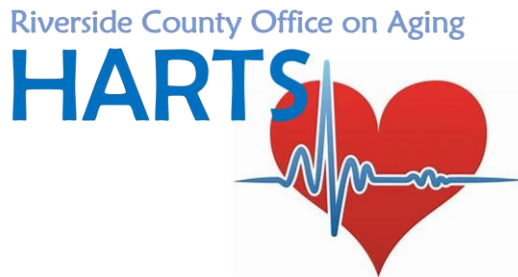




# The Challenges of Multiple Points of Client Engagement:

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# The Office on Aging **HARTS** Program

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**Gary Robbins**, Deputy Director of Programs & Operations  
**Traci Cornelius**, Social Services Supervisor II  
**Robin McCall**, Behavioral Health Service Supervisor  
**Veronica Castro**, Social Services Worker IV

# Learning Objectives

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## Participants will:

1. Learn about the Office on Aging, its role as Area Agency on Aging, and the new HARTS program
2. Identify considerations for hospital discharge planning to medical case management
3. Identify challenges in client engagement and follow-through on discharge plans and post-discharge resources
4. Discuss the role of medical professionals in post-discharge medical case management
5. Learn about the Dementia Friends USA Initiative, and become a Certified Dementia Friend!



# Disclosure

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None of the faculty, planners, speakers, providers, nor CME committee has any relevant financial relationships with commercial interest.

There is no commercial support for this CME activity.

# Riverside County Office on Aging

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- Serves as the Area Agency on Aging (AAA) for all of Riverside County and is one of 33 AAA's within the State of California.
- 618 AAAs Nationally
- 20,000 Community Based Organizations providing services
- One telephone number (**1-800-510-2020**) but two locations:

**West County Office:**

6296 River Crest Drive, Suite K  
Riverside, CA 92507  
(951) 867-3800

**East County Office:**

44-199 Monroe Street, Suite. B  
Indio, California 92201  
(760) 771-0501

# Programs & Services

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- The Office on Aging provides over **24 different programs and services**, either directly or through contracted providers, which assist older adults in **remaining independent** and living in their homes and communities
  
- All Office on Aging programs and services are **free** to those who meet the minimum qualifications for each program

# Programs & Services

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- General Categories of OoA programs and services
  - Healthy Lifestyle and Wellness Programs
  - Outreach and Community Education
  - Social Engagement and Community Activities
  - Advocacy and Coordination
  - Options Counseling and Decision Support
  - Care Coordination

# Care Coordination



- A variety of home-based care options that may be an alternative to more costly institutional and nursing home care, for vulnerable older adults, persons with disabilities, and their caregivers
  - Family Caregiver Support Program
  - Care Pathways
  - Grandparents Raising Grandchildren
  - Hospital Discharge Support and Planning (CTI)
  - Assistance at Home Case Management Services (Access/CareLink/MSSP)

Riverside County Office on Aging



**Discharge Transition Support & Home-Based Medical Case Management**



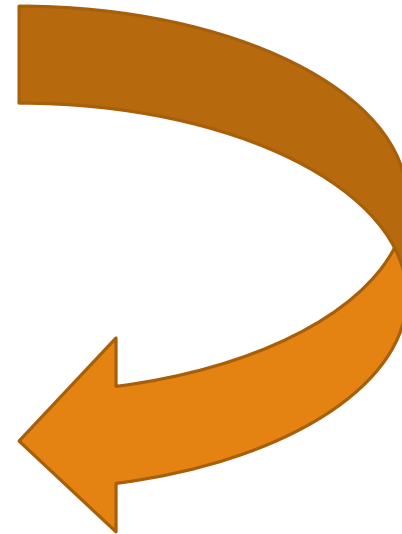
# Program Overview



**ASD Client**  
with Medical  
Needs  
@RUHS-MC

Discharge  
Transition  
Support  
(Veronica Castro)

Home-Based  
Medical Case  
Management  
(HARTS SW+RN)







# Program Overview



Discharge  
Transition  
Support  
(Veronica Castro)

## Care Transitions Intervention Program (CTI)<sup>®</sup> / Hospital Liaison

- ❖ Office on Aging CTI Coach is embedded at RUHS Medical Center
- ❖ HARTS clients are **APS**-referred or Hospital staff-referred **APS** cases at risk of readmission
- ❖ Patient seen at hospital bedside, home visit by CTI Coach within 24-72 hours of discharge, 3 follow up phone calls, **Case Conference with APS Sup/SW**
- ❖ Coach addresses four pillars of CTI:
  - ❖ Medication self-management
  - ❖ Use of a personal health record (PHR)
  - ❖ Medical care follow-up
  - ❖ Knowledge of red flags

# Engagement Challenges: Discharge Transition Support

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- Program is **voluntary**
- APS clients may have **little family/caregiver support**
- Discharge may occur **before MediCal/IHSS** has been established
- Client may not accept **ongoing Medical Case Management** after discharge



# Program Overview



## Home-Based Medical Case Management (HARTS SW+RN)

- ❖ Weekly Case Conferences w/ SW, RN, Sup (including APS/IHSS SW as needed)
- ❖ Monthly Telephone Monitoring with Client
- ❖ Quarterly home visit (at minimum)
- ❖ Annual Alternative Discipline Visit

# Engagement Challenges: Medical Case Management

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- Program is **voluntary**
- APS responsibility is investigation – **figuring out when to hand-off**
- **Multiple significant concerns**, in addition to medical issues
  - Transportation
  - Placement/Home Stability
  - Poor Behavioral Health (Serious Mental Illness)
  - Navigating Health Plans (MediCal/MediCare/Duals)

# Engagement Challenges: How to Help

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- Help patients understand value of Discharge Transition Support/Medical Case Management
- Help complete IHSS documents, as appropriate
  - **SOC 873 – Health Care Certification Form**
  - **SOC 821 – Protective Supervision Form**
  - **Paramedical Services – Authorization and Training**
- Help assess capacity questions and concerns



# Case Discussion



## Client in RUHS-MC

- 84 year old, female
- Admitted to RUHS-MC for UTI for second time in three months
- Active APS investigation for self-neglect, and neglect of son
- Client has previously failed to follow-through on doctor's orders, leaves hospital AMA
- Client had been receiving income as son's IHSS caregiver, no longer receiving income



# Case Discussion



## Client After Discharge

- Unsavory characters in and around home
- 60-day eviction notice
- Not an IHSS recipient, no active MediCal; application “in process”
- Client had been receiving income as son’s ISHS caregiver, no longer receiving income



# What Would You Do?

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How would you help while the client was in the hospital?

What would be your approach after the client had left the hospital?





# Case Discussion

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## HARTS Activities

- Assisting with SSI/MediCal application: IHSS, General Relief, CalFresh
- Connecting with RUHS-Behavioral Health partners
- Active collaboration with APS
- Efforts to maintain current housing/find other housing
- SW+PHN Collaboration – Weekly OoA Case Conferences



# Case Discussion



## Outcome

- Client was evicted, but has a friend she can stay with 'indefinitely'
- Another friend has been providing care (cooking, transportation)
- Working with client to complete MediCal application for IHSS, establish friend as IHSS provider
- HARTS MCM still engaged (SW+PHN) to assist as needed

# Dementia Friends USA

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Developed by the **Alzheimer's Society** in the United Kingdom, the Dementia Friends initiative is underway in the USA.

By helping everyone in a community understand what dementia is and how it affects people, each of us can make a difference for people touched by dementia.



Dementia  
Friendly  
America®

# What is a Dementia Friend?

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Someone who learns about what it's like to live with dementia and then turns that understanding into action.

From telling friends about the Dementia Friends program to visiting someone who is living with dementia, every action counts.



# Dementia Friends USA

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A movement to remind all members of a community to be **good neighbors** and to look out for each other in ways both large and small.



Dementia  
Friendly  
America®

# Dementia/Age Friendly Communities



➤ Health care that promotes early diagnosis and uses dementia care best practices along the care continuum

➤ Dementia-aware and responsive legal and financial planning

➤ Businesses with dementia-informed services and environments for customers and employee caregivers



➤ Dementia-friendly public environments and accessible transportation

➤ Dementia-aware emergency responses



# Dementia Friends USA

A Dementia Friendly America initiative

## Registered Friends in the USA

### 22,154



Become a **Dementia Friend** →

Learn more and follow the steps to become a Dementia Friend.

[Become a Dementia Friend Today!](#)

## Overview



Get Started!

## In Your Community



## Banks



## Faith Communities



## First Responders



## Retail



## Library



## Pharmacy



## Restaurants



## Transportation



## Young Adults



## Clinical Research





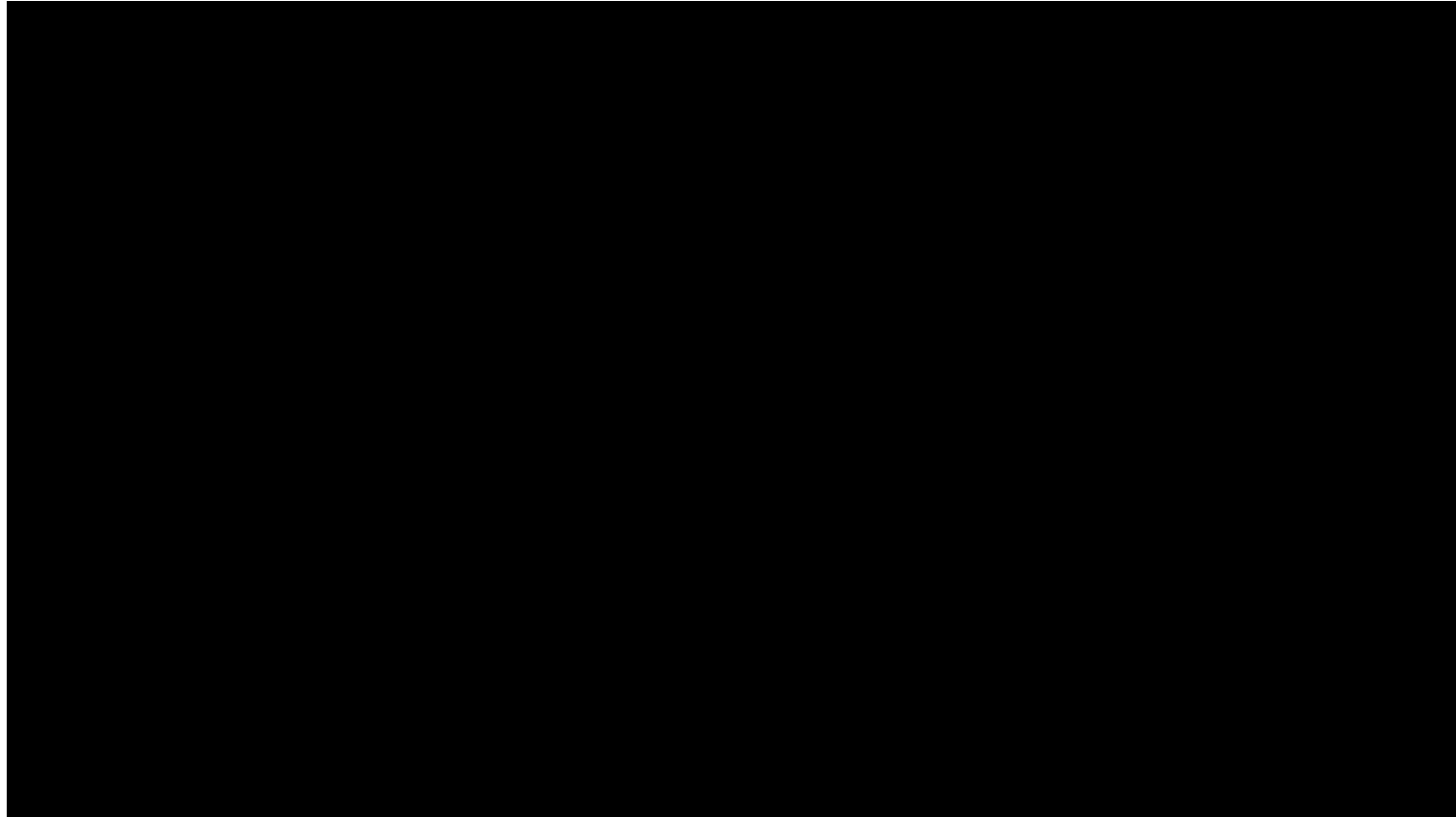
# DFA Overview Video

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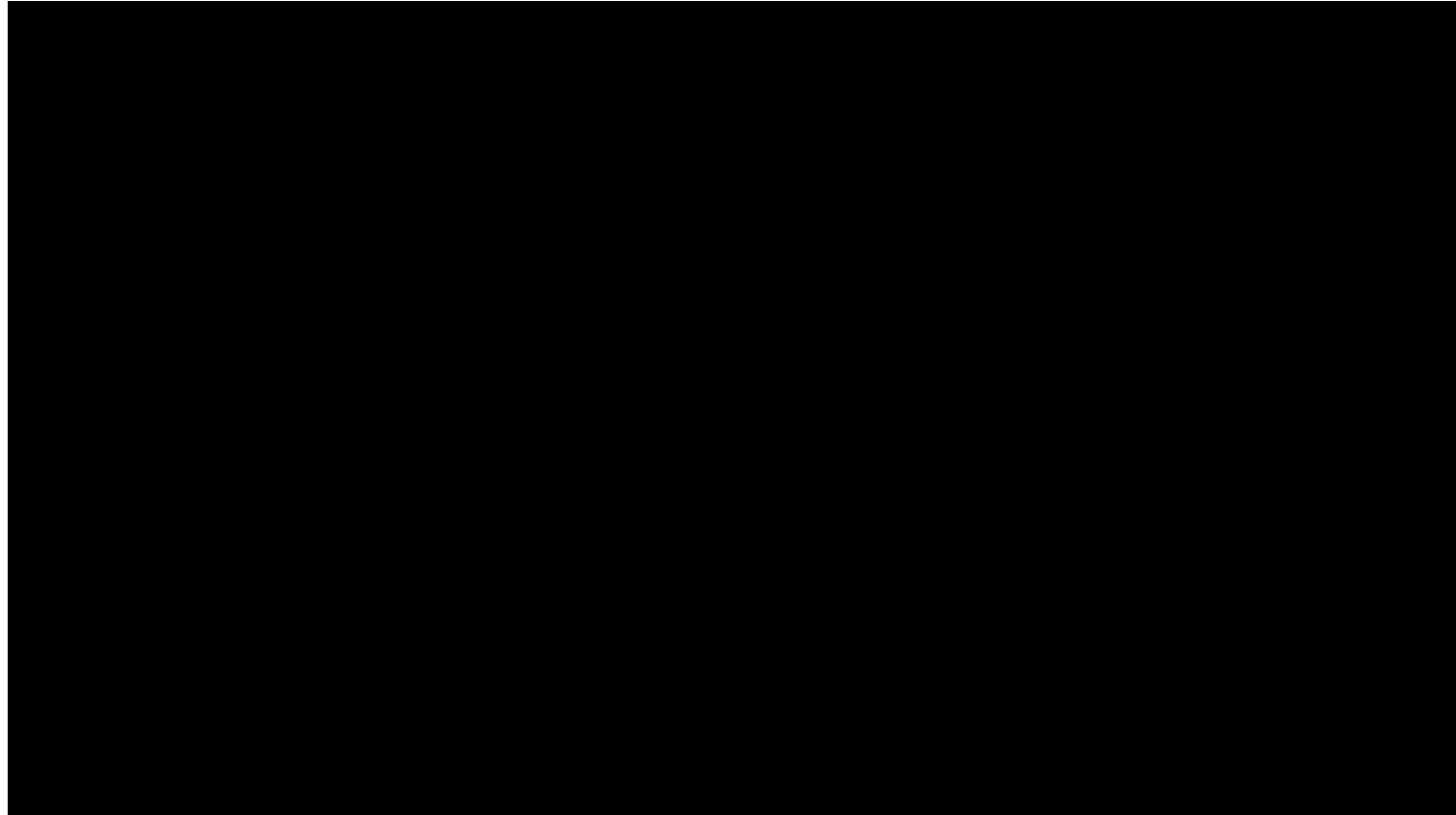
# DFA In Your Community Video

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# DFA Pharmacy Video

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# Questions?

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Riverside County Office on Aging  
6296 River Crest Drive, Suite K  
Riverside, CA 92507

**1-800-510-2020**

**Thank you!**

Please feel free to contact Alicia with any questions you may have:

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