

Geriatrics Workforce Enhancement Program and Area Agencies on Aging

2017 ASA Aging in America Conference
March 21, 2017

Nora Super
Chief, Programs and Services
National Association of Area Agencies on Aging (n4a)
nsuper@n4a.org
@NoraSuper1

“Business Institute”

Mission: The mission of the Aging and Disability Business Institute is to build and strengthen partnerships between aging and disability community-based organizations (CBOs) and the health care system.

Long-term outcome: Increase in the number of CBOs successfully implementing business relationships (contracts) with health care payers.

Business Institute Funders

- The John A. Hartford Foundation
- The Administration for Community Living
- The SCAN Foundation
- The Gary and Mary West Foundation
- The Colorado Health Foundation
- The Buck Family Fund of the Marin Community Foundation



The Colorado Health Foundation™



The Buck Family Fund of MCF



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Business Institute Partners

- The National Association of Area Agencies on Aging (n4a)
- American Society on Aging (ASA)
- Independent Living Research Utilization/National Center for Aging and Disability
- Partners in Care Foundation
- Elder Services of the Merrimack Valley/Healthy Living Center of Excellence
- National Council on Aging (NCOA)
- Evidence-Based Leadership Council (EBLC)
- Meals on Wheels America (MOWA)



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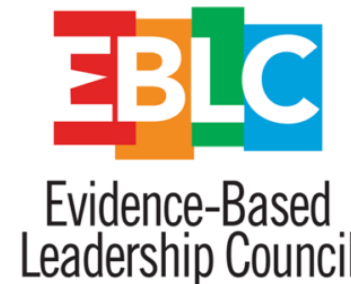


Partners in Care
FOUNDATION

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the
healthy living
Center of Excellence



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aginganddisabilitybusinessinstitute.org

The screenshot shows the website's homepage with a purple navigation bar. The main content area features a large image of a diverse group of healthcare professionals (doctors and nurses) gathered around a table, looking at a laptop. The text on the page reads: "Aging and Disability Business Institute" followed by "Connecting Communities and Health Care" and a mission statement: "When community-based organizations (CBOs) and the health care system work together, older adults and people with disabilities get the coordinated care that lets them live with dignity and independence in their homes and communities as long as possible." A sidebar on the left lists resource categories such as "Get Started", "Understand the Landscape", "Define Your Value", "Build Your Network", "Manage Finances", "Evaluate Contracts", and "Deliver Measureable Results". A purple banner at the bottom of the main content area says "Featured Items".

Geriatric Workforce Enhancement Program Coordinating Center

- National, centralized structure created to provide technical assistance and support to the 44 GWEP sites.
- Funded by The John A. Hartford Foundation, coordinated by the American Geriatrics Society in conjunction with HRSA, and is overseen by three co-Principal Investigators:
 - *Jan Busby-Whitehead, MD, AGSF*
 - *Ellen Flaherty, PhD, MSN, APRN, AGSF*
 - *Jane F. Potter, MD, AGSF*

Johns Hopkins GWEP & Maryland-Maintaining Active Citizens (MAC)

- MAC is the Center of Excellence for Evidence Based Programs for the State of Maryland; Area Agency on Aging on lower Eastern Shore of Maryland
 - Stanford's Chronic Disease Self-Management
 - Diabetes Self-Management
 - Hypertension
 - Stepping On (falls prevention)
 - Thriving to Survive (cancer survival)
 - PEARLS (depression)
- Have now partnered with 3 health systems across the state to increase leaders and programs
 - Peninsula Regional Medical Center (Eastern Shore)
 - Bayview Medical Center (Baltimore City)
 - Merritus Health (Western Maryland)



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NYU GWEP & NYC Department for the Aging

- ❖ Bronx Health Corps –
 - ❖ volunteer health trainers
- ❖ Bronx Health Care Advisory Board –
 - ❖ community leaders to recruit volunteers
- ❖ GWEP (named Healthy Senior CliCC
 - ❖ (Clinical-Community Connection) has weekly column
- ❖ Implementing oral health initiative at RAIN for people with dementia



IU GWEP & CICOA Aging and In-Home Solutions

- CICOA has dedicated a CICOA staff member to serve as a POC for the 8 FQHC Community Health Centers included in the IU GWEP to facilitate patient referral to CICOA and provide education on CICOA services.
- CICOA has dedicated a CICOA staff member to participate in the new older adult monthly case conferences initiated at each of the 8 FQHCs to provide info about CICOA services relevant to ea patient discussed, facilitate referrals, and update attending clinicians on patients currently receiving services at CICOA.
- CICOA and GWEP personnel have developed educational material for the social workers at the 9 FQHS to support their work on key geriatric topics such medication management, caregiving, and common older adult syndromes.



University of Arizona GWEP & Pima Council on Aging

- Co-facilitating a unique 12-week workshop for community members struggling with hoarding issues, held twice a year
- Hoarding disorder affects approximately 5 percent of geriatric population and continues to be an underreported mental health condition. It is also costly and can represent a significant financial burden for city and state agencies (APS, fire/police, housing, public health departments, and senior services agencies) with costs estimated at more than \$1 million per year.
- The curriculum is adapted from the evidence based program Buried in Treasures; however this Arizona program is unique because the flexible approach allows for a much larger class size and removes unnecessary barriers to receiving help. Each 1.5 hour weekly session averages 35 participants.



UCSF GWEP & San Francisco Department of Adult and Aging Services

- Partnered on extensive training based on Five Keys to Older Adult Well Being
 1. Cognition
 2. Mental Health
 3. Safety
 4. Independence
 5. Individualized Goal-Setting
- Training across disciplines
- ❖ Community Social Workers
 - ❖ Case Managers
 - ❖ RNs
 - ❖ Social Service Providers
 - ❖ ADRC Workers



University of Iowa & AAAs

- SAMHSA-sponsored evidence based substance abuse identification and treatment model, Screening, Brief Intervention, Referral to Treatment (SBIRT) by Home Instead. Adapted for use with older adults.
- Training of 95 AAA staff members (primarily case managers and family caregiver specialists) from 6 of 6 AAAs across Iowa in the basics of motivational interviewing to advance skills in addressing behavioral health problems that impede health and well-being.

Northwest GWEP & AAAs

- NW GWEP Primary Care Liaison position was implemented at two partnered Area Agencies on Aging (AAAs) to improve community-clinical linkages. These positions have increased primary care practitioner awareness of AAA programming (National Caregiver Support Program, Evidence-based Wellness Programs, etc.). In turn, the AAAs have seen dramatic increases in referrals from primary care and patient enrollments in AAA programs, closing the community-clinic gap.
- NW GWEP'S partnered AAAs have promoted the activities in a number of venues.



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VGEC GWEP & AAAs

- Through their community partner SeniorNavigator, they worked regularly with Virginia AAAs to jointly plan and deliver customized community training modules on four key topic areas: Medication Management, Falls Prevention, Alzheimer's/Dementia, and Caregiver Health. Training is multi-modal, including both face-to-face community events and supportive online materials with landing pages on SeniorNavigator's website for training attendees.
- In the Northern Virginia/Washington DC area they have jointly planned and implemented two training conferences annually for family caregivers of individuals with dementia; in the Tidewater area they have jointly planned and implemented annually one spring conference at Norfolk State University on dementia and health care disparities, for health care professionals and pre-clinical students; and in the central and western Virginia areas they have jointly planned and implemented two to four dementia-related workshops and conferences annually at various locations throughout these areas on rural caregiving and resources, practical caregiving, available research studies, early onset Alzheimer's, etc., for family caregivers, health professionals, and direct service providers such as AAA staff.



GWEP Coordinating Center Objectives

- Provide opportunities for collaborative learning among GWEP sites.
- Offer content & resources for professional & public education to improve quality of care for older adults.
- Provide mentoring & consultation with geriatrics experts.
- Engage GWEP sites in advocacy for Title VII & Title VIII funding.
- Conduct evaluation of GWEP sites to inform future HRSA programming.

5 Goals of the Business Institute

1. **Build a national resource center** that will serve as the go-to place for social service agencies interested in acquiring skills for sustainability and business planning.
2. **Develop an assessment tool for determining the capacity for and a gap analysis of social service agencies** to contract with hospitals and other health care entities in order to provide a range of social services and supports that are critical to promoting the health and well-being of older adults.
3. **Provide training and technical assistance** to enhance the business capacity of social service agencies and their partner networks, positioning them to negotiate, secure and successfully implement contracts with health care entities (hospitals and health plans).
4. **Conduct an outreach and educational campaign targeting the health care sector, including hospitals and health plans, to provide critical information on the return on investment in contracting with social services in order to address** the social determinants of their patients' health and their cost savings.
5. **Develop, implement and monitor a sustainability strategy** building on the momentum to increase the financial support for this national initiative that will establish a new norm of business partnerships and contracts between social service agencies and health care systems and health plans which will result in better care for older people across the country.



Ultimate Goal for Both

Improved quality of care for older adults



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WE HAIL



Workforce Enhancement in Healthy Aging and Independent Living

a HRSA Geriatric Workforce Enhancement Program

Aging in America Annual Conference of the American Society on Aging

Chicago, IL

March 21, 2017



Don Smith, MA

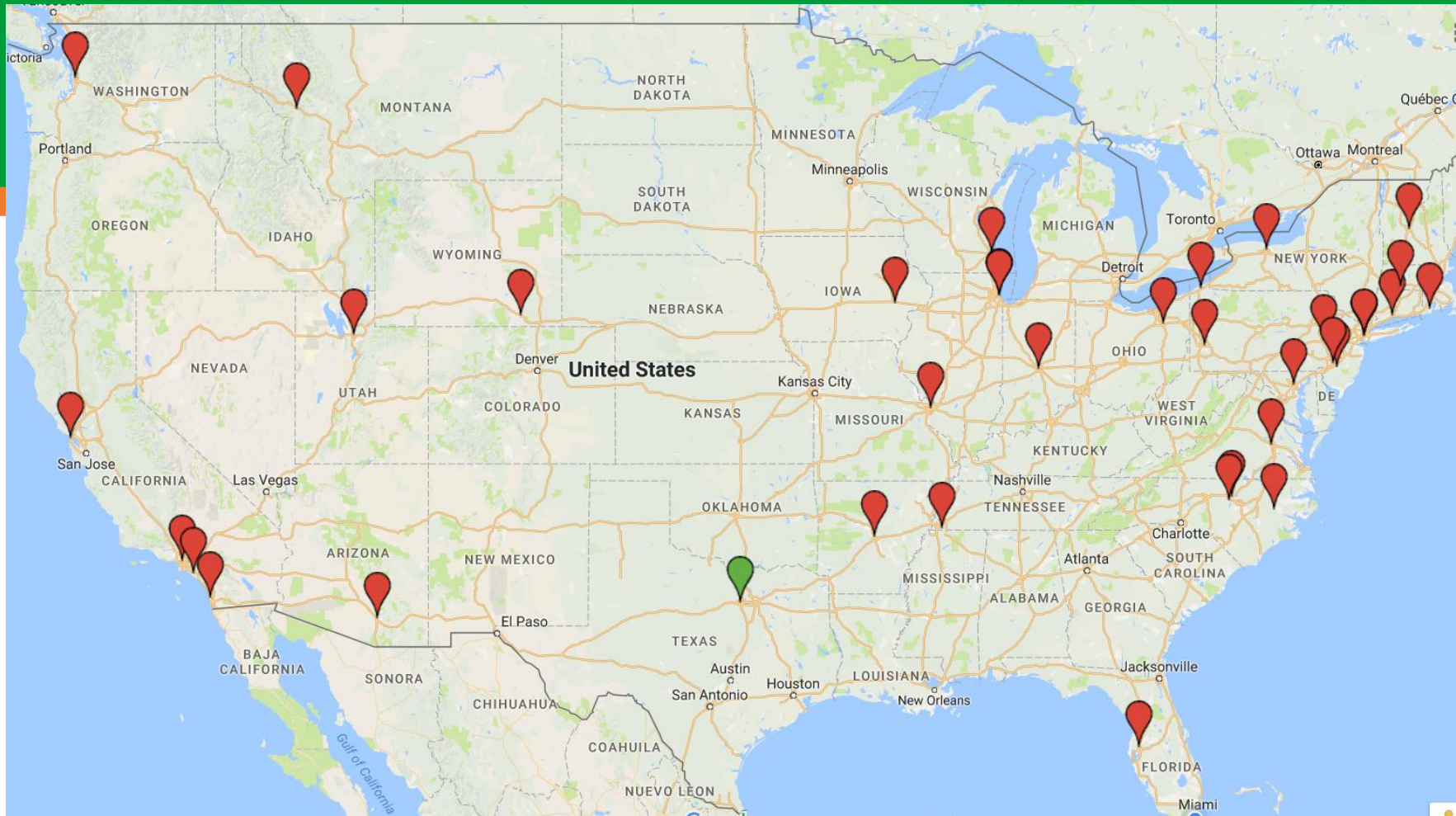
Vice President, Community Development Division
Director, Area Agency on Aging
United Way of Tarrant County

Jennifer Severance, PhD

Assistant Professor, Center for Geriatrics
Program Administrative Director, WE HAIL HRSA GWEP
University of North Texas Health Science Center

Background

- Americans are living longer and account for a disproportionate share of healthcare services, but the **supply of trained geriatric health professionals falls short** of the need.
- In 2015, HRSA established the **Geriatric Workforce Enhancement Program** for educating the primary care workforce on how to care for older adults.
- HRSA **awarded 44 organizations in 29 states more than \$35 million** to train and educate health professionals, direct care workers, and family caregivers.



- 44 grantees
- 29 states, including Alaska and Hawaii

HRSA's Geriatric Workforce Enhancement Program

1. Transforming clinical training environments to integrated geriatrics and primary care delivery systems to ensure trainees are well prepared to practice in and lead these kinds of systems.
2. Developing providers who can assess and address the needs of older adults and their families/caregivers at the individual, community, and population levels.
3. Creating and delivering community-based programs that will provide patients, families and caregivers with the knowledge and skills to improve health outcomes and the quality of care for the older adult(s).
4. Providing Alzheimer's disease and related dementias education to families, caregivers, direct care workers and health professions students, faculty, and providers (optional additional funding).

Workforce Enhancements in Healthy Aging and Independent Living (WE HAIL) Institutional Partners

UNT Health Science Center- Academic Programs

- Medical, Physician Assistant, Pharmacy, Physical Therapy
- Professional and Continuing Education

Texas Christian University- Academic Programs

- Nursing, Social Work, Dietetics
- Neeley Business School- Executive Education

JPS Health System- Primary Care

- Family Medicine Residency
- Primary Care Providers

United Way's Area Agency on Aging of Tarrant County, Inc.

- Community Partners
- Evidence based and evidence informed programs

United Way/AAATC Community Partners

Meals on Wheels of Tarrant County

- HomeMeds
- Diabetes and Nutritional Counseling

Sixty and Better

- 26 senior activity centers
- A Matter of Balance

Alzheimer's Association

- REACH II

James L. West Alzheimer's Center

- Stress Busting
- Virtual Dementia Tour

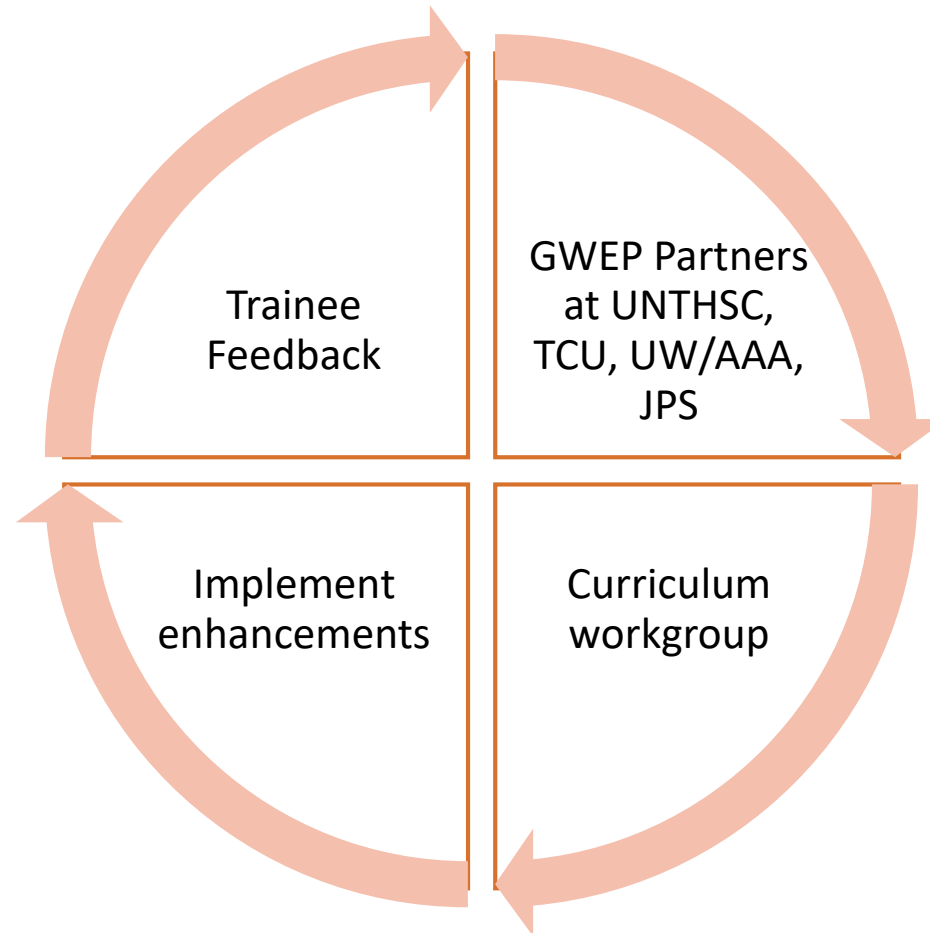
United Way/AAA's Community Needs Assessment



WE HAIL's Innovation Teams

Innovation Team	Goal
1	To transform team training and clinical experiences for undergraduate and graduate interprofessional students
2	To develop geriatric education for Family Medicine Residents and a Geriatric Certificate
3	To develop clinical decision support tools and continuing education for Health Professionals
4	To expand Area Agency on Aging services for Caregivers and Older Adults
5	To create the Geriatric Practice Leadership Institute

Plan-Study-Do-Act



Highlight: *Seniors Assisting in Geriatric Education (SAGE) Program*

- Interprofessional student teams
- Home visits with senior mentors
- Health literacy project and AAATC community resources



“The most helpful part of this was remembering the number of comorbidities that the elderly can have, and how much care you need to take in providing the elderly the proper information to help them manage their conditions.”

Highlight: *A Matter of Balance* Coach Training

- Interprofessional students
- Coach training
- Lead classes in community settings
- AAATC license, trainers, sites and community partners



“It informed me on the impact that fear of falling can have on the life of an older adult and helped teach me ways to help older adults reduce this fear and not let it keep them from participating in things that they want or need to do.”

Highlight: *Virtual Dementia Tour*

- James L. West Alzheimer's Center
- Dementia simulation
- Builds sensitivity and awareness
- Debrief with geriatrics faculty



"More respect for the way many elderly are able to manage despite having so many difficulties with vision, hearing and mobility."

"Experiencing dementia via the stimulated environment has allowed me to feel more sympathy in patients afflicted by dementia."

"It gave me a greater appreciation for things that they have to deal with on a daily basis."

Highlight: *Clinical Decision Support Tools*

- JPS Health Network's Epic electronic health records
- Assess older adults, trigger referrals for education, and connect patients and caregivers to appropriate UW/AAATC community partners.
- Medication management, fall risk, health literacy, cognitive impairment, depression, hearing, substance abuse, and nutrition.



Feedback

In what ways will you use any of the training currently or in the future?

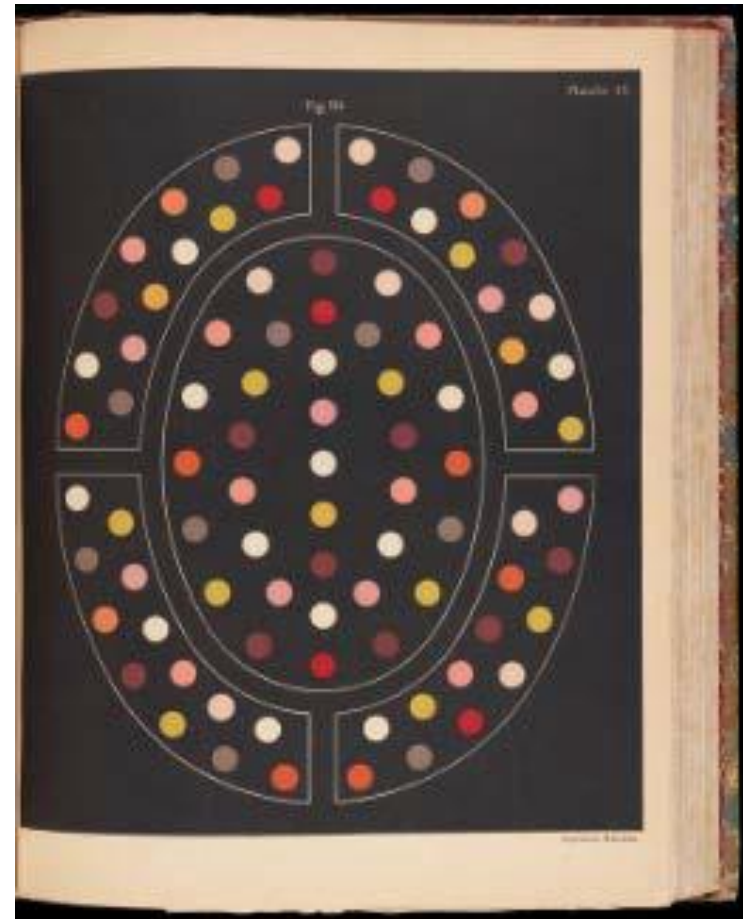
- More aware of considerations for geriatric patients
- Make referrals to available community resources for seniors
- Include family members in patient care

In what ways did the training change your attitudes toward working with older adults?

- Better understanding of how to care for geriatric health issues
- Better appreciation for working with older adults

The Perfect Black

Michel-Eugène Chevreul (1786-1889) was surely the most important color chemist of his age. In *The Law of Simultaneous Contrast of Colors*, he proclaims that the key to making vivid color is to create the perfect black as a background. In practice, Chevreul worked on the color chemistry of fatty acids in order to produce "true" colors. **Toward the end of his exceptionally long life, he began to study the science of aging, and coined the term 'gerontology'.**



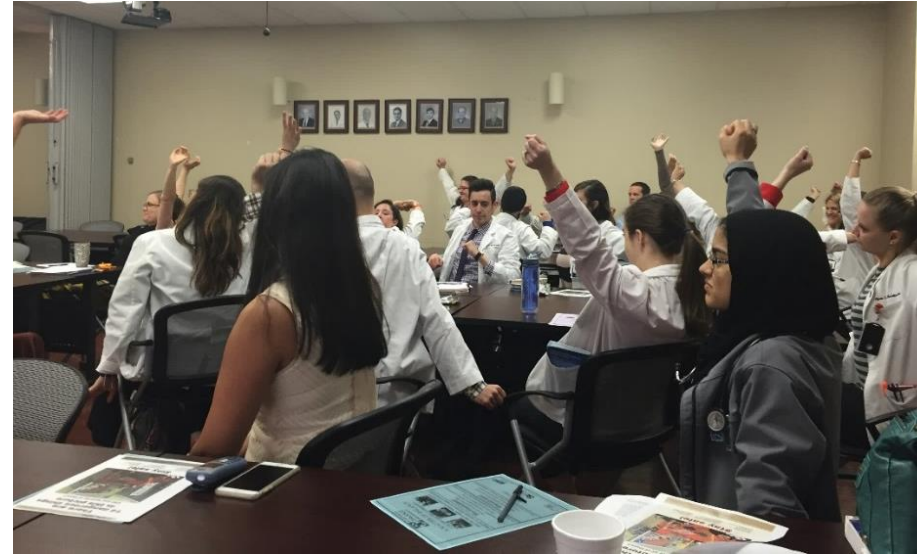
Innovation 1: Health professional students

- **Goal:** To enhance team-based training and clinical experiences in community settings.
- **Area Agency on Aging**
 - Service learning experiences for interprofessional teams in senior activity centers, senior residential communities, and homes.
 - Support curricular enhancements in health literacy, medication management, fall prevention and community resources.
 - Program expansion to serve more older adults.



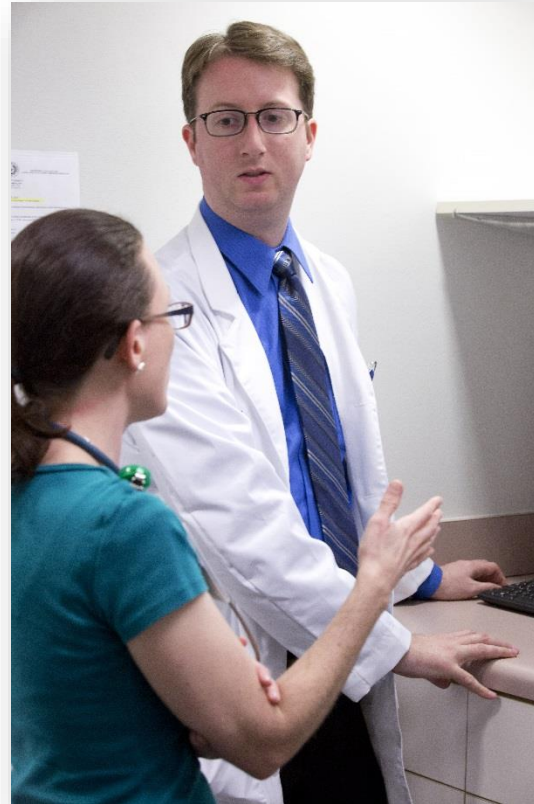
Innovation 2: Family Medicine Residents

- Goal: To enhance the geriatrics education components for the UNTHSC and JPS Family Medicine Residency programs.
- Area Agency on Aging
 - Developing experiential modules with clinical faculty
 - Home visits with Meals on Wheels and Alzheimer's Association
 - *Virtual Dementia Tour*
 - *A Matter of Balance* mini-session



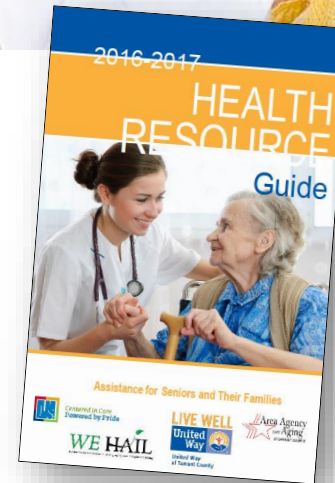
Innovation 3: Practicing Health Professionals

- **Goal:** To develop geriatric patient focused Evidence Based Clinical Decision Support Tools and online Modules for Practicing Physicians and other HealthCare Professionals providing Primary Care.
- **Area Agency on Aging**
 - Connect providers to community resources and events
 - Alzheimer's Association Spring Symposium
 - Health Literacy Symposium



Innovation 4: Caregivers and Older Adults

- **Goal:** To expand and disseminate Area Agency on Aging services into a variety of primary care settings to support patients, families and caregivers with training and knowledge to improve their health and quality of life.
- **Area Agency on Aging**
 - Rural outreach for *REACH II* and *Stress Busting* Programs
 - Dementia Podcasts for caregivers and healthcare professionals.



Innovation 5: Geriatric Practice Leadership Institute

- **Goal:** To create “Geriatric Transformational Champions” with a focus on the knowledge, skills, and attitudes needed to lead the emerging integrated delivery systems for geriatrics in patient-centered primary care.
- **Area Agency on Aging**
 - Faculty, coaches, curriculum development, and recruitment support
 - Aging Network, Project Management and Population Health
 - Integration of medical care and social services



Model for Alzheimer's Services

- Create a dementia-capable, integrated system of care for dual-eligible individuals with Alzheimer's disease or related disorders (ADRD) and their caregivers
- Screenings, options counseling, care coordination, evidence-based programs for caregiver support
 - Meals on Wheels
 - Respite care
 - REACH II
 - Stress Busting
- Training for health plan care managers
- Government, academia and nonprofit partners

Other Opportunities

- National Network of Libraries of Medicine- South Central Regional Outreach Training on the Aging Network.
- Expanding evidence based programs to TCU Silver Frogs Senior Continuing Education Program and UNTHSC Geriatrics Clinic.
- Collaboration through Safe Communities Coalition and Age Friendly initiatives.
- Exploring next steps...evidence based programs, rural expansion, new learner groups.

Partnership strategies

- Focus on community needs
- Align activities, goals and assets
- Rapid Cycle Quality Improvement (RCQI) processes
- Engage as a fiscal partner and intermediary
- Leverage opportunities



Don Smith

United Way of Tarrant County

Don.Smith@unitedwaytarrant.org

<https://unitedwaytarrant.org/aaatc/>

Jennifer Severance

University of North Texas Health Science Center

Jennifer.Severance@unthsc.edu

www.unthsc.edu/wehail



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