



Tips and Tools for Preventing and Responding to Financial Exploitation in Long-Term Care Facilities

Wednesday, March 5, 2014, 3:00-4:30 ET

Please review the following scenario and discussion questions so you can join the conversation during the webinar. We look forward to hearing from you, thanks for joining us.

Scenario

A nursing home resident contacts you stating that she received a discharge notice for non-payment. She tells you that her son is her Representative Payee for her Social Security benefits and handles her financial affairs, so she does not understand why she is in arrears to the facility. She gives you permission to speak with her son and the facility to determine why she is in arrears as she does not want to be discharged.

- How would you proceed in this situation?
- What do you do if it appears that the resident's son did not fully understand his responsibilities and the issue was a lack of understanding rather than financial exploitation?
- Would your approach change if based on your discussion with the resident she appeared to have some memory issues or cognitive deficits? If so, how?
- Would your advocacy strategies differ if the resident lived in an assisted living facility/board and care home?

Discussion Questions

1. Do you see differences in the types of financial exploitation (e.g. scams, health care fraud, identity theft, theft, inappropriate billing, misappropriation of funds) in assisted living/board and care homes compared to nursing homes? If so, what is the difference?
2. What successful approaches have you seen long-term care facilities implement in order to prevent, detect and respond to financial exploitation?
3. Please share how you engaged local law enforcement in order to improve their response, investigation and prosecution of financial exploitation.
4. Please share an example of how you've increased public awareness of financial exploitation.
5. Which organization, agency or group have you found to be essential to collaborate with in order to address financial exploitation?
6. How will you use today's information in your work to educate consumers, family members and long-term care providers about preventing, detecting and reporting financial exploitation?