

Work Group Meeting 5

Health & Wellness Objectives & Strategies

Summary of Health & Wellness Objectives:

Goal 1: Empower older adults, their families, and other consumers to make informed decisions and to easily access existing health and long-term care options

- **Objective 1:** Increase the accessibility of information about resources, programs, and services related to health & wellness, navigation & transportation, and community engagement available for older adults in Orange County.

Goal 2: Enable older adults to age in their place of choice with appropriate services and supports

Goal 3: Empower older adults to enjoy optimal health status and to have a healthy lifestyle

- **Objective 2:** Ensure that older adults and their families can access appropriate medical care for their health needs
- **Objective 3:** Promote wellbeing and the prevention of chronic disease for all older adults in Orange County through increased access to evidence-based programs
- **Objective 4:** Improve mental health and substance abuse services and access for older adults and their families
- **Objective 5:** Collaborate with faith-based groups and other chaplaincy organizations to provide for the psychological, emotional, and spiritual needs of older adults.

Goal 4: Ensure the safety and rights of older and vulnerable adults and prevent their abuse, neglect, and exploitation

- **Objective 6:** Collaborate with EMS to improve services for older residents of Orange County
- **Objective 7:** Improve the quality of programs and services provided to residents of nursing homes, assisted living facilities, and family care homes in Orange County.

Goal 5: Empower older adults to engage in the community through volunteerism, lifelong learning, and civic activities

- **Objective 8:** Promote lifelong learning of older adults through increased access to continuing education classes and programs

Goal 6: Prepare North Carolina for an aging population

- **Objective 9:** Develop advocacy efforts for local, state and federal programs which will support older adults.

Goal 7: Ensure an adequate direct care workforce for an aging population and opportunities for older workers

- **Objective 10:** Promote increased opportunities and incentives for medical professionals in Orange County to be trained in aging-related issues.

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Goal 1: Empower older adults, their families, and other consumers to make informed decisions and to easily access existing health and long-term care options

Objective 1: Increase the accessibility of information about resources, programs, and services related to health & wellness, navigation & transportation, and community engagement available for older adults in Orange County.

- H&W Strategy 1: Create a new “Community Relations” position at the Department on Aging to carry out solutions 3-9. (Rank: 1/11)
- H&W Strategy 2: Offer workshops at the Senior Center on health and wellness information available in the community (Rank: 2/11)
- H&W Strategy 3: Engage churches and religious communities so that they can disseminate health and wellness information to members. (Rank: 3/11)
- H&W Strategy 4: Install information kiosks in locations that seniors frequent. This could be funded by the private sector (i.e. Harris Teeter, CVS, UNC Hospitals, etc). (Rank: 4/11)
- H&W Strategy 5: Create a corps of volunteers, managed by a volunteer director, that will make a concerted effort to speak at various churches, organizations, etc. throughout the county about the services available in the county, the cost of those services, etc. (Rank: 5/11)
- H&W Strategy 6: Create a mobile Health and Wellness information table/event, go around the county to different events/places (i.e. churches) that seniors frequent (Rank: 6/11)

Goal 2: Enable older adults to age in their place of choice with appropriate services and supports

Goal 3: Empower older adults to enjoy optimal health status and to have a healthy lifestyle

Objective 2: Ensure that older adults and their families can access appropriate medical care for their health needs

- H&W Strategy 1: Encourage a hospital discharge program consistent across the state, involving a nurse practitioner or other authorized professional checking on patients after discharge and scheduling a check-up meeting (usually sponsored by a hospital). (Rank: 1/8)
- H&W Strategy 2: Train volunteers to provide health insurance and benefits information for all older adults and caretakers, including better marketing of State Health Insurance Information Program (SHIIP) and Part D education. (Rank: 2/8)
- H&W Strategy 3: Research the model of primary medical homes to understand the benefits of this medical care model for older adults. (Rank: 3/8)
- H&W Strategy 4: Encourage privately owned pharmacies to advance their role in health by offering more walk-in clinic services (modeled after the Kerr “Asheville Project”). (Rank: 6/8)
- H&W Strategy 5: Encourage the inclusion of social workers and case managers in primary medical care. (Rank: 8/12)

H&W Objective 4: Promote wellbeing and the prevention of chronic disease for all older adults in Orange County through increased access to evidence-based programs

- H&W Strategy 1: Encourage other organizations like recreation departments, churches, and community centers to promote wellness and host exercise classes (Rank: 1/12)
- H&W Strategy 2: Train volunteers to offer evidence-based programs like “A Matter of Balance” and “Living Healthy” at least every two months at the Sr. Centers, at Senior Living environments, at churches, etc (Rank: 2/12)
- H&W Strategy 3: Develop a health marketing campaign to encourage Orange County citizens aged 50 and above to exercise for wellness and disease prevention (Rank: 3/12)

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- H&W Strategy 4: Use geo-mapping strategies to understand where older adults are concentrated in the county and then offer programs based on those findings. (Rank: 4/12)
- H&W Strategy 5: Ensure that older adults with physical or mental problems have access to appropriate exercise classes (Rank: 5/12)

H&W Objective 5: Improve mental health and substance abuse services and access for older adults and their families

- H&W Strategy 1: Advocate for making depression screening a regular procedure at primary care visits for older adults (Rank: 1/6)
- H&W Strategy 2: Expand free mental health and substance abuse services at the Orange County Senior Centers (i.e. screenings, counseling, and referral services) (Rank: 2/6)
- H&W Strategy 3: Educate the community on the importance of identifying sadness, mental health, and substance abuse issues such as a) misuse and abuse of prescription drugs b) depression and anxiety c) alcohol use and addictions d) drug use and abuse e) dementia (Rank: 3/6)
- H&W Strategy 4: Make dementia screening a regular procedure at primary care visits for older adults. (Rank: 4/6)
- H&W Strategy 5: Maintain a list of Licensed Clinical Social Workers and licensed counselors who can provide fee-for-service, insured, Medicaid and Medicare-reimbursed counseling to older adults with mental health and substance abuse issues and their families (Rank: 5/6)
- H&W Strategy 6: Promote the identification of mental health needs and encourage the provision of mental health services for residents in LTC facilities by a) building connections with the mental health community b) providing enhanced Alzheimer's Care and interventions for depression (Rank: 6/8)
- H&W Strategy 7: Provide all counseling and psychiatric providers in the county with a template letter stating "not a Medicare provider" so that they can still bill older adults' secondary insurance. (Rank: 6/6)

Objective 5: Collaborate with faith-based groups and other chaplaincy organizations to provide for the psychological, emotional, and spiritual needs of older adults.

- H&W Strategy 1: Provide trainings to religious leaders in providing spiritual counseling to caregivers and older adults. This is especially a need for older adults who have dementia or individuals caring for older adults with dementia. (Rank: 1/4)
- H&W Strategy 2: Encourage faith-based groups to create chaplaincy services within their own organizations, using a lay leader model such as "Stephens Ministry" to meet spiritual needs for counseling (Rank: 2/4)
- H&W Strategy 3: Provide older adults and caregivers access to a part-time, secular chaplain at Senior Centers. (Rank: 3/4)
- H&W Strategy 4: At the Department on Aging, offer training opportunities for lay chaplain leaders by partnering with a) UNC and Duke Chaplaincy Departments and b) county Hospice services. (Rank: 4/4)

Goal 4: Ensure the safety and rights of older and vulnerable adults and prevent their abuse, neglect, and exploitation

H&W Objective 3: Collaborate with EMS to improve services for older residents of Orange County.

- H&W Strategy 1: Collaborate with Orange County EMS to educate caretakers and citizens on how to manage fall events and when it is necessary to call Emergency Services (Rank: 1/5)

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- H&W Strategy 2: Work with Orange County EMS to establish a response protocol for fall events in order to more appropriately distribute EMS resources. (Rank: 2/5)
- H&W Strategy 3: Encourage Orange County EMS to develop and disseminate appropriate protocols for EMS workers responding to calls for aging adults. (Rank: 3/5)
- H&W Strategy 4: Collaborate with Orange County EMS to prevent repeat falls by a) leaving packets of information with individuals who fall and b) providing DVDs to fall victims, their families, or organizations for training. (Rank: 4/5)
- H&W Strategy 5: Partner with Orange County EMS and managers of Long Term Care facilities to prevent reliance on full EMS and ambulance services for emerging medical problems. (Rank: 5/5)

H&W Objective 6: Improve the quality of programs and services provided to residents of nursing homes, assisted living facilities, and family care homes in Orange County.

- H&W Strategy 1: Develop a partnership among the leaders of Orange County Long Term Care facilities to encourage a model of patient-centered care within Long Term Care facilities (Rank: 1/8)
- H&W Strategy 2: Encourage or provide evidenced-based and enriching activities that meet individual needs, provide a purpose in life and cognitive stimulation for Orange County residents living in long-term care facilities by a) offering continuing education and exercise classes at Long Term Care facilities and b) providing transportation to residents to Senior Centers and other community events and programs. (Rank: 2/8)
- H&W Strategy 3: Support the development of palliative care and end of life care for residents living in long term care facilities, families, and staff, including a formalized program for bereavement. (Rank: 3/8)
- H&W Strategy 4: Promote the training or hiring of interdisciplinary professionals working in LTC facilities that specialize in gerontology by a) developing an aging certification program b) promoting facility-based mentor programs. (Rank: 5/8)
- H&W Strategy 5: Provide programs to support family caregivers of residents living in long-term care facilities by a) setting up onsite support groups (Rank: 6/8)
- H&W Strategy 6: Promote a home-like dining experience in Long Term Care facilities by a) encouraging financially-feasible ways to purchase fresh fruits and vegetables b) allowing residents more choice in mealtime foods c) having more homelike dining service. (Rank: 7/8)
- H&W Strategy 7: Provide programs to support facility caregivers of residents living in long-term care facilities (Rank: 8/8)

Goal 5: Empower older adults to engage in the community through volunteerism, lifelong learning, and civic activities

Objective 8: Promote lifelong learning of older adults through increased access to continuing education classes and programs

- H&W Strategy 1: Advertise lectures, continuing education classes, and resources offered at the Senior Centers, libraries, etc. (Rank: 7/12)
- H&W Strategy 2: The Department on Aging will develop relationships with faith-based community in hopes of coordinating education at their sites. (Rank: 9/12)
- H&W Strategy 3: Coordinate transportation for older adults to attend lectures/continuing education classes (Rank: 10/12)

Goal 6: Prepare North Carolina for an aging population

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Objective 9: Develop advocacy efforts for local, state and federal programs which will support older adults.

- H&W Strategy 1: Advocate on the state and national level to protect middle class individuals who don't qualify for government aid but can't afford health insurance. Solutions include offering health insurance on sliding scale (Rank: 4/8)
- H&W Strategy 3: Encourage the Department on Aging to use Home & Community Based Block Grant Funding toward "Consumer Directed Care" initiatives, allowing older adults to choose their own caretakers or service providers and pay them for their services. (Rank: 5/8)
- H&W Strategy 4: Advocate and raise awareness for Medicare at all levels of government to prevent its termination in 12 years. (Rank: 7/8)

Goal 7: Ensure an adequate direct care workforce for an aging population and opportunities for older workers

Objective 10: Promote increased opportunities and incentives for medical professionals in Orange County to be trained in aging-related issues.

- H&W Solution 1: Provide continuing education credits to health professionals (nurses, pharmacists, physicians, social workers, and physician assistants) related to aging issues like end-of-life care, how to work with patients with dementia, etc. Resources include a) training retired physicians and nurses to train other practicing healthcare providers b) partner with Area Health Education Centers (AHEC) to put on trainings (Rank: 1/8)
- H&W Solution 2: Disseminate aging program and services information to health professionals in the county, especially primary care physicians (Rank 2/8)
- H&W Solution 3: Obtain access to facilities to train professionals of different disciplines on aging issues. Examples include Durham Tech's Orange County Campus and Orange County Senior Centers (Rank: 3/8)
- H&W Solution 4: Encourage professional networking among those who work with older adults (example: Chapel Hill and Durham Eldercare Resources) (Rank: 4/8)
- H&W Solution 5: Promote or market Certificates in Aging to students at UNC (Rank: 5/8)
- H&W Solution 6: Train physicians to acknowledge and prevent many older adults' fear of telling physicians about falls (thinking it will result in the physician's recommendation to move out of his/her home). (Rank: 6/8)
- H&W Solution 7: Have health care providers undergo LGBT Center's sensitivity training hosted by SAGE. (Rank: 8/8)

Goal 8: Maintain good stewardship of publicly funded services