

PROJECT ECHO MINISERIES:

BEST PRACTICES IN DEMENTIA CARE

Hosted in collaboration with the
Alzheimer's Association



Seven weekly sessions

Thursday, 3 – 4 p.m. ET | March 7 – April 18

nhpco.org/projectecho

Building and Supporting an Empowered Workforce

April 11, 2024

Disclosures

Disclosure

The faculty and planners for this educational event have no relevant financial relationship(s) with ineligible companies to disclose.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement's reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

Please complete program evaluation materials following each session.

Ground Rules and Video Teleconferencing Etiquette

- This is an all share-all learn format; judging is not appropriate
- Respect one another – it is ok to disagree but please do so respectfully
- Participants – introduce yourself prior to speaking
- One person speaks at a time
- Disregard rank/status
- Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
- Use video whenever possible; make eye contact with the camera when you are speaking
- **Do not disclose protected health information (PHI) or personally identifiable information (PII)**

Today's Agenda

- Introduction of Faculty – NHPCO Team
- Didactic Presentation – Faculty
- Case Study Presentation – Faculty
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

Project ECHO Team



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Didactic Presentation

Long-Term Care Workforce Principles

The single most important determinant of quality dementia care across all settings is direct care staff (Alzheimer's Association 2017)

- Staffing levels should be adequate to allow for proper care at all times—day and night.
- Staff should be sufficiently trained in all aspects of care, including dementia care.
- Staff should be adequately compensated for their valuable work.
- Staff should work in a supportive atmosphere that appreciates their contributions to overall quality care. Improved working environments will result in reduced turnover in all care settings.
- Staff should have the opportunity for career growth.
- Staff should work with families in both residential care settings and home health agencies.

Dementia Care Practice Recommendations

- Provide a thorough orientation and training program for new staff, as well as ongoing training
- Develop systems for collecting and disseminating person-centered information
- Encourage communication, teamwork, and interdepartmental/interdisciplinary collaboration
- Establish an involved, caring and supportive leadership team
- Promote and encourage resident, staff, and family relationships
- Evaluate systems and progress routinely for continuous improvement

Provide a thorough orientation and training program for new staff as well as ongoing education

- Leader/leadership support is critical
- Create a Staff Selection and Hiring Process
- Role Preparation and Orientation
 - Organization and Departmental
 - All staff, all departments
 - Vision, person-centered care, dementia, expectations for performance...
- Ongoing training
 - Specific, time-limited training programs - beneficial in short-term, benefits not sustainable over time
 - Link between “ongoing training” and quality of care, satisfaction



Develop systems for collecting and disseminating person-centered information

- Define person-centered care – communicate it, review it, support it organization-wide
- Recognize each person as unique, with a distinctive life story
- Create systems for collecting/disseminating information
- Workforce desires, but is not getting person-centered care information – EHR



Encourage communication, teamwork, and interdepartmental/interdisciplinary collaboration

- Establish means of consistent communication - community wide/departmental
 - Leadership meetings
 - All staff meetings – all departments, enhances relationships, team
 - Staff desire in-person communication – encourage open, honest, communication
 - Encourage input into decisions, problems, solutions
- Teamwork/collaboration – an expectation for performance



Establish an involved, caring, and supportive leadership team

- Create a vision-driven organization guided by caring and nurturing leaders
- Value, respect, appreciate and recognize workforce – “care”
- Treat your workforce like you want them to treat individuals with dementia and families in your community
- The leader sets the tone, establishes the culture, impacts quality of care and life for those who live and work in long-term care, yet little research on the impact of the individual leader
- Research to determine the impact and role of the leader, “leadership team,” and “organizational climate”



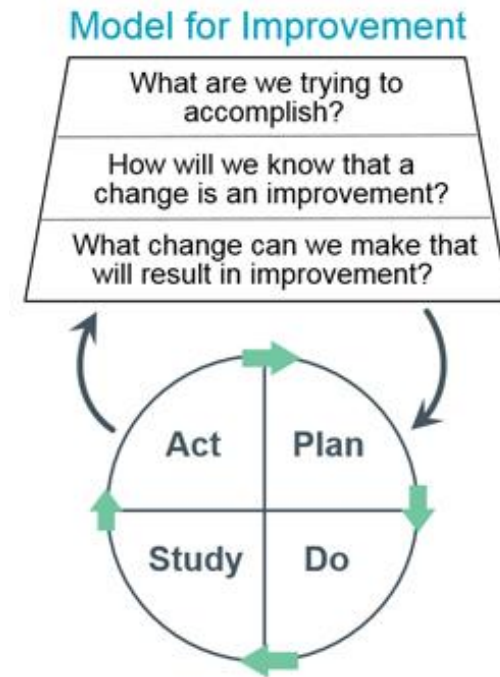
Promote and encourage resident, staff, and family relationships

- Create a memory care “community,” where all stakeholders are respected, nurtured and served and where life, happiness and joy is evident
- Consistent assignments – highlight outcomes, decreased turnover
- Provide and encourage family/staff opportunities for involvement, engagement, input, educational and social events



Evaluate systems and progress routinely for continuous improvement

- Track workforce turnover, time to turnover for all departments, implement strategies, evaluate
- Conduct in-depth workforce and family satisfaction surveys with actionable outcomes
- Share survey results with stakeholders, be open to input, act upon results and re-evaluate
- Continuous quality improvement, QAPI – use for all stakeholder issues, data driven



Hospice of the Valley – Dementia Programs

- Arizona not-for-profit hospice founded in 1977
 - Serving Phoenix Metropolitan area and recently expanded services to Tucson
- Dementia Program established in 2004
- Dementia specific Hospice Inpatient Unit established in 2013
- Supportive Care for Dementia Program established in 2013
- Dementia Fellowship established in 2018

Orientation & Yearly Training

- Dementia Orientation
 - 1 hour - General Orientation for All Staff (Admin Included)
 - 3 additional hours of dementia specific training - Nurses, SWs, Chaplains & CNAs
- Ongoing Education
 - Yearly dementia training requirement for all clinical staff
 - 2023 3-hour specialized learning lab
 - 2024 2-hour online module using caregiver videos
 - CNA specific training

Impactful Learning

- **Dementia Moments**
- Hands on Skills Lab
- Eating & Dressing
- Improv “Yes, and”
- Virtual = convenience
- Incorporating videotaped scenarios
- <https://hov.wistia.com/medias/4upmedhb6k>



Dementia Consultation Team

Because a yearly training is simply not enough....

Team Members

- MD (Also covers out Dementia Specific Hospice Inpatient Unit)
- 2 NPs
- CNA/Dementia Activities Coordinator

By using a single email, staff may request a **Consultation by a Dementia Team Member:**

- Identifying unmet needs
- Non-Pharm & Pharmacological Interventions
- Engagement
- Supporting families and facility/group home staff

Consultations begin with Dementia Team Member reaching out to staff member directly

- If needed Dementia Team Member can call family/facility or make an in-person visit
- All Engagement visits are completed in-person

Person-Centered Information

- SWs Must Complete
 - Any patient with a diagnosis dementia
 - Within 30 days
 - Send to have uploaded in EMR
 - Reporting on completion rates
 - Metric for yearly review
- Information must be **easy to find** for **all involved in care**
- Education needs to be provided on **how to utilize & benefits**
- Staff need access to engagement materials
- Buddy
 - <https://hov.wistia.com/medias/bkk184286v>

SUPPORTIVE
CARE
FOR DEMENTIA

About Me[®]

This information will allow us to personalize care, bring comfort in its many forms, and honor what matters most to the individual. Please do not answer anything you feel would violate the person's privacy.

My name is: _____ I prefer to be called: _____

I was born and raised in: _____

Important people in my life are (include relationships): _____

My work in life includes (note military service): _____

My interests, hobbies and talents: _____

Spiritual and/or cultural preferences: _____

Favorite movies, TV shows, videos, books, photos: _____

Favorite types of music (include singing) and sounds (birds, water): _____

I like the smell of (flowers, perfume, spices): _____

Favorite foods and beverages: _____

Touch preferences or sensitivities (hands, feet, face): _____

Other things that make me happy (animals [type], children, sports [type], activities, stories): _____

Things I dislike or that upset me: _____

What comforts me most when I'm upset: _____

Vision and hearing abilities (hearing aids? glasses?): _____

Communication abilities (speech, gestures, writing): _____

Movement abilities (arms, legs, stand, walk, hand dexterity): _____

Personal care (bath or shower? AM or PM? Frequency? Oral care?): _____

Sleeping habits (wake, naps, bedtime, things that help sleep): _____

I like to be known for (e.g., personality traits, accomplishments, values, contributions, humor): _____

What matters most to me now is: _____

Patient Name _____ Patient ID _____

ORIGINAL: Post in Patient Area

YELLOW: Medical Records

SCD 6329 | 11.21



Supportive Care For Dementia

- A no-fee program for any level of dementia (Daily Census - 720)
 - Monthly visits by a Dementia Educator (DE)
 - Phone Consultations with Dementia NP/MD
 - 24/7 Phone Support
 - Caregiver Support
 - Advance Directives, Hospitalization Alternatives
 - Education on approach / behavior (agitation, aggression, escaping, insomnia, etc.)
 - Provide community resources: respite, ALTCS, placement, etc.
 - **Support caregivers throughout the journey**
- **Results**
 - Highly statistically significant reduction in:
 - aggression, agitation, calling out, wandering, insomnia (NPI)
 - stress to caregiver (ZBI)
 - Hospitalization Reduction (48% while on the program & 28% 6 months after discharge)



Dementia Care and Education Campus

Created to educate on best practices of dementia care throughout the entire disease process with the goal of showcases that people can,
Live Well with Dementia

- Education Center
- Adult Day Club
- Preschool
- Assisted Living
- Hospice Inpatient Unit

“I got to see patients and they actually looked happy and were enjoying what they were doing”

Workforce Development

As one of the fastest growing counties in the country & a retirement destination we know workforce development is needed to care for our community.

In 2023, we delivered **over 180 presentations** to more than **5,000 healthcare professionals & first responders.**

- **Preparing the Future**
 - Course & Internship at Arizona State University
 - Community College students (1,800 respite hours in 2023)
 - Provided Dementia Moments to over 1300 High School students (2023)

Didactic Presentation Q&A

Attendee Location Poll

Case Study Presentation

Case Study: Quiet Moments Video

<https://hov.wistia.com/medias/dccnkux683>

Discussion and Recommendations

Discussion and Recommendations

- What areas should a program focus on implementing first when initiating a dementia care program?
- For organizations that have dementia care programs in place, how are you supporting your staff to provide the best possible care?
- How do you empower your staff to support caregivers of patients with dementia diagnoses?
- How does your organization support employees in terms of career development or recognition for further education?

Key Takeaways

- The status quo is not working
- Focus on retention instead of turnover
- Consider staff to acuity
- A trained and supported staff will excel
- The leader sets the tone, establishes the culture, and impacts quality of care and quality of life for residents/clients and the staff
- Evaluate systems and progress routinely for continuous improvement

References

- Dementia Care Practice Recommendations alz.org/qualitycare
- PHI - Quality Care Through Quality Jobs www.phinational.org
- The Commonwealth Fund - Policy Options to Advance Long-Term Care: Resources and Tools for State Policy Makers <https://www.commonwealthfund.org/blog/2023/policy-options-long-term-care-resources-tools-state-policymakers>

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions! Please complete the [Project ECHO Dementia Care Miniseries Post-Session Evaluation](#)
- Project ECHO sessions are not accredited for continuing education, but we are able to offer a confirmation of completion for participants who attend at least five live sessions and complete all session evaluations as well as a final miniseries evaluation

Upcoming Sessions

Date: April 18, 2024

Topic: Best Practice in Dementia Care: Summary and Wrap Up

Additional Information

NHPCO Project ECHO webpage:

<https://www.nhpc.org/regulatory-and-quality/quality/projectecho/>

For more information:

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