STOCKTON UNIVERSITY | STOCKTON CENTER ON SUCCESSFUL AGING

2019 Certificate in Elder Care Coordination Draft Course Outline

The **Certificate in Elder Care Coordination** (CECC) is a 15-week online post-baccalaureate continuing professional education certificate program designed to provide practical, application-based knowledge and skills to Elder Care Coordinators working at member firms of the Life Care Planning Law Firm Association (LCPLFA), using best practice approaches from the fields of gerontology, social work, geriatric care management, and elder law.

This online program is designed with the busy professional in mind. The 15-week program, divided into three 5-week courses uses the Blackboard Learning Management System and consists of PowerPoint "Lectures", Assigned Readings, Discussion, Chat, and Assessment. The Certificate program is currently open *only* to staff from LCPLFA law firms; however, future offerings may be opened to additional interested students. Registrants for this post-graduate certificate program must generally hold a Bachelor's degree from an accredited institution of higher education (exceptions are considered on a case-by-case basis, based upon work experience, etc.). Registration is limited, and on a first-come, first-served basis and based on the assessment of our Admissions Committee.

Spring 2019 Course Dates (This schedule is subject to change)

Course 1: Fundamentals: Life Care Planning & Gerontology 101 (5 Weeks) January 21 –February 24

Course 2: Basic Skills - Identifying and Assessing Resources (5 Weeks) February 25 – April 7 (includes a one week "spring break")

Course 3: Advanced Topics: Ethical, Legal Issues, Marketing (5 Weeks) April 8 – May 12

Wrap-Up, Trainee Assessment, Course Evaluation May 17, 2019

May 31 (Approx.): Certificates Conferred

CEs

Upon successful completion of the program (as measured by regular participation in all aspects of course plus acceptable performance on assignments and course exams), students will receive a Certificate of Completion from the Stockton Center on Successful Aging.

Professional CEs are not currently provided for participation in this program. We are investigating the feasibility of obtaining PGCM CEs for some of the program. Depending on your state and your profession, you may be able to submit course outlines to your state's accreditation body to receive some credit.

Program Goals and Objectives

The CECC is carefully designed by Stockton content development specialists in consultation with LCPLFA members and staff to offer training that will help Elder Care Coordinators at LCPLFA firms to enhance their skills and improve their services to clients and their families.

As a result of participation in this program, participants will learn to:

1. Assess clients' life care planning needs.
2. Coordinate care pre-crisis, crisis and post-crisis.
3. Assess the level and type of care and develop a care plan.
4. Take steps to start the care plan and keep it functioning.
5. Coordinate appropriate placement and monitoring.
6. Work with family members.
7. Coordinate private and public resources to finance the cost of care.
8. Make appropriate referrals.
9. Ensure quality of care.

Who Should Attend

- Elder Care Coordinators from LCPLFA Member Firms
- Other staff from LCPLFA Member Firms

Registration and Participation Requirements

Certificate program participants must hold a Bachelor's degree. In addition, this certificate program requires:

1. Reliable access to the Internet. High speed connection is recommended but not required. The program will require approximately 6-8 hours weekly of online work.
2. Consistent participation: Although the program is designed to fit into the schedule of busy professionals, absence or lack of progress for more than 7-10 consecutive days may jeopardize a student's ability to complete the class.
3. Participants MUST participate and show appropriate mastery of course materials in ALL 3 Courses in order to receive the CECC.

Registration for the program involves a 2-step process:

1. Application – see link on main CECC Page.
2. Registration and Payment. Once approved, participants will receive a link to the registration web-site.

Payment Information and Cancellation/Refund Policy

Tuition for the complete Certificate (three courses) is $1200.00. A $150.00 discount is provided for registration and payments received *by 5 pm EDT on December 21st*.

Refunds will be made, less a $50.00 withdrawal processing fee, if the withdrawal request is received by SCOSA 15 days prior to the start date of the program. A 50% refund will be made for withdrawals occurring before the end of the 2nd week. No refunds will be made thereafter.

We reserve the right to cancel the program for low enrollments. If program is cancelled you will receive a full refund, or if you agree, a credit toward registration for a program offered at a later date.

CECC Curriculum

*Minor changes may be made to curriculum at the discretion of the course development team.

<u>Course One: Fundamentals of Life Care Planning & Gerontology 101</u>

Fundamentals:

Week 1: Primer on Elder Law Practice

- What is Elder Law
- Life Care Planning vs. Elder Law
- Is Care Coordinator also Marketer?
- Hierarchy of Roles, Tasks? Intake Calls
- The Players: Attorney, Care Coordinator, others
- The Meetings

Week 2: Role of Elder Care Coordinator (1 unit)

- Job descriptions
- Limited Money/Limited Benefits
    - Working with Other Professions in the Continuum of Care: (Medical, Social, Rehab, Home-Care, Financial Managers, Geriatric Care Managers, etc.)
- Working with Family

Gerontology 101: This section of the program will primarily be "knowledge-based", introducing participants to normal changes of aging, as well as some conditions that affect older adults and their quality of life. Presentation here will focus on the implication of these changes for service provision by Elder Care Coordinators, Geriatric Care Managers, and other service providers. Greater detail and skills development related to these issues will be presented in courses Two & Three.

Week 3: Intro to Aging, and Basic Processes of Aging: Biology

- Unit 1: Into to Aging
    - Concepts of Successful Aging
    - The Bio-Psycho-Social Model of Aging
- Unit 2: Biology of Aging
    - Normal Biological & Health Related Changes of Aging
    - Chronic Diseases and Aging

Week 4: Basic Processes of Aging: Psychology

- Unit 1: Consistency and Change in Information Processing
    - Sensory Processes – normal changes, common conditions
    - Perceptual Processes – normal and disease processes
    - Cognition: (Learning, Memory, Intelligence, etc.).

- **Unit 2: Mental Health, Mental Illness**
    - Resilience, Optimism, Strength Model
    - Depression, Anxiety, Grieving, etc.
    - Alzheimer's Disease and other Dementias
    - Psychiatric Disorders

Week 5: Social & Community Context of Aging

- Unit 1: Social Aspects of Aging
    - Demographics of Aging
    - Growth of the Older Population
    - Diversity Issues: Racial & Ethnic Minorities
    - Family Issues: Reciprocal Support, Dependency Ratio, growing caregiver burden
- Unit 2: Aging in Place and the Environmental Context of Eldercare Coordination
    - Home, Neighborhood, and Community Resources
    - Household Composition: Extended Family, Single (Divorced, Widowed, Never-Married), Other "Family Forms", "Fictive Kin"
    - Legislative Foundations of Social Programs and Services
    - Emergence of the Aging Network

<u>Course 2: Basic Skills - Identifying & Assessing Needs & Resources</u>

Week 6: Assessing Client's Capacities and Needs

- **Cognitive Assessment**
    - Reciprocal Influences of Physical Conditions and Cognition
    - Abilities and Deficits
- **Psychological Assessment**
    - Depression
    - Grief, Morbid Grief
    - Abilities and Deficits
- **Physical Assessment**
    - Sensory Loss
    - Sleep Disorders
    - Nutritional Deficits
    - Substance Abuse: Alcohol, Illicit Substances
    - Prescription Medication, use & misuse
    - Elder Abuse: Signs and Symptoms
- **Assessment of Activities of Daily Living**
    - The Purpose of ADL Assessment
        - Functional Physical Abilities and Deficits, Ambulation, Mobility, etc.
        - ADLs impact on safety
    - ADLs versus IADLs
- **Home Safety Assessment**

Week 7: Implications of Care Recommendations, Legal Issues & Documents

- Unit 1: Implications
  - Care Recommendations and Financial Implications
  - Home Care vs. Facility Care
  - Competing Payment Options
  - Least Restrictive Care May be More Expensive
  - Limiting Independence for Financial Gain
  - Empowering the Elder for Educated Choice

- Unit 2: Legal Issues & Documents
  - Understanding the Legal Definition of Capacity
  - Surrogate Decision Making
  - Powers of Attorney/Durable Powers
  - Advance Directives (POLST), Guardianship/Conservatorship
    - Responsibility to Follow Wishes Set in Advanced Directive
    - National Healthcare Decisions Day Project
      - Click here for more information on NHDD
  - Estate Planning: Wills, Trusts, Probate

Week 8: Special Issues at the End-of-Life

- What is Death?
- Common Causes of Death
- Defining the End of Life and Declaring Death
- Psychological and Emotional Responses to Death and Dying
  - Reactions of Patient vs. Family to Terminal Diagnosis
    - Grief vs. Bereavement
- A Good Death
- End of Life Care Treatment Options:
  - Prognosis
  - Access to Care Options
  - Palliative Care and Hospice
  - Pain Management
  - Withholding and Withdrawing Medical Treatment (Resuscitation, Ventilation, Nutrition & Hydration, Kidney Dialysis, Antibiotic Treatments).

Week 9: Identifying Services for Aging in Place

- Home Care Services:
  - Skilled Visiting Nurses
  - Non-Medical Home Care:
    - Home Health Aid
    - Companion
  - Physical & Occupational Therapies
  - Complimentary Home Care Services: Senior Centers, Volunteer Opportunities, Adult Day Care, Medic Alert Systems, Medication Dispensing Systems, Respite Care, Visiting Physicians, Transportation Services, Durable Medical Equipment, hospice, etc.

Week 10: Alternatives to Aging in Place: A Continuum of Options

- Senior Housing Complex (subsidized)
- Independent Living Facility
- Assisted Living Services:
  - Dementia & Lock Dementia Units within Assisted Living
- Skilled Nursing Care
  - Nursing Home Resident Characteristics
  - Specialized Units Offered by Some Facilities
    - Behavioral Unit
    - Ventilator Unit
    - Ethnic Specialty Unit, for example, Chinese speaking unit
- Continuing Care Retirement Communities
  - Independent, Assisted, and Skilled Nursing Units within one facility.
    - Some facilities have specialty units
- Financial Considerations When Recommending Care Options
  - Private Pay vs. Medicaid Placement
  - Wait List Considerations
  - Cost of Home Care versus Facility Care

Course 3: Advanced Topics: Care Planning & Implementation, Ethics & Marketing

Week 11: Funding and Resources for Continuum of Care

- Unit 1: Federal Programs
  - Older Americans Act Programs
    - Congregate and Home Delivered Meals
  - Medicare
  - Medicaid: *Current*
    - Medicaid Programs for Home Care,
    - Medicaid Program for Assisted Living
    - Medicaid in Skilled Nursing Facility
  - Medical Benefits for Retired Veterans
  - Social Security
    - Supplemental Security Income
  - Food Stamp Program
- Unit 2: Other Sources, Programs, Considerations
  - Sources & Programs
    - Income Programs
    - Pension Programs
    - Nutritional Screening Initiatives
    - Food Banks
    - Shopping Assistance Program
    - Faith Based Initiatives
    - State and County Based Caregiver Support Programs
    - Health Promotion and Wellness Programs
    - Long Term Care Insurance
  - Factors to consider when making a referral for Facility Care

    - Payment for Assisted Living Versus Skilled Nursing Home Care

Week 12: Marketing Your Services

- Target Audience
- SWOT Analysis
- Networking Events
- Outreach and Referral Considerations
- Information and Referral
    - Function & Process
    - Best Practice
    - Challenges
- Medicare Information Outreach
- Developing and Maintaining a Resource File

Week 13: Intervention: Developing, Implementing, and Monitoring a Care Plan

- Goals of a Written Geriatric Assessment
- Elements of the Assessment
- Goals of Care Plan
- Interventions in the Care Plan
- Multiple Interventions
- Writing a Geriatric Assessment and Designing the Care Plan
- Care Monitoring: Home Care vs. Facility Care
- Adjusting Plan based on Outcomes, and Changing Circumstances

Week 14: Ethical Issues

- Unit 1: Standards and Guidelines
    - Ethical Standards across professions (e.g. Law, Nursing, Social Work, Professional Geriatric Care Management)
    - Capacity and Power-of-Attorney
    - Confidentiality, Disclosure, HIPAA
- Unit 2: Ethical Dilemmas and Concerns
    - Who is your Client? (Elder, Caregiver, Other Family Member, etc.)
    - Who is providing information regarding elder's abilities, needs, direction for care
    - Ethical Responsibilities with Frail and Vulnerable Clients
    - Resolving Conflicts between Client Needs and Wants
    - Conflicts between Client Safety and Autonomy
    - Guarding against Client Exploitation and Abuse – Family, Neighbors, Adult Protective Services, and Ombudsman
    - Ethical Dilemma: Financial rewards for referral and/or placement
    - Ethics and Emotional Responses to Death and Dying

Week 15: The Future of Geriatric Care: Challenges & Opportunities

- Future Focus:
    - Medicaid: E*xpected Changes*
    - Challenges for Health Care and Health Promotion Programs
    - Aging Policies and Programs

    - Challenges for Older Americans Act
    - Challenges of Aging in Place
    - Improving Quality of Life in Nursing Homes
    - Challenges for Nursing Homes in the Future
- Course Testing & Evaluation

*Note: Information in this document is subject to change.

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