



Adapting Elder Abuse MDTs to a Virtual Environment

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AGENDA

Maintaining a multidisciplinary team is complex work. Every community will encounter unique challenges; however, some challenges are more common than others. Today we will discuss:

- ▶ Understanding the elements of a strong MDT
- ▶ Choosing the right platform for your team's virtual work
- ▶ Confidentiality concerns and security tips;
- ▶ Virtual communication etiquette; and
- ▶ Exploring real-world examples and tips from other MDTs

ELDER JUSTICE INITIATIVE

The **mission** is to support and coordinate the Department of Justice's enforcement and programmatic efforts to combat elder abuse, neglect, and financial fraud and scams that target older adults.

The Initiative does so by—

- ▶ Promoting justice for older adults.
- ▶ Helping older victims and their families.
- ▶ Enhancing state and local efforts through training and resources.
- ▶ Supporting research to improve elder abuse policy and practice.

ABOUT THE MDT TAC

Our mission is to provide tools, resources, and individualized consultations to facilitate the expansion of elder abuse case review multidisciplinary teams across the nation.

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SERVICES

- Responding to requests for materials (e.g., toolkits or research)
- Phone consultations to discuss problem solving (e.g., confidentiality issues)
- In-person consultations for communities needing a more hands-on approach
- Educational opportunities such as webinars
- MDT Guide and Toolkit
- Elder Abuse Network Locator Map



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WHAT ARE MDTs?



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DEFINING A MDT

Rooted in the biopsychosocial model, MDTs are defined as representatives from three or more disciplines who work collaboratively, bound by a common purpose.

MDTs have a shared goal and shared definition of the problem they are addressing.



COMMON CORE MEMBERS

- ▶ Adult Protective Services (APS)
- ▶ Aging services network personnel
- ▶ Geriatricians/physicians
- ▶ Law enforcement
- ▶ Prosecutors (District Attorneys)
- ▶ Psychologists/neuropsychologists
- ▶ Victim-witness advocates/victim service providers

**COMMON
MDTS
SERVING
OLDER
ADULTS**



**Elder fatality
review teams**



Hoarding teams



**Mental illness
teams**



**Elder abuse
teams**



**Guardianship
teams**



**Financial abuse
specialist teams**



**Code
enforcement
teams**

WHAT MODEL IS BEST FOR OUR COMMUNITY?





An illustration from a top-down perspective showing five people in business attire sitting around a dark blue circular table. They are engaged in a meeting, with some using laptops and others looking at documents. The scene is set against a light blue background. A dark grey banner with a white border is superimposed over the center of the image, containing the title text.

WHAT WE KNOW ABOUT STRONG MDTs: FUNDAMENTALS

SETTING THE STAGE FOR SUCCESS

Participatory Decision-Making

The entire team participates in the decision-making process, sharing information, and sharing successes.

Partnership

MDTs are characterized by a formal Memorandum of Understanding (MOU) or an Interagency Agreement (IAA).

Interdependency

Group and individual outcomes are influenced by the team.

Balanced Power

All members of the MDT have equal input and prohibit a single member from dominating the group.

Process

The development and use of protocols to introduce predictability and accountability into the case review process, including protocols for conflict resolution.

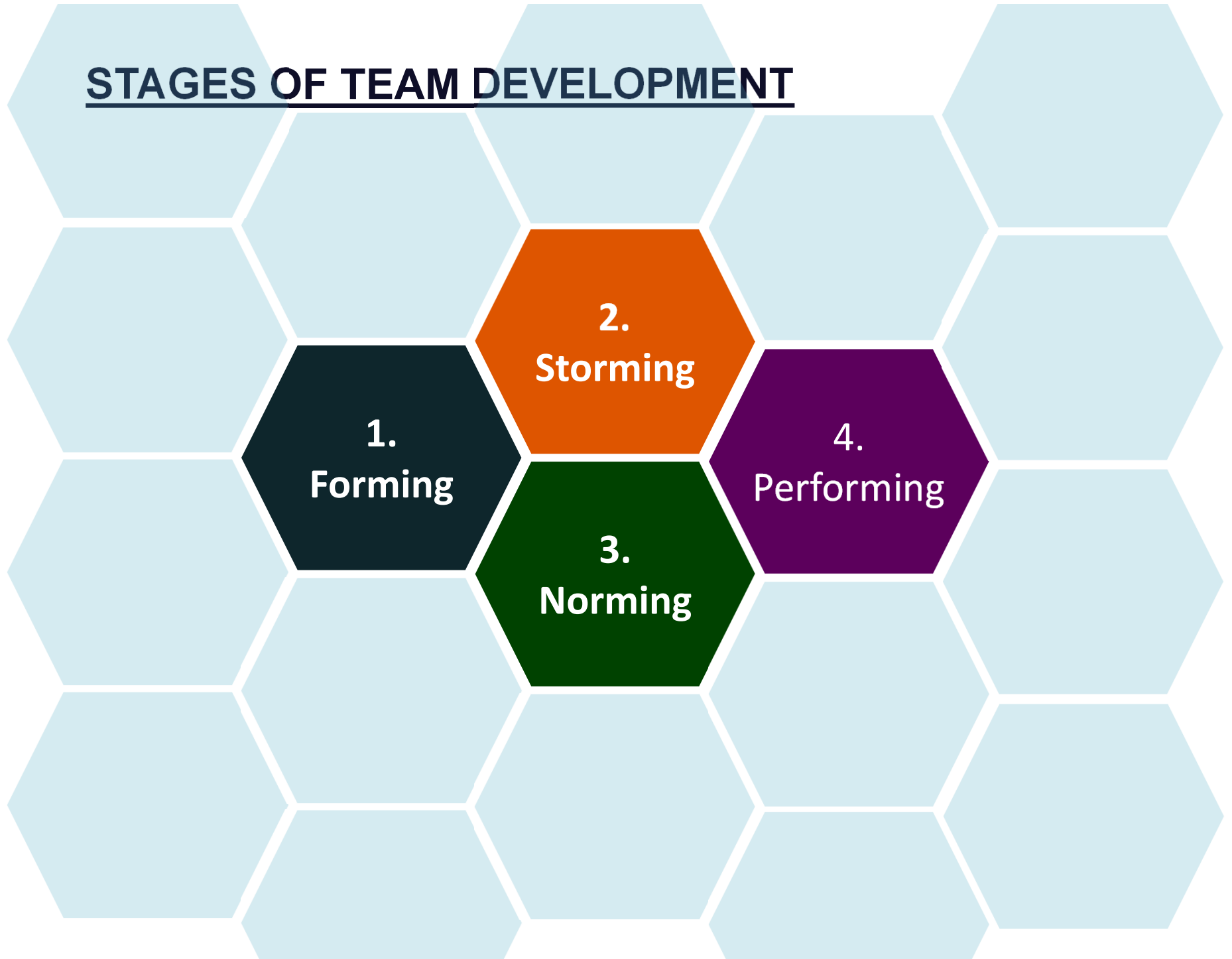
STAGES OF TEAM DEVELOPMENT

**1.
Forming**

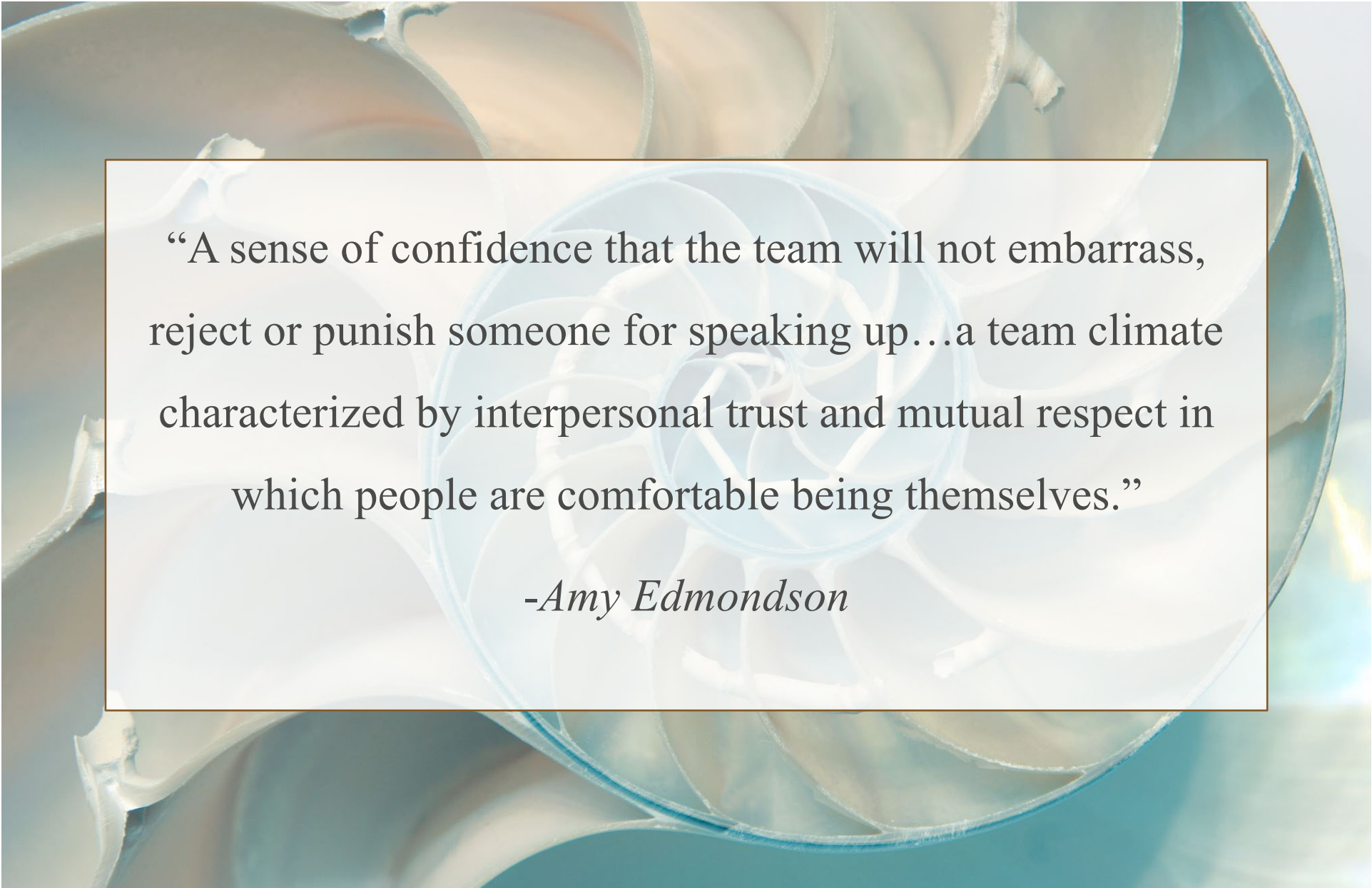
**2.
Storming**

**3.
Norming**

**4.
Performing**



PSYCHOLOGICAL SAFETY



“A sense of confidence that the team will not embarrass, reject or punish someone for speaking up...a team climate characterized by interpersonal trust and mutual respect in which people are comfortable being themselves.”

-Amy Edmondson

ASSESSING PSYCHOLOGICAL SAFETY

1. If you make a mistake on your team, is it often held against you?
2. Can members of this team bring up problems and tough issues?
3. Do people on this team sometimes reject others for being different?
4. Is it safe to take a risk on this team?
5. Is it difficult to ask other members of this team for help?
6. Do team members deliberately act in a way that undermines your efforts?
7. Do members of this team value and utilize my unique skills and talents?



--Adapted from work by Amy Edmondson

DEFINE MISSION, VISION, & GOALS

What is the purpose of your team? What do you hope to accomplish together? Having a clear mission and agreed upon goals early on in the process of developing your team will help to keep everyone on track, working toward the same outcomes and clear about how to measure success.

<https://www.justice.gov/elderjustice/4-building-strong-foundation>

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DEVELOP CLEAR ORGANIZATIONAL RULES

- ▶ Clearly understand and agree upon interpretations of your state laws and statutes

<https://www.justice.gov/elderjustice/file/960791/download>

- ▶ Identify someone to serve as the coordinator

<https://www.justice.gov/elderjustice/6-mdt-coordinator>

- ▶ Create MOUs for participating agencies

<https://www.justice.gov/elderjustice/5-ethical-legal-considerations>

- ▶ Write protocols

<https://www.justice.gov/archives/elderjustice/file/938806/download>

- ▶ Learn more about building a strong foundation here

<https://www.justice.gov/elderjustice/4-building-strong-foundation>

REFINE WORK AS THEY PROCEED

Create mechanisms to evaluate team performance and make adjustments as needed.

Managing an MDT requires ongoing commitment and resources.



Time



Ongoing joint training



Staff (and staff turnover)



Money



Developing trust and team building



Regular review of policies and procedures



Conflict management

CULTIVATE TRUST



GET TO KNOW EACH OTHER
PERSONALLY



HAVE STRONG, CLEAR, AND
AGREED UPON
COLLABORATION
DOCUMENTS.



ACTIVE LISTENING – TRY TO
UNDERSTAND ONE
ANOTHER’S PERSPECTIVE,
CLARIFY WHEN NEEDED.



ADDRESS PROBLEMS AND
CONFLICT HEAD-ON AND
PROMPTLY.



HOLD ONE ANOTHER
ACCOUNTABLE (KINDLY).



DON'T BLAME – FOCUS ON
SOLUTIONS AND
SUPPORTING ONE
ANOTHER’S WORK.



WORK CASES TOGETHER
(HOME VISITS).



REMEMBER WHY YOU ARE
HERE – YOUR CLIENTS.

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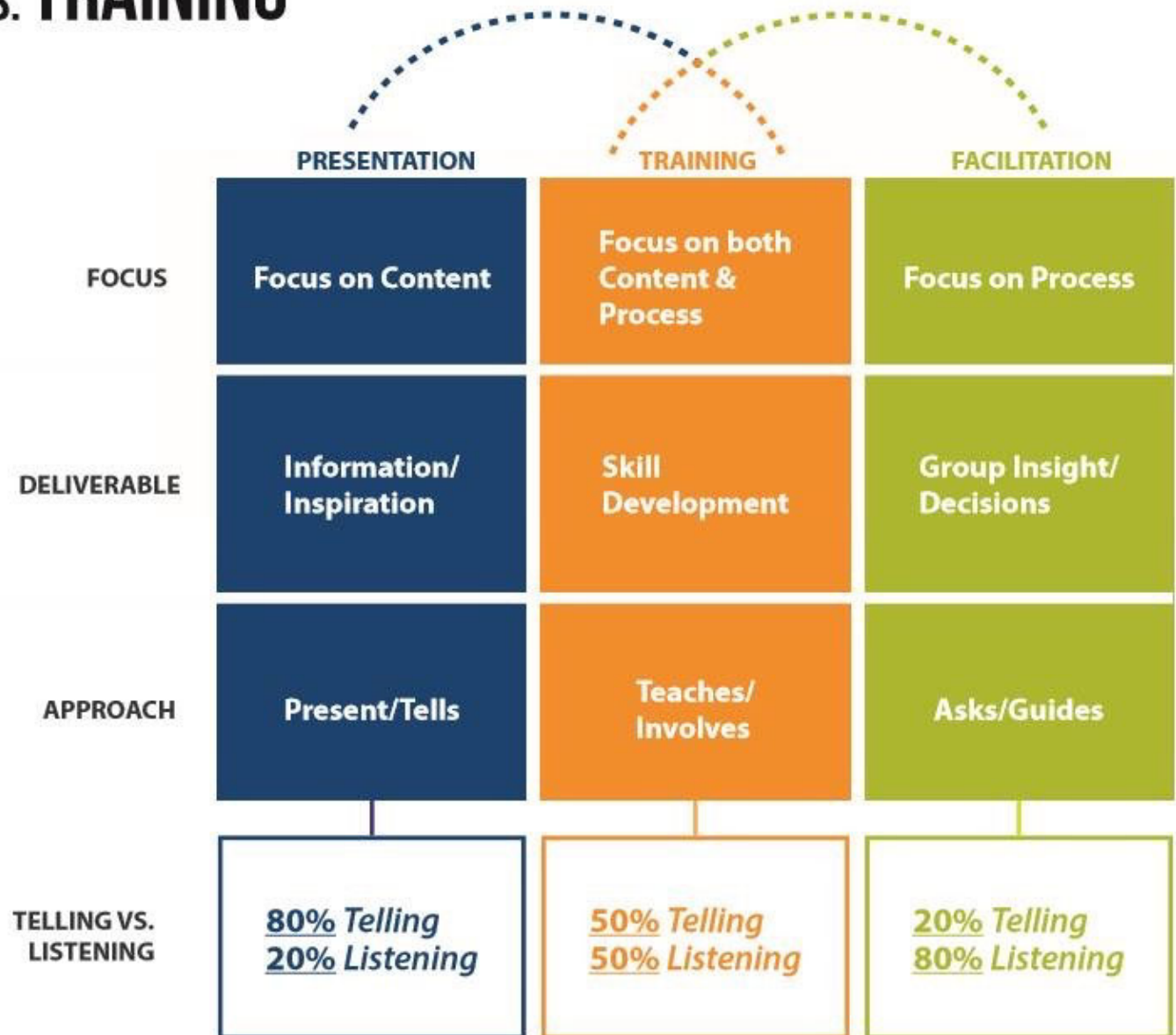
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PRESENTATION vs. TRAINING vs. FACILITATION

To maximize learning retention, you need to use the right mix of telling and listening.

To help you move from being a presenter to a facilitative trainer, check out our courses [The Effective Facilitator](#) and [Facilitation Skills for Trainers](#).

For more information click the course names above or visit leadstrat.com/what-we-do/training.



At their best MDTs:

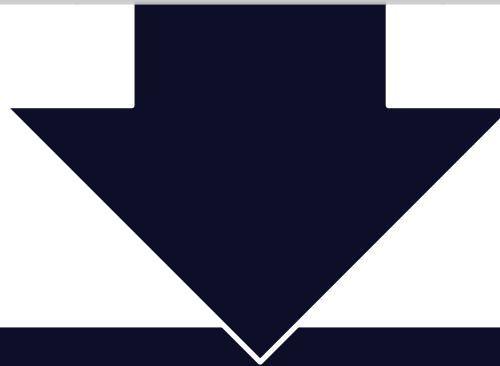
Have meetings.
MDTs aren't meetings.

Are relational and expand connections and knowledge.

Refine and streamline process.

Are active, collaborative and seek improved client outcomes.

Embrace innovation and are highly adaptable.



Therefore, MDTs can change and improve in this current environment.



Adapting to a New Environment

What now?

AGILITY: ADAPTING TO OUR CHANGING ENVIRONMENT

1. DETERMINATION

- Must have the will to persevere

2. BALANCE

- Commitment to standards of practice
- Commitment to clients
- Commitment to self-care

3. FLEXIBILITY

- Willing to incorporate new technology, partnerships, perspectives

4. STRENGTH

- Stronger together - maintaining relationships with partners

5. ENDURANCE

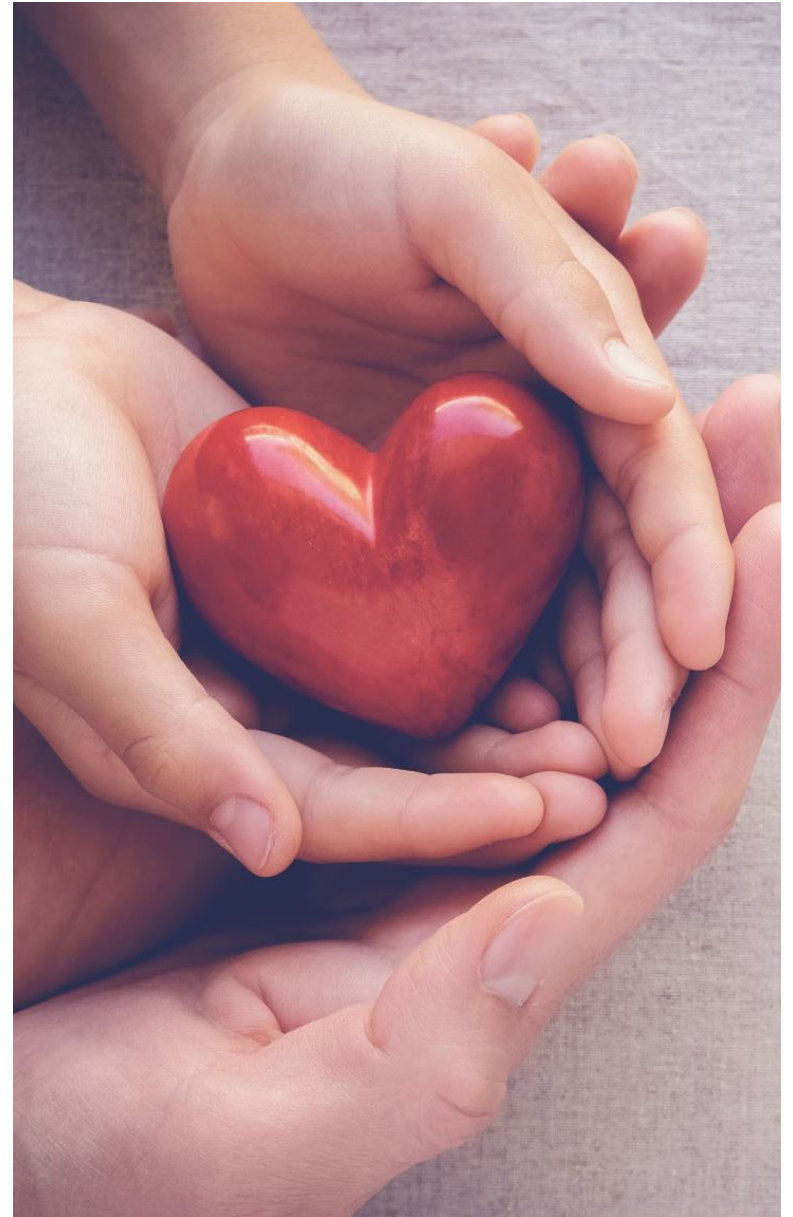
- Challenges may persist
- Our solutions may have to adapt
- Commitment to also persist



HOW ARE TEAMS RESPONDING?

Some teams have decided to shift their focus to challenges that have emerged or become more pronounced by the current crisis. Focus areas include but are not limited to.

- ▶ Countering Agism
- ▶ Gaps in safety net – policy or protocols between agencies
- ▶ Standards of care in long-term care facilities
- ▶ Developing safety and action plans for similar future emergencies



HOW ARE TEAMS RESPONDING?



Some teams have decided to continue case review or similar client driven work while making appropriate adaptations.

This next section contains things to consider and tips to continue your MDT related work.

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SOCIAL DISTANCING

Interacting with older adult clients

- ▶ Reduce the number of professionals who have face-to-face contact – team coordination
- ▶ Stay connected with phone calls between necessary visits
- ▶ Triaging cases so that in-person contact only occurs in emergencies
- ▶ Defining emergency needs and conditions for contact
- ▶ Practice safe contact using safe distances, gloves and masks

(See CDC for additional information)



WORKING REMOTELY

Teleconferencing Considerations

- ▶ Choosing a platform – collaborate with partners regarding licensing teleconferencing software
 - Sharing cost
 - Using established platforms to enhance user familiarity
 - Lead agency – In-kind contribution



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Teleconferencing Considerations

► Confidentiality

- Most video conferencing platforms have HIPAA compliant for-pay tiers
- **MUST COMPLY WITH SECURITY PROTOCOL TO BE EFFECTIVE**
- Consider adding language to confidentiality agreements to cover remote communication (have attorneys for partner agencies review and approve)



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Teleconferencing Considerations

- ▶ Enhancing Security
 - Use ‘waiting rooms’ to accept participants into meetings
 - Display confidentiality agreement language in waiting room
 - Utilize group chats to confirm participants have read, understood and agree to confidentiality statement
 - Kick participants out of the meeting for non-compliance
 - Maintain chat record of confidentiality agreement



WORKING REMOTELY

Teleconferencing Considerations

- ▶ Enhancing Security
 - Don't use open Wi-Fi
 - Don't hold calls in public spaces
 - Do keep software updated
 - Do stay current with protocols and professional guidelines



WORKING REMOTELY

Teleconferencing Considerations

► Etiquette

- Test audio/video ahead of meeting
- Ensure your face is lit and visible (no light sources behind you)
- Don't take your device with you to the bathroom
- Mute your line when you aren't speaking
- Unmute your line when you are speaking
- Come prepared
- Don't multitask
- Be respectful of time



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Training!

- ▶ Ensure your members understand how to use new tools and resources.

Other collaborative tools

- ▶ Shared calendars
- ▶ Listservs
- ▶ Instant messaging
- ▶ Cloud computing/sharing working documents



TELEHEALTH CONSIDERATIONS

- Virtual communication with clients is more complicated than internal communication.
- Must ensure HIPAA Compliance.
- VA telehealth is a good governmental example.
- Previous tips apply but are not all-inclusive.
- <https://www.techsafety.org/>
- <http://reachingvictims.org/resource/national-strategy-session-on-sustaining-services-session-1/>




VIRTUAL MEETING FACILITATION TIPS



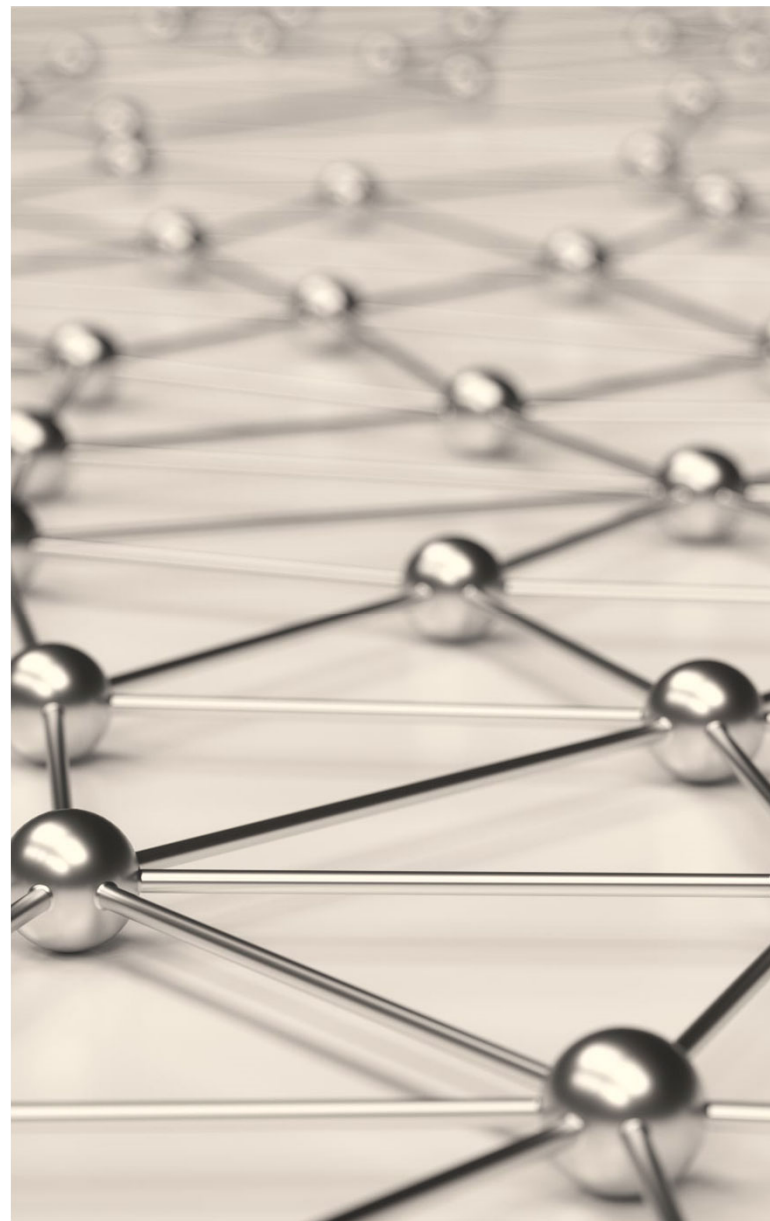
- ▶ Choose the right platform for your meeting needs
- ▶ Test technology prior to meeting and sign on early
- ▶ Hold a practice session with your team
- ▶ Use Video
- ▶ Provide alternate call-in options
- ▶ Divide responsibilities
 - Select a team member to facilitate the meeting
 - Select another team member to run the technical aspect of the meeting

VIRTUAL MEETING FACILITATION TIPS CONT.

- ▶ **Maintain the rules and structure of in-person meetings**
 - Have an agenda
 - Have clear objectives, etc.
 - Clarify action items at the end of the meeting
 - ▶ **Use an icebreaker and/or allow time for and encourage casual conversation at the beginning of the meeting**
 - ▶ **Encourage participation by calling on team members**
 - ▶ **Minimize presentation length**
 - ▶ **Be forgiving of and roll with life intrusions – kids, pets, deliveries, etc.**
- 
- A close-up photograph of a red dart with a gold-colored shaft and a silver ferrule, hitting the red bullseye of a target. The target is a standard dartboard with white, green, and red segments. The background is a soft, out-of-focus green and yellow gradient.

AVAILABLE RESOURCES

1. <https://www.justice.gov/coronavirus>
2. www.elderjustice.gov
3. <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>
4. <https://www.techsafety.org/>
5. <http://reachingvictims.org/resource/national-strategy-session-on-sustaining-services-session-1/>
6. <https://www.justice.gov/elderjustice/mdt>
7. <https://hbr.org/>



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REACH OUT FOR HELP WHEN YOU NEED IT

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