


**NICHE CONFERENCE**



## Improving Identification of Elder Maltreatment in the Emergency Department Setting

Cone Health  
Greensboro, NC

APRIL 16, 2017
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## Overview

- What is elder abuse and prevalence
- Why screen for elder abuse in the Emergency Department (ED)
- Reasons elder abuse is not reported
- Contributing factors of abusers and victims
- Reason why patients are not screened for abuse in the ED
- Interventions we have put in place at our hospital to increase awareness

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## What is Elder Abuse (Neglect and Mistreatment)?

**Intentional actions that cause harm** or create a **serious risk of harm** (whether or not harm is intended) to vulnerable elders by a caregiver or other person who stands in a trust relationship to the elder (NCEA, 2012, p.1)

Types of Elder Abuse and Prevalence

- Sexual abuse (0.04%)
- Psychological/emotional abuse (7.3%)
- Financial abuse (12.3%)
- Physical abuse (15.7%)
- Neglect by caregiver/abandonment (58.5%)

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To facilitate appropriate recognition and evaluation of: Abuse, neglect, exploitation, sexual assault and intimate partner violence in order to initiate treatment; and

To report children and adults suspected as being victims of neglect, physical assault, sexual abuse or assault, exploitation and/or intimate partner violence (elders, spouses, partners, and children) in a manner that also protects the rights of the patient.

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Animal Welfare Act	1966
Child Abuse Prevention Act	1974
Violence Against Women Act	1994
Elder Justice Act	2010

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- Americans
  - Incidence 7.6% to 10% age 60+ experienced abuse in 2014
    - 1 in 4 seniors experience abuse or neglect
    - 1 in 10 age 60+ experience abuse over a one year period
    - Nearly 1 in 2 people with dementia experience some form of abuse by others
  - The National Elder Abuse Incidence Study estimated that only 1 in 14 cases of elder abuse are reported.



National Center on Elder Abuse  
"Facts Sheet Elder Abuse and its Impact "What You Must Know"

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**Why Screen for Elder Abuse in the Emergency Department?**

- Elder abuse is associated with greater risk of mortality and morbidity
- Elder abuse predicts higher rates:
  - Emergency Department visits
  - Hospitalizations
  - Readmission
  - Skilled nursing facility placement
- Most pass through our doors **unrecognized** and we miss an opportunity to improve their quality of care
- ED is the portal of entry for the majority of hospital patients



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How common is elder abuse?  
 It's a good question, but hard to answer!

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**Reasons Why it is Hard To Answer**

**Reluctance to admit:**

- Shame
- Fear of losing **independence**
- Fear of being **moved**
- Unlike children, older adults can quietly **slip away** from society without much inquiry
- May be too **incapacitated** to report
- Signs of abuse may be missed/mistaken for **"normal aging"**

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 **NICHE CONFERENCE** What is Geriatric Emergency Nursing Education?

- Completely online – with 24/7 access
- Group/institutional purchases
- Pricing for NICHE organizations
- Individual purchase
- Comprised of 17 modules
- Interactive components
- Live links to other resources
- Provides 15.21 contact hours of CNE
- Geriatric evidence-based research
- Best practices for care of older adults

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 **NICHE CONFERENCE** Topics Included in the GENE Course

- Assessment of the older adult in the ED
- Environmental & toxicological emergencies
- Infectious diseases
- Complete review of systems
- Mental health
  - **Elder maltreatment**
- Pain management
- Trauma and falls

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 **NICHE CONFERENCE** What do nurses say about GENE?

- Nurses are much more comfortable taking care of older adults
- They have a higher level of awareness of the age-related changes, especially with regard to atypical presentations
- Being able to better distinguish between dementia and delirium
- Developing a greater sensitivity to needs for support – family, caregiver, community

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**NICHE CONFERENCE** Other Benefits

- Recognition of polypharmacy use and potential complications
- Identify unsafe situations
- End-of life support and care
- Recognition of complex needs
- Increased confidence

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**NICHE CONFERENCE** Elder Maltreatment

**Objectives**

- Describe the different categories of maltreatment that can affect the older adult.
- Explain the different types of maltreatment that can affect the older adult.
- Identify signs and symptoms of maltreatment in the older adult.
- Explain risk factors for maltreatment in the older adult.
- Describe nursing considerations for the older adult patient with a suspected history of maltreatment.



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**NICHE CONFERENCE** Different Types

**Types of Elder Maltreatment**

- Neglect
- Physical Abuse
- Sexual Abuse
- Psychological Abuse
- Coercion
- Verbal Abuse
- Exploitation
- Self-neglect

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**25th ANCC NICHE CONFERENCE** **Screening Tools Mentioned in GENE**

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[http://www.nursingcenter.com/pdfjournal7AID-812527&an=0000446-20080900-00026&journal\\_ID=5400&issue\\_ID=812467](http://www.nursingcenter.com/pdfjournal7AID-812527&an=0000446-20080900-00026&journal_ID=5400&issue_ID=812467)

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**25th ANCC NICHE CONFERENCE** **Elder Assessment Instrument**

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<https://youtu.be/L8jzvcu6To>

Hartford Institute for Geriatric Nursing, New York University, College of Nursing and is available at [www.hartfordnig.org](http://www.hartfordnig.org) and/or [www.ConsultGerRN.org](http://www.ConsultGerRN.org)

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**25th ANCC NICHE CONFERENCE** **More Screening Tools**

**Screening tools using the direct question method:**

- Self-disclosure tool
- Elder abuse suspicion index (EASI) – primarily used in the ambulatory setting and completed by a physician
- Caregiver abuse screen (CASE)
- Vulnerability to abuse screening scale (VASS)
- Hwalek-Sengstock elder abuse screening test (H-S/EAST)

**Signs of abuse:**

- Elder assessment instrument (EAI)
- Signs of abuse inventory

**Risk for abuse indicators:**

- Indicators of abuse (IOA)
- Expanded indicators of abuse (E-IOA)
- Research to Practice: Elder Abuse Screening Tools for Healthcare Professionals • 2016  
<http://iddermistreatment.usc.edu/wp-content/uploads/2016/10/Elder-Abuse-Screening-Tools-for-Healthcare-Professionals.pdf>

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 NICHE CONFERENCE **GENE Course Demo**

GENE Essential Health

**You Are An Advocate**



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 NICHE CONFERENCE **Case Study**

*A 52 y/o male was brought to the ED from a local skilled nursing facility (SNF) for complaints of elevated temperature and lethargy. The primary nurse performed an assessment that revealed numerous open wounds all over the patient's body. He has a history of quadriplegia s/p spinal cord injury 2 years ago due to a gunshot wound to the back. He has one daughter who has 3 children of her own, who was unable to care for him, so she placed him in a SNF.*

*The nurse counted 25 or more pressure ulcers on the back of the head, back, buttocks, and heels with majority of them being on his back. She took photographs of each wound and documented undermining and tunneling measurements. She was disturbed by how many wounds there were and discussed next steps with the physician. It was decided that the patient findings should be reported via the national elder abuse hotline.*

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 NICHE CONFERENCE **Case Study continued**

*The patient was admitted to the hospital for dehydration, sepsis, and wound management. After several weeks, the department received a letter that the findings were unfounded. This devastated the staff.*

**What classification of elder maltreatment is this?**

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 NICHE CONFERENCE **Case Study Answer**

This classification is called **INSTITUTIONAL** maltreatment and refers to maltreatment and/or abuse that happens in a residential facilities such as nursing homes, group homes, or in a care facilities. This type of abuse is committed by people that have a legal obligation to provide care.

Other categories of maltreatment are: self and domestic.

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**GENE**  
GERIATRIC EMERGENCY NURSING EDUCATION

Emergency Nurses Association  
Olea Pflaum, IL

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 NICHE CONFERENCE **How has GENE impacted your hospital?**

**Qualitative Research Survey**

- In what ways has the GENE course influenced change in your emergency department?
- How was GENE delivered to your nurses?
- Does your hospital promote GENE/NICHE?

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## Two major themes

- Gave nurses more confidence in working with older adult patients.
- Gained a greater awareness of social and emotional needs of older adult patients and what they can do to help.

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## Critical Thinking

- It taught them to look more closely and think more critically about what's going on behind the primary complaints.
- **Examples:**
  - Fever
  - Pain
  - Dementia

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## Social Awareness

- Greater awareness to social and emotional needs of older adult patients and what they can do to help.
- Growing presence of specialized geriatric social workers or case managers in the emergency department. Better understanding of how to keep these patients from returning to the ED with similar problems.

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## NICHE CONFERENCE Domino Effect

- Hospitals are incented to develop ways to prevent readmissions and improve patient satisfaction.
- They are looking for tools that improve outcomes and that are cost effective.
- Special geriatric nurse training in the ED can have a huge impact.

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## NICHE CONFERENCE How was the course made available to nurses?

- Hospitals purchased the courses
- Hospitals compensated the nurses for their time
- Nurses had to work in the ED 3-6 months prior to enrolling
- Nurses had 3-6 months to complete the course
- Nurse feedback indicates the course was very thorough, learned things they didn't know, liked the online aspect

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## NICHE CONFERENCE GENE Champions

- Some of our GENE hospitals are advertising this special training – both GENE and NICHE.
- They are demonstrating their commitment to elder care.

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**NICHE CONFERENCE** GENE: Added Value to Older Adult Patients



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**NICHE CONFERENCE** Winter Park Memorial Hospital, Winter Park, FL

- Our comprehensive team includes board-certified emergency department physicians, nurses, pharmacists, care coordinators and other clinical staff who work together to create a comprehensive plan of care.



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**NICHE CONFERENCE** Lutheran Medical Center, Wheat Ridge, CO

Lutheran Medical Center's Senior ER is NICHE Certified (Nurses Improving Care for Health System Elders.) The nurses dedicated to this unit also completed the GENE (Geriatric Emergency Nursing Education) Program - specialized education for nurses developed by the Emergency Nurses Association.



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- Geriatric Emergency Nursing Education provides the tools to assess special needs and implement best geriatric practices for better patient outcomes
- Make sure your community knows you have this special education

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