

# **VULNERABLE ADULT PROGRAM**

## **A Coordinated Response**

**Seattle City Council Presentation**

**July 12, 2018**



# PARTNERSHIP



Public Health  
Seattle & King County



*Aging and Disability Services*  
Area Agency on Aging for Seattle and King County



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# BEFORE THE PROGRAM BEGAN

- Firefighters/EMTs were often unaware of mandatory reporting requirements.
- Recognized patients needed more help.
- Had “gut feeling” but didn’t know where to refer.
- Not “black and white” situations.
- Frustration with reporting system (APS).
- System couldn’t reach reporter.



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# ACTUAL SEATTLE FIRE DEPARTMENT VULNERABLE ADULT CASES



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# FIREFIGHTERS/EMTS GET IN THE DOOR



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# VULNERABLE ADULT PROGRAM OBJECTIVES

- **Objective 1: Improve the identification and reporting of vulnerable adults by Seattle Fire Department.**
- **Objective 2: Provide a coordinated response to improve patient outcomes.**
- **Objective 3: Improve communication among the partners involved in providing services to vulnerable adults. (SFD,ADS,APS,SPD).**



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# HOW THE PROGRAM WORKS

- Firefighters receive training on mandatory reporting requirement.
- Online reporting form available 24/7.
- Notification sent to Adult Protective Services, Seattle Police, Aging and Disability Services and hospital, if patient is transported.
- Quicker response possible.
- Patient follow-up by Aging and Disability Services Case Manager.
- Coordination with Adult Protective Services and other providers.



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# ADVANTAGES OF PROGRAM

- Patients linked to services and better patient outcomes.
- Improved collection of evidence in criminal cases, when SPD called.
- Hospital follow-up reduces revolving door admissions.
- Firefighter feedback.
- Firefighter satisfaction.
- Ongoing training, including new KCEMS online training module.
- Meets mandatory reporting requirement.
- Program expansion.

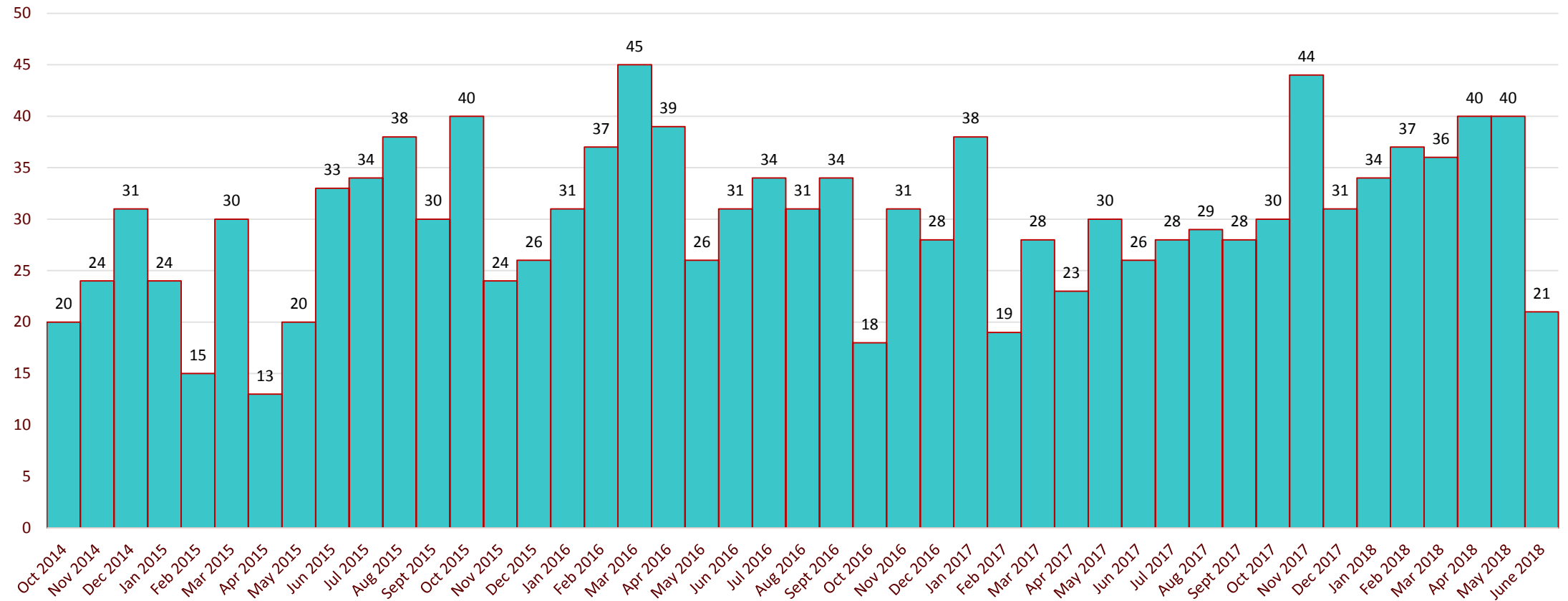


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# VULNERABLE ADULT PROGRAM GROWTH

SFD Vulnerable Adult Reports by Month

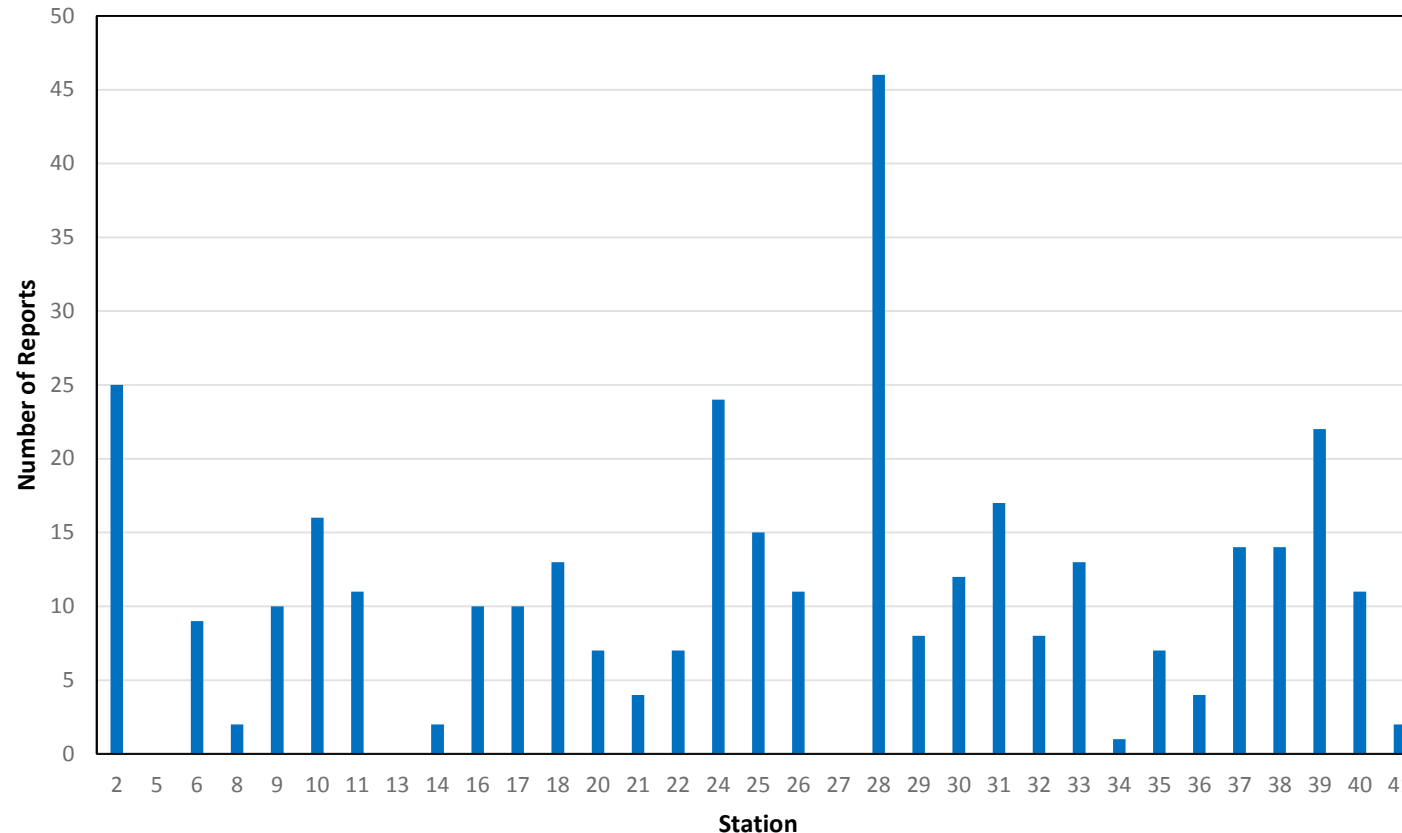


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# VULNERABLE ADULT THROUGHOUT SEATTLE

Vulnerable Reports by SFD Station, 2017



- 357 referrals in 2017
- 60% not receiving formal assistance at time of report
- 50% of these subsequently received assistance - in-home care, meals on wheels, move to higher level of care, etc.
- 184 firefighters reported in 2017 - nearly 1 in 5



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# CLIENT STORY

## Aging and Disability Services Case Manager



A NATIONAL LEADER IN RESPONDING TO AND PREVENTING EMERGENCIES WITH A COMMITMENT TO EXCELLENCE AND TEAMWORK



# SFD COMMENTS

- "On behalf of the crew of SFD-E33/C, I would like to pass on our extreme appreciation for your efforts and awesome feedback. It really makes a difference and further motivates our vulnerable adult submissions. Trust me, I realize it must be a tough road once we pass our patients on to your services. For that, again, thank you!"
- "Thank you for all your work. The members of my company are very impressed with how the vulnerable adult program gives us a way to help out where in the past we've felt helpless. I really appreciate your efforts and I also want to thank you for following up with us. This is honestly one of the best improvements that the Seattle Fire Department has been a part of since I joined in 1998."
- "We really appreciate your feedback. Typically, we never see the results of what we do in the emergency medical calls. The Vulnerable Adult program is different (due to your extra efforts to keep us informed) and it will be much more successful, because the firefighters feel like they are making a difference."



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# THE KING COUNTY TEAM



*Aging and Disability Services*  
Area Agency on Aging for Seattle and King County

- Fire Chief Harold Scoggins- Executive Sponsor, Low Acuity
- Jon Ehrenfeld - Low Acuity Program Manager
- Captain Peter Ubaldi - EMS, Vulnerable Adult Coordinator
- Lt. Osmant Pyle - Asst. Vulnerable Adult Coordinator

- Karen Heeney - Supervisor, ADS
- Audrey Powers - Vulnerable Adult Case Manager, SFD
- Nancy Tillman - Vulnerable Adult Case Manager, East Side

- Ashley Clayton - Case Manager, Low Acuity



- Dana Yost - Paramedic, Mobile Integrated Health



- Seth Buchanan - Captain, EMS



Michele Plorde - Director



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# QUESTIONS?



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# SEATTLE TEAM CONTACTS

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# THANK YOU!



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