Empowered Elder Workshops – Facilitator Talking Points  
(Revised October 12, 2023)

Opening/Welcome
- CARA created the Empowered Elder Workshop series with the Community Living Campaign 7 years ago.
- Since that time, we have offered hundreds of presentations like the one we will be doing today to CARA affiliates, partner organizations and the public. These events were held in person.
- Since March 2020, we have only offered this presentation a few times over zoom. Now that we are more experienced with the Zoom platform, we decided to re-introduce these workshops to our statewide membership since the information is so essential and timely.
- We hope you enjoy this presentation and learn about how to best protect yourself and your loved ones when someone is ill or in need of help.
- There will be a question and answer period after each module.
- Thank you for being here.

Vial of Life

Objectives:
- Familiarize people with the Vial of Life as a tool for preparedness
- Get individuals to take the first step by filling out before the end of the workshop
- Think about ways the Vial of Life can be an outreach tool to others

- Ask if anybody familiar with/already has a Vial of Life?
- Ask people if they have ever had to call 911 for themselves or others and what was the experience like.
- Explain the purpose of the Vial and review the form and how it is used.
- Discuss where to put it (on the outside of the refrigerator) with a sticker at the front door
- People sometimes are concerned about the public viewing of the label on their door or have restrictions from condo or are concerned they will be viewed as needy/weak. Place sticker inside visible when emergency personnel enter.
- Tell that some people are putting copies in purse or wallet
- Ask what is coming to mind for folks about this?
- Acknowledge that it is not pleasant to think of emergencies however they do happen
- This is an easy way to be more prepared
- Vial of Life is good tool for outreach and networking.
- Have extras available since people often want more than one.
- Note that the website on the sticker is a way to get more information, download copy of forms and get more stickers.
Anyone who has filled out their Vial of Life form can enter the drawing at the end of the workshop.

Your Rights in a Hospital

Objectives:

Shed light on the risks, opportunities and realities of a Hospital Stay
Explore the Importance of personal networks
Learn more about your rights as a patient

Lessons from the Hospital Stay

- Ask people who has been in hospital? Ask if planned or emergency?
- What did they learn from these experiences?
- Acknowledge that this session may bring back painful memories and be prepared that there may be some strong emotions that come up.
- Stay focused on the purpose, which is to help people be more prepared and learn from one another that they are not alone.
- Focus on a story of a particular hospitalization as a way to discuss how it affects the patient and the caregiver. Either the facilitator can do, or line up someone whose story is illustrative.
- Remember that you do not have to know everything. Talk from your experience /or that of the group members. Highlight ways we can help each other be safe and get the care we need.

Patient Rights to a Good Discharge

- Introduce the concept that patients have rights, but it may take advocacy to exercise them.
- Solicit stories of how advocacy has help improve care for them or someone they know
- Quickly review the Discharge Planning checklist and call attend to the article about the hospital stay for future reading.
- Highlight the Medicare Rights handout and phone number that can stop an unsafe discharge and give up to 72 hours more in the hospital to get a good discharge plan together. No additional charge to the patient.
- Beware of being in the hospital with observation status – push to be admitted, as it assure costs will be covered by insurance (factsheet on this in the packet).
- If time allows, let people have some time to talk of their experience in two's or three's.

Avoid Observation Units

- Be sure to fill out a certificate of admission before agreeing to sign any other paperwork when I the hospital.
- Observation units are a new creation to help hospitals avoid fines if you are readmitted within 30 days of being discharged. So they put you in observation rather than admitting you.
- Unfortunately, if not admitted, Medicare will not pay for your hospital charges

Filling Prescriptions before Leaving the Hospital
Often, during a hospital stay, you are prescribed medications that you were not previously taking.

The doctor or discharge personnel will give you a prescription to fill upon leaving the hospital.

DO NOT FILL THE NEW PRESCRIPTIONS AT A PHARMACY. THEY MIGHT NOT BE COVERED BY YOUR PLAN AND COULD COST A LOT OF MONEY. AND YOU MIGHT NOT BE ABLE TO GET TO A PHARMACY RIGHT AWAY.

Instead, ask the doctor to fill the prescription in the IN-HOSPITAL pharmacy. You will get at least get the first refill covered by your MEDICARE (Medicare Part B covers ALL hospital expenses including prescriptions). This is a Medicare benefit and many doctors and providers do not know this.

This will save you money and get you on your new meds right away. Once home with enough of that medication, you can contact your Part D or supplemental plan to find out if that new drug is on their formulary, how much will it cost, and if necessary give you time to negotiate with your plan for a reduction in cost or an alternate medication.

Advanced Directives - Health Care Decisions and Choices

Objectives:

- Explain the concept of Durable Power of Attorney for Health Care
- Review and understand the role of advance directives, and how they can take different forms
- Help people begin to fill one out for themselves

Advanced Directives

- Ask how many people already have done an Advanced Directive
- Have some discussion about what motivates folks to get this filled out
- Ask why people put it off, even when they know they should
- Have everyone take out the advanced directive form and walk through it step by step
- Begin with a review of its purpose.
- Choosing an agent is always a lively topic. The group will offer advice about who to choose/not choose
- Discussion what if you don’t have someone - should you fill out the form anyway (Yes) as it gives your health care providers guidance on your wishes.
- Discuss who should get copies and how to have them handy if needed.
- (For this section, you may want to include a local lawyer volunteer or other person knowledgeable about some of the questions, otherwise, just review the material in the binder which will help you answer most questions.
- Reminder people that they can fill out the form and have two people at the workshop witness so it is complete - if they have completed their Advance Directive, their name goes in the drawing.

Embracing Diversity

- Open by explaining why CARA created this workshop.
  - We believe that everyone has some inherit biases and we should be aware of them.
  - As an organization, we are comprised of individuals with bias. We must strive as an organization to be as diverse and inclusive as possible and be as welcoming to everyone as possible.
  - The workshop is an orientation to understanding bias and prejudice and addressing it when we see it.
• Review the agenda and format provided
• Show first videos – You will need a projector and a screen, blank wall or somewhere to show the videos (the place you are holding the training might have one.
• CARA will send you the videos.
• Then discuss what you saw using the questions/prompts the listed on the agenda.
• Then show the next videos followed by discussion

• Wrap Up
  o Ask for any final comments/observations
  o Ask for suggestions for improvement
  o Refer folks to the definitions

Emergency Preparedness
• Share poster
• Discuss the Importance of having a personal emergency plan
  o Special bag for your important papers, checks, phone and charger/ medical devices/ things you want to keep safe
• Have your prescriptions with you
• Have a plan for your pets
• If you need a ride or assistance/ identify who can help you with this
• Identify where you can go/who you can stay with if you need to evacuate
• Have a backup plan for electricity if you need it for medical devises – maybe a generator (keep things charged, have extra batteries, cords, etc)
• Check with your city/county to find out what emergency plans and locations they have arranged

Wrap Up at Presentations
• Schedule a presentation with your club, union, church group, etc. – see flyer
• Fill out the form to Take Action
• Make sure you have vial of life, wallet cards for hospital discharge, flyer to publicize empowered elder workshop, Take Action Card