April 13, 2020

TO: Residential Care and Assisted Living Facilities, Nursing Facilities and Adult Foster Homes

FROM: Safety, Oversight and Quality

RE: Resources for working with residents and staff

During this time of Covid-19 it is understood that times are challenging for everyone in healthcare and Oregon’s LTC providers are doing everything they can to provide emotional support to residents. Below is a list of three resources that may be helpful in offering that support.

Senior Loneliness Line – This is a partnership between Lines for Life and the Oregon Health Authority. This program promotes mental wellness. There is a team of staff and volunteers specially trained in working with older adults who experience loneliness, isolation, depression and anxiety. See attached brochure for more information.

Comagine Health Half Hour Hot Topic Webinar – Friday, April 17, 2020, 11:30 – Noon “Care Planning for Suicidal Threats, Self-Harming Behaviors & Other Urgent Behavioral Health Concerns” - presented by Janet Holboke, MSW, LCSW, Older Adult Behavioral Health Specialist, Greater Oregon Behavioral Health Inc. (GOBHI) – See attached flier for more information and to register.

Pioneer Network – ABCs of Combatting Isolation – These are shared resources from fellow Pioneers to engage and connect residents and elders with their family, friends and communities as we navigate this changing world. https://www.pioneernetwork.net/resource-library/

For Additional Questions please contact the Adult Foster Home Unit by emailing: APD.AFHTeam@dhsoha.state.or.us
Join us for a series of 30-minute webinars focused on CMS priority areas

In 2020, our Half-Hour Hot Topics webinar series will explore Centers for Medicare & Medicaid Services (CMS) priority areas, such as improving behavioral health and resident safety; reducing readmissions, opioid misuse and adverse drug events; infection prevention; antibiotic stewardship; and more! Give us 30 minutes and we’ll give you new ideas!

Care Planning for Suicidal Threats, Self-Harming Behaviors and Other Urgent Behavioral Health Concerns

Friday, April 17, 2020 | 11:30 a.m.-noon PT | 12:30-1 p.m. MT
Janet Holboke, MSW, LCSW, Older Adult Behavioral Health Specialist, Greater Oregon Behavioral Health Inc. (GOBHI)

Most administrators and nursing staff members are not trained to intervene when a resident is expressing suicidal intent or demanding transport to the hospital because of symptoms related to PTSD, anxiety or other behavioral health concerns. A call to 911 and transport to the emergency room becomes the only option in the absence of clear care plan approaches. This session defines emergent vs. non-emergent mental health concerns, offers a variety of staff training and care plan strategies for residents with recurrent behavioral health emergencies, and identifies strategies for working with community mental health treatment partners.

About the Presenter

Janet Holboke, MSW, LCSW, has worked as an older adult behavioral health specialist for Greater Oregon Behavioral Health Inc. (GOBHI) since May 2015. She provides complex case consultation and training through GOBHI’s rural and frontier communities. Ms. Holboke also serves as a faculty member for the Behavioral Health in Nursing Facilities ECHO® and is a certified Positive Approach® to Care trainer. Previously, she served as the enhanced care services coordinator for the Office of Mental Health and Addiction Services (now OHA).


Need Information?
Contact Shannon Cupka at (505) 938-9124 or scupka@comagine.org, or Kelly Jupiter at (505) 998-9748 or kjupiter@comagine.org.

This material was prepared by Comagine Health, the Medicare Quality Innovation Network-Quality Improvement Organization for Idaho, Nevada, New Mexico, Oregon, Utah and Washington, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 125OW-T1-20-QIN-018
Senior Loneliness Line is a statewide service provided in partnership between Lines for Life and Oregon Health Authority. Our team of trusted volunteers and staff are specially trained in working with older adults.

Any aging adult who is experiencing loneliness, isolation, depression or anxiety can benefit from a confidential phone call with our Senior Loneliness Line call counselors. Sometimes, a friendly conversation with someone who cares and wants to listen can be just the kind of connection a caller needs.

Lines for Life is a regional nonprofit dedicated to preventing substance abuse and suicide and promoting mental wellness. We offer help and hope to individuals and communities by addressing a spectrum of needs that include prevention, advocacy, and intervention.

Nearly 1 in 5 adults over the age of 50 is at risk of social isolation.¹

AARP, Connect to Affect Campaign; ²Holt-Lundstad, PLoS 2010

5100 SW Macadam Avenue, Suite 400
Portland, Oregon 97239-3854
503.244.5211 | info@linesforlife.org
www.linesforlife.org

¹ AARP, Connect to Affect Campaign; ²Holt-Lundstad, PLoS 2010
By investing in our older adults, we ensure that they will thrive in our community.

Social connections can help keep people healthy.

Nearly 1 in 5 adults over the age of 50 is at risk of social isolation, which may lead to loneliness. Loneliness can impact your immune system, increase inflammation, lead to diabetes, heart disease, stroke, arthritis and other serious health conditions—the impact on your health can be as significant as smoking 15 cigarettes a day. It can also contribute to cognitive decline and the progression of Alzheimer’s disease.

How we can help

Our free statewide call service is for Oregonians older than 55. Our team of volunteers and staff are specially trained in working with older adults, and we can provide ongoing support, connect you with resources or just listen. Your information is completely confidential.

Caring and connecting

Once you’ve reached out to us, you may feel like it would be helpful to have us check back in with you after the call. If so, we will. We’ll check in and see how you are doing. We care about you and you are not alone.

We support seniors in Oregon who are feeling lonely and having difficulty connecting.

We provide:

- A friendly person to talk to when you need one
- Someone to listen
- Emotional support and understanding
- Resources and referrals
- Grief support
- Elder abuse prevention and counseling
- Suicide intervention

If you or a loved one are experiencing loneliness or isolation, please call us at: (503) 200-1633 | 800-282-7035

For more information visit: facebook.com/SeniorLonelinessLine | www.SeniorLonelinessLine.org