

Envisioning
the Future



Dementia Care
2021 and Beyond

Memory Care: More Than a Sign on the Wall!

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Pioneer
Network

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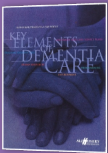
2018

Dementia Care
Practice Recommendations

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Quality Care: History

- Guidelines for Dignity
- Key Elements of Dementia Care
- Dementia Care Practice Recommendations



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Quality Care: Today

- Evidence-based practices
- 56 recommendations by 27 expert authors
- Applicable to various care settings and throughout the disease continuum
- Published as a supplement to Feb 2018 issue of The Gerontologist
- Foundation for quality person-centered care

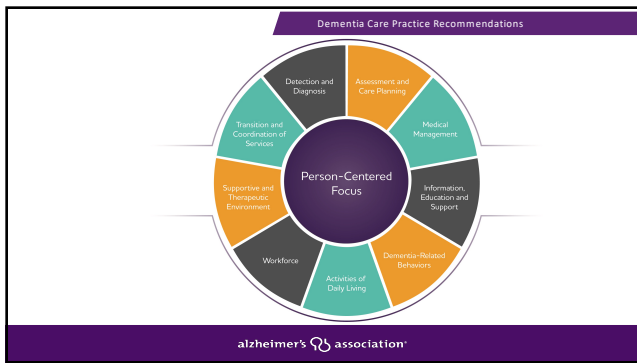
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Putting It All Together

Develop a Plan

Create short and long term goals

Include staff

Take small steps

Get help if needed

Build support

Recognize and celebrate accomplishments

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Emergency Preparedness: Caring for persons with dementia in long-term and community-based care settings

- **Tips for supporting persons with dementia**
 - Preventing Illness
 - Providing person-centered care even in emergency situations
 - Helping keep families and friends connected
 - Assisting with eating and drinking
 - Monitoring walking/unsafe wandering
 - Dementia Related Behaviors - Observing and Responding
- Based on [Dementia Care Practice Recommendations](#).
- Supported by 36 organizations and affiliated associations
- www.alz.org/professionals-covid

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SENIOR LIVING

Memory Care: More than a sign on the wall

Juliet Holt Klinger, MA
Senior Director Dementia Care
Brookdale Senior Living

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SENIOR LIVING

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Memory Care: Why do we need standards?

According to the National Center for Assisted Living (NCAL)¹, the percentage of assisted living communities that provide Alzheimer's disease or other dementias-specific programs:

- 14.3% have a dementia care unit, wing or floor designated
- 8.7% only serve adults with dementia

As of 2016, according to the National Center for Health Statistics², the percentage of nursing homes with a dedicated dementia care unit was 15%

- There is generally consensus now that **person centered practices are the gold standards** for dementia care
- Regulations vary from state to state
- It often falls upon the providers themselves to construct a culture of accountability around the execution of these person-centered standards

¹<https://www.nhacnall.org/Assisted-Living/Facts-and-Figures/Pages/default.aspx>

²Harris-Kojotin L, Sengupta M, Lendon JP, Rome V, Valverde R, Caffrey C. Long-term care providers and services users in the United States, 2015–2016. National Center for Health Statistics. Vital Health Stat 3(43). 2019.

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Why have dedicated Memory Care environments if not to specialize?

One of the benefits of providing memory care within a specialized setting is the ability of the provider to operationalize standards of care and programming practice

- The provision of specialized dementia care should **begin with a commitment** to all that it entails—avoid the “back there” stigma to specialized settings
- Regularly **educating and developing associates** in dementia competencies—this is a complex job!
- Caring for people living with dementia along the **entire continuum of the disease**
 - early, middle, and late stages all bring unique sets of needs and demands on the program, care pathways, and the environment
- Provision of service to **families as well as residents**
- Intentionally designed environments that support person centered programming and **support good person/environment fit for LIVING with dementia**

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More than a staff schedule...You're in a relationship now!

- **Knowing the person** is critical to the provision of care and programming—best practices include **moving beyond the basic life history** documentation to a fuller more robust integration of what is known into the plan of care and programming and ensuring that **care partners have access and absorb the information**.
- Honoring preferences, historic daily routines, and a related standard of the maintenance of **identity** for persons living with dementia.
- Fostering **authentic care relationships** within the framework of a partnership---utilizing **consistent assignment** to encourage the forming of partnerships between residents/elders and their care partners.

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More than an activity calendar...it's a way of life

- Encouraging as much **self-determination** and control over the person's life as possible. **Doing with and not** for as a part of the care partnership based in trust and mutual regard.
- Individualized **programming offerings based on what is known about a person** and what they are interested in. Moving from large one-size-fits-all groups to smaller more focused groups based on mutual interests, talents, and skills.
- Offering programming and **supporting interactions that contribute to an elder's well-being** in all domains; physical, social, spiritual, purposeful, and emotional.

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More than a locked hallway...it's a supportive home

Environmental settings that

- represent home and provide generally unrestricted safe **access to outdoors, pets, live plants, children**
- support **flexibility** in scheduling of personal care, dining, and sleep and time alone



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How do we get there?

- Construct a **culture of accountability** around the operationalization of these person centered standards.
- Design training curriculum and programs that **promote person centered practices**
- Create the policies, procedures, implementation tools and necessary quality assurance structures to **sustain the practices/programs**
- Use tools, guidelines, and resources
- Alzheimer's Association's practice guidelines <https://www.alz.org/professionals/professional-providers/dementia-care-practice-recommendations>
- Dementia Action Alliance has some helpful tools https://daaonw.org/wp-content/uploads/2016/07/DementiaCareTheQualityChasm_2.20.13-final.pdf
- Pioneer Network of course! <https://www.pioneernetwork.net/artifacts-culture-change/>
- CMS National Partnership on Dementia Care <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/National-Partnership-Dementia-Care-Resources>



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Howdy!

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Presentation Objectives

- Importance of a quality framework in the delivery of memory care
- Includes both care process as well as integrated into business practices
- Identify organizational success factors
- Provide aging services related examples



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Quality Framework

- Dementia Care Practice Recommendations
- CARF Accreditation
- Artifacts of Culture Change 2.0
- National Quality Award Program

Holistic
Implemented
Ongoing
Performance
Improvement
Measurable

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Interwoven throughout all areas.

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ASPIRE to Excellence®

- Leadership
- Governance
- Strategic Planning
- Input from Persons Served
- Legal Requirements
- Financial Planning/Mgmt.
- Risk Management
- Health & Safety
- Workforce Development
- Technology
- Rights of Persons Served
- Accessibility
- Performance Measurement/Mgmt.
- Performance Improvement.

ASPIRE to Excellence® Quality Framework

Legal Process

Change Process

A Assess the Environment

S Set Strategy

P Persons Served and Other Stakeholders - Ours Input

I Implement the Plan

R Review Results

E Effect Change

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Stra-TREE-gic Plan

Quality Corner

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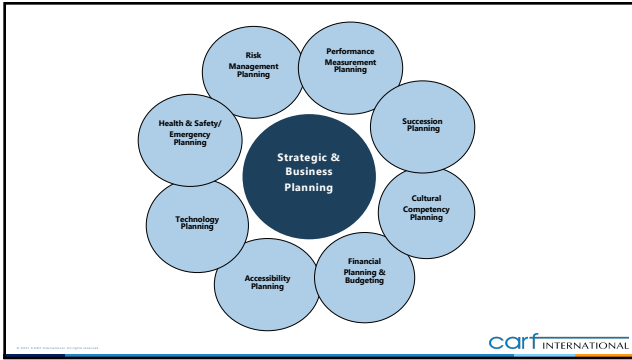
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LAUNDRY ROOM

TRAINING

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CARF Accessibility Grid

Domain	Barrier	Action Plan	Person Responsible	Resources	Target Date	Actual Date	Priority	Applies To
Architecture								Persons Served
								Personnel
								Other Stakeholder
Environment								Persons Served
								Personnel
								Other Stakeholder
Attitudes								Persons Served
								Personnel
								Other Stakeholder
Finance								Persons Served
								Personnel
								Other Stakeholder
Employment								Persons Served
								Personnel
								Other Stakeholder
Communication								Persons Served
								Personnel
								Other Stakeholder

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CARF Accessibility Grid

Domain	Barrier	Action Plan	Person Responsible	Resources	Target Date	Actual Date	Priority	Applies To
Technology								Persons Served
								Personnel
								Other Stakeholder
Transportation								Persons Served
								Personnel
								Other Stakeholder
Community Integration								Persons Served
								Personnel
								Other Stakeholder
Other								Persons Served
								Personnel
								Other Stakeholder

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Organizational Success Factors

Leadership Priority

Resource Allocation

Holistic Approach

Develop (& Implement) Plans

Linkages with Community

How will you measure success?

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*Thank you!
Continue on your
memory care
quality journey. .*

You can reach me at:
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HANDS
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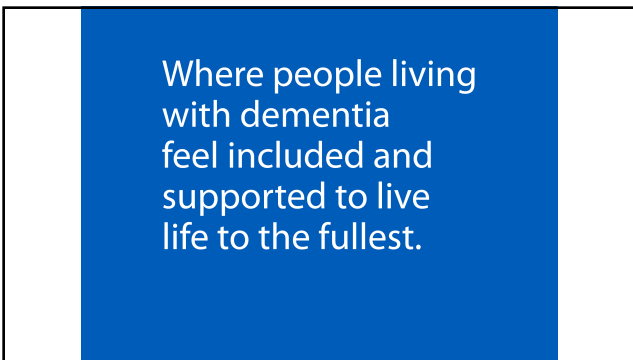
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Meaningful and Active Engagement

“ I want to smile and laugh. Socialize with others and I am hopeful that other people can enjoy each day with me. ”

James
resident living with dementia
Village of Number Heights



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Enjoyable Mealtimes



“ Mealtimes should offer time, space, resources and support that allow residents to enjoy food and companionship in a way that is meaningful to them. ”

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Empowered Care Partners

“ It's been next to a miracle for me. All the things they're teaching me now I went through, not knowing what I was going through. It's opening my eyes; I wish I had known it years ago. ”

Evelyn, family care partner
Village of Sandalwood Park



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Thoughtful Design



“Thoughtful design has proven to help maximize independence, wayfinding and supports meaningful engagement and socialization.”

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Supportive Approaches to Care

“The more we know about them, the more we can help them to grow and flourish at this important time of their lives.”

Hannah, team member, Village at St. Clair



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THANKS!



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