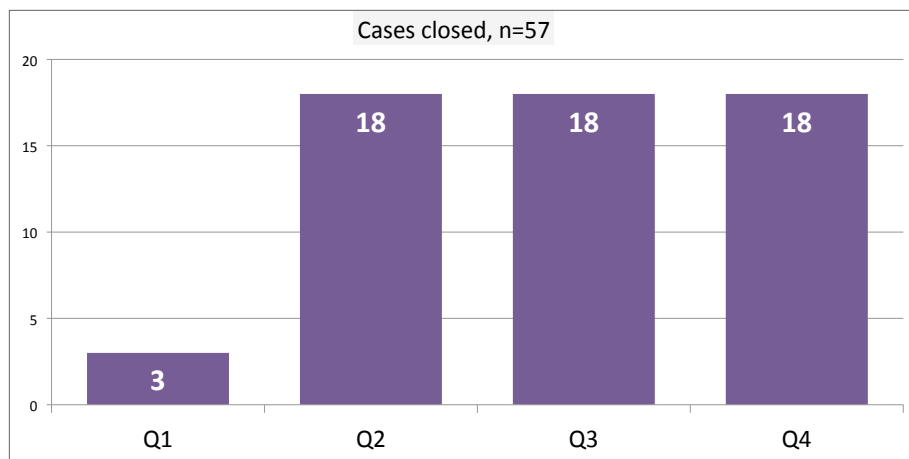
With CREA's assistance, a number of clients have moved in with family members, or moved into residential situations where a higher level of care is available.

"The overwhelming majority of CREA clients have incomes of less than \$2,000/month, more like \$1,500 to \$1,000. This income is normally Social Security benefits.

CREA has also had a few clients with pensions or retirement income from the VA or the railroads (placing them closer to an income of \$2,000/month)."

CREA Improves the Health and Well-being of Senior Victims

Over one-third of CREA cases have been closed.



CREA cases are “closed” when the CREA team and client are satisfied that the client is safe and their goals have been met, or the client has reached a point where no other services can be provided, or the senior declines additional services.

The length of time that a client remains in the CREA system depends on their specific needs.

Cases of self neglect, characterized as the behavior of an elderly person that threatens his/her own health or safety, spend an average of 95 days receiving CREA services, the longest of all abuse types.

Cases of physical and financial abuse spend an average of 87 and 74 days, respectively, receiving services.

Financial abuse cases are the most time intensive, requiring an average of 235 service hours per client.

CREA clients are meeting the goals they have established.

The care coordinators work with individual clients to help identify their goals, both for their involvement with CREA and afterwards.



These goals involve their health and health care, housing situation, legal needs, and financial security.

The majority of seniors (**80%**) who have identified goals with their care coordinator have either achieved those goals (**36%**) or report making progress toward them (**44%**).

Clients improve activities of daily living.

Client activities of daily living (ADLs) are measured according to six self-care tasks that include eating, bathing, dressing, toileting, transferring (walking), and continence.



Health screenings of CREA clients indicate that these individuals have an improved ability to function and improved quality of life.

83% improved their ADLs

92% stabilized in various ADL tasks

0% required emergency department services

0% required a repeat hospitalization

Return on Investment



The Coordinated Response to Elder Abuse was launched with a major grant from the Plough Foundation.

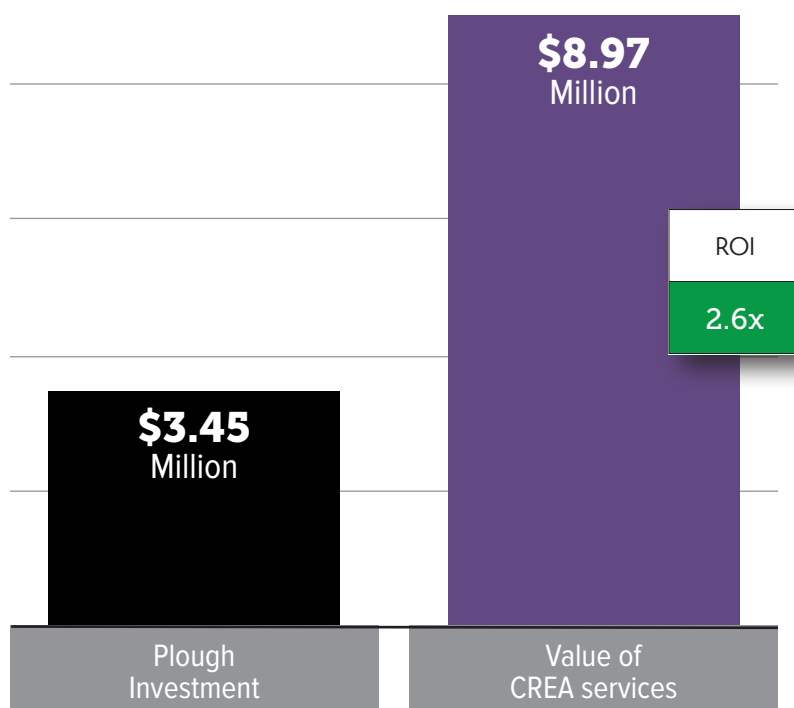
CREA supports housing services, civil legal services, medical services, and the involvement of staff from a broad range of public and nonprofit agencies.

Each of these services, and the hours of professional time invested in providing care to senior victims, can be valued in terms of their cost on the open market.

CREA has generated a significant, positive return on the Plough Foundation's investment.

Return on Investment

The Foundation has invested \$3.45 million over three years to protect older adults. Based on trends observed in the first year, that investment is projected to continue to lead to significant savings in costs to families and the community.

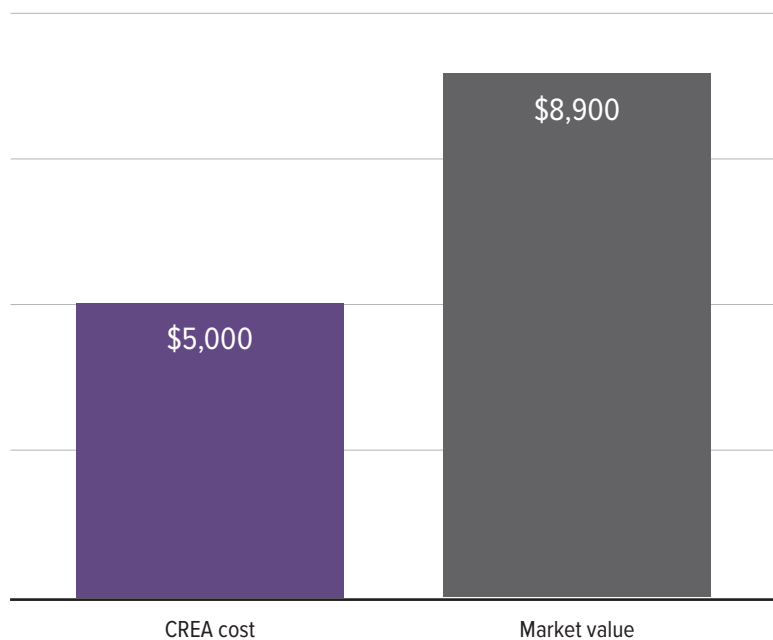


Conservatively, the value of services provided through the CREA partnership is \$8.97 million, **a return of \$2.60 for every dollar invested.**

Emergency Housing



CREA provides emergency housing at 57% of market cost.



A key component of an effective response to elder abuse is emergency housing.

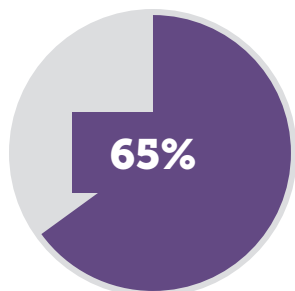
Without CREA, the cost of safe emergency housing in Shelby County would be prohibitive to many seniors.

Before CREA, few emergency housing options existed in Shelby County that addressed the mobility, accessibility, safety, or medical issues of seniors.

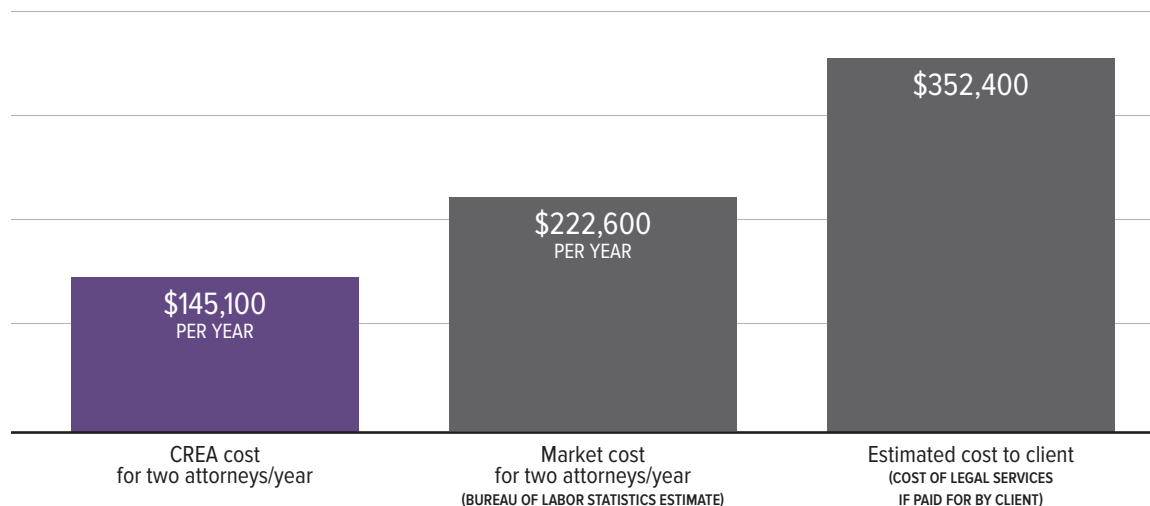
CREA makes sure that senior victims are not forced to stay in abusive situations because they do not have a safe place to live.



Civil Legal Services



The CREA partnership has significantly reduced the costs of civil legal services to senior victims, providing these services at 65% of market cost.



Another significant barrier to the protection of senior victims of abuse is the high cost of legal services.

CREA makes legal services available far below market cost. The availability of affordable legal services can make all the difference for a senior attempting to leave an abusive situation.

If these services were provided by attorneys in private practice the cost would be nearly 2.5 times greater.



Medical Services



Medical services provided through CREA cost 11% of the cost of these services when they are provided through Medicare.

Care Coordinators, housed at the Family Safety Center, aid clients in obtaining medical insurance and long-term medical services, ensuring that the Foundation's resources are available for those who need them most.

Working with CREA care coordinators, senior victims are connected to available public supports including Medicare, Medicaid, and private insurance. The value of services provided to CREA clients by these third party providers conservatively is estimated to be over \$625,000 over the three years of the Plough grant.

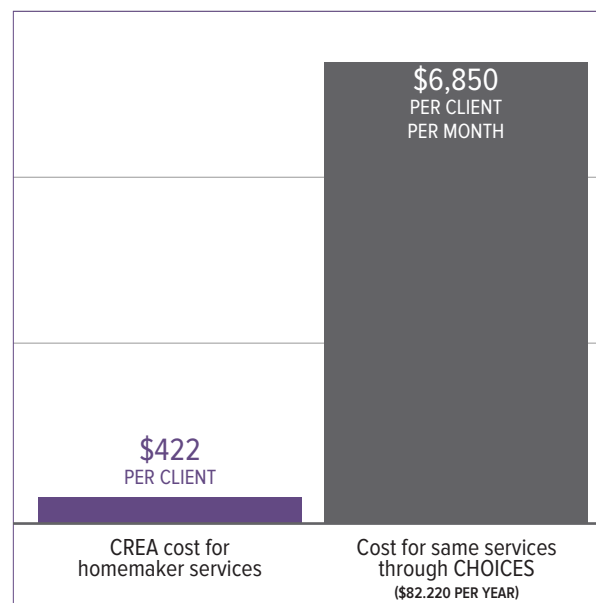
Homemaker services represent a significant support service for many seniors, helping them stay safely in their homes.

Through the CREA grant, Meritan coordinates the provision of homemaker services to seniors at an average cost of \$421.50 per client.

In turn, the Care Coordinators work with CREA clients to determine their eligibility for support services such as Medicare, CHOICES, and SNAP. By connecting seniors to these resources, CREA supports the health, well-being, and self-sufficiency of seniors.

The State of Tennessee Department of Developmental and Intellectual Disabilities reports that CHOICES benefits alone average \$82,220 per year per client.

If current eligibility trends continue, victims served by CREA will receive \$6,906,480 in CHOICES benefits.



Donated Staff Time

A conservative estimate places the value of staff time donated by public and nonprofit agencies to the CREA project at over \$612,000 over the three years of the Plough grant.



"The power of CREA is found in its network of passionate practitioners who benefit from relationships and strive to be a part of a learning organization."

Public and nonprofit partners are helping to staff the CREA initiative.

Nine partner agencies have their services for senior victims funded through a set of grants by the Plough Foundation.

Some agencies receive fee for service reimbursements or specified funding for programmatic needs, and serve on the Coordinated Response to Elder Abuse task force without additional funding for staff time.

Community Impact

Thanks to CREA, awareness of the issue of elder abuse and support for senior victims in Shelby County has increased. This is evident in the following developments:

LAW ENFORCEMENT

- » The adoption of CREA's model as the official strategy to respond to elder abuse in Operation: Safe Community, led by the Memphis Shelby County Crime Commission.
- » Community partners and CREA member organizations partnered with the Shelby County medical examiner to create a Senior Fatality Review Team.

HEALTHCARE

- » With support from the Plough Foundation and CREA, the Director of the National Clearinghouse on Abuse in Later Life provided trainings on the identification and treatment of elder abuse at several hospitals in Shelby County.
- » Baptist Hospital has strengthened their Emergency Room protocols for recognizing and responding to elder abuse.

LEGAL

- » The Shelby County District Attorney's office has developed and implemented agency-wide efforts to strengthen the legal response to elder abuse.
- » The RISE foundation has developed training programs on financial literacy and financial abuse for seniors and for financial institutions.

VICTIM SERVICES

- » CREA stands at the core of a network of practitioners who benefit from regular access to their colleagues and from a shared learning community.
- » All CREA partner agencies received confidentiality training from the Confidentiality Institute.

PUBLIC AWARENESS

- » With the Memphis Redbirds, CREA led Shelby County participation in World Elder Abuse Awareness Day (WEAAD). These events received official recognition by the City, County and State.
- » Over the past year, CREA has received frequent, positive mention in the press, supporting the goal of increasing public awareness of elder abuse in our community.
- » The CREA model was presented to the Deputy Commissioners for the state Department of Human Service and all Adult Protective Services supervisors statewide.
- » Multiple recommendations on elder abuse taken from CREA were included in the Governor's Task Force on Aging final report.
- » Over 200 community members and leaders were trained by the National Clearinghouse on Abuse in Later Life on how to identify and report suspected elder abuse at CREA's inaugural Kickoff Event

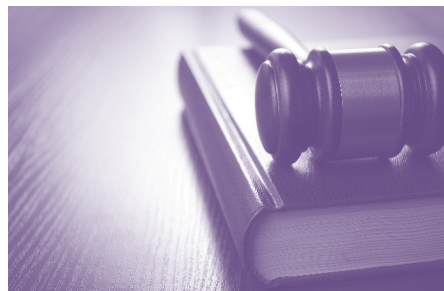
Next Steps

CREA provides a much needed service to seniors and to the Memphis community.

As the CREA project enters its second year, its focus will expand to address the following needs:

- » Identify partners to sustain the initiative
- » Partner with an expanded range of institutions and organizations to strengthen and support the CREA initiative
- » Expand the range of housing and transportation services available to senior victims of abuse
- » Expand CREA's reach to include all of the municipalities in Shelby County
- » Provide intensive forensic training to law enforcement agencies
- » Implement medical curriculum developed by Baptist Healthcare for hospital and medical facility staff across the county
- » Increase public awareness of CREA and Tennessee's mandatory reporting requirement

*By law in Tennessee, everyone is a mandatory reporter. If you think an older adult is being abused, you are required to tell someone. In an emergency, always call 911 first. For suspicions of -- or other reports of -- abuse, call **1.888.APS.TENN** or **1.888.277.8366**.*





PLOUGH
FOUNDATION

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