

# Community Impact Report & Responses



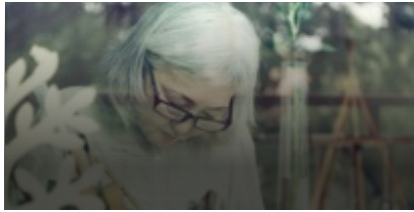
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*SCAN Chief Medical Officer*



# Future Dynamics of Aging



- Increasing Stratification



- Perpetual Purpose



- New Aging Economy



- Joined-Up Care



- Thriving Throughout

# Key Stakeholders

- Seniors
- Caregivers
- Providers
- Employees



# Depression and Anxiety in Seniors

- Approximately 20% of adults 55+ experience a mental health condition<sup>1</sup>
- Impairments to physical, mental or social functioning, reduced quality of life
- Complicates ability to function and conduct self-care
- Increased use of hospital services
- Increased risk for nursing facility care resulting in loss of independence<sup>2</sup>

# Caregivers Face Challenges, Too

- Constant demands, often with no support
- Often have own chronic conditions
- Between 40-70% of caregivers experience depression and/or anxiety<sup>3</sup>
- Rates higher for caregivers of persons with dementia and/or cognitive impairments<sup>4</sup>

# Insights Behavioral Health Program

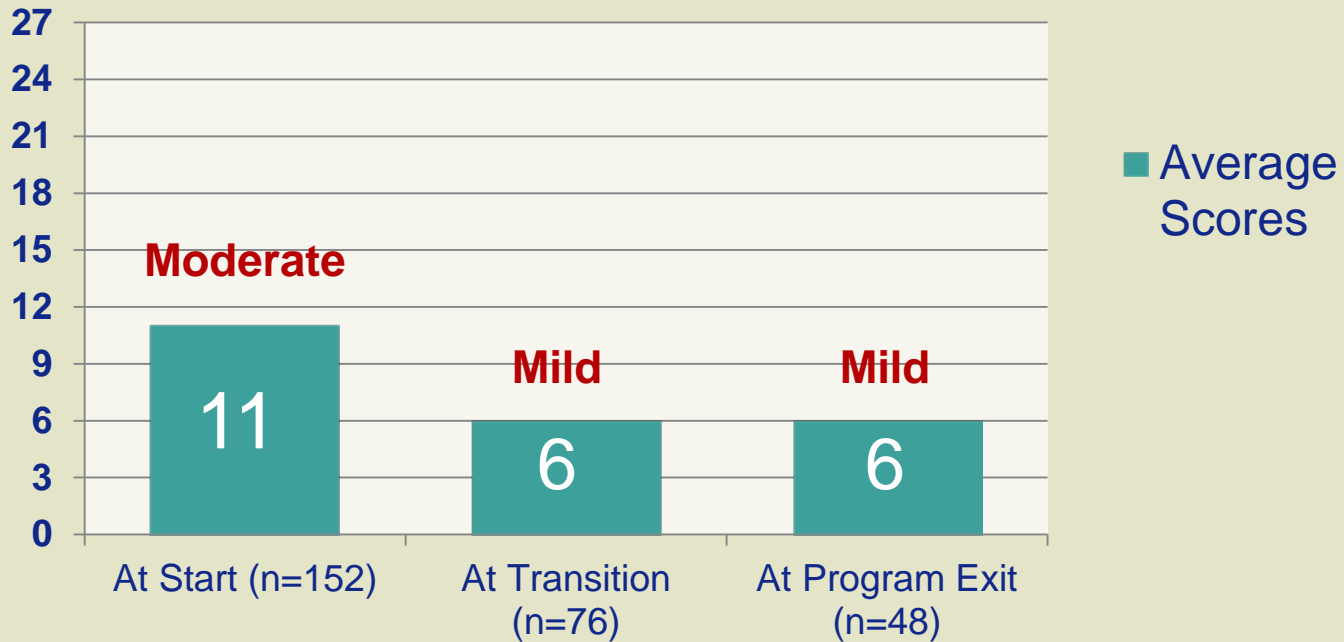
- In-home services provided in English, Spanish, Korean and Vietnamese
- Addresses mild-to-moderate depression, anxiety, grief, bereavement, interpersonal conflicts and stress
- Available at no cost to participants



# Impact of Insights

*Moving the needle in the right direction...*

## PHQ-9 (Depression)





# Medication Safety Issues

- Up to 48% of community dwelling elders have medication related problems.<sup>5</sup>
- At least 25% of all medication related accidents and health problems are preventable.<sup>6</sup>
- 1 in 6 hospital admissions of older adults is because of an adverse drug event. For persons older than 75 years, 1 in 3 hospital admissions are because of an adverse drug event.<sup>7</sup>
- Annual cost of drug related illness and death exceeds \$170 billion.<sup>8</sup>
- There are few community-based comprehensive medication services available to older adults.



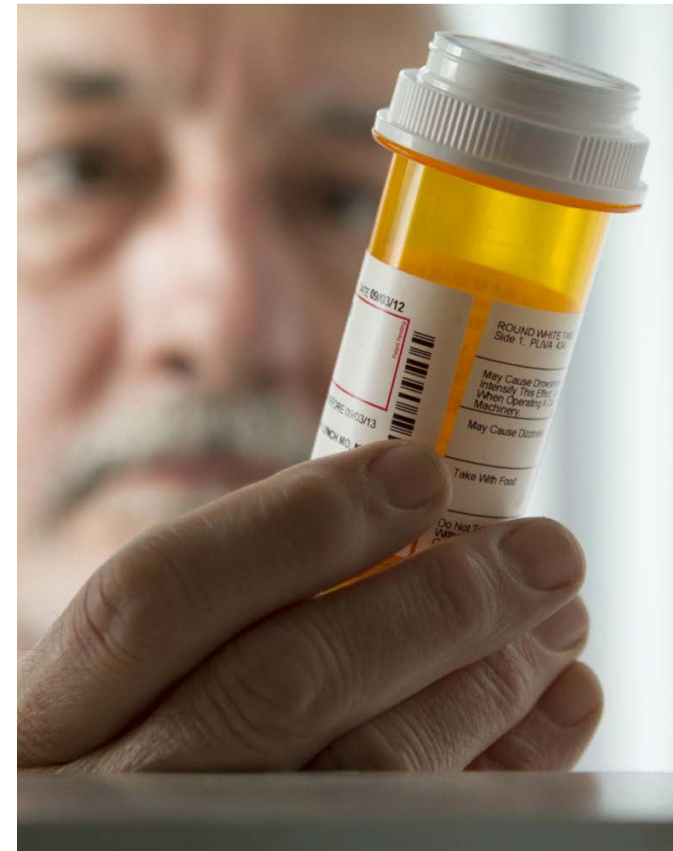


# (C-MEDS)

## *Community Medication Safety Program*

### **Program Goals:**

- Increase medication safety and improve medication outcomes for recipients
- Enhance the older adult's ability to remain independent in their community
- Pharmacists and nurses
- Available at no cost
- Services delivered in the person's home



# Volunteer Action for Aging

*Established: Pre-1986*



Opportunities for individuals and groups of all ages to volunteer and support seniors in the local community.

## Services Include:

- Friendly Visitors
- Community activities/intergenerational interaction
- GiveBackers volunteers (*55 & older volunteers serving Orange County seniors*)
- Thanksgiving meal delivery



# Health & Wellness Services

*Established: 2014*



## Health Promotion

- Education Programs
- Health Fairs
- Screenings
- Fitness Classes
- Ventura Health & Wellness Center



## Client Care Services

- Case Management (COACH)
- Information & Assistance
- Intake
- Emergency Assistance Funds
- 1-866 Resource Line
- Medication Safety Program (C-MEDS)
- Community Resource Navigation (Ventura)



# Resource Navigation

- Toll-free intake line staffed by expertly trained Resource Navigators
- Information, assistance and referral
- Available Monday – Friday 8 a.m. to 5 p.m.
- English, Spanish & Korean services



# COACH

*(Caregivers & Older Adults  
Connected & Healthy)*



- Connect seniors and caregivers with resources and assistance needed to remain in their communities
- Social workers, gerontologists and nurses
- Available at no cost to participants
- Services provided in the person's home

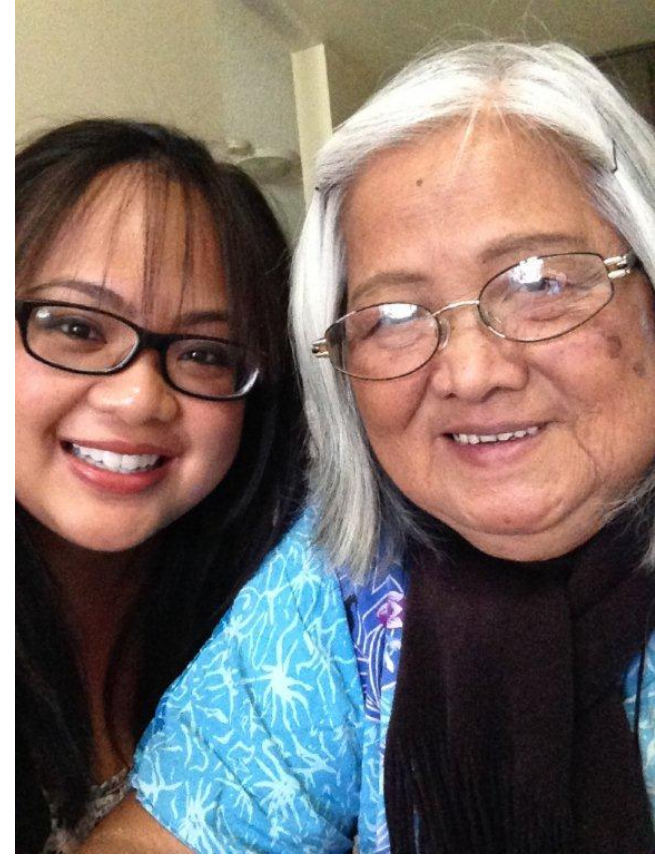




# Community Referrals

You can refer by:

- **Calling:** 562-637-7116 or
- **Toll-free:** 866-421-1964
- **Faxing:** 562-492-6540
- **Email:** [communityoutreach@scanhealthplan.com](mailto:communityoutreach@scanhealthplan.com)



# Appendix

## Footnotes:

<sup>1</sup> American Association of Geriatric Psychiatry (2008). Geriatrics and mental health—the facts. Available at: [http://www.aagponline.org/prof/facts\\_mh.asp](http://www.aagponline.org/prof/facts_mh.asp) (accessed Feb. 15, 2017).

<sup>2</sup> Harris, Yael, Depression as a Risk Factor for Nursing Home Admission among Older Individuals, *Journal of the American Medical Directors Association*, Vol. 8, Issue 1, pgs. 14-20.

<sup>3</sup> Family Caregiver Alliance, *Caregiver Assessment: Voices and Views from the Field*, Report from a National Consensus Development Conference (Vol. II), April 2006

<sup>4</sup> Zarit, S., Assessment of Family Caregivers: A Research Perspective in Family Caregiver Alliance, *Caregiver Assessment: Voices and Views from the Field*. Report from a National Consensus Development Conference (Vol. II).

<sup>5</sup> Rigler SK, Jachna CM, Perera S, Shireman TI, Eng ML. (2005). Patterns of potentially inappropriate medication use across three cohorts of older Medicaid recipients. *The Annals of Pharmacotherapy*, 39 (7), 1175-1181.

<sup>6, 8</sup> IOM. 2007. Preventing medication Errors. Washington, DC: National Academy Press.

<sup>7</sup> Chan M, Nicklason F, Vial JH. Adverse drug events as a cause of hospital admission in the elderly. *Intern Med J*. 2001;31(4):199-205

