

National Symposium: Person-Centered Approaches in Elder Abuse Multidisciplinary Teams

August 13, 2024


Keck School of Medicine of **USC**
Department of Family Medicine



Office for Victims of Crime
OVC

Welcome & Introductions

Housekeeping

- All attendees will enter the meeting in listen-only mode.
- Please utilize the Q&A function to submit questions to panelists.
- To enable the Live Transcript feature, click the  button.
- Recording & presentation materials will be sent via email.
- Your feedback matters! After we conclude today's webinar, please follow the link to complete our survey.

Speakers

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Margaret Carson, MA, GMHS, LHMC

Program Manager, Muckleshoot Indian Tribe Adult Protective Services

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Project Overview

- What does person-centeredness look like in context of elder abuse MDTs?
- How can we integrate older adults' preferences, values, and goals in MDT case discussions and resolutions?

Consensus Convening
May 2023

National Questionnaire
August 2023

National Symposium
August 2024

Consensus Convening - May 2023

- Two-day virtual convening of 25 diverse professionals
 - Adult Protective Services, Health Care, Law Enforcement, Ombudsman, Public Guardian, Victim Services, and Research
 - Elder abuse investigation/service experience ranging from 4 to 38 years
 - Elder abuse MDT participation ranging from 4 to 27 years
- Identified key components of person-centered approaches in MDTs
- Discussed barriers and facilitators for implementing person-centered practices in MDTs

National Questionnaire - August 2023

- We heard from **286** people across **36** states, with an average of 8 years working with MDTs

MDT members value prioritizing the older adult's (OA) preferences

- Majority (71%) believe knowing the OA's preferences is extremely important in MDT case discussions
- MDT members systematically or sporadically collect information on: OA preferences (81%), Capabilities (92%), Religious / spiritual views (53%)

However, in practice...

Professional expertise is valued above personal lived experience of the OA and their loved ones

- **70%** do not ask the OA if their case can be discussed by the team
- **57%** ask the OA what outcome they would like to see
- **69%** feel it's inappropriate to include the OA in case discussions; **65%** hold the same view regarding loved ones
- **25%** prioritize OA's preferences over professional opinion; **67%** say it depends on the situation (cognitive impairment, safety or risk concerns)

Implementation of Person-Centered Practices

Barriers

Older Adult

- Distrust of government employees and law enforcement
Disincentives to engage with the legal process

MDT protocols

- Unclear who determines/applies person-centered practices
- Lack of protocol for person-centered case review

Organizational

- Lack of a person-centered lens within participating agencies, resistance when OA's preferences are perceived as unsafe
- Insufficient time to prepare presentations, insufficient time to spend with each OA
- Perception that including the OA or their loved ones in case discussion would not be effective
- Lack of cultural sensitivity and inclusivity

Facilitators

- There is interest in preserving or improving the OA's relationships
- There is interest in alternatives to legal interventions



Elder Abuse
Institute of Maine

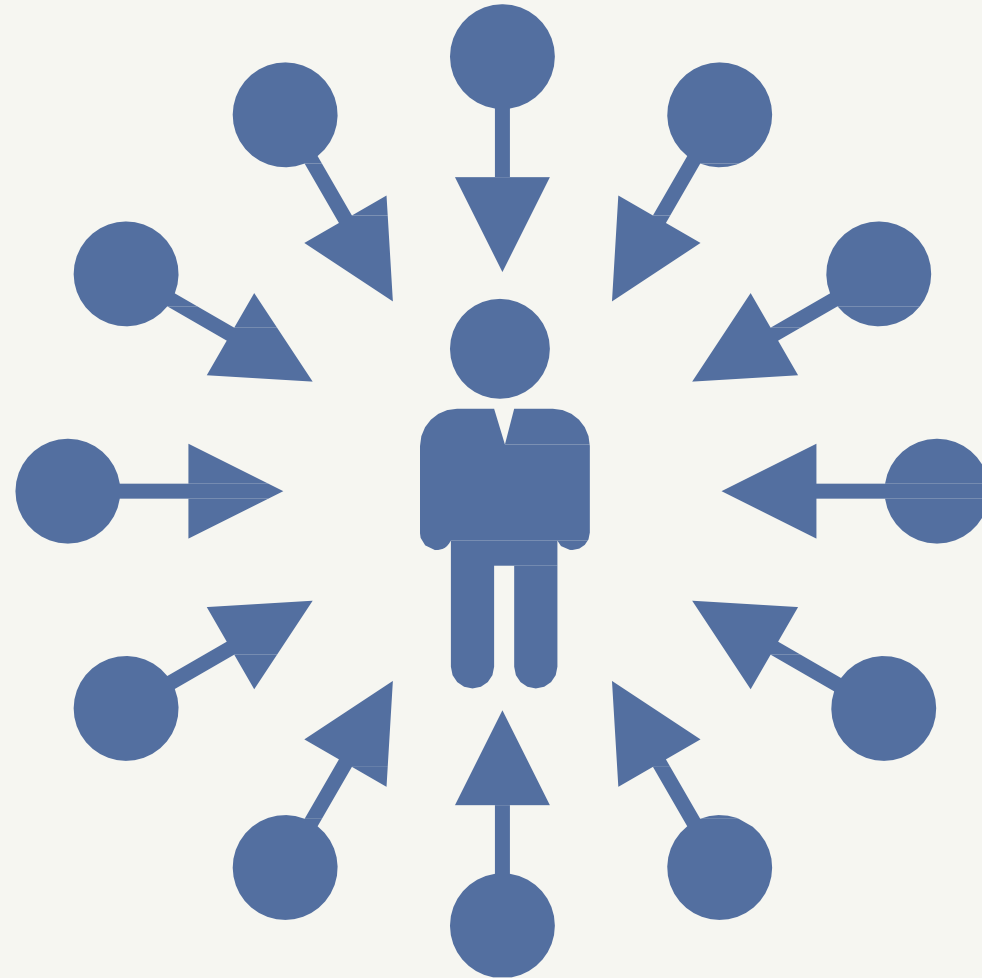


**Person-Centered
MDTS**

Person-Centered

The Opportunities & Challenges

Person at the Center



Person in the Lead



“

Why?

It is the most respectful way to approach our work

It improves processes for providing service

It improves outcomes

CHOICE

AGENCY

AUTONOMY

Pragmatic “Why”

Here is what we know:

- *Our goal is to help.*
- *People don't easily accept help.*
- *When they do, they often drop out.*



“

Why Not?

It requires the adaption of multiple processes


It takes time & attention = Resources

It challenges our notions of what helping means

RISK

RISK

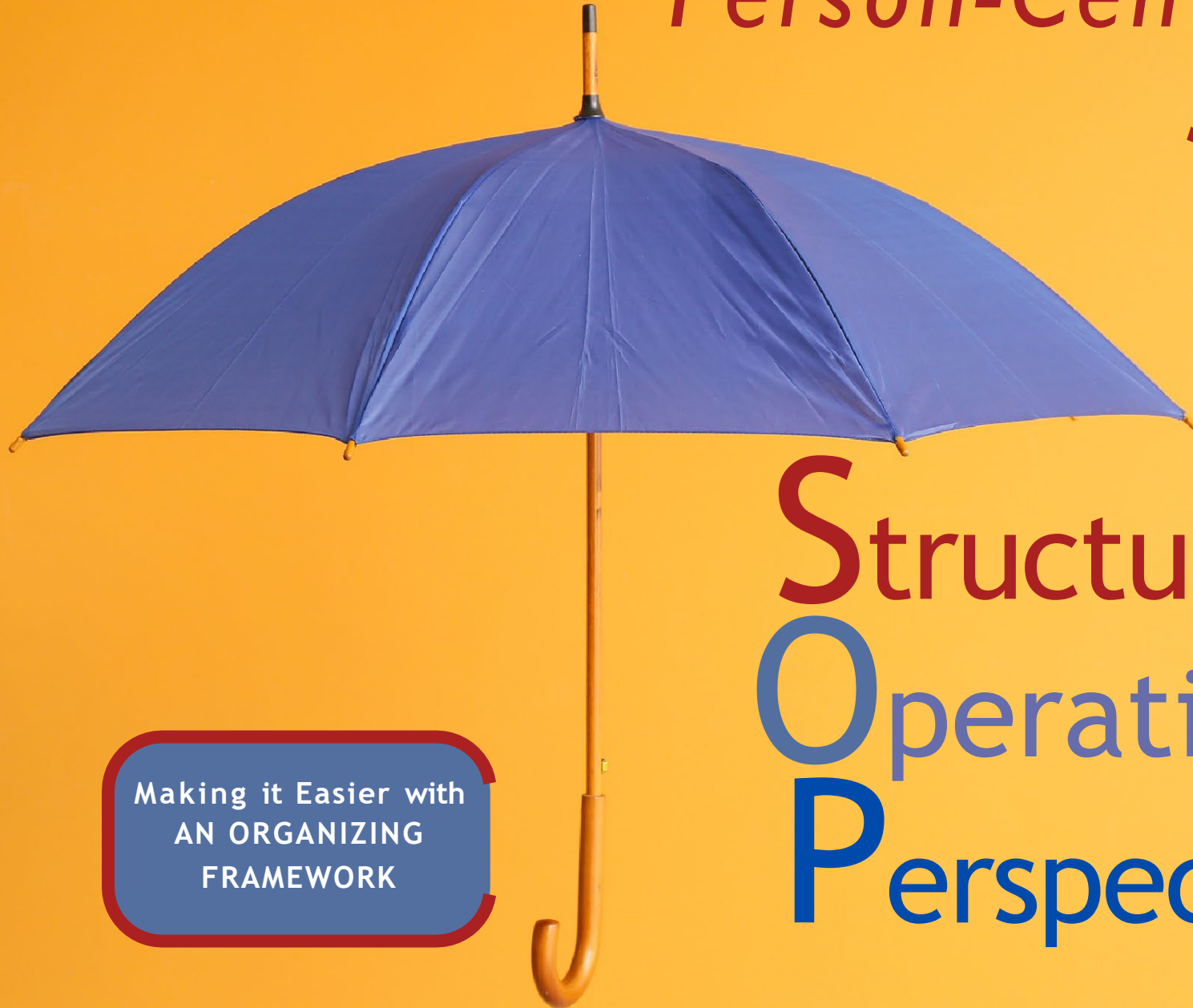
RISK

A large rocket is shown ascending into a clear blue sky. The rocket is white with orange and black accents. A massive, bright yellow and orange plume of fire and white smoke trails behind it, indicating a powerful launch. The rocket is angled upwards from the bottom left towards the top right of the frame.

It's too bad patient-centered
care is not rocket science,
because if it was, we would be
really good at it.

Laura Gilpin

Person-Centered SOPs



Making it Easier with
AN ORGANIZING
FRAMEWORK

Structure
Operations
Perspective

Structure



Person-
Centered
SOPs

- Integrating PC into the environment within which you do you work.
- Individually & collectively.
- The architecture.

Operations



*Person-
Centered
SOPs*

- What does it actually look like in practice?
- How do your practices support or inhibit PC?
- From referral to close.

Perspective



*Person-
Centered
SOPs*

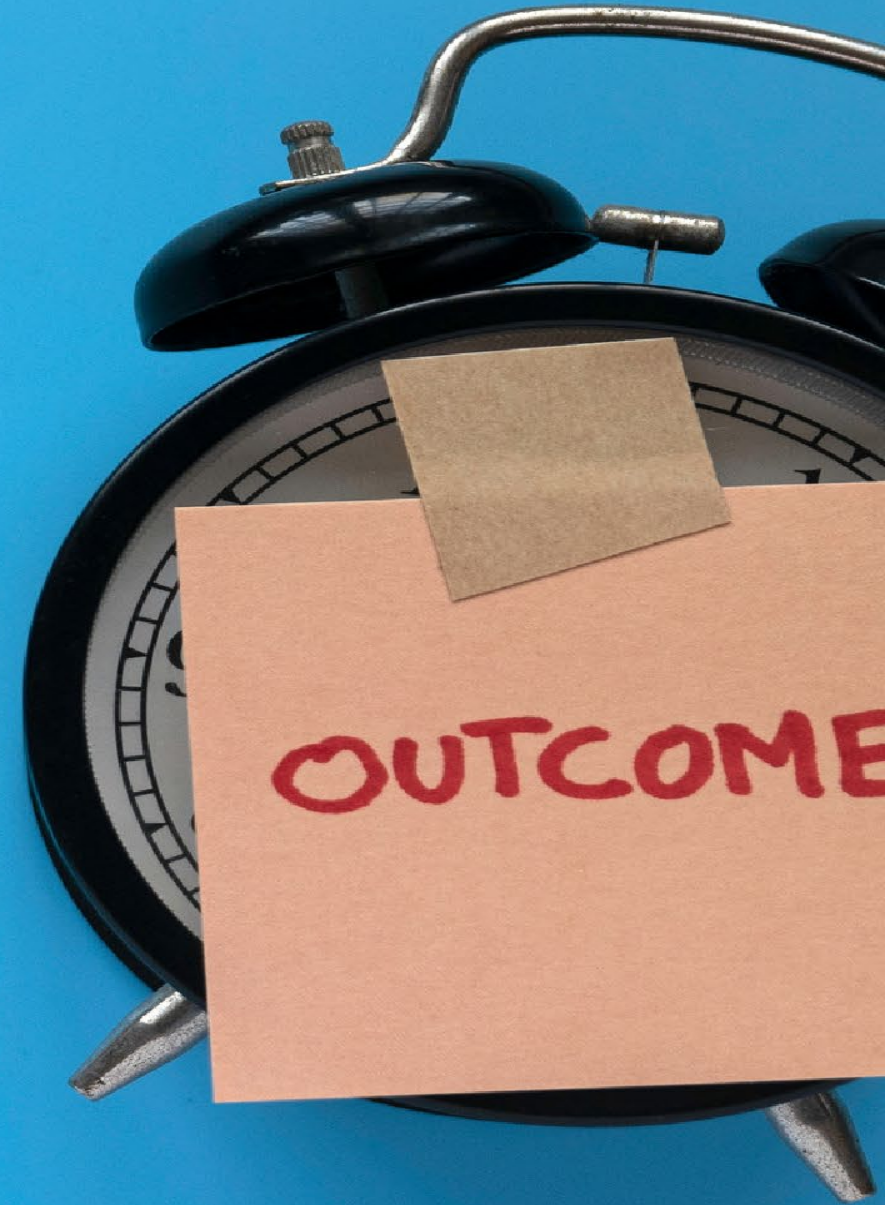
- What does success look like?
- What does “helping” mean?
- Parsing out expertise.

Our Outcomes

90% retention rate

Nearly 90% reported being
“mostly” or “very” satisfied with the
program’s services

Nearly 80% reported that they
would “definitely” come back if
they needed help again



Our Outcomes

Reduction in Chances of Re Investigation

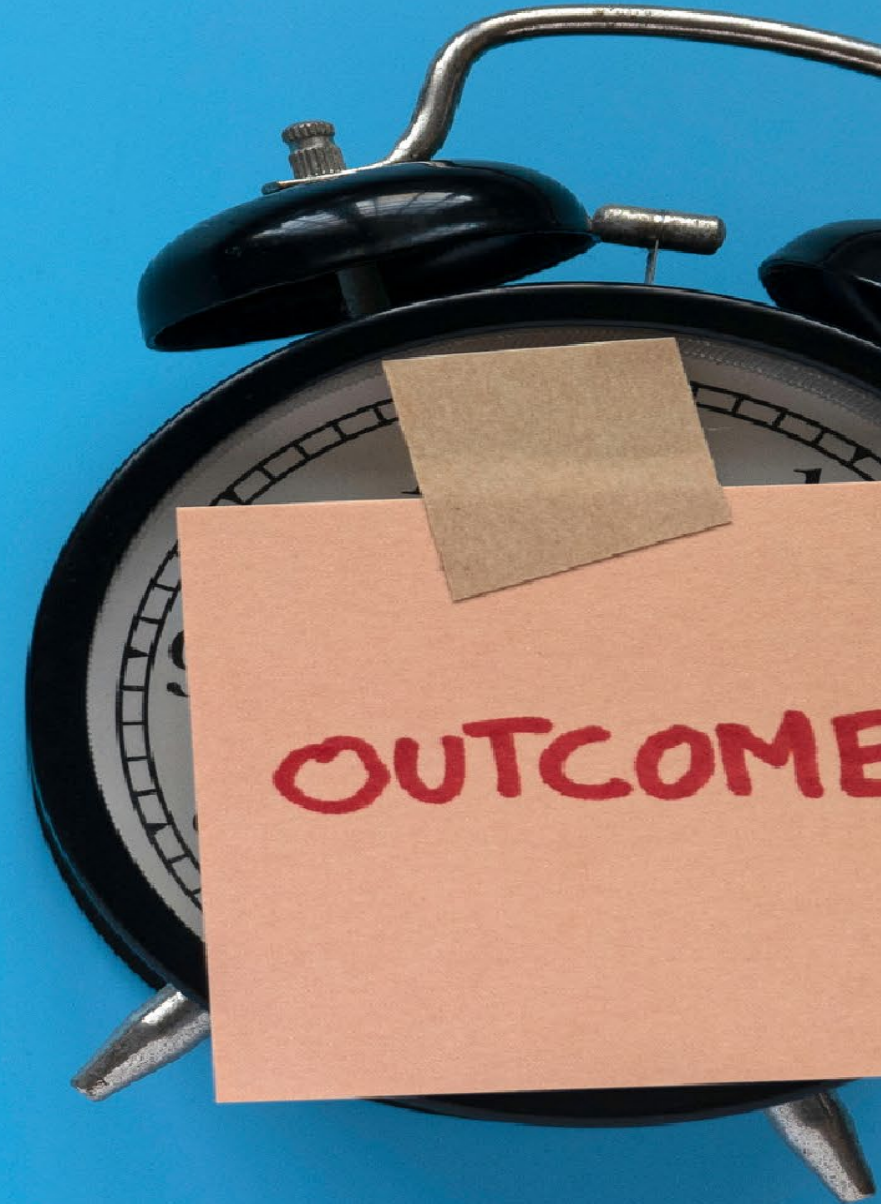
Self Neglect - 10x

Caregiver Neglect - 9x

Physical Abuse - 3x

Emotional Abuse - 3x

Financial Abuse - 2x





Thank you!

WWW.EAIME.ORG

WWW.RISECOLLABORATIVE.ORG

Muckleshoot Adult Protective Services

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Muckleshoot Adult Protective Services

- Elder and Vulnerable Adult Protection Code was established in 5/2011
- 3162 enrolled Tribal members
- 488 Elders over 50 years of age
- Between 350 and 400 APS referrals a year since 2016

Muckleshoot Adult Protective Services

- Restorative Justice Model
- Investigation and providing protective services
- Protective services are different than the state model
- Elder Protection Team Meetings
- Model similar to Circle meeting approach but different
- Involve members of the community at Elder's request
- Concerns, Ideas, and Plan
- FTDM process

Muckleshoot Adult Protective Services

- Protection Orders and Restitution
- Banned Lists
- House rules and interventions
- Payees
- Treatment and collaboration
- Services within the Tribe and Community if possible

Muckleshoot Adult Protective Services

- Case example with DS

Resources

[U.S. Department of Justice - Multidisciplinary Team Technical Assistance Center](#)

[National Elder Abuse MDT Training and Technical Assistance Center](#)

[National Center on Advancing Person-Centered Practices and Systems](#)

Department of Family Medicine, Keck School of Medicine of USC

- [Guidelines to Integrate Person-Centered Approaches in Adult Maltreatment Multidisciplinary](#)
- [Integrating Person-Centered Approaches in Multidisciplinary Teams](#)

[National Center on Elder Abuse](#)

- [Tips and Tools for Person-Centered, Trauma-Informed Care of Older People at the Intersection of Trauma, Aging, and Abuse](#)
- [Tips and Tools for Person-Centered Care in Elder Abuse](#)
- [Multidisciplinary Teams](#)
- [Adult Protective Services and Multidisciplinary Partnerships](#)
- [Reframing Elder Abuse and Multidisciplinary Teams](#)
- [Faith Communities and Multidisciplinary Teams](#)