

Can You Surf the "Silver Tsunami?"

Facing the Challenges of the New US Health Care System

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July 9, 2014

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OBJECTIVES

- Define the "Silver Tsunami."
- Explain the challenges in caring for seniors, the chronically ill, and caregivers in the new US health care system.
- Implement out-patient strategies that avoid unnecessary hospital admission.
- Implement in-patient strategies that improve utilization.

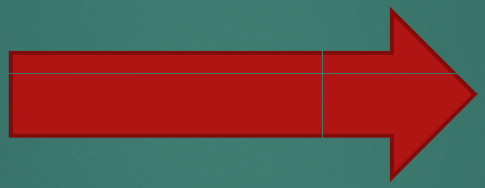
HE SILVER TSUNAMI = GOING GRAY

- *MORE* OLDER ADULTS
- *OLDER* OLDER ADULTS
- *SICKER* OLDER ADULTS

ACUTE → CHRONIC CONDITIONS

THE NEW US HEALTH CARE PARADIGM

PAST	FUTURE
REACT TO DISEASE	PROMOTE WELLNESS
INSTITUTIONS	COMMUNITIES
PROFESSIONALS	EMPOWER CLIENTS
FRAGMENTED CARE	COORDINATED CATE
FUTILE TECHNOLOGY	ADVANCE DIRECTIVES/ PALLIATIVE CARE



"It's NOT what's the matter with them; It's what MATTERS to them."

SYSTEM CHALLENGES

MISSING INFRASTRUCTURE

$ GREED $

PROFESSIONALS

Disease-focused trainin
Poor communication ski
Poor management skill
Ageism

SYSTEM CHALLENGES

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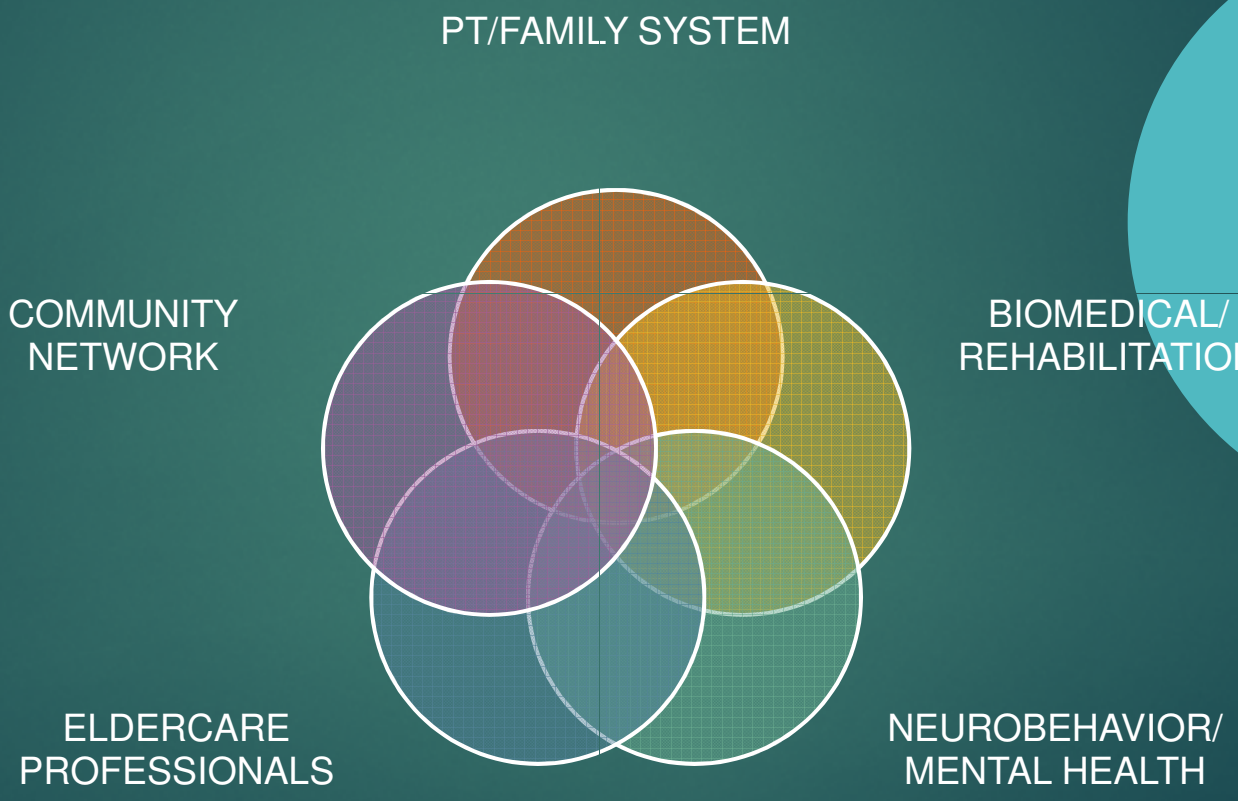
AREGIVERS

"SANDWICH"

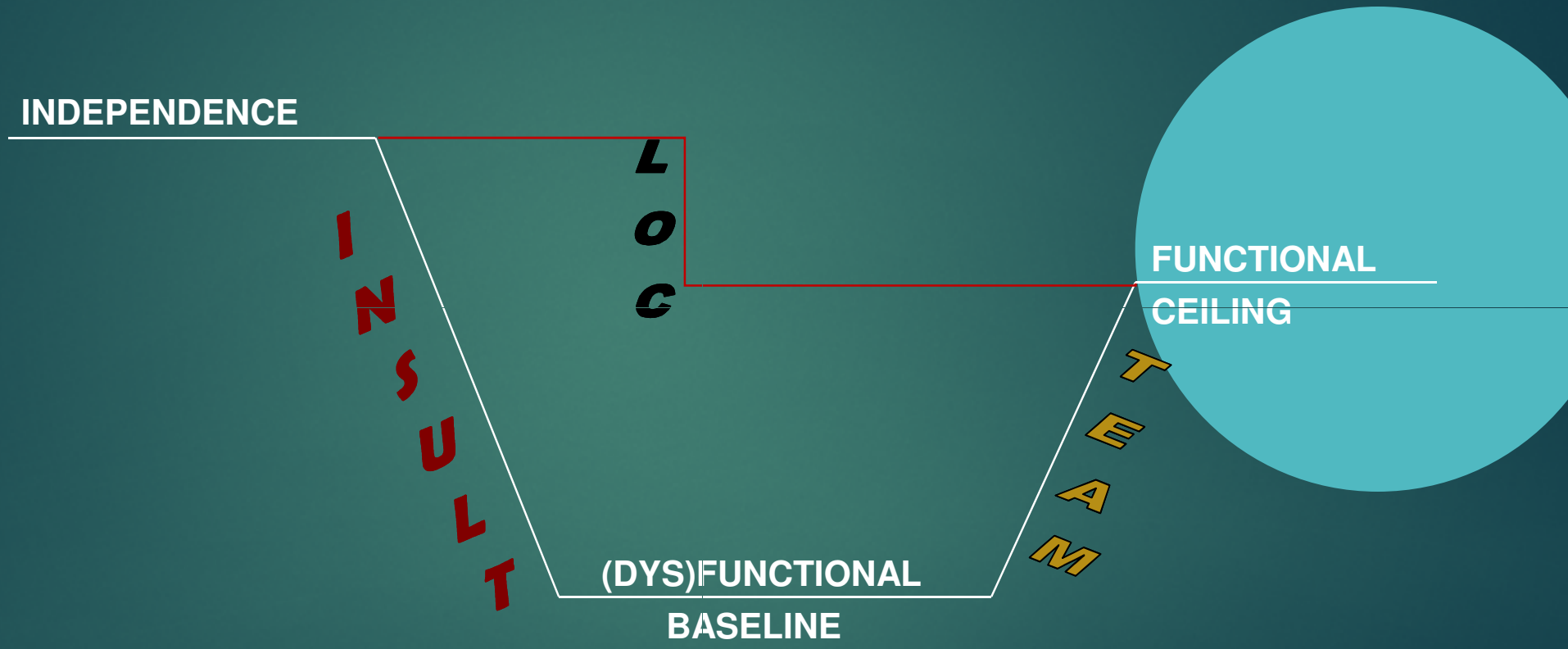
Ageism
Lack of information
Health literacy issue
Intimidation
Health beliefs

HEALTH: PHYSICAL, FINANCIAL, EMOTIONAL, and SPIRIT

GERIATRICS / CHRONIC CONDITIONS
CARE vs CURE

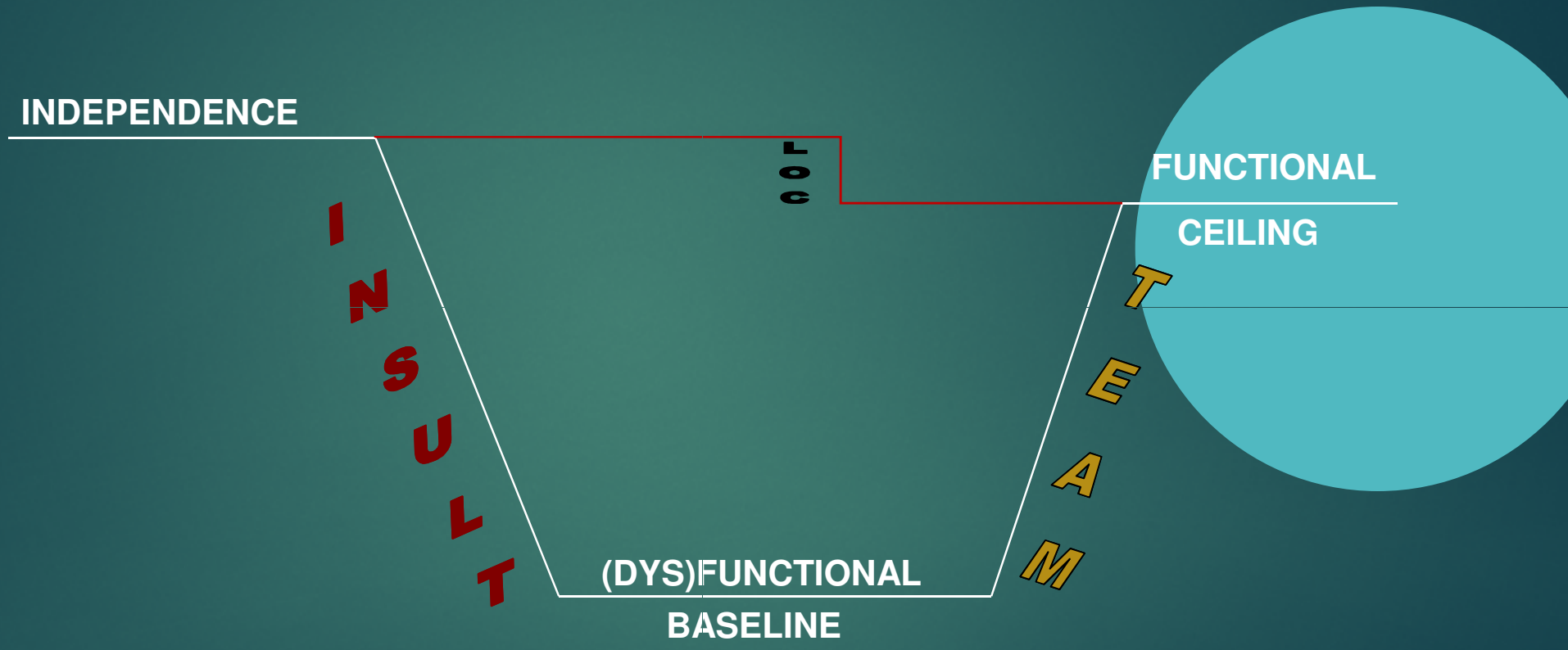


TEAM CARE TEACHING TOOL



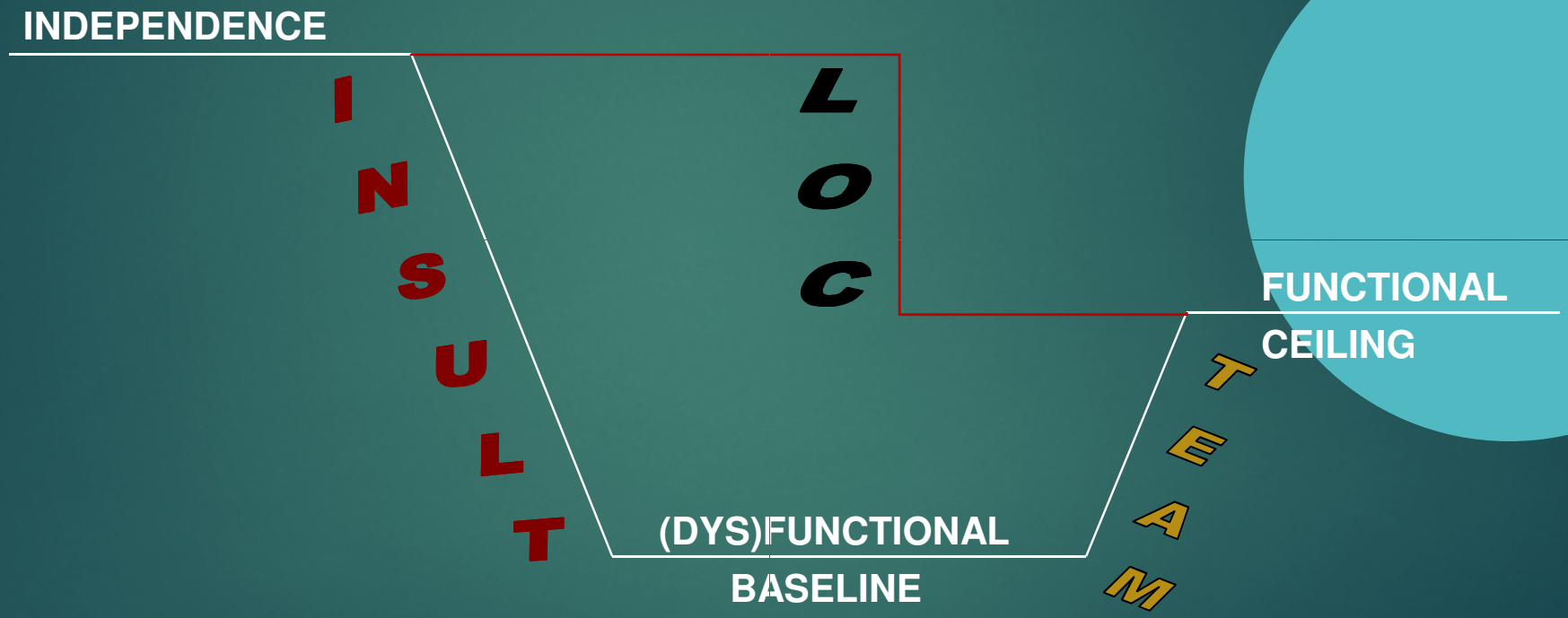
Woodson, CE, "A Teaching Tool for Training Physicians in Coordination of Chronic Care"
Gerontology and Geriatrics Education, Vol 16(1), 29-37,1995

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DISEASE MANAGEMENT PROTOCOLS?

NO !!!



STRATIFICATION & CARE COORDINATION *YES !!!*

Out-patient Strategies that Avoid Readmission

- ***PROTOCOLS***
  - ***Staff***
  - ***Pharmacies***
  - ***Home Health Agencies***
  - ***Colleagues***
  - ***Caregivers:*** When to call, who to call, how to communicate, when → ER? What's the PLAN?

LOC Rx©: The Rule of 5s

WHAT'S WRONG?

WHY IS IT WRONG?

HOW MUCH IS FIXABLE?

HOW DO WE FIX WHAT IS FIXABLE?

WHAT DO WE DO WITH THE REST?



WHAT KIND CARE?

HOW MUCH CARE?

HOW OFTEN?

HOW LONG?

HOW MUCH EDUCATION SHOULD THE CAREGIVER HAVE?

STAFF TRAINING

- **Protocols**/Scripts/ Forms/Automation
- Communication and Conflict Management Skills
- Health Literacy Training

"Helping Your Patients Understa

American Medical Assn.

COMMUNICATION is



milies

- **(PROTOCOLS)**
- Handbooks
- HIPAA forms
- Conferences
- Advance directives

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Outpatient Strategies that Avoid Readmission

PRACTICE MANAGEMENT

- Phone triage: scripts and **protocols**
- Timely post-d/c appointments (7-10 days)
- Urgent appointments (same day) How do you work?
- Schedule and bill conference time
- Evening and weekend hours (EHR access)

In-patient Strategies that Avoid Poor Utilization

NPSF ASK ME 3

- Plan the discharge on ADMISSION (Why do you need the hospit
- What's the most effective test order?
- Do we have to do this NOW?
- Do we have to do this HERE?
- Does my colleague have a license?
- What's my liability?
- What could kill this person (or cause readmission) before I se him again, and how do I avoid that?

What is my main problem?

What do I need to do?

Why is it important for me to do this?

By when?

What if I don't?

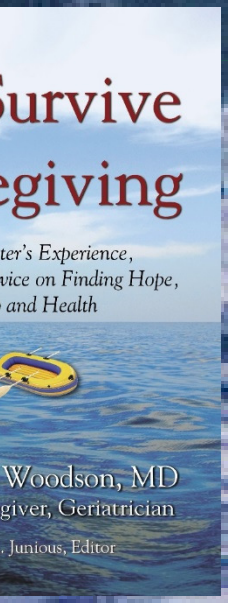
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Straight Talk About Eldercare

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