Can You Surf the “Silver Tsunami?”
Facing the Challenges of the New US Health Care System

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OBJECTIVES

- Define the “Silver Tsunami.”

- Explain the challenges in caring for seniors, the chronically ill, and caregivers in the new US health care system.

- Implement out-patient strategies that avoid unnecessary hospital admission.

- Implement in-patient strategies that improve utilization.
The Silver Tsunami = Going Gray

- More older adults
- Acute
- Older older adults
- Chronic conditions
- Sicker older adults
THE NEW US HEALTH CARE PARADIGM

PAST
- REACT TO DISEASE
- INSTITUTIONS
- PROFESSIONALS
- FRAGMENTED CARE
- FUTILE TECHNOLOGY

FUTURE
- PROMOTE WELLNESS
- COMMUNITIES
- EMPOWER CLIENTS
- COORDINATED CARE
- ADVANCE DIRECTIVES/ PALLIATIVE CARE

“It’s NOT what’s the matter with them; It’s what MATTERS to them.”
SYSTEM CHALLENGES

MISSING INFRASTRUCTURE

$ GREED $

PROFESSIONALS

Disease-focused training
Poor communication skills
Poor management skills
Ageism
SYSTEM CHALLENGES

SENIORS

CAREGIVERS

“SANDWICH”

HEALTH: PHYSICAL, FINANCIAL, EMOTIONAL, and SPIRITUAL

Ageism
Lack of information
Health literacy issues
Intimidation
Health beliefs
GERIATRICS / CHRONIC CONDITIONS
CARE vs CURE

PT/FAMILY SYSTEM

COMMUNITY NETWORK

ELDERCARE PROFESSIONALS

NEUROBEHAVIOR/ MENTAL HEALTH

BIOMEDICAL/ REHABILITATION
TEAM CARE TEACHING TOOL

DISEASE MANAGEMENT PROTOCOLS?

NO !!!

CHF

DJD

KIDNEY DISEASE

DIABETES

COPD

STRATIFICATION & CARE COORDINATION

YES !!!
Out-patient Strategies that Avoid Readmission

- **PROTOCOLS**
  - Staff
  - Pharmacies
  - Home Health Agencies
  - Colleagues
  - **Caregivers:** When to call, who to call, how to communicate, when → ER? What’s the PLAN?
LOC Rx: The Rule of 5s

WHAT'S WRONG?

WHY IS IT WRONG?

HOW MUCH IS FIXABLE?

HOW DO WE FIX WHAT IS FIXABLE?

WHAT KIND CARE?

HOW MUCH CARE?

HOW OFTEN?

HOW LONG?

WHAT DO WE DO WITH THE REST?

HOW MUCH EDUCATION SHOULD THE CAREGIVER HAVE?
STAFF TRAINING

- Protocols/Scripts/Forms/Automation
- Communication and Conflict Management Skills
- Health Literacy Training

“Helping Your Patients Understand”
American Medical Assn.
COMMUNICATION is

- Families
- Protocols
- Handbooks
- HIPAA forms
- Conferences
- Advance directives

“It’s NOT what’s the matter with them;
It’s what MATTERS to them.”
Outpatient Strategies that Avoid Readmission

PRACTICE MANAGEMENT

- Phone triage: scripts and protocols
- Timely post-d/c appointments (7-10 days)
- Urgent appointments (same day) How do you work?
- Schedule and bill conference time
- Evening and weekend hours (EHR access)
In-patient Strategies that Avoid Poor Utilization

- Plan the discharge on ADMISSION (Why do you need the hospital?)
- What’s the most effective test order?
- Do we have to do this NOW?
- Do we have to do this HERE?
- Does my colleague have a license?
- What’s my liability?
- What could kill this person (or cause readmission) before I see him again, and how do I avoid that?
- By when?

What if I don’t?

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