

**University of Virginia Medical Center (Agency 209)
Report to the Governor and the General Assembly
Impact of the Aging of the Population**

HB 110 (Chapter 54, 2006 Session) amended Va. Code §2.2-5510, to require that each state agency include in its strategic plan “an analysis of the impact that aging of the population will have on its ability to deliver services and a description of how the agency is responding to these changes.” Further, the bill provides that each state agency “shall report by October 1 of each year to the Governor and to the General Assembly its progress for addressing the impact of the aging of the population in at least five specific actions.”¹

Pursuant to HB110, the University of Virginia Medical Center submits the following 2006 Report:

- 1. To the extent such data is available, the number of persons who received services from the agency in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older. If the agency can provide data that compares such numbers of senior citizens served in the past, please do so. If the agency lacks specific information about the numbers of senior citizens it serves, but has other evidence indicating that it is serving more or fewer senior citizens than it has in the past, please describe the basis for that estimation.**

Fiscal Year 2001

Age Group	Inpatients		Outpatients	
	Patients	% of Total Inpatients	Patients	% of Total Outpatients
65-74	3,193	14.70%	17,292	11.80%
75-84	2,138	9.80%	10,372	7.10%
85+	652	3.00%	2,787	1.90%
<i>Total Patients 65+</i>	5,983	27.60%	30,451	20.80%

¹ HB 2097 (Ch. 900, 2003 Session) created the Government Performance and Results Act and set out the requirements for state agencies to participate in a formal strategic planning process. The Department of Planning and Budget has stipulated that institutions of higher education are exempt from those provisions (See <http://dpb.virginia.gov/sp/SPInstrux2005.pdf>). The University of Virginia Medical Center participates in a separate strategic planning process. Without waiving the exception specifically granted by DPB, the University of Virginia Medical Center is submitting the report mandated under HB110 because the Medical Center understands the importance of this information to the Commonwealth.

Fiscal Year 2006

Age Group	Inpatients		Outpatients	
	Patients	% of Total Inpatients	Patients	% of Total Outpatients
65-74	3,292	13.80%	21,514	11.90%
75-84	2,488	10.40%	13,851	7.60%
85+	795	3.30%	5,798	3.20%
<i>Total Patients 65+</i>	6,575	27.50%	41,163	22.70%

The University of Virginia Medical Center treated substantially more senior citizens, on both an inpatient and outpatient basis, in Fiscal Year 2006 (47,738 total patients) as compared to Fiscal Year 2001 (36,434 total patients).

Also, the patient population served by the Medical Center is significantly older than the population of the Commonwealth. In calendar year 2005 11.6 percent of Virginia's population was 65 or older. In comparison, in Fiscal Year 2005, 26.3 percent of the Medical Center's inpatients and 21.8 percent of its outpatients were 65 or older; in Fiscal Year 2006, 27.5 percent of inpatients and 22.7 percent of outpatients were 65 or older.

2. Identify the agency services that are utilized by senior citizens 65 and older in significant numbers. Indicate whether the agency has the capacity at present to serve all interested seniors or whether the demand for certain services exceeds the agency's capacity. If so, does the agency maintain waiting lists for services?

The University of Virginia Medical Center combines high-technology, tertiary care for patients from throughout the Commonwealth with the training of future medical professionals and state-of-the-art research. The Medical Center is an integrated network of primary and specialty care services, including the University of Virginia Children's Hospital, the Cancer Center, the Heart and Vascular Center, the Digestive Health Center of Excellence, a level I trauma center, the Blue Ridge Poison Center, an Emergency Department, and more than 60 outpatient clinics located within and beyond our main grounds. With 574 authorized beds, the Medical Center has more than 750 clinical staff and over 700 residents and fellows.

The University of Virginia Medical Center provides a full range of health care services to individuals who are 65 and older, including surgery and non-surgical procedures, diagnostic imaging, cancer care and management of chronic conditions, such as diabetes, heart disease, and neuromuscular disorders. With some obvious exceptions, such as pediatrics and obstetrics, most University of Virginia physicians provide services to some patients 65 or older.

The clinical staff of the Medical Center includes nine geriatricians – primary care physicians specially trained to prevent and manage health problems of senior

citizens. These geriatric specialists provide both primary care and consultations to other physicians. Their services include:

- **Geriatric assessment:** A full medical evaluation done on a primary care or consultation basis.
- **Neurocognitive assessment:** An evaluation of the patient's ability to think, reason, remember and function effectively.
- **Pain management and rehabilitative evaluation and treatment:** Services to improve senior citizens' quality of life.

Medical Center geriatricians provide patient care and consultations in a variety of settings, including University Hospital, outpatient clinics (including 2 geriatric clinics), long-term care facilities and patients' homes. Medical Center geriatricians also provide medical director oversight at area long-term care facilities and partner with local and state social services departments to identify areas of elder mistreatment.

The Medical Center also operates Continuum Home Health Care, which provides services for patients requiring care at home. Services are provided by qualified nurses, pharmacists, therapists, social workers, nutritionists, aides and companions. The Medical Center outpatient pharmacy is accessed by many patients, including those over 65.

Other services utilized by senior citizens through the University or the Medical Center include:

- **Tuition Waiver Program (www.University of Virginiacommunityscholar.info):** In compliance with the Senior Citizen Education Act, the University offers courses with tuition and certain fees waived for qualified senior citizens through the School of Continuing & Professional Education. Adequate capacity exists for this program to serve all interested seniors.
- **Community Scholar Program (www.University of virginiacommunityscholar.info):** A non-degree program offered to qualified community members, including senior citizens interested in lifelong learning through the School of Continuing & Professional Education. Adequate capacity exists for this program to serve all interested seniors.
- **Aging 101 (Institute on Aging) (www.virginia.edu/aginginstitute/):** A community lecture series discussing University of Virginia research relating to aging held every semester; the series features two 20-minute talks in lay person terms by two University of Virginia faculty members on aging-related research and a question-and-answer session followed by a reception. Reservations are required, but no interested individual has been turned away the day of the event.
- **Distinguished Speaker Series/External Speaker Series (Institute on Aging) (www.virginia.edu/aginginstitute/):** The speakers in these series are usually well known in the aging field and their topics are relatively broad. These talks are usually advertised to university members and the general

- public. Adequate capacity exists for this program to serve all interested seniors.
- **Eldercare Consultation Program** (www.healthsystem.virginia.edu/internet/feap/elder-program-components.cfm): University of Virginia's Faculty and Employee Assistance Program provides a specific Eldercare Consultation Program for its employees. This program includes the following components: (1) opportunity to meet with an LCSW and Geriatric Care Manager for consultation on the employee's specific care giving situation and review needs, resources, funding issues, long term care options, communication and access of services; (2) telephone or face to face follow-up on these issues as long as necessary; (3) handouts on a variety of elder and care giving topics; (4) website for further information and resources; (5) Seminars on a variety of elder and care giving topics; (6) Eldercare Resource Fair once every 18 months to access resource information; (7) family meeting facilitation as desired; (8) community networking with the pertinent elder and care giving agencies. Adequate capacity exists for this program to serve all interested seniors. Approximately 104 employees have been served since July 2005.
 - **Outreach Virginia Programs** (<http://www.virginia.edu/outreachvirginia>):
 - **Adopt a Grandparent Program:** (<http://scs.student.virginia.edu/~madison/grandparent/index.html/>) Administered through Madison House, this Program establishes a special one-to-one relationship between an University of Virginia student and an elderly person living at home or in a local nursing home.
 - **Art Stretchers:** (<http://www.virginia.edu/artmuseum/>) Arts enrichment program for seniors; includes tours and demonstrations.
 - **Crescent Halls Nursing Clinic:** (www.web.virginia.edu/outreach/cgi-bin/outreachvirginia/ProgDetails.pl?idnumber=463) The Jefferson Area Board for Aging contracts with the University of Virginia School of Nursing for a faculty member's services during the academic year. Each week, the clinic serves 20 people (15 over age 65); a program funded by the Nursing Alumni Association serves another 15 to 20 residents who don't normally use the clinic but come for activities.
 - **Jefferson Institute for Lifelong Learning:** (<http://www.web.virginia.edu/outreach/cgi-bin/outreachvirginia/ProgDetails.pl?idnumber=365>) A University of Virginia-related foundation established to serve the ongoing educational interests of Charlottesville-Albemarle seniors, JILL has approximately 1000 registrations per year, although data on JLL participant by age is not collected. Many courses are taught by retired University of Virginia faculty.
 - **Law Student Advocacy for the Elderly:** (<http://www.law.virginia.edu/html/academics/clinics.htm#1>) Administered by the University of Virginia School of Law, law students represent elderly clients in negotiations, administrative hearings, and court proceedings. Legal matters covered include wills and powers of attorney, guardianships, consumer issues, Medicaid and Medicare benefits, nursing home regulation, long-term care, elder abuse and neglect, and advance

medical directives. Training for law students is provided by Medical Center physicians.

3. Identify current agency programs, specifically designed to serve seniors 65 and older, that fall into any of the following six categories: Health Care/Wellness; Education; Public Safety; Recreation; Financial Security (including Housing); and Transportation.

Health Care/Wellness: See the response to #2 above regarding health care services provided by the University of Virginia Medical Center to patients 65 and older.

Education: Tuition Waiver Program; Community Scholar Program; Jefferson Institute for Lifelong Learning; Art Stretchers; Courses on Aging (College of Arts and Sciences, Curry School of Education, School of Nursing, School of Architecture, School of Medicine, School of Law). The University of Virginia School of Medicine participates in a statewide consortium to provide geriatrics training to physicians in all specialties. The School of Medicine and School of Nursing offer training programs for geriatricians and geriatric nurse practitioners. Education on geriatrics is also provided to medical students, nursing students, pharmacy students and resident physicians. Continuing medical education courses on geriatrics are also offered.

Financial Security: The University offers the full range of retirement options to faculty (faculty defined contribution plan), staff (VRS) and medical center staff (Medical Center Retirement Plan); the university offers several courses through the School of Continuing & Professional Studies on investing, early retirement and financial security.

Transportation: The University of Virginia Parking and Transportation Department offers several options targeted towards seniors. In addition to recognizing state handicapped parking permits in university lots, University of Virginia provides reserved spaces in many lots for employees over 65 years old and can create individualized reserved spaces upon request. The University bus system is open to all members of the University and Charlottesville community, and while statistics on the numbers of seniors using the system are not available, senior citizens do take advantage of this service. University of Virginia's Parking and Transportation Department also offers the University Transportation Service Demand and Respond Transportation Service (UTS DART), which has been developed to provide transportation to people with disabilities who are unable to use the regular fixed-route bus service. Also, geriatric clinics offered by the Medical Center match their schedules to the availability of local transportation services, and University of Virginia Medical Center geriatricians provide home visits to overcome any transportation gaps.

4. Identify the extent to which your agency provides "consumer-oriented" publications and websites online that are designed to be "senior-friendly."

If the information you currently provide is not readily accessible to seniors, identify any steps your agency is taking to improve accessibility.

All services offered to senior citizens by the University of Virginia are published on the University's academic division website (<http://www.virginia.edu/>) and the Medical Center's consumer website (<http://www.UniversityofVirginiahealth.com>) and are readily accessible. The University has implemented website design, layout, graphics and content standards (www.itc.virginia.edu/desktop/web/accessibility/home.html) that are intended to reduce or eliminate barriers to accessibility for the physically disabled and for seniors. The Medical Center has implemented the same standards for its website. In addition, the University of Virginia is committed to providing technological resources (www.itc.virginia.edu/assistivetech/), including hardware and software, for seniors and for others with special needs.

5. Describe any other services or programs that the agency has implemented or plans to implement in the future to address the impact of the aging of Virginia's population.

Workforce Demographics and the Nursing Shortage: In addition to an aging patient population, the University of Virginia Medical Center faces an aging workforce. The average age of the Medical Center's workforce is 43. The job families with the highest average age are facilities (47), laboratory (45), computing (45) and nursing (44).

The average age of the Medical Center's bedside nurses is of particular concern, with Clinician 3's averaging age 47 and Clinician 2's averaging age 43. Many of these essential caregivers are reaching retirement age at the same time demand for their services is increasing due to the aging of the baby boom generation.

The Medical Center has partnered with the University of Virginia School of Nursing to address the need to educate and train more nurses. In addition to providing support for the Nursing School's clinical faculty, the Medical Center has endowed a professorship in the School of Nursing, supports the salaries of two other faculty members, and provides other financial support for the School's academic efforts. The Medical Center has also worked to educate government officials in Virginia regarding this issue.

Retention of Retirement Age Staff: To facilitate the retention of experienced nursing staff by giving them additional options, a joint task force of the Professional Nursing Staff Organization (PNSO) and Medical Center Human Resources recently made the following recommendations to senior leadership of the Medical Center:

- **Seniority Flex Option:** This would allow employees who have been employed with the Medical Center on a flex basis for 5 continuous years to opt out of the flex-up requirement for one year after each 5 year period and still receive benefits. Nurses who have been employed on a full-time basis

for 5 continuous years would also be allowed to convert to a flex position and opt out of the flex-up requirement for one year.

- **Partial Shift Option:** Managers would be encouraged to utilize the existing Regular Part-Time status to hire staff to work during portions of a shift or on certain days of the week with no flex-up requirement and no benefits. An example would be to hire nurses to supplement staffing from 0800 – 1400, the peak discharge period.

Another program that facilitates the retention of experienced, retirement age staff is the introduction of patient lift equipment throughout the hospital to minimize the physical demands on staff and avoid injuries.

Workforce Development: In response to the aging of the workforce and the declining enrollment in critical degree programs such as nursing, University of Virginia Medical Center Human Resources has participated in a number of programs to encourage high school students to choose a health care career. For example, Human Resources participates in a variety of outreach programs sponsored by the Albemarle/Charlottesville Human Resources Association (ACHRA), the Charlottesville-Albemarle Technical Education Center (CATEC), the Charlottesville-Albemarle School & Business Alliance (CASBA), and Worksource Enterprises. Human Resources hosted a meeting of the CASBA board to highlight employment opportunities at the Medical Center and provide guidance on the employment process. A Human Resources manager represented the Medical Center on the Charlottesville Albemarle Technical Education Center (CATEC) Health Science Career Advisory Committee.

In addition, the University of Virginia Medical Center has created training opportunities to help fill critical patient care positions. Nursing and Human Resources sponsor a Certified Nursing Assistant course through CATEC that provides free training and gainful employment to local area residents. Similarly, the Medical Center sponsors programs at Piedmont Virginia Community College that train Surgical Technicians and Medical Laboratory Technicians.

Medical Care: The Medical Center's long-term plans to address the impact of the aging of the population on the delivery of health care services include (1) adding two new geriatricians to the clinical staff of the Medical Center within a year, bringing the total to eleven; (2) increasing the number of geriatricians trained at the University of Virginia from one to two per year; and (3) expanding the service area in which the Medical Center provides geriatric care. The Medical Center is currently planning the construction of a 40-bed long-term acute care hospital and evaluating the creation of a 10-bed geriatric inpatient unit at University Hospital. Other initiatives include conducting research on means of expanding mobility among seniors.