

How to Stay Connected and Keep Seniors Safe During COVID-19

EDITH CALAMIA
CHIEF MEDICAL OFFICER

Disclaimer

This webinar is for educational purposes only and not a substitute for speaking with your doctor. Find Magellan contact information here: magellanhealthcare.com/contact/

If you are in an emergency situation, you should do one of the following:

Call 911.

Go directly to an emergency room.

Call your doctor or therapist for help.

Today's presenter



Dr. Edith Calamia, D.O., M.P.H.

- Chief Compliance Officer
- Magellan Complete Care

Objectives

Learn strategies for communicating with loved ones living at home or in long-term care facilities

Recognize when professional help may be needed

Prepare for end-of-life care and loss

Q&A

“Love and compassion are necessities not luxuries. Without them humanity cannot survive.”

~Dali Lama

Seniors are being hit hard by COVID-19



8 out of 10 U.S. COVID-19 deaths are adults 65+



43% of U.S. COVID-19 deaths are linked to nursing homes

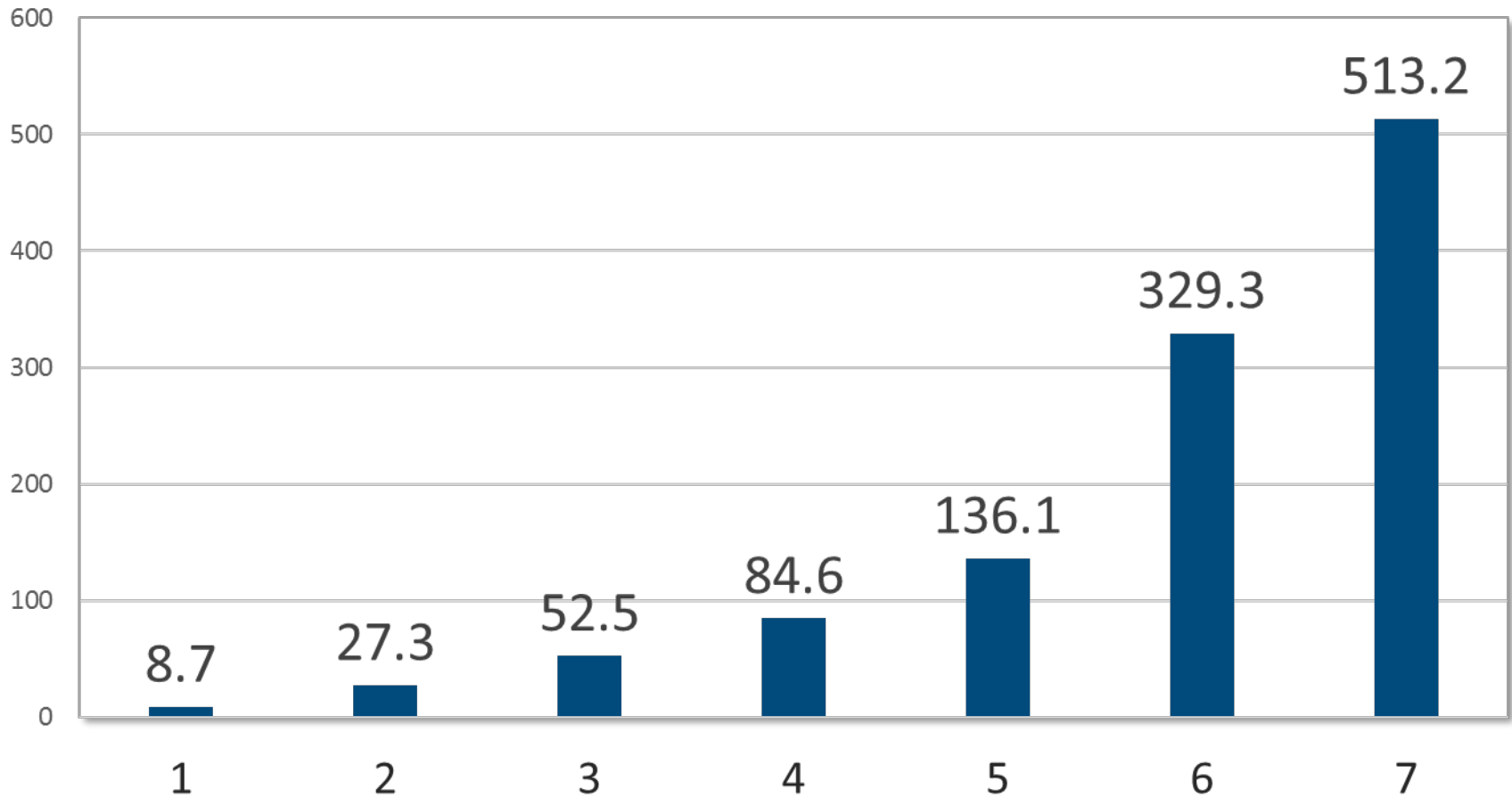
Sources:

[Click here for CDC precautions for older adults](#)

[Click here for NY Times article on Coronavirus and nursing homes](#)

Seniors are hospitalized at a high rate

COVID-19 Hospitalizations through 6/20/20



Source:

[Click here to see CDC chart on Coronavirus hospitalization](#)

Strategies for communicating with loved ones

How to stay connected with loved ones

Check-in by phone, email, text, video chat, letters, etc.

Lead with kindness; be clear and upbeat

Structure your conversations with activities

Play games online together

Create a book club

Make a photo book

If in a facility, schedule a window visit



If your family member is in a long-term care facility, make sure you know their rights

The Nursing Home Reform Act of 1987 includes rights for nursing home residents.

The right to be treated with dignity

The right to a social contact/interaction with fellow residents and family members

The right to exercise self-determination

The right to receive personal care that accommodates physical, medical, emotional and social needs

The right to exercise freedom of speech and communicate freely

The right to participate in the creation and review of one's individualized care plan

The right to be fully informed in advance of any changes to care plan or status of the nursing home

Use your Ombudsman



The typical duties of an **ombudsman** are to investigate complaints and attempt to resolve them, usually through recommendations (binding or not) or mediation.

Recognize when professional help
may be needed

Recognizing when help may be needed

Symptoms of Stress

Feeling confused and forgetful

Not seeing or staying connected to friends and loved ones

Having a hard time sleeping

Eating less

Daytime Somnolence

Irritability

Lack of Energy

Slow Thinking

Suicidal thoughts or Ideations

What You Can Do

Talk to your loved one

Do not get upset with them

Encourage them to seek help

Encourage them to stay active and exercise

Make sure they are taking medications correctly

Find out what is available to them through their insurance, long-term care facility and/or community resources

Prepare for end-of-life care and loss

End-of-life care

The support and medical care given during the time surrounding death.

Older people often live with one or more chronic illnesses and need a lot of care for days, weeks, and even months before death.

For some, the body weakens while the mind stays alert.

For others, the body remains strong and the cognitive skills diminish greatly

People who are dying need care in four areas:

Physical comfort

Mental and emotional needs

Spiritual issues

Practical tasks once they pass

Palliative care

Palliative Care

Advance directives

Decision making

Pain and symptom management

Communication

Goals of care

Hospice Care

Strategies for coping with grief during COVID-19

Taking over small daily chores around the house—such as picking up the mail, writing down phone messages, doing a load of laundry—can provide a much-needed break.

Setting up an outgoing voicemail message, a blog, an email list, a private Facebook page, or even a phone tree can reduce the number of calls you have to make. Some families create a website to share news, thoughts and wishes.

Coordinate a date and time for family and friends to honor your loved one by reciting a selected poem, spiritual reading, or prayer from within their own households.

Take part in an activity that has significance to you and the loved one you have lost, such as planting flowers or a tree or preparing a favorite meal, in memory of your loved one.

Making funeral arrangements

Discuss your cultural or religious traditions and the funeral wishes of the deceased, if applicable, with family members and the people you are working with (funeral home staff, clergy or officiants).

Consider options

Would it be acceptable to hold modified funeral arrangements by limiting attendance to a small number of immediate family members and friends shortly after the time of death?

Could it be hosted virtually or by phone instead of in-person meetings with funeral home staff, cemetery staff, clergy or officiants and others to plan funeral arrangements?

If you need to meet in person, follow everyday preventive actions to protect yourself and others from COVID-19, such as wearing a cloth face covering, social distancing, washing your hands often and covering coughs and sneezes.

Final thoughts

Establish purposeful communication pathways.

Discuss their fears in a calm supportive manner, but know when to seek professional help.

Seek out mental health resources as needed for both you and your senior.

Support your loved one with end-of-life care planning.

Resources

Magellan Healthcare COVID-19 Response

Web page: www.magellanhealthcare.com/covid-19-2/covid-19/

Continuously updated resources for our communities, clients, members and providers

Trusted sources for COVID-19 information

Videos, webinars and articles on coping with change, emotions, uncertainty stress, etc.

Magellan Mind Your Mental Health resources for mental health awareness and education

Virtual recovery meetings

Magellan Crisis Resources

Information on Magellan product and service solutions

Magellan client and provider updates

Contact your medical or therapy provider for support.

Reach out to your Employee Assistance Program (EAP) for resources to enhance emotional wellness.

Confidentiality statement

By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.

The information contained in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.