

Area Agencies on Aging

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Disclosure

- No disclosures
- The view and opinions of this presentation are that of the presenters and do not necessarily represent the official views of HRSA or the U.S Department of Health & Human Services

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Learning Objectives

Background

- What is an Area Agency on Aging (AAA)

Resources

- Why AAA resources are useful for healthcare teams

AAA Role

- How the AAA can help your patients
- How to access AAA services
- How AAA's can support Age-Friendly Care

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The Importance for Healthcare Teams

Share a Story: *"Isn't that the Social Worker's Job?"*

- Social Workers generally do not see the entire patient population
- Family Caregivers and others falling through the cracks



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The Older Americans Act (OAA)

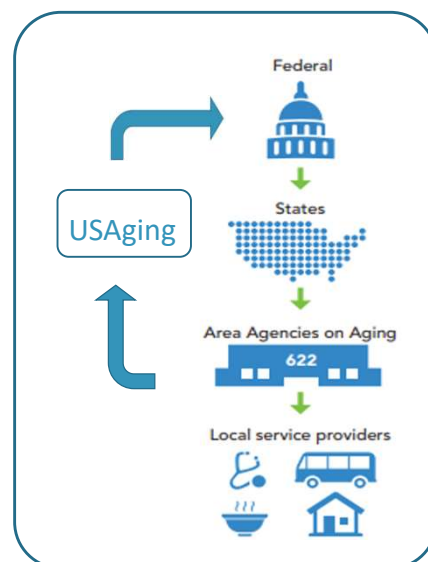
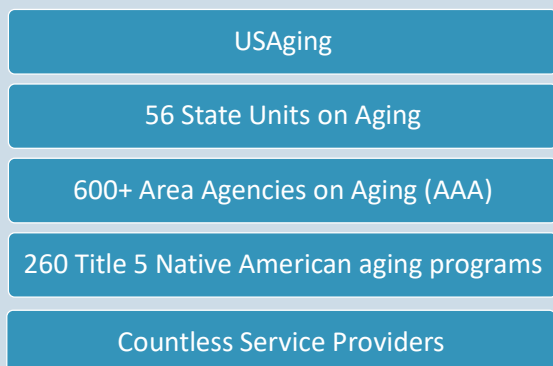
- The OAA of 1965 established a network of Federal, State & Local agencies to support the growing aging population
- It funds critical services that keep older adults healthy and independent
- Its goal is to support older adults living at home with dignity and independence for as long as possible



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The Aging Network

Administration on Aging



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Area Agency on Aging (AAA)

- Established by OAA in 1973
- Designated by the state to address the needs and concerns of all older people at the regional and local level

AAAs play a key roll in:



“on the ground” organization to help older adults live with independence in their communities

The Older Americans Act (OAA) was intentionally designed to mandate that AAAs use the flexibility granted by the Act to ensure that local needs and preferences of older adults are taken into consideration and that the resulting local delivery system is tailored to the community.

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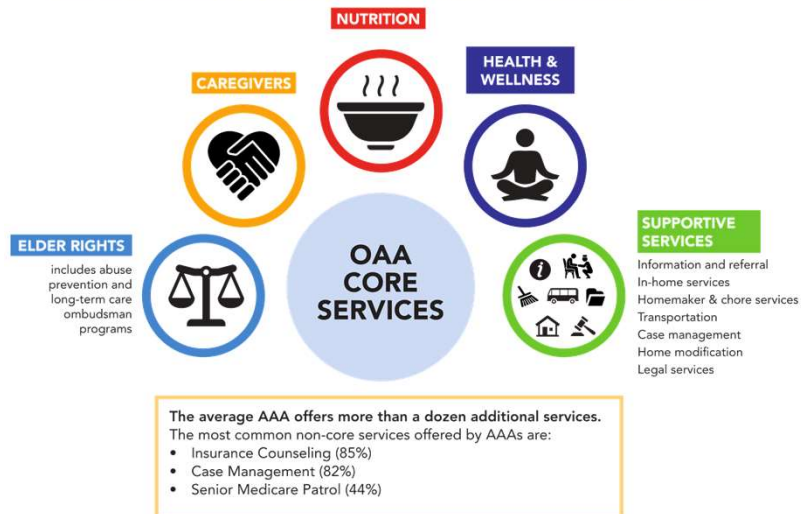
Area Agency on Aging (AAA)



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Area Agency on Aging (AAA)

All AAAs offer five core services under the OAA:



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Who We Serve



**Older Adult
Population
60+**



**Long-term
Disabled
18+**



**Family
Caregivers**



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Information & Referral / Assistance Program



- The “front door” for services
- Single points of contact to help people access supports & services
- Screenings to determine appropriate programs & services for callers
- Provide Information
- Client Advocacy
- Unbiased Information

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Information & Referral / Assistance Program Case Study

Patient is an 87-year-old male with who came to the clinic for his Annual Wellness Visit. The referral indicated that the patient has been having trouble with balance, fell in the shower last month, and is having difficulty preparing meals. PCP believes patient needs a caregiver, but patient is opposed to having anyone come into his home.

AAA RESULT: Specialists spoke to patient and learned he does not have any safety equipment in his shower and he cannot stand long enough to cook, so he has mostly been eating cereal. He was connected to the local equipment bank and referred to home delivered meals.



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Statewide Health Insurance Assistance Program (SHIP)

Volunteers provide **free, unbiased** information about healthcare coverage & access

SHIP Volunteers Help:

- Assess health coverage needs
- Determine general eligibility for programs
- Evaluate & compare policies/ programs
- Collect & report fraud complaints

"Being an octogenarian & not receptive to change, we just stayed with the current carrier we had for our Medicare Supplement, & soon found out there were many differences in premiums. One year a drug was \$41. [after working with a SHIP volunteer] it was \$3 with another company. I know there are a lot of people out there who say, "Well, I have to choose between food or my prescription,"...they never know how much benefit they could have if they had used a Medicare counselor & find out that there are considerable savings there to be had."
- Eloise, SHIP Client

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Caregivers

Family Caregiver: Someone who routinely helps a friend, neighbor or loved one and is NOT paid to do it

Helps with ADLs or IADLs

Many will not think of themselves as a "caregiver"



55% FEEL OVERWHELMED
BY THE AMOUNT OF CARE FAMILY MEMBERS NEED



8 OUT OF 10 COULD USE MORE INFORMATION AND SUPPORT

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Family Caregivers: Critical to Health Outcomes

- Caregivers are taking on tasks formerly provided by professionals & doing so without training
- Most caregivers who perform medical or nursing tasks feel they have no choice

"Family Caregivers are the linchpin in our healthcare system, Particularly for older adults"

—R.E Snyder, Program Director
John A Hartford Foundation

Caregiver Tasks



57% assist with medical/nursing tasks



78% who provide medical/nursing tasks are managing medications, and administering IVs, injections, and medications



42% perform medical/nursing tasks without any training

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Family Caregivers Support

- Access case management
- Get a break from caregiving
- Make plans for the future
- Connect to support groups
- Find local resources
- Obtain specialized training and education



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Family Caregiver Support: Case Study



Patient, a 70 year-old female with dementia hospitalized due to UTI. The reason for referral was help with ADLs. Patient's husband is her caregiver and very involved with her care. He stated he has been struggling to bathe her and that she can be aggressive, which is stressful. He is feeling overwhelmed, but is adamant he will keep her at home.

AAA Outcome: The family caregiver was provided a case manager to consult as needed, encouraged to maintain his regular doctor's appointments. He was connected to a dementia support group, given educational information and resources about dementia. The caregiver was authorized for 20 hours of in-home respite care.

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Nutrition

Senior Nutrition Services



Congregate Meals

- Meals serviced in a community setting
- Supports Socialization



Home Delivered Meals

- For homebound individuals who have difficulty preparing meals
- Regular delivery of fresh or frozen meals



Senior Farmers Market Nutrition Program

- Vouchers/cards are used to buy fruits and vegetables at Farmers Market

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Nutrition

Home Delivered Meals



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Supportive Services

Case Management & Care Planning

- Works with client to develop a plan of care for in-home services
- Assess client's ADL & IADL needs
- Authorizes & coordinates those needed services
- Helps resolve client concerns regarding health wellbeing
- Periodically checks in to ensure the services are meeting client's needs



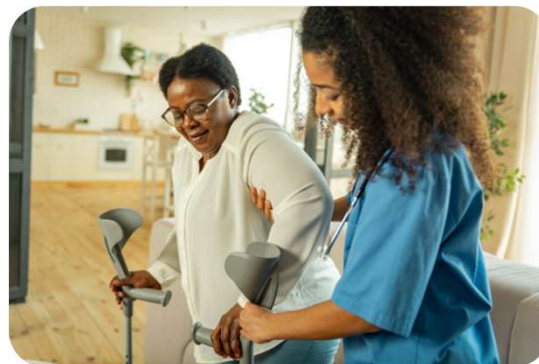
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Supportive Services

In-Home Personal Care Services

- Designed to help clients age in place and not in a SNF
- Caregiver works in the patient's home and assists with ADLs & IADLs
- Medicaid in-home waivers offered by many states (not all)



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Supportive Services: Case Management & In-Home Care Case Study

Patient is a 67 year-old female with IDDM & BKA. Patient has had multiple falls while wearing prosthesis & has been instructed to ambulate using a wheelchair. Severe neuropathy in hands caused patient to get frequent burns on hands while cooking, resulting in amputation of multiple fingers.

AAA Outcome: Patient was approved for in-home services with 20 monthly hours of care. Patient now has someone who can help cook meals for her, help her get to medical appointments, and help with various ADLs.

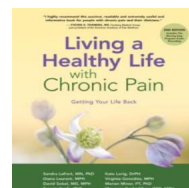
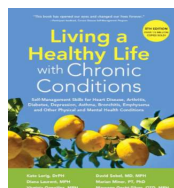


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Health & Wellness

- Promote Health & Wellness of older adults and adults with disabilities
- Health promotion empowers people to self-manage & improve their health through education, chronic disease prevention & management
- Includes evidence-based, promising practice & evidence informed health programs



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Health & Wellness

Chronic Pain Self-Management Plan

☐ Take medicines only as prescribed. ☐ Do not skip or double up on your medicines.

☐ Get opioids from only one provider and fill your prescription at one pharmacy. ☐ Do not restart your medicines once you stop without checking with your doctor or pharmacist.

☐ Check with your pharmacist or medical provider before drinking alcohol when taking medicines. ☐ Tell your doctor about ALL medicines you are taking, including over-the-counter vitamins and all supplements.

Green Flags — All Clear

If you have:

- No pain
- Pain does not limit what you are able to do
- If you are taking medicine, particularly a stronger pain reliever like an opioid, your bowel patterns are regular (e.g., every day, every other day)

What this means ...

- Your symptoms/pain is under control or in a range that does not limit your daily activities
- Your pain level could be considered controlled or "mild discomfort"
- Continue to take your medicine as ordered by your doctor

Keep up the great work!

Yellow Flags — Caution

If you have:

- Pain that limits what you are able to do or
- Pain that interferes with what you want or need to do, including your basic care needs or makes it difficult to
- Pain that causes low mood or less interest in social activities
- No regular bowel movement for 3 or more days

What this means ...

- You may need your medicine adjusted
- Talk with your medical provider about elimination problems
- Your pain level is considered moderately controlled or "moderate discomfort"

Call your doctor, consulting nurse, or health care provider if symptoms do not improve.

If you notice a Yellow Flag, work closely with your health care team.

Red Flags — Stop and Think

If you have:

- Pain that is severe
- You cannot take care of your basic needs
- The pain does not respond to medicine
- Pain is constant without relief
- Shallow breathing or trouble staying awake
- No bowel movements

What this means ...

- Your pain level could be considered uncontrolled or "severe discomfort"
- You may be having a severe side effect to the pain-relieving medicines.
- Do not take your next dose of opioid**
- You need to be evaluated by a health care professional immediately

If possible, notify your health care provider's office.

Name: _____

Number: _____

Instructions: _____

Follow these instructions: CALL 9-1-1

If you notice a Red Flag, CALL 911. Emergency!

Pain Fast Facts

- Everyone experiences pain differently. What is mild for one person is severe for another.
- Acute** pain is a pain that lasts less than 6 months, you usually know the cause, and it disappears when the injury heals.
- Chronic** pain is defined as unpleasant sensation and emotional experience. It is ongoing or recurrent pain, lasting beyond the usual course of acute illness or injury or more than 3 to 6 months, and which adversely affects the individual's well-being.
- There are several types of pain, including pain at the site of an injury, muscle pain, pain caused by damage to nerves, and others.
- It is important to know that a pain-free state may not be possible; however, pain management treatments may help make the pain easier to manage.

What can you do?

- Take medications only as prescribed.
- Have a comprehensive (complete) pain assessment if you experience chronic pain.
- Work with your health care provider and know what medicines you should take for what type of pain.
- Consider learning about a range of strategies that can help you best cope and increase your confidence for managing chronic pain.
- Reduce stressors
- With your health care provider, learn what types of exercise and daily activities might be helpful for you.
- Eat a healthy, balanced diet.
- Learn about lifestyle choices that result in a good restful night's sleep.
- Consider a Living Well with Chronic Conditions-Chronic Pain class.

Defense and Veterans Pain Rating Scale

0 No pain
1 Mild pain
2 Moderate pain
3 Severe pain
4 Very severe pain
5 Extreme pain
6 Very extreme pain
7 Severe pain
8 Very severe pain
9 Extreme pain
10 Very extreme pain

Aging and Disability Services

Aging and Disability Services (ADS)—the Area Agency on Aging for King County—plans, coordinates, and advocates for comprehensive services for older adults, family caregivers, and people with disabilities throughout Seattle and King County.

For more information, call 1-844-345-5464 or e-mail info@communitylivingconnections.org

Aging and Disability Services
700 1st Avenue, 5th Floor • PO Box 34215
Seattle, WA 98124-0215
Tel: 206-464-0865 • TTY: 206-464-0702
aging@seattle.gov

www.agingkingcounty.org

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Health & Wellness: Client Testimony



EnhanceFitness

"I was extremely weak when I started the Exercise Program. I had to sleep a lot every day. I had little or no energy. I needed help getting out of the tub. Even with a safety handle on each side of the tub, it was a struggle to get up and out of the house. Since participating in the exercise program, I am able to get up and out of the tub using only one arm on one of the handles. My wife & I love ball room dancing at the Senior Centers. Since the exercise program, I am able to last longer on the dance floor. I can also do more household chores than previously."

- Gene, Participant

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Elder Rights

Elder Rights

Protects the rights of older adults & prevents their exploitation, abuse & neglect

Elder Abuse

Is intentional or neglectful acts that (may) lead to the harm of an older adults



PHYSICAL



PSYCHOLOGICAL



FINANCIAL



SEXUAL



NEGLECT

Multiple forms of abuse can occur at once.

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Elder Rights

Vulnerable Adult

- Person 60 years of age or older with functional, physical, or mental inability to care for self, or
- Adult 18 years of age or older who
 - ✓ Has a developmental disability; or
 - ✓ Has a guardian; or
 - ✓ Lives in a nursing facility, boarding home, adult family home; or
 - ✓ Receives in-home services through a licensed healthcare agency, hospice or an individual provider; or
 - ✓ Self-directs his/her own care and receives services from a personal care aide

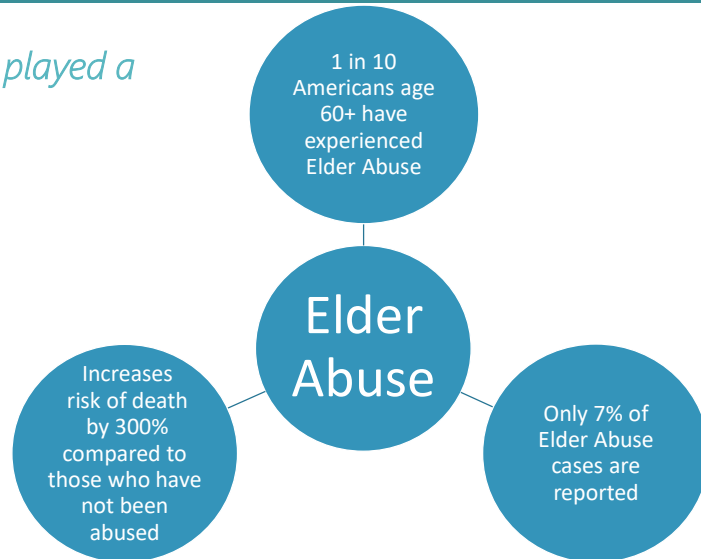


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Elder Rights

Area Agencies on Aging have played a significant role in detecting & preventing elder abuse



Family Caregiver Alliance's Caregiver Statistics: Demographics 2019

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Elder Rights

Long Term Care Ombudsman

Volunteer-based service to residents of long-term care facilities

- Every facility has an Ombudsman
- Ombudsman help residents by:
 - ✓ Advocating for residents rights
 - ✓ Listening to concerns (residents or family)
 - ✓ Work to resolve complaints



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Elder Rights Testimony



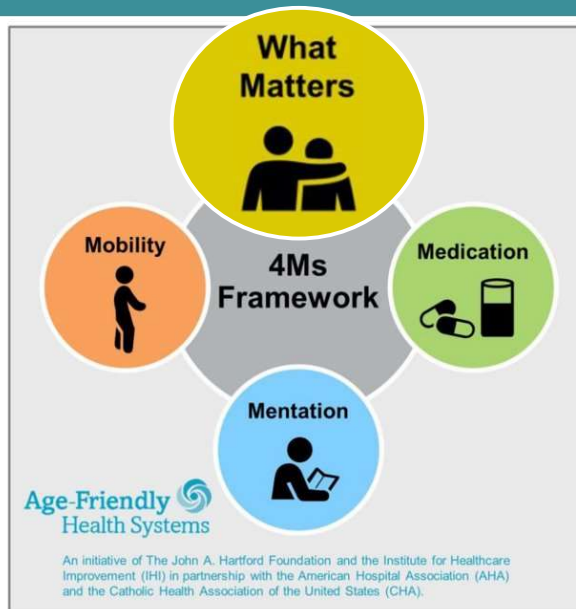
Long Term Care Ombudsman

"After receiving a 30 day discharge notice, I was concerned, I had no idea that the Ombudsman could advocate for us. The Ombudsman took the time out of his day to visit with my family and I to explain the services. The Ombudsman listened to our story, and advocated to get an extension in the facility to allow for more time for improvement. The extension was granted. Thank you so much for the services you provide to the community."

- Anonymous Facility Resident

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4Ms & AAAs



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.

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Finding Your Local AAA

Eldercare Locator

<https://eldercare.acl.gov>

- Connects you to the local AAA in every community
- Find contact information for specific types of supports in each state



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REFERRING PATIENTS

What makes a good referral?

Reduce the barriers faced by patients; make a referral on the patient's behalf



Patient consent



Patient name, DOB,
phone number &
physical address



Comment on any
accommodations



Patient service needs

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How Healthcare Professionals Can Help

- Be on the lookout for older adults who struggle with ADLs & IADLs
- Look for signs of elder abuse
- Check in with the support people who routinely attend patients' appointments
- Perform cognitive screening to help catch dementia early
- Refer clients to your local AAA

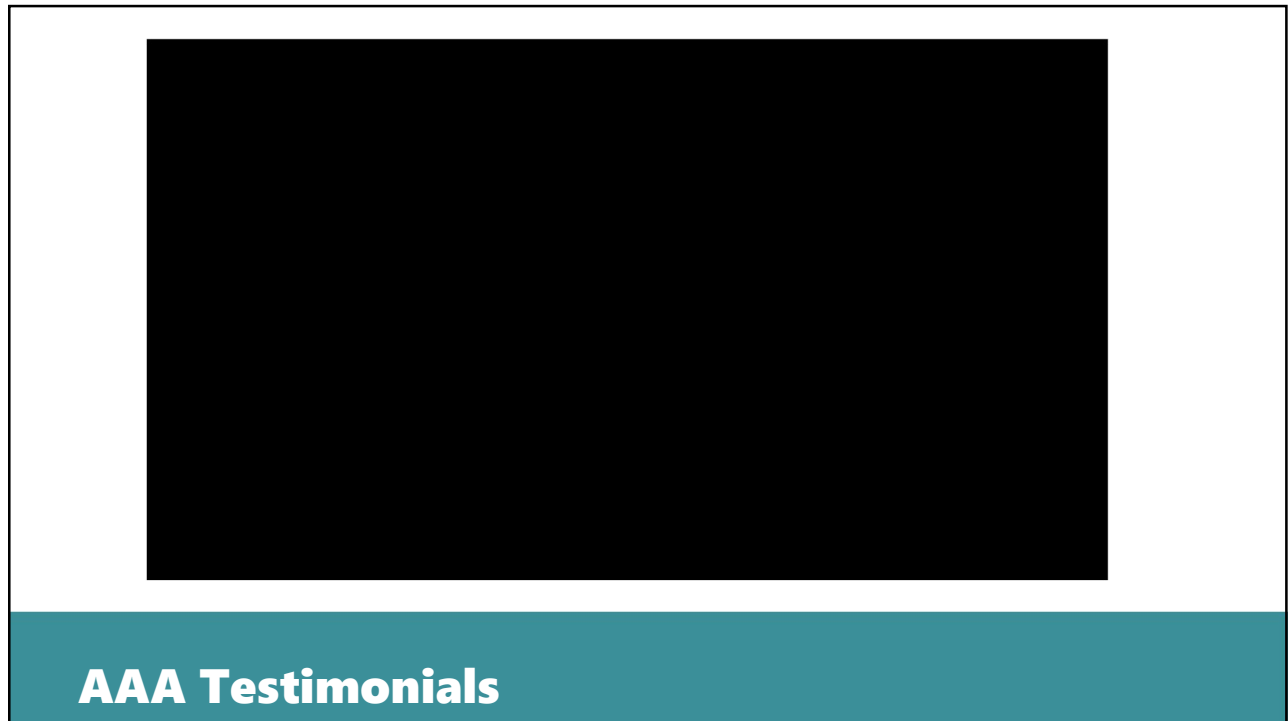


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Key Takeaway

The AAA is the right place to go to connect older adults and their families to a wide range of services & supports that promote independence and aging in place

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