

Pasadena Elder and Dependent Adult Liaisons (PEDAL):

A Localized, Team-Based Solution

Rachel Tate, MSW, Vice President

Los Angeles Long Term Care Ombudsman Services

Laura Mosqueda MD

Professor of Family Medicine, Geriatrics, Gerontology
Keck School of Medicine, University of Southern California

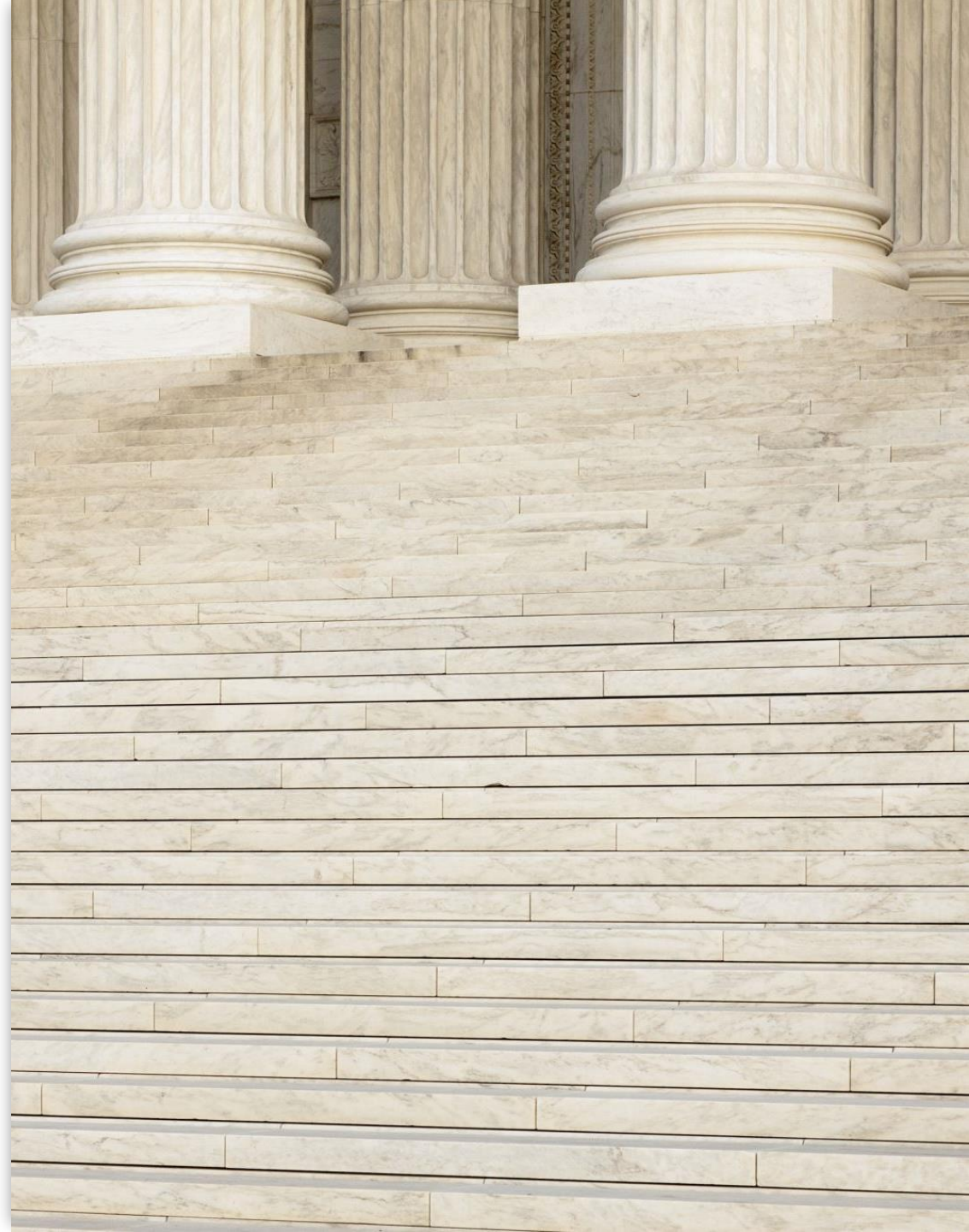


Keck
School of
Medicine
of **USC**

Funder Acknowledgement

This presentation was made possible under grant 15POVC-21-GG-01076-NONF, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice.

The opinions, findings, and conclusions or recommendations throughout this presentation are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

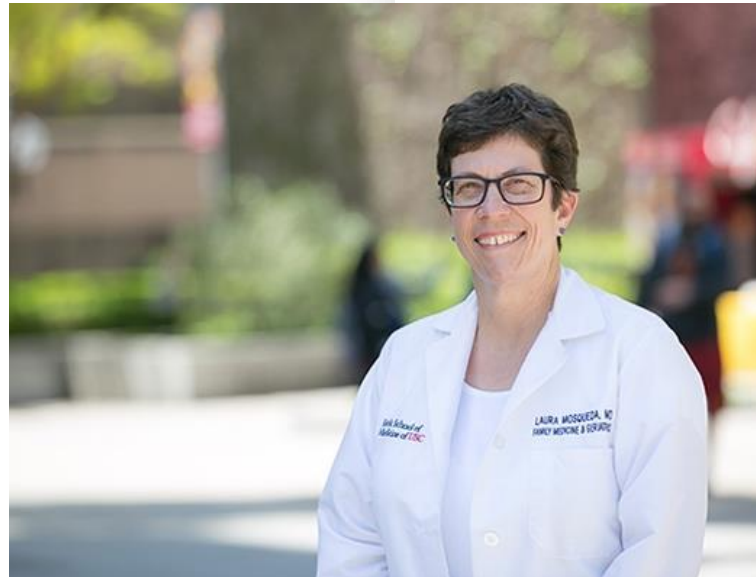


Who We Are

Rachel Tate, MSW, is Vice President, Ombudsman Services at WISE & Healthy Aging and oversees its LTC Ombudsman Program in Los Angeles County - the largest county in the state by population - covering more than 1,800 facilities and 76,000 beds in care facilities.

Laura Mosqueda MD is a family physician/geriatrician with experience in clinical, educational, policy, and research efforts related to elder abuse. Mosqueda is the director of the National Center on Elder Abuse and is a professor at the Keck School of Medicine of the University of Southern California.

Julia Martinez, PhD, has coordinated, researched, and provided technical assistance for elder abuse multidisciplinary teams. Her current focus is person-centered approaches in elder abuse interventions through her work in ReGenerations, a not-for-profit agency.





Overview

- The problems and the need
- PEDAL: A localized solution
- Case studies – the PEDAL team in action
- “Ripple Effects” – unplanned impacts
- Persisting challenges
- Looking toward the future

The Problem

- ❑ Nationally
- ❑ Los Angeles County
- ❑ City of Pasadena



After Air Conditioning Failure

PHOTOGRAPHY RMG NEWS
Friday, October 2, 2020 | 5:24 am





A Grass Roots Solution: the PEDAL team

Mission

“Long-term care residents are valued members of the Pasadena community. The mission of PEDAL is to improve the quality of life for elders and dependent adults residing in long term care facilities through education, community outreach, code enforcement, and prosecution.”



A Grass-Roots Solution: the PEDAL team

Members:

- The City Manager's Office
- Pasadena Department of Public Health
- Pasadena Fire Department
- Pasadena Police Department
- City Prosecutor's Office
- Planning and Community Development
- Long Term Care Ombudsman's Office
- Huntington Hospital
- The Keck School of Medicine of the University of Southern California

PEDAL Activities



Weekly meetings



Cross-department
information sharing



Collaborative
troubleshooting



Targeted site visits



Outreach
Consumer resources
Training professionals



Why PEDAL? Why Pasadena?

- Concentration of SNFs and ALFs
- Pasadena resources, staff, and culture
- City Department of Public Health
- A unique long-term care Ombudsman program





What does it take?

- The right champion
- The right group of people
- The right time
- Patience
- Persistence
- Commitment



**LONG-TERM CARE
OMBUDSMAN**

LOS ANGELES & SAN BERNARDINO COUNTIES

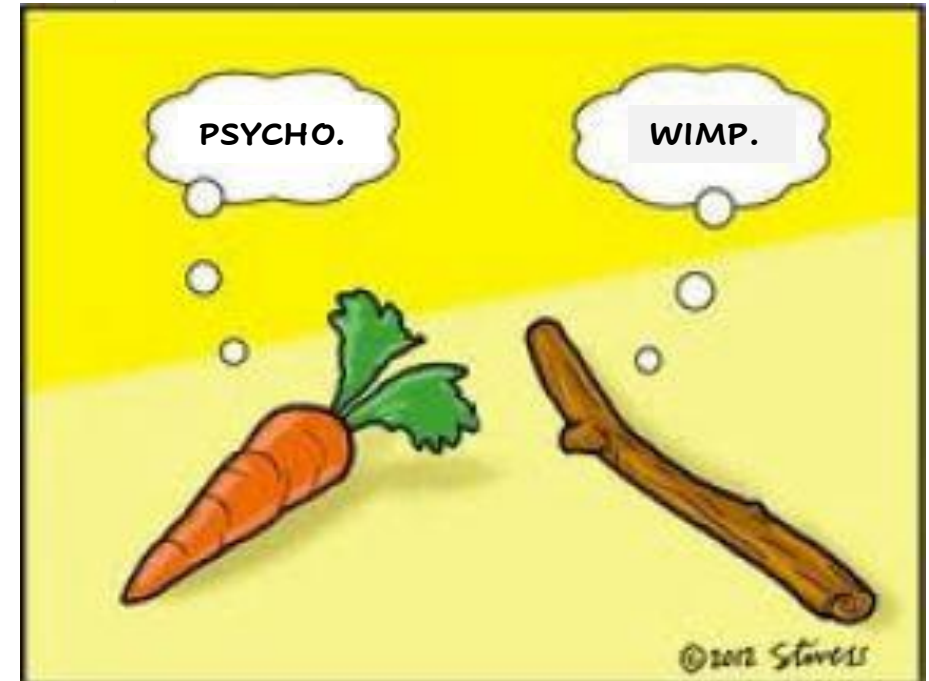


**WISE & Healthy Aging
Long-Term Care
Ombudsman Program**

Advocates for over 92,000 seniors and adults with disabilities living in more than 1,800 long-term care facilities throughout Los Angeles City/County and over 300 facilities in San Bernardino County.

PEDAL: Carrot-and-Stick Approach

- Building stronger relationships among first-responders
- Collaborative education and technical assistance
- Motivational interviewing
- Coordinated enforcement, consequences



PEDAL Outputs and Outcomes

- Critical Information Bulletins (CrIBs)
- Symposium for facility operators and medical directors
- Community education and PSAs on financial exploitation
- Communication with county surveyor agency
- “No wrong door” for long-term care facility issues



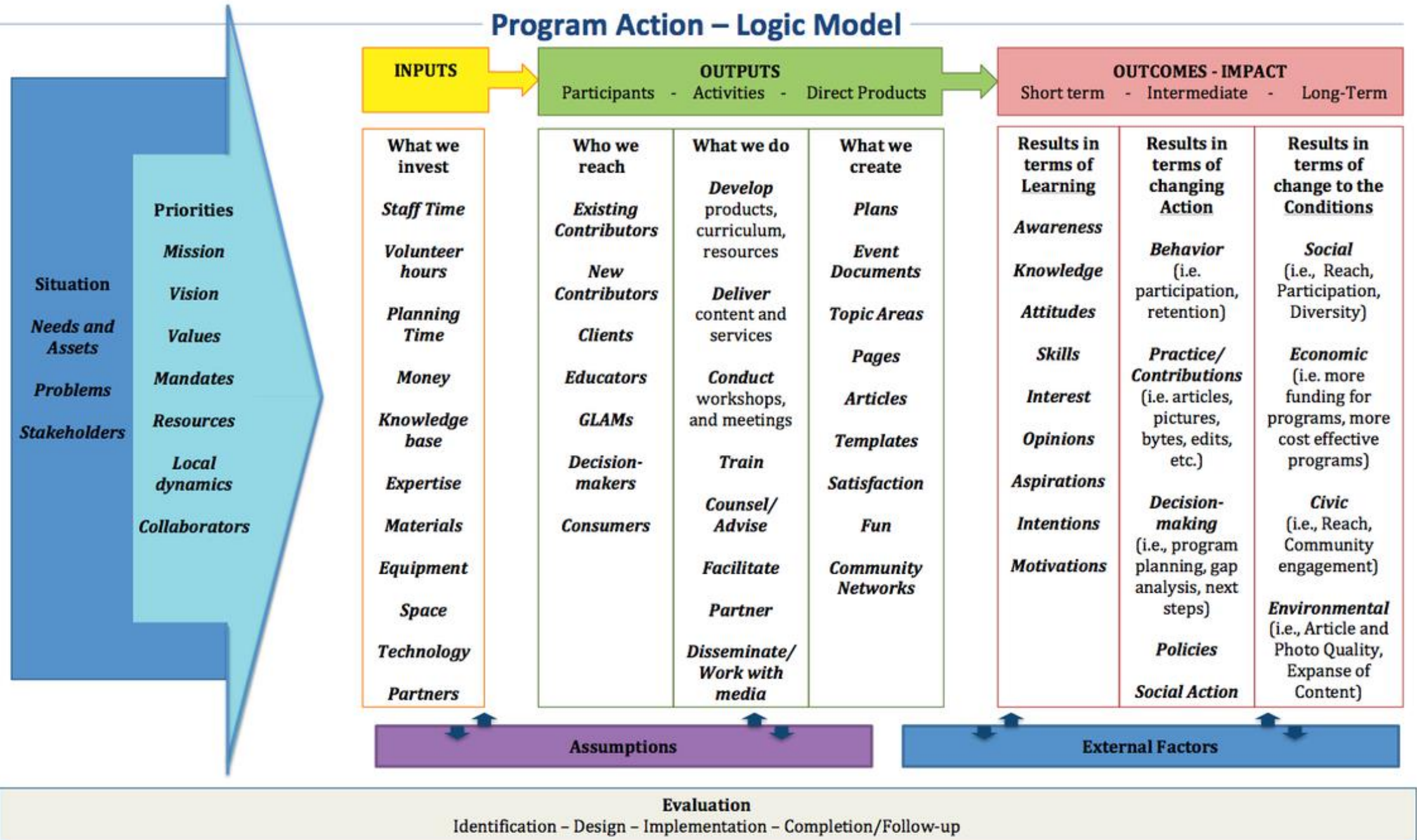


Case Study: Assisted Living



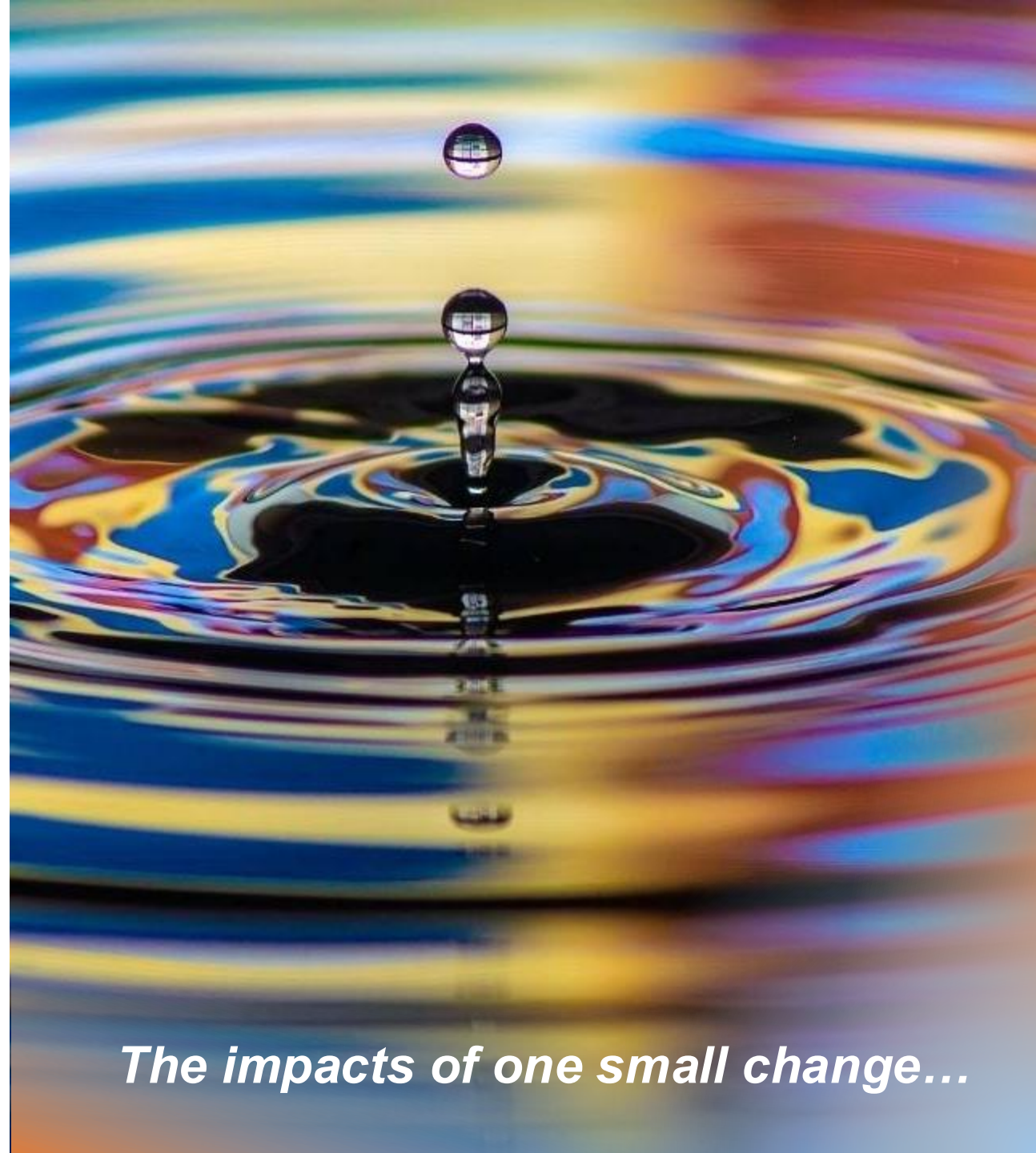
Case Study: Skilled Nursing

Program Action – Logic Model



Ripple Effect Mapping

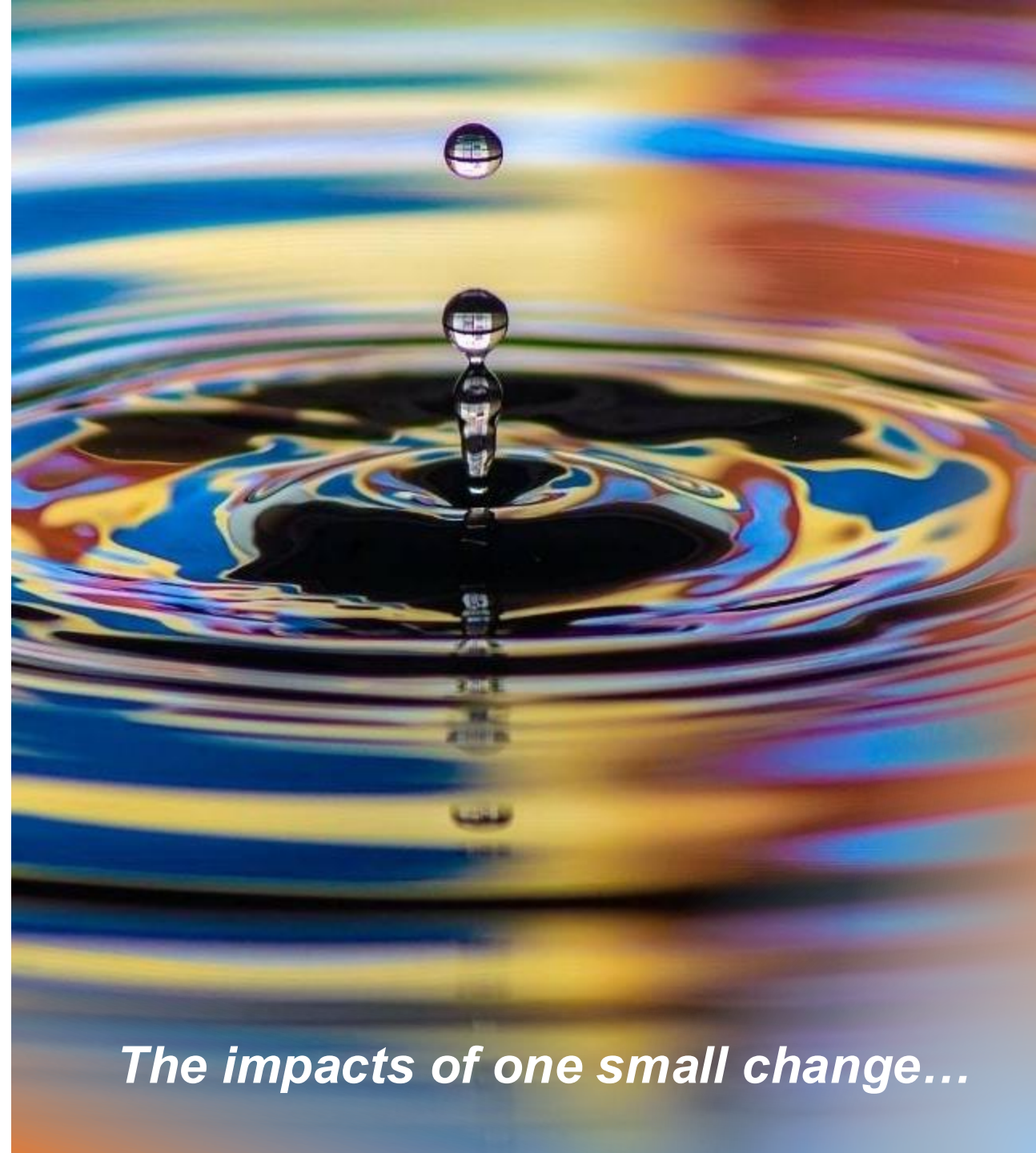
- Good for studying complex interventions delivered within complex systems
- Can be done alongside implementation of an intervention
- Helps identify a single action that simultaneously impacts >1 issue
- Helpful tool to understand some of the mechanisms and chain of events that produce the impacts



The impacts of one small change...

Ripple Effects: Outreach and Awareness

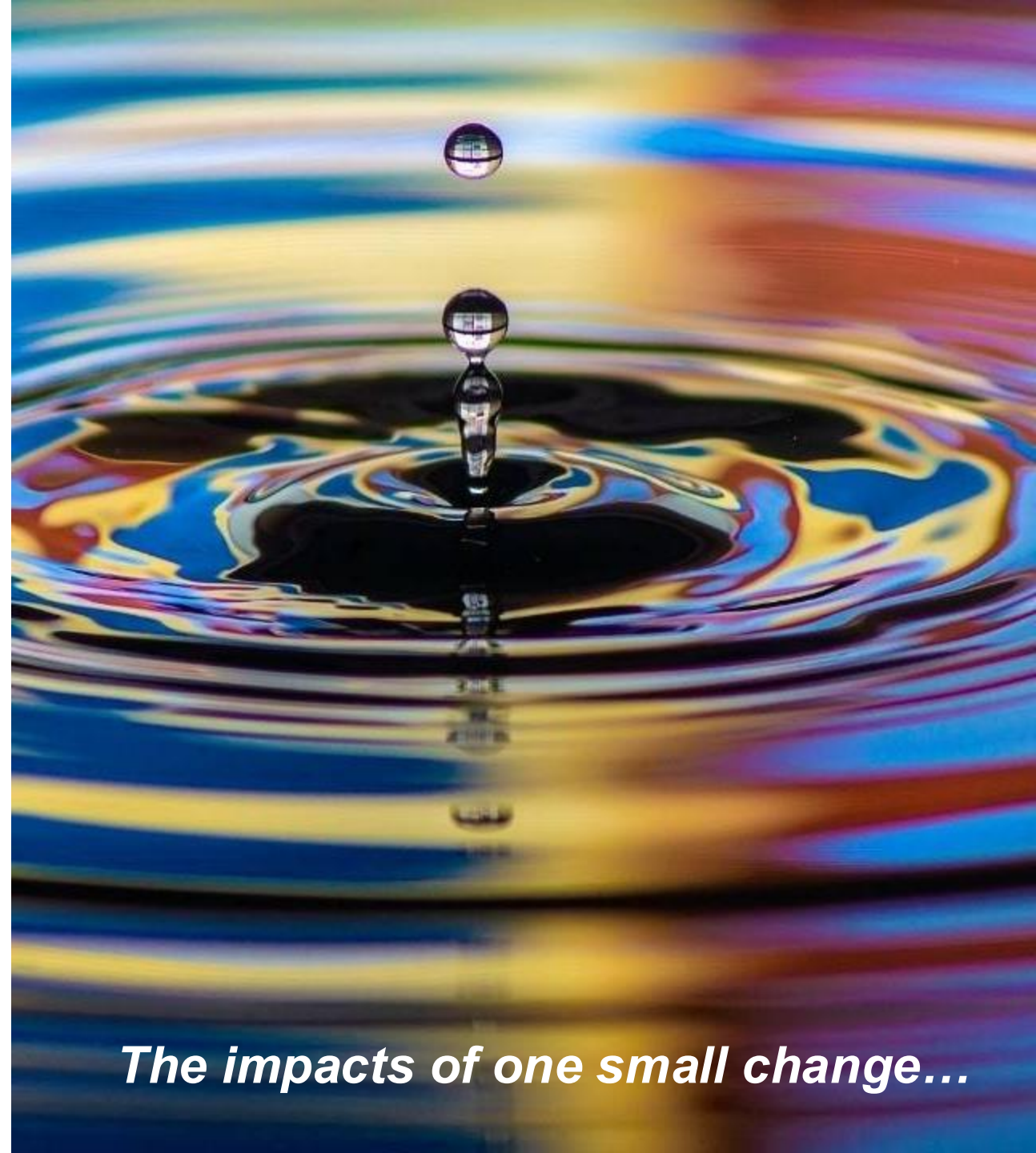
- City law enforcement and city attorney responses
- Other teams forming
- City of Pasadena recognized expertise



The impacts of one small change...

Ripple Effects: Resources and Partnerships

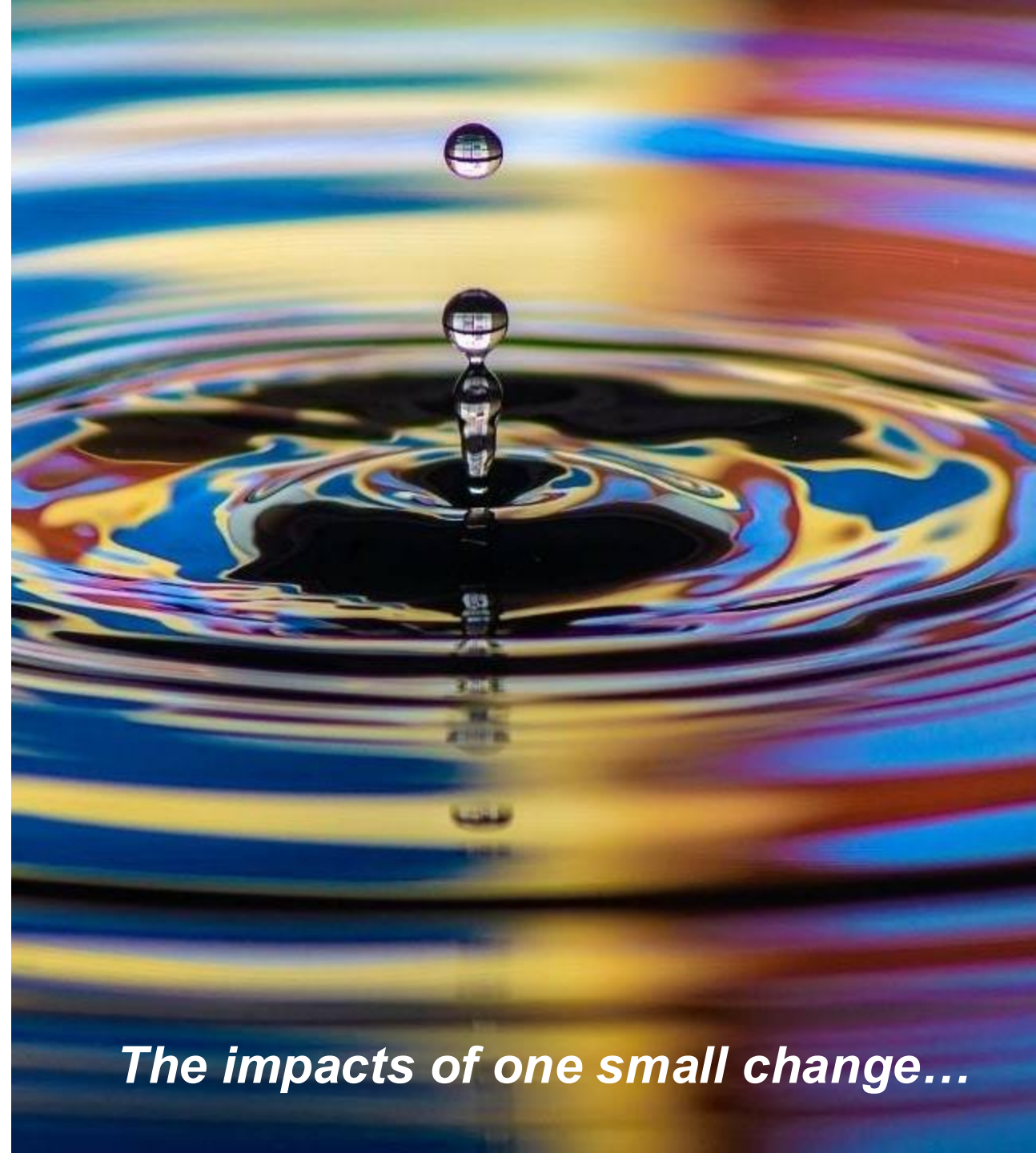
- Long-Term Care Ombudsman
- Keck School of Medicine USC
- CANHR
- Facility operators
- First-responders
- Cohesion among city departments



The impacts of one small change...

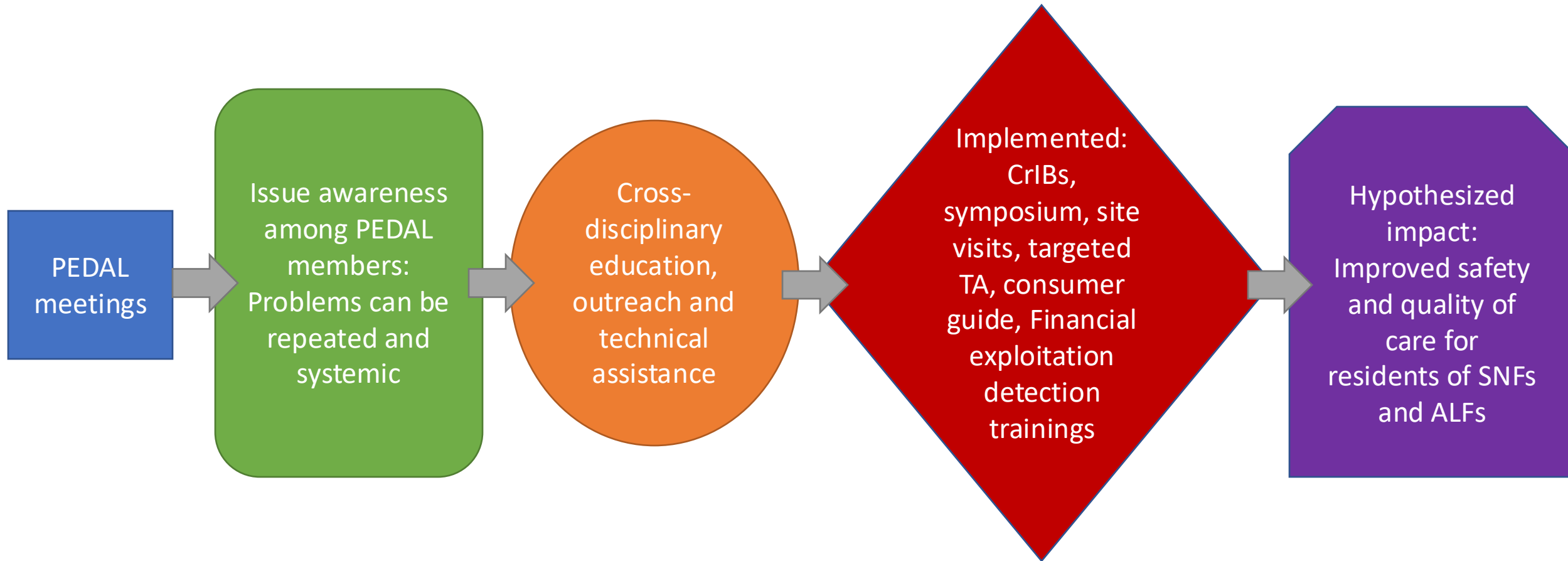
Ripple Effects: Facility Environments

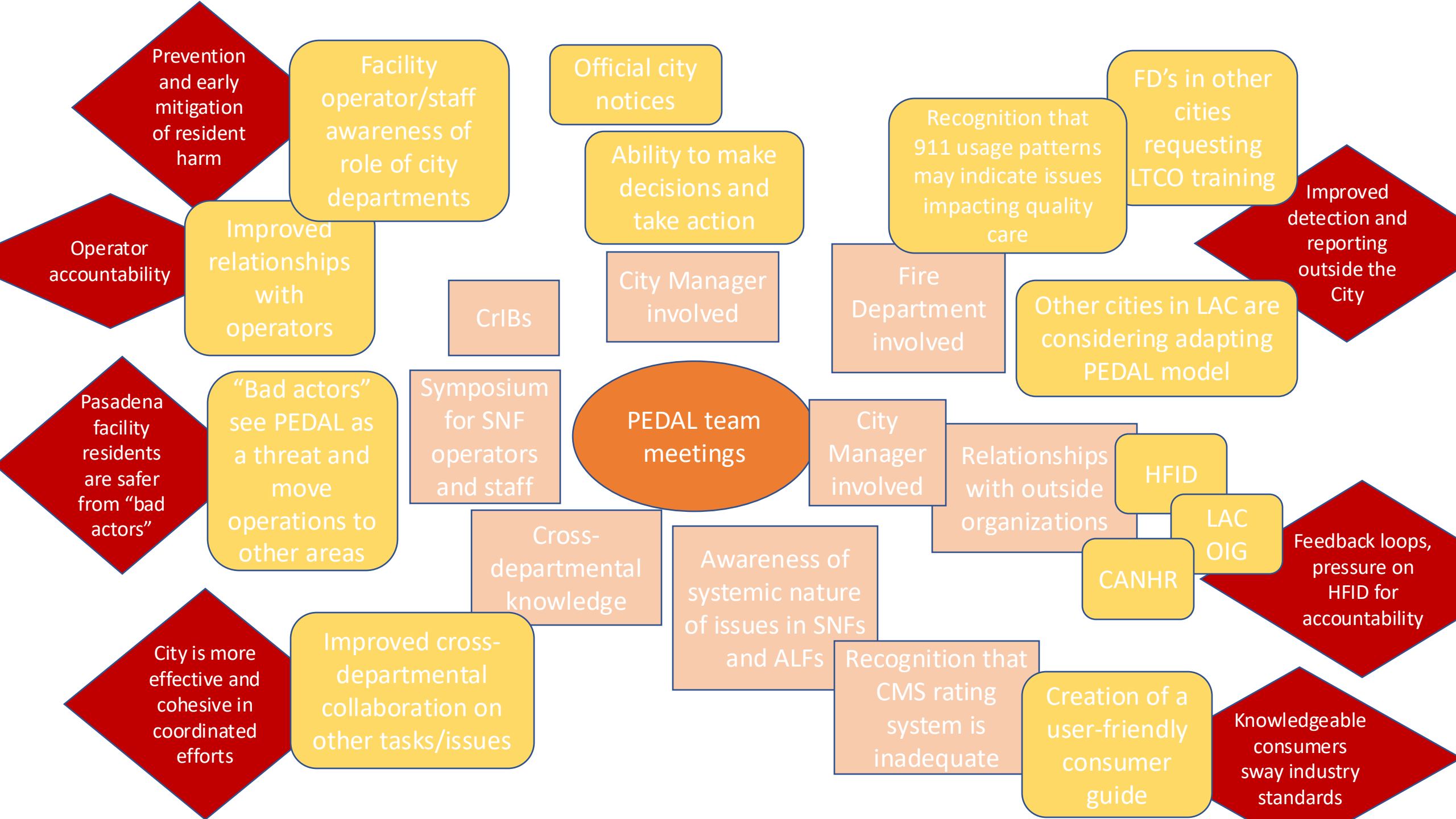
- Identification of root causes
- Facility operators making changes
- Facility staff more informed
- “Bad actor” leaving the City



The impacts of one small change...

Example of PEDAL Ripple Effects – Cross-departmental knowledge





Prevention and early mitigation of resident harm

Facility operator/staff awareness of role of city departments

Official city notices

Ability to make decisions and take action

Recognition that 911 usage patterns may indicate issues impacting quality care

FD's in other cities requesting LTCO training

Improved detection and reporting outside the City

Operator accountability

Improved relationships with operators

CrIBs

City Manager involved

Fire Department involved

Other cities in LAC are considering adapting PEDAL model

Pasadena facility residents are safer from "bad actors"

"Bad actors" see PEDAL as a threat and move operations to other areas

Symposium for SNF operators and staff

PEDAL team meetings

City Manager involved

Relationships with outside organizations

HFID

LAC OIG

Feedback loops, pressure on HFID for accountability

Cross-departmental knowledge

Awareness of systemic nature of issues in SNFs and ALFs

Recognition that CMS rating system is inadequate

CANHR

City is more effective and cohesive in coordinated efforts

Improved cross-departmental collaboration on other tasks/issues

Creation of a user-friendly consumer guide

Knowledgeable consumers sway industry standards

Persisting Challenges

INTERNAL

Maintaining Team Momentum



Departmental Cultures



Dedicated Funding



EXTERNAL

Complaint Responses Lagging



Facility Ownership Structures



Facility-Level Change is Slow





Looking toward the future

- ***Accountability*** of regulatory agencies
- ***Empowering*** residents and family
- ***Training*** for operators and staff
- ***Replicating*** PEDAL model
- ***Culture*** change
- ***Systems*** change



Thank you!

Comments? Questions?