

# Improving Quality of Care for Socially Complex and Vulnerable Elders

Course Number: MMC11037

## *Co-Chairs:*

**Louise Aronson, MD, MFA**

*Course Co-Chair, Associate Professor of Medicine, UCSF Department of Medicine, Division of Geriatrics, Director, Northern California Geriatric Education Center*

**Neda Ratanawongsa, MD, MPH**

*Course Co-Chair, Assistant Professor of Medicine, UCSF Division of General Internal Medicine, UCSF Center for Vulnerable Populations at San Francisco General Hospital*

Nov. 2, 2010, 8 am – 5pm  
Nov. 9, 2010, 8 am – 12 noon  
Nov. 16, 2010, 8 am – 12 noon

UCSF Laurel Heights  
President's Room, Sub-level 1  
3333 California Street  
San Francisco, CA 94118

## *Co Presented by:*

UCSF Center for Vulnerable  
Populations at San Francisco  
General Hospital



Northern California Geriatric  
Education Center,  
UCSF Geriatrics Division



## Course Description



Older adults are - by far - the fastest growing segment of the population in the United States. In California, they are also increasingly diverse, with one in ten speaking English poorly or not at all and one third poor or near-poor. As a health professional you probably care for older patients who are vulnerable due to advanced age, functional limitations, multiple chronic conditions and a variety of social complexities. These patients are less likely than younger adults to receive recommended care for common chronic conditions and consequently face a high risk of death or functional decline. Additionally, social factors like limited health literacy (half of low income patients read below a 5<sup>th</sup> grade level), food insecurity, and racial/ethnic disparities in health care may conspire to promote various chronic diseases and make their management more challenging.

This case-based, interactive course is designed for physicians, nurses, social workers, psychologists, pharmacists, and other health professionals who work with the underserved and are interested in improving the quality of care for their geriatric patients. Participants will learn practical, evidence-based approaches to enhance care for diverse, socially complex and medically vulnerable elders and how to balance the evidence with a patient-centered approach in order to maximize function and achieve goals of care. Attention will also be given to approaches and resources for teaching learners about this population.

This course is presented by the UCSF Center for Vulnerable Populations at San Francisco General Hospital and the Department of Medicine, Division of Geriatrics, Northern California Geriatric Education Center.

### Educational Objectives:

At the end of the course, attendees will be able to:

- Apply new knowledge to better manage commonly encountered medical problems in socially complex geriatrics patients, including: cardiovascular disease, diabetes, dementia, palliative care, pain management, prevention of falls, medication safety and prevention of complications of hospitalization;
- Elevate practice patterns and teaching to better align with current evidence and guidelines for the conditions listed above;
- Incorporate into practice approaches that enhance patient-centeredness and quality-of-care for socially complex and medically vulnerable elders, including: communication strategies for patients with limited health literacy and/or limited English proficiency, strategies to improve medication safety, food security and best practices for safe transitions between care settings;
- Apply effective communication skills to improve collaboration with interprofessional care teams and enhance teaching about medically vulnerable and socially complex elders.

**Fee:** \$115 includes meals, access to web-based practice and teaching resources, and copies of “Geriatrics at Your Fingertips” and “Medical Management of Vulnerable and Underserved Populations: Principles, Practice, and Populations.”

**To register:** <https://www.cme.ucsf.edu/cme/CourseDetail.aspx?coursenumber=MMC11037>

**Course contact:** Cary Speidell, MS, Course Program Coordinator, (415) 476-6209, [cspeidell@medicine.ucsf.edu](mailto:cspeidell@medicine.ucsf.edu)

**Cancellations:** received in writing by October 1 will be refunded, less a \$10 administrative fee. Refunds requested after this date will not be honored. For refunds please fax at (415) 502-1795 or email at [info@ocme.ucsf.edu](mailto:info@ocme.ucsf.edu)

**Accreditation:** The University of California, San Francisco School of Medicine (UCSF) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. UCSF designates this educational activity for a maximum of **16 AMA PRA Category 1 Credits™**. Physicians should only claim credit commensurate with the extent of their participation in the activity. The approved credits include 16 AMA PRA Category 1 Credits™ towards meeting the requirement under California Assembly Bill 1820 Geriatric Medicine. This educational activity is recognized by the California Board of Psychology as meeting the continuing education requirements toward license renewal for California psychologists. For the purpose of recertification, the American Nurses Credentialing Center accepts AMA PRA Category 1 Credits™ issued by organizations accredited by the ACCME. This course meets the qualifications on an hour-for-hour basis of continuing education credit for MFT's and/or LCSW's as required by the California Board of Behavioral Sciences. Approval No.PCE 1272.

## Course Schedule:



### Day 1: November 2, 2010

#### Part I: "Approach to Vulnerable Elders"

Time	Topic	Speaker
8:00 a.m.	<i>Introduction and Course Overview</i>	Louise Aronson, MD, MFA Neda Ratanawongsa, MD, MPH
8:30 a.m.	<i>The Approach to the Geriatric Patient</i>	G. Mike Harper, MD
9:15 a.m.	<i>The Elderly: A High Risk Population for Adverse Drug Events &amp; Medication Errors</i>	Kirby Lee, PharmD
10:00 a.m.	<b>Break</b>	
10:15 a.m.	<i>Community Resources</i>	Helen Kao, MD Lisa Edwards, LCSW
11:00 a.m.	<i>Applying This to Your Patients: Case Discussion</i>	
12:00 – 1:00 p.m.	<i>Health Literacy Patient Video &amp; Discussion</i>	Louise Aronson MD, MFA (lunch provided)

#### Part II: "Keeping Socially Complex Elders Safe"

1:00 p.m.	<i>Mobility and Falls</i>	Josette Rivera, MD
1:45 p.m.	<i>Complications of Hospitalization</i>	Margarita Sotelo, MD Edgar Pierluissi, MD
2:30 p.m.	<i>Improving the Transition from Hospital to Home</i>	Urmimala Sarkar, MD, MPH Barbara Walter, RN
3:15 p.m.	<b>Break</b>	
3:30 p.m.	<i>Communicating about Diabetes to Improve Health Literacy</i>	Dean Schillinger, MD Amalia Dangilan Fyles, RN, MSN, CNS, CDE
4:30 – 5:00 p.m.	<i>Apply This to Your Patients: Case Discussion</i>	

### Day 2: November 9, 2010

#### "Key Challenges: Balancing the Evidence with a Patient Centered Approach"

8:00 a.m.	<i>Medication Management for Chronic Disease</i>	Kirsten Bibbins-Domingo, PhD, MD, MAS Sharon L. Youmans, PharmD, MPH
8:45 a.m.	<i>Caring for the Food Insecure Elder: Strategies for Addressing Obesity, Diabetes, and other Diet-Sensitive Chronic Diseases</i>	Hilary Seligman, MD, MAS Carol Friedman MS, RD
9:30 a.m.	<i>Applying This to Your Patients: Self-Study Debrief</i>	
10:15 a.m.	<b>Break</b>	
10:30 – 12:00 p.m.	<i>Understanding the Spectrum of Cognitive Impairment: Diagnosis and Management</i>	Carla Perissinotto, MD, MHS

### Day 3: November 16, 2010

#### "Maximizing Function and Goals of Care for your Patient and Practice"

8:00 a.m.	<i>Pain Management</i>	Robert V. Brody, MD
8:45 a.m.	<i>Palliative Care in Complex Older Adults</i>	Eric Widera, MD Patrice Villars, MS, GNP, ACHPN
9:30 a.m.	<i>Applying This to Your Patients: Self-Study Debrief</i>	
10:15 a.m.	<b>Break</b>	
10:30 -12:00 p.m.	<i>Individual and Systems Approaches to Care</i>	Louise Aronson, MD, MFA Neda Ratanawongsa, MD, MPH

## Course Faculty



**Louise Aronson, MD, MFA**, Course Co-Chair, Associate Professor of Medicine, UCSF Department of Medicine, Division of Geriatrics, Director, Northern California Geriatric Education Center

**Kirsten Bibbins-Domingo, PhD, MD, MAS**, Associate Professor of Medicine and of Epidemiology and Biostatistics, Co-Director, UCSF Center for Vulnerable Populations at San Francisco General Hospital

**Robert V. Brody, MD**, Attending Physician, Pain and Palliative Care Services and Chief, Pain Consultation Clinic, SFGH

**Amalia Dangilan Fyles, RN, MSN, CNS, CDE**, Diabetes Program Coordinator, San Francisco General Hospital

**Lisa Edwards, LCSW**, Psychosocial Services Lead, Over 60 Health Center, Berkeley, CA

**Carol Friedman MS, RD**, Outpatient Nutrition Services, San Francisco General Hospital

**G. Mike Harper, MD**, Associate Professor of Medicine, Vice Chief, UCSF Division of Geriatrics, Associate Chief of Staff, Geriatrics & Extended Care Service, SFVAMC

**Helen Kao, MD**, Assistant Professor of Medicine, UCSF Department of Medicine, Division of Geriatrics

**Kirby P. Lee, PharmD, MA**, Assistant Professor of Clinical Pharmacy, UCSF Department of Clinical Pharmacy

**Carla Perissinotto MD MHS**, Assistant Professor of Medicine, UCSF Department of Medicine, Division of Geriatrics

**Edgar Pierluissi, MD**, Associate Professor of Medicine, UCSF Division of Geriatrics, Medical, Director, Acute Care for Elders (ACE) Unit, SFGH,

**Neda Ratanawongsa, MD, MPH**, Course Co-Chair, Assistant Professor of Medicine, Division of General Internal Medicine, UCSF Center for Vulnerable Populations at San Francisco General Hospital

**Josette Rivera, MD**, Assistant Professor of Medicine, UCSF Department of Medicine, Division of Geriatrics

**Urmimala Sarkar MD, MPH**, Assistant Professor in Residence, Division of General Internal Medicine, UCSF Center for Vulnerable Populations, San Francisco General Hospital

**Dean Schillinger MD**, UCSF Professor of Medicine in Residence, Director, UCSF Center for Vulnerable Populations at San Francisco General Hospital, Chief, California Diabetes Program, California Department of Public Health

**Hilary Seligman, MD, MAS**, Assistant Professor of Medicine, UCSF Center for Vulnerable Populations, San Francisco General Hospital

**Margarita Sotelo, MD**, Assistant Professor of Medicine, UCSF Division of Hospital Medicine and Division of Geriatrics

**Patrice Villars, MS, GNP, ACHPN**, Associate Director, Nurse Practitioner, Hospice & Palliative Care, SFVAMC

**Sharon L. Youmans, PharmD, MPH**, Associate Professor of Clinical Pharmacy, Associate Dean for Diversity Vice Chair for Educational Affairs, UCSF Department of Clinical Pharmacy

**Barbara Walter, RN, Special Project Nurse** - SFGH Nursing Administration, San Francisco Dept of Public Health

**Eric Widera, MD**, Assistant Professor of Medicine, UCSF Division of Geriatrics, Associate Program Director, UCSF Geriatrics Fellowship, Director, Hospice & Palliative Care, SFVAMC