

## 2005 NAPSA Conference Show & Yell Presentation Outline

**Presentation Title:** "Helping Caregivers Fight Fraud and Abuse"

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**Affiliations:** SPD (Oregon's Medicaid agency and the State Unit on Aging)  
NAPSA and NCPEA (thru Oregon SPD) 2

### **Background/Objectives**

- **Needs Addressed:** It has been difficult to get funding to train in-home caregivers and isolated seniors/people with disabilities regarding adult abuse, abuse prevention, and Medicare/Medicaid fraud. This session provides ideas for funding, outreach, and program development/delivery of an abuse prevention program.
- **Intervention:** Trainings entitled, "Helping Caregivers Fight Fraud and Abuse", will be delivered in 18 cities across Oregon from August 2005 through May 2006. Two trainings a day will be delivered – one in the afternoon and one in the evening. The goal is to train 60 caregivers at each site, totaling 1100 caregivers. Funding for this training program will be through AoA's Senior Medicare Patrol (SMP) grant. All states have or are eligible to apply for SMP grants. There will be no registration fee for participants.
- **Outreach:** A focus group was held with in-home caregivers. We asked them how we could make the training sound like something they'd want to attend. They said, "Don't make it sound like a training!" Thus, "invitations" will be sent to in-home caregivers including caregivers paid through federal or state programs, family caregivers, non-profit or for-profit home health agencies, and adult foster home staff. Outreach to isolated elders/people with disabilities will be accomplished via a "goodie bag" of abuse prevention/consumer protection information given to each trainee to take back to the person(s) for whom they provide care. A training session will also be held at two tribal conferences.

Information on the training sessions will be distributed via direct mailing to caregivers and caregiver support groups, newsletters, and websites of various project partners..

Efforts to remove barriers so that caregivers can attend include:

- Offering an afternoon and an evening session;
  - Requiring no registration fee;
  - Holding the trainings in several locations around the state;
  - Creating an "invitation" instead of a "registration form";
  - Sending the invitations directly to the caregivers;
  - Requiring a simple phone-in registration via a toll-free number; and
  - Offering continuing education credits.
- **Populations Served:** Formal and informal in-home caregivers, adult foster home staff, and isolated seniors/people with disabilities.

## Methods

- **Intervention:** 36 trainings in 18 cities covering all parts of Oregon. It is hoped 1100 caregivers will attend the trainings. A training session lasting 3 ½ hours will be held in the afternoon; it will be repeated in the evening. The training will be free and held at a nice setting. Food will be provided.

Each trainee will receive a training manual. A 20-minute video produced by the Multnomah County AAA entitled, "A Helping Hand for Caregivers" will be shown. The video includes scenarios and points out the abusive behaviors shown.

Each trainee will also receive a "goodie bag" of abuse prevention/consumer protection information to take back to the person for whom they provide care. Information on the new Medicare Modernization Act will be included. Continuing education credit will be given to those eligible.

The goals of "Helping Caregivers Fight Fraud and Abuse" are to help caregivers and persons for whom they provide care:

1. Be able to recognize and report Medicare/Medicaid fraud, waste, and abuse;
2. Be able to recognize and report abuse and neglect of older adults and adults with disabilities;
3. Obtain ideas for problem solving;
4. Discover helpful resources.

- **Needs Assessment:** Many caregivers receive little if any training regarding adult abuse and fraud. Focus groups with caregivers reveal that many do not understand what behaviors are considered abusive, how to reduce the chances that abuse or fraud will occur, where to call for help, where to find helpful resources, etc. The focus group members also revealed that they are reluctant to report abuse or fraud for fear they will "get fired."
- **Partners:** Funding for this project is from the Administration on Aging, SMP grant. Seniors and People with Disabilities designed and will carry out the trainings. This grant is a "cooperative agreement" with the Region X office of AoA.

Collaborators/partners include the Oregon Home Care Commission, the Governor's Commission on Senior Services, the Oregon Association of Area Agencies on Aging and Disabilities, the Alzheimer's Association of Oregon, Oregon AARP, SHIBA, the Adult Foster Home Association, the Home Care Association, the Federal Trade Commission, Washington Mutual Bank, and the Oregon Department of Justice, and the Confederated Tribe of Warm Springs.

- **Evaluation:** A pre- and post-test will be given and an evaluation will be completed by each trainee.

## Conclusions

Our first training will be held August 24, so we will have some lessons learned by the time of the NAPSA conference. Future plans include ten local trainings per year in different locations for the next three years starting after May of 2006. Funding for those trainings will come from the SMP grant. Changes in the program will be made depending on the evaluation of the upcoming 36 trainings. It is hoped that other states will consider adding this activity to their SMP grants.

**Attachment:** Manual table of contents, including proposed training agenda (2<sup>nd</sup> page).

# HELPING CAREGIVERS FIGHT FRAUD AND ABUSE (State of Oregon)

## Table of Contents

Agenda (see next page)	1 – 2
Goals of Training	3

### **Section I: Medicare/Medicaid Fraud, Waste and Abuse** Overview: What is fraud & why should I care? I.1

Important Information about Medicare	I.13
How to report suspected fraud	I.15
Twelve Tips	I.16
Assorted News Articles: crime doesn't pay	I.17

### **Section II: Adult Abuse & Adult Protective Services (APS)** Overview: What is adult abuse & APS? II.1

APS Categories	II.9
APS Statistics	II.11
Examples of Abuse	II.15
Myth of Caregiver Stress	II.17
Power & Control	II.19
Equality	II.20
Reporting Abuse	II.21
Barriers to Reporting	II.23
APS Response	II.25
Role of APS Staff	II.27
APS Philosophy	II.29

### **Section III: Problem Solving**

Problem Identification	III.1
Protect Yourself	III.3
Task List	III.5
Challenges Self Test	III.7
Tips for Caregivers	III.9
What to Do If	III.11
Managing Behaviors	III.13
Sample Situations	III.15

**Section IV: Improving Communication**

Communication Ideas IV.1  
Common Courtesies IV.3  
Red Flags IV.7  
Coping with Physical Limitations IV.9

**Section V: Local Resources Local Phone Numbers**

DHS Seniors & People with Disabilities Unit List V.1  
Caregiver Support V.3  
National Resources V.27  
Powerful Tools Program V.29  
Helpful Websites for Caregivers Alzheimer's Assoc. of OR V.31  
Caregiver.com V.41  
NFCA Reading List V.51  
OR APS Video Info V.55

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**HELPING CAREGIVERS FIGHT FRAUD & ABUSE  
(Training Agenda)**

**5:00-5:10** Introductions & Goals of Training  
**5:10-5:20** Pre-training Test  
**5:20-6:20** Medicare/Medicaid Fraud, Waste, & Abuse  
**6:20-7:00** Adult Abuse  
**7:00-7:15** Break  
**7:15-7:45** Video "A Helping Hand for Caregivers"  
**7:45-8:15** Problem Solving  
**8:15-8:30** Post-training Test