This report reviews the feedback provided by the participants of A Clinical Response to Elder Abuse Conference, organized by OHSU Care Management, Multnomah County Adult Protective Services, and OHSU Healthcare Cultural Advocacy Team on April 24, 2012.

This conference was attended by 180 participants who came as far away as Bend, Medford and Astoria and who’s reported professions were social workers, therapists, nurses, adult protective services case workers, law enforcement officers and variety of other professionals. We received 104 evaluations.

The keynote speaker was Dr. Steven Tam from Department of Internal Medicine at University of California, Irvine School of Medicine. Dr. Tam’s presentation covered identification and management of elder abuse and neglect in the medical setting. Lisa Burnett and Wendy Hillman from Multnomah County Adult Protective Services addressed the role of adult protective services and mandated reporting. Chuck Mickley and Annie Shoen discussed the role of Multnomah County District Attorney Office and the importance of documentation in order to prosecute offenders. Mohammad Bader from Multnomah County Adult Protective Services moderated the panel on cross-cultural approach to elder abuse and neglect. Susan Hedlund from OHSU Oncology Patient and Family Services moderated the case presentation panel on elder abuse.

The majority of participants expressed an appreciation for learning about the details of mandatory reporting and becoming more aware of the signs of elder abuse. The attendees reported that they would have liked for the presenters to coordinate presentations to reduce overlapping of material and reading from slides. The participants would have liked to increase time allotted for question and answer sessions. They would have appreciated a venue that allowed for beverage inside the auditorium, longer breaks and a louder microphone system.

According to the participant feedback the presentations led to a broader and deeper understanding of identification and reporting elder abuse. Some attendees expressed that they will make action plans to document the elder abuse and neglect concerns better in patient charts and report these concerns more often to APS. Some attendees committed to increasing awareness of signs of elder maltreatment within their agencies by sharing this information with their colleagues, displaying brochures and posters regarding the warning signs and offering education programs, including elder abuse awareness events.

This event was the first statewide conference on elder abuse and neglect that targeted the medical community addressing clinical issues. Prior to the conference, Dr. Tam made a presentation during the OHSU Geriatric Grand Rounds for Physicians. There are tentative plans to organize an Elder Abuse conference on Elder Abuse Awareness Day in June 2014 hosted by the OHSU Care Management department.

One reflection from a participant that stands out was: “The conveners deserve a great debt of gratitude for their vision and courage to have such a conference free of charge!”
Graph 1. The reasons to participate this conference (n=100 participant responses received).

Why are you participating in this conference?

- Professional Learning: 80
- Personal Learning: 30
- Share or gather other resource: 40
- Networking: 40
- Other: 10

Graph 2. The professional roles of participants (n=121 participant responses received).

Select the option that best subscribes your role in working with elder abuse issues:

- Direct Medical Care: 21
- Mental Health: 6
- Educator: 14
- Administrator: 4
- Volunteer/Student: 9
- Social Worker: 9
- Other: 57
- APS/SPD Worker: 1
Graph 3. The impact of this conference on participants’ competency pertaining elder abuse (n=81 participant responses received).

Overall, did this conference increase your competency in addressing elder abuse in your practice?

- Yes: 67
- No: 13
- Neutral: 1

Graph 4. Participant satisfaction on individual aspects of the conference (n=100 participant responses received).
Graph 5. Overall participant satisfaction regarding the conference (n=85 participant responses received).

What was your overall satisfaction rating for the conference?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

Graph 6. Continuing Nursing Education (CNE) participants receiving information about disclosures (n=12 participant responses received).

Were you informed of the following disclosures?

- Presence of absence of conflict of interest of faculty/content specialists
- Presence or absence of conflict of interest of planning committee
- Requirements for successful completion of CNE activity
- Purpose of learning activity

No
Yes
Graph 7. Continuing Nursing Education (CNE) participants receiving information about disclosures (n=12 participant responses received).

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<thead>
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<td>Off-label product use</td>
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Graph 8. Were your personal objectives successfully achieved? (n=12 participant responses received).

Were your personal objectives successfully achieved?

- Yes: 10 responses
- No: 2 responses
Graph 9. Continuing Nursing Education (CNE) participant evaluation of Steven Tam’s presentation (n=12 participant responses received).

Graph 10. Continuing Nursing Education (CNE) participant evaluation of Steven Tam’s presentation (n=12 participant responses received).

**Stated objectives achieved from Tam's presentation**

- Define the role of the medical staff in elder abuse and neglect situations
- Identify common signs and symptoms of elder abuse and neglect
- Explain the scope of problem of elder abuse and neglect
Graph 11. Continuing Nursing Education (CNE) participant evaluation of Lisa Burnett’s presentation (n=12 participant responses received).

Graph 12. Continuing Nursing Education (CNE) participant evaluation of Wendy Hillman’s presentation (n=12 participant responses received).

Graph 13. Continuing Nursing Education (CNE) participant evaluation of Burnett/Hillman presentation (n=12 participant responses received).

Stated objectives achieved and overall strength from Burnett/Hillman presentation

Overall strength of presentation

List what you can do to increase identification of elder abuse and neglect

Define the role of Adult Protective Services and what it means to be a mandated reporter

Recall some statistics elder abuse and neglect in Oregon and why it is currently underreported
Graph 14. Continuing Nursing Education (CNE) participant evaluation of Chuck Mickley’s presentation (n=11 participant responses received).

Graph 15. Continuing Nursing Education (CNE) participant evaluation of Annie Shoen’s presentation (n=11 participant responses received).

Graph 16. Continuing Nursing Education (CNE) participant evaluation of Mickley/Shoen presentation (n=12 participant responses received).

Stated objectives achieved and overall strength of Mickley/Shoen presentation
Graph 17. Continuing Nursing Education (CNE) participant evaluation of Mohammed Bader/panel presentation (n=11 participant responses received).

![Graph 17](image1.png)

Graph 18. Continuing Nursing Education (CNE) participant evaluation of Bader/panel presentation (n=11 participant responses received).

![Graph 18](image2.png)
Graph 19. Continuing Nursing Education (CNE) participant evaluation of Susan Hedlund and panel presentation (n=11 participant responses received).

Graph 20. Continuing Nursing Education (CNE) participant evaluation of Hedlund/panel presentation (n=11 participant responses received).
Graph 21. Continuing Nursing Education (CNE) participant evaluation of application of knowledge (n=10 participant responses received).

Application of knowledge

- I am confident that I can apply the knowledge learned in the course
- The course content provided new information

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<th>Neutral</th>
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