INTERDISCIPLINARY TEAM APPROACH TO RESOURCES AND TREATMENT MODALITY

Geriatric Mental Health Conference
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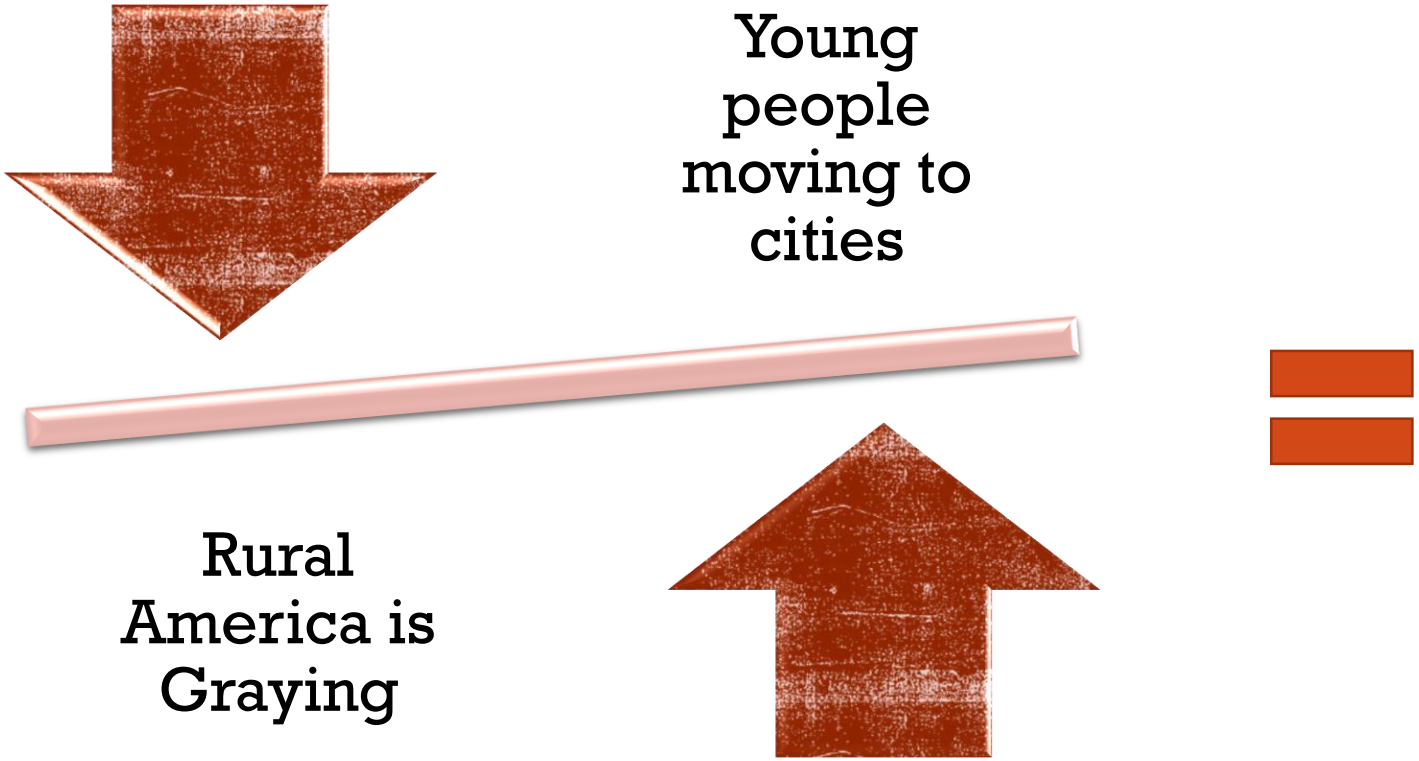
LEARNING OBJECTIVES

- Describe challenges related to aging resources and service delivery in rural communities
- Discuss why an interdisciplinary team approach is beneficial for resources and treatment
- Identify resources available for geriatric clients, caregivers, family & professionals

AGING IN RURAL VIRGINIA



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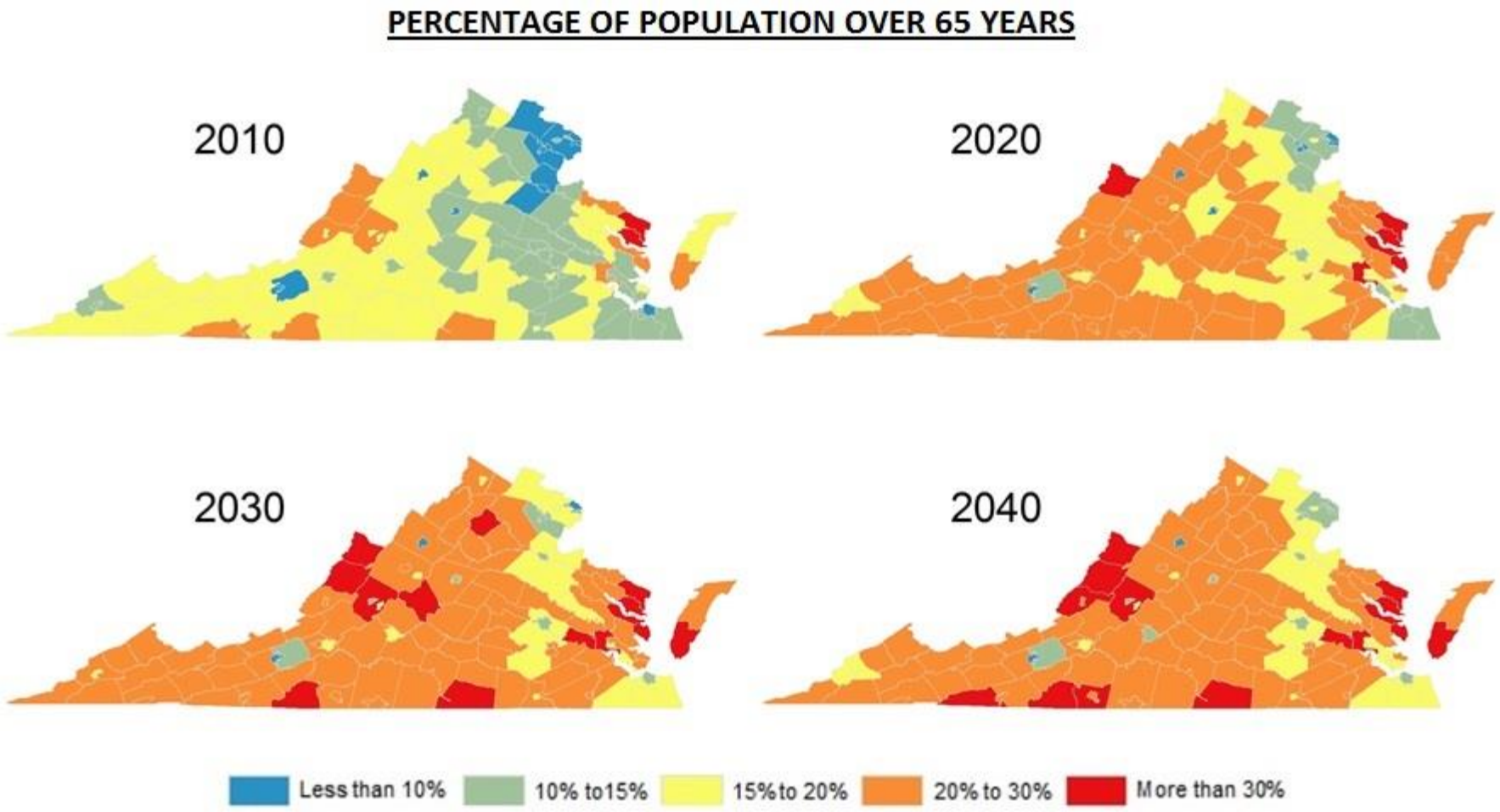
2.5 million older rural Virginians

(Virginia Rural Health Association, www.vrha.org)

THE GRAYING OF RURAL VIRGINIA

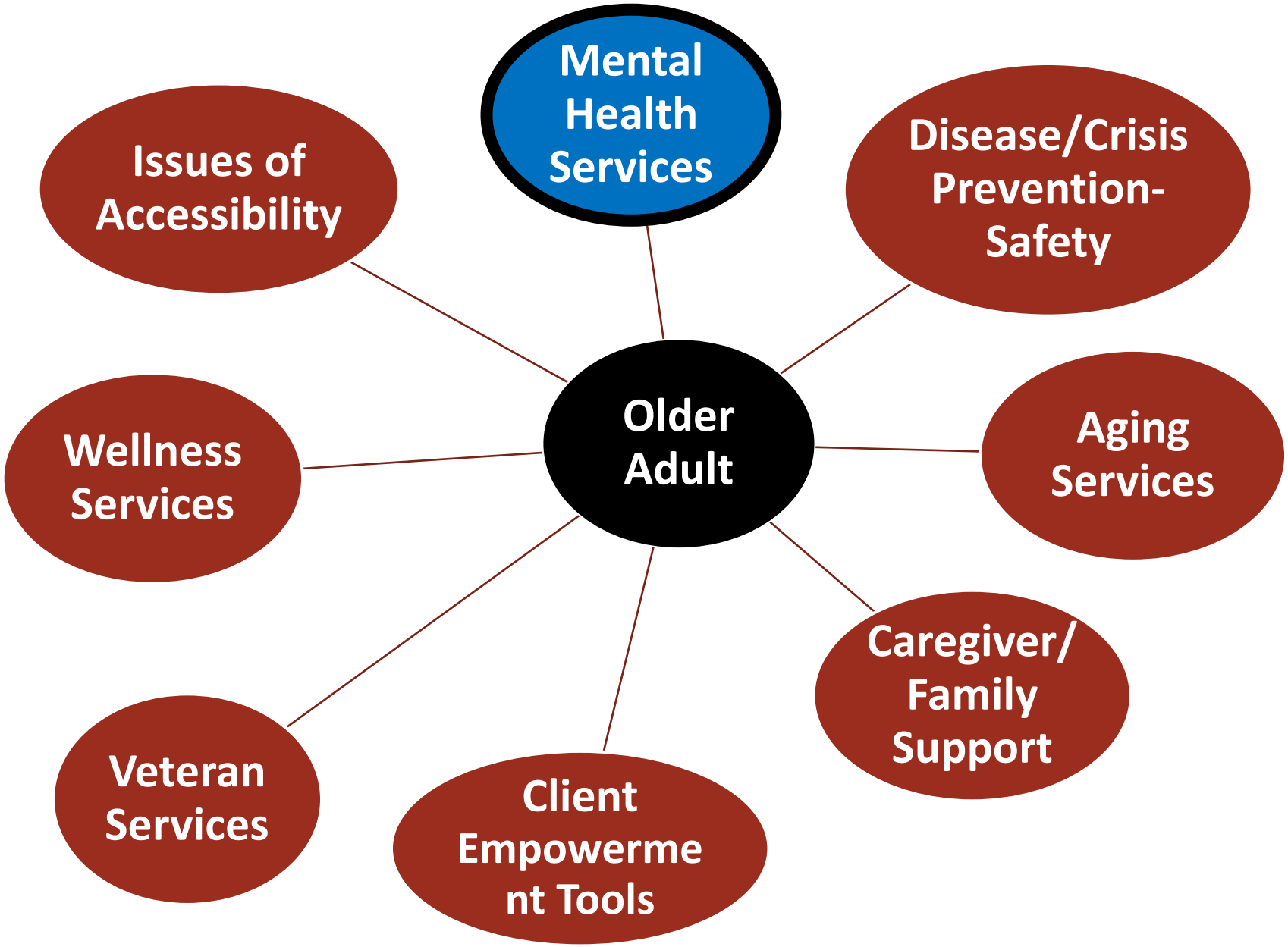


July 5, 2017 ·

CHALLENGES- AGING IN RURAL VIRGINIA

- Transportation & distance barriers
- MH/ Health care staffing shortages
- Limited government resources
- Social isolation
- Limited/lack of Internet or knowledge of
- Food insecurities
- Dementia on the rise
- Financial challenges/ Costs
- Stigma
- Caregiving
- Literacy issues/ Language barriers
- Difficult system to navigate

COMPLEX SERVICE AND RESOURCE NEEDS



CHALLENGED MENTAL HEALTH SERVICES

Rural Aging Challenges

Complex Service & Resource Needs

Challenged Mental Health Services

CHALLENGED MENTAL HEALTH SERVICES

Impact on Clients	Impact on Families & Caregivers	Impact on Staff
• Unmet needs • > Frustration/ stress • Poor health outcomes • < Quality of life • > Risk abuse & exploitation • Reoccurring problems	• > Frustration/ stress • > Care burden • < Quality of life • Caregiver burnout • Financial burden & insecurity • Physical ailments	• Frustration/stress • Overwhelmed • Staff burnout • Staff turnover • Recruitment difficulties

EXISTING MENTAL HEALTH SERVICES

- CSBs
- Psych/Geriatric Hospitals
- Case Mgt.
- Emergency Svc.
- Outpatient Psych.
- CITs (Crisis Intervention Teams)

VA. COMMUNITY SERVICES BOARDS (CSBs)

- **CSBs- partnerships between local and state governments that provide mental health, intellectual disability and substance abuse services**

- Under the Virginia Department of Behavioral Health and Developmental Services

- **Crisis and non-crisis services** – screening , incl. referral to detoxification services; after hours crisis assessment for acute psychiatric emergencies through 24/7 helpline
- **Toll free line for psychiatric emergencies**
- **Psychiatric services**- assessment, medication maintenance and state aftercare pharmacy
- **Counseling services**- motivational services; assessment & evaluation & outpatient therapy
- **Case management**- promote aging in place
- **Mental health support**- for clients with severe mental illness and/or previous hospitalization, incl. consumer training
- **Advocacy for mental health services/clients**

AN INTERDISCIPLINARY TEAM APPROACH TO RESOURCES & TREATMENT

INTERDISCIPLINARY TEAM APPROACH TO RESOURCES & TREATMENT

"…team members from different disciplines working collaboratively, with a common purpose, to set goals, make decisions and share resources."

(Dept. of Human Services 2008, *Health independence programs guidelines*, State Government, Melbourne)

BREAK OUT OF SILOS

INTERDISCIPLINARY TEAM BENEFITS/CHALLENGES

Benefits

-Shared problem solving/ information sharing
-New ideas
-Stronger voice/advocacy
-Better patient/client outcomes
-Catalyst for change
-Improved quality of life for client

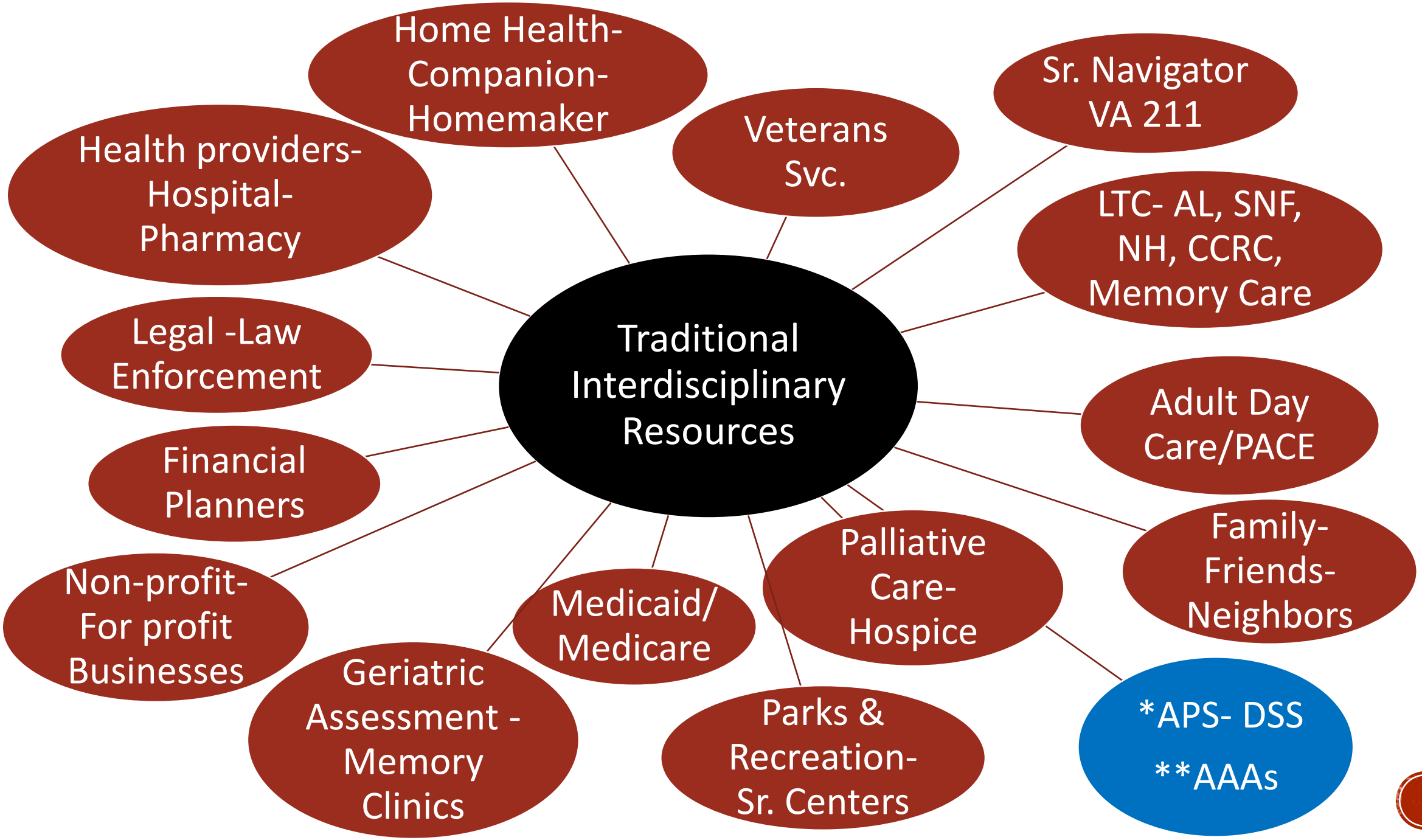
Challenges

-Turf issues
-Differing expectations
-Different organizational processes
-Lack of trust or respect
-Poor communication
-Misconceptions
-Time & resource constraints

CHARACTERISTICS OF A GOOD INTERDISCIPLINARY TEAM

- Good team **communication**
- **Leadership, direction**, shared **vision & power**
- **Diverse** skills & knowledge
- Personal **rewards, training & development**
- **Focus on quality of care and positive care outcomes**
- **Resources, guidelines, & procedures**
- Climate of **trust**
- **Competent, knowledgeable, experienced** individuals
- **Respect & understanding of individual roles**

Susan A Nancarrow, Andrew Booth, Steven Ariss, Tony Smith, Pam Enderby, Alison Roots, *Ten Principles of Good Interdisciplinary Team Work*, Hum Resour Health, 2013 May 10;11:19. doi: 10.1186/1478-4491-11-19


Traditional Interdisciplinary Resources
Home Health- Companion- Homemaker
Veterans Svc.
Sr. Navigator VA 211
Health providers- Hospital- Pharmacy
LTC- AL, SNF, NH, CCRC, Memory Care
Legal -Law Enforcement
Adult Day Care/PACE
Financial Planners
Family- Friends- Neighbors
Palliative Care- Hospice
Non-profit- For profit Businesses
Medicaid/ Medicare
Geriatric Assessment - Memory Clinics
Parks & Recreation- Sr. Centers
*APS- DSS
**AAAs

VA. AGENCIES ON AGING (AAAs)- SERVICES

- **Options counseling**
- **Care coordination, I&R & care transitions-** hospital to home
- Senior Centers
- Dementia care programs
- Wills for Seniors program
- **Advocacy**
- Legal services
- VA Insurance Counseling & Assistance Program **(VICAP)**
- **Nutritional services-** i.e. home delivered meals, congregate meal sites/ Friendship Cafes
- In-home services- homemaker services
- Chronic Disease Management & Diabetes Prevention Workshops (free)
- **Long-term Care Ombudsman Program**

(services can vary greatly from one locality to the next)

VA. DEPT. OF SOCIAL SERVICES (DSS-APS)

- **Home-based services** (companion, chore & homemaker services)
- **Intake & Case Management**
- **APS**- intake, investigation of reports of abuse, neglect, and exploitation for adults 60+ & incapacitated adults 18+ older
- **Energy assistance-** fuel assistance, crisis assistance, cooling assistance
- **Screenings** to determine eligibility for nursing facilities, Adult Day Care, PACE, in-home Personal Care waiver services
- Review of **guardian reports** for incapacitated persons and initiation of guardianship services for existing clients

(services are typically standard from one locality to the next)

SENIOR CARE OPTIONS

> frail; > service needs; < independence

Subacute/Long Term Care Subacute Hospital (LTACH)

Skilled Care (SNF)- Rehabilitation

Continuing Care Retirement Communities (CCRCs)

Nursing Facility

Memory Care

Assisted Living

Group Home/Congregate

Independent Living/ Active Adult Communities

Home/Senior Apartments

Hospice/
Palliative Care

Home
Health/Companion
Care

Adult Day Care/PACE

>independence;
< care needs

ALZHEIMER'S ASSOCIATION- PROFESSIONAL RESOURCES

- **essentiALZ**- online, individual certification program for professionals
- **Free CME Course** -Challenging Conversations about Dementia (75 min. course & credits for primary care clinicians)
- **Cognitive assessment tools**
- **Online dementia care training & certification**
- **Physician Pocketcard App**
- **Cognitive Impairment Care Planning Toolkit**
- **24/7 Helpline** - 800.272.3900
- **Dementia Care Training Resources**
- **Free referral pad** - for referrals to the Alzheimer's Association

alzheimer's association®

ALZHEIMER'S ASSOCIATION: PUBLIC RESOURCES

- **I Have Alzheimer's-** information/support for newly diagnosed
- **24/7 Helpline**: 800.272.3900
- **E-learning course**: Living with Alzheimer's for Caregivers
- **Support Groups** (face-to-face)
- **Virtual library**
- **Alzheimer's Navigator** (personalized care plan)
- **Alz Connected** – caregiver/I have Alzheimer's message boards
- **Community Resource Finder**
- **Central & Western Virginia Chapter-** family support
- **24-hour emergency response service-** MedicAlert/Alzheimer's Association Safe Return
- **Free educational programs**

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U.S. DEPT. OF VETERANS AFFAIRS

- **Geriatrics & Extended Care**
  www.va.gov/geriatrics - Tools & materials for professionals & caregivers working with older veterans
  - "A Guide for Families: Keeping the Person with Memory Loss Safer at Home"
- **Aid and Attendance -**
  www.vets.gov/pension/aid-attendance-housebound
  Housebound allowance to provide care in the home
- **VA Support for Caregivers**
  (www.caregiver.va.gov)
  - Caregiver Support Line 1.855.260.3274
  - Peer Support Mentoring-email/phone/letter support
  - Support Line Monthly Calls
  - Caregiver Support Coordinator
- **National Center for PTSD**
  (www.ptsd.va.gov)
  - PTSD educational materials for professionals & public

THINK OUTSIDE THE BOX

If you do what you've always done,
you'll get what you've always gotten.

Tony Robbins

*FREE= Foundation for Rehabilitation Equipment & Endowment

INNOVATIVE RESOURCE MODELS

- **Bedford Ride & BCHF Van Service- Bedford, VA**
  Bedford Ride- all volunteer transportation services offered for older adults in collaboration with the local AAA and provided primarily by older volunteers. Bedford Community Health Foundation van service- a service coordinated with Parks & Recreation to offer socialization and trips to Walmart, the pharmacy, the grocery store and other social activities. Riders pay a nominal fee to ride and volunteers drive

- **Foundation for Rehabilitation Equipment & Endowment (FREE)- Salem, VA**

  A volunteer-led non-profit that collects, refurbishes, & provides mobility rehabilitation equipment to help people regain their mobility & independence (works with college/community volunteers)

INNOVATIVE MENTAL HEALTH MODELS

Thrive NYC at Dept. for the Aging

- ✓**NYC Well-** phone, text and chat service- a free 24/7 hotline offering free, confidential mental health support. Provide support with depression, stress, anxiety, drug & alcohol misuse
- ✓**Geriatric Mental Health Initiative-** MH clinicians go to senior centers to lead educational games & have open conversations on anxiety & depression, screen for depression, give referrals, & provide on-site counseling
- ✓**Friendly Visit Program-** pairs older adults with screened/trained volunteers for in-home visits to address isolation & provide volunteer opportunities for community members

https://www1.nyc.gov/site/dfta/services/thrivenyc-at-dfta.page

INNOVATIVE MENTAL HEALTH MODELS- RIVERSIDE CENTER FOR EXCELLENCE IN AGING

- **Operation Family Caregiver**

  Free confidential support to the families of returning service members and veterans provided via phone/SKYPE, in home visits for a 16-24 week period. Collaborative effort with the Rosalyn Carter Institute for Caregiving & the VA Dept. of Veterans Services, and service providers around Virginia

- **F.A.M.I.L.I.E.S. Program for Dementia Caregivers**

  Family Access to Memory Impairment and Loss Information, Engagement and Support (FAMILIES). Compassionate, trained counselors access situations, provide education on dementia and loss, develop an individualized care program for the family and discuss coping strategies r/t behavior and personality changes. Partnership with UVA, CEALH and DARS

INNOVATIVE MENTAL HEALTH MODELS

- **Project REACH (Resources for Elderly Assistance and Community Health)**
  Provides assistance to older adults in need while identifying persons with behavioral health needs. Collaboration between Onondaga County's Dept. of Aging & Youth and Dept. of Mental Health

- **The Gatekeeper Program and Partnership Innovation for Older Adults Program (PIOAP)**
  Family Services of Westchester (NY) engages partners from senior services, recovery programs, and the general public to meet the needs of older adults who are at risk of mental health issues. Services include tele-health, off-site support, mobile outreach programs and utilization of community members as gatekeepers to help identify persons with possible mental illness

FUTURE DIRECTIONS

Create the future and resources needed

FUTURE DIRECTIONS

- Conduct needs assessments to identify and quantify mental health and aging concerns in rural communities
- Bring widespread attention to mental health and aging issues in rural Virginia by advocating with nonprofits, businesses, policymakers, government officials, decisionmakers and community members
- Create new partnerships both small and big (i.e. Local Alliance for Aging and Mental Health and a Rural Virginia Alliance for Aging and Mental Health?)
  - Explore partnerships with other community, academic, government, business, non-profit, state, national and other resources to develop/replicate evidence-based programs

"PEOPLE SUPPORT WHAT THEY HELP CREATE"- INVOLVE OTHERS

FUTURE DIRECTIONS

- Bring state legislators & leaders to the community to “see” what the problems are & invite their participation
- Engage community volunteers and participation– it’s a win-win to involve older volunteers who can share their wisdom, experience and resources while maintaining their sense of purpose; this involvement can also lessen the risk for depression, anxiety, and other issues in later life
- Connect with grant programs & new funding sources- Riverside Center on Excellence in Aging; Virginia Rural Health Association
- Work with local colleges and universities for assistance with volunteers, research, program development, evaluation, interns and resource development. Intergenerational programs are good for the entire community

FUTURE DIRECTIONS

- Work with faith communities to develop support programs (i.e. caregiver respite care for persons with dementia, visitors, caregiver support, resources, fundraising, etc.)
- Share resources with neighboring regions, localities
- Replicate existing evidence based programs. Work with program developers to offer an existing program/service in your locality:
  - *Dementia Friends* (Act on Alzheimer's)
  - *Operation Family Caregiver* (Riverside Center for Excellence in Aging)
  - *Reach Out* (Rosalyn Carter Institute for Caregiving)
  - *Healthy IDEAS* (Baylor College of Medicine’s Huffington Center on Aging)
  - *Mental Health First Aid*

FUTURE DIRECTIONS

Consider Alternative Treatment Modalities

- Skype
- FaceTime
- Alexa calling & messaging (to reduce loneliness & isolation, encourage engagement, etc.
- Telephone support
- On-line support
- Mental Health Telehealth/ Telepsychiatry

Overcome Barriers

- Research & implement existing problem-solving techniques used by other programs
- Identify & develop accessible locations for service delivery- i.e.. Agency on Aging
- Advocate for increased broadband services in the community
- Seek program sponsors to cover equipment costs
- Offer computer classes for seniors

The Power of

ONE

It only takes only one voice, one idea, one kind deed and one person to spark new ideas, to impact a person's day and future, and to make a difference. Be the one. Take that first step.

Never give up. Keep up your great work!

QUESTIONS?

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