

Envisioning the Future 2020 & BEYOND

Enhancing Person-Centered Care Practice for People Living with Dementia

Tena Alonzo and Amy Kotterman



Learning Objectives

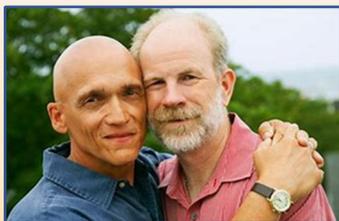
- Identify two aspects of person-centered care for people living with dementia.
- Describe three approaches for implementing a consistent person-centered dementia care program
- Identify the positive outcomes of person-centered care for individuals living with dementia, their families, staff, and the organization as a whole.



Introducing Amy Kotterman and Tena Alonzo




Understanding Dementia



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Progression of Dementia
Debility-Focused

I N D E P E N D E N C E	Mild	Moderate or Mid-Stage	Severe or Late Stage	Terminal
	Impaired memory; Personality changes; Spatial disorientation	Confusion; Agitation; Insomnia; Aphasia; Apraxia	Resistiveness; Incontinence; Eating difficulties; Motor impairment	Bedfast; Mute; Intercurrent infections; Dysphagia
	ADVANCED DEMENTIA			

Progression of Dementia
Ability-Focused

I N D E P E N D E N C E	Mild	Moderate or Mid-Stage	Severe or Late Stage	Terminal
	Verbal/non verbal communication and emotions are intact	Non verbal communication and emotions are intact	Non verbal communication and emotions are intact	Non verbal communication and emotions are intact
	Expert on personal comfort	Expert on personal comfort	Expert on personal comfort	Expert on personal comfort

Defining Person-Centered Care for Persons Living with Dementia

"Person-centered care is a way of providing care to people in which the unique person and their preferences are emphasized, instead of the disease, its expected symptoms and challenges, and the lost abilities of the person. Person-centered care recognizes that dementia is only a diagnosis of the person and that there is much more to the person than her/his diagnosis."



Person-Centered Care for Persons with Dementia



- Means being:**
- free from pain
 - encouraged sleep when tired and awake when refreshed
 - offered the opportunity to eat what they enjoy when they're hungry
 - offered care on their own terms
 - engaged in things that make sense to them
 - Part of a community that meets every need

Every journey begins with the first step.



Culture Change and Person- Directed Care for Persons Living with Dementia...First Steps for our Organization



Our culture change transformation started here:

The Artifacts of Culture Change Assessment

**Change is Hard,
Culture Change is Harder!**

- Steps to Success:**
1. Communicate
 2. Model the Vision
 3. Challenge institutional creep
 4. Formalize person-directed practice
 5. REPEAT!

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United Church Homes Hospitality Program

Hospitality: I LIVE IT!

L: Listen

I: Inspire

V: Value

E: Empower

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Effective Communication Tips:

- **Greeting:** Offer a friendly greeting to everyone with a smile. Remember to make eye contact when speaking with residents, families, guests and co-workers.
- **Introduction:** Introduce yourself and ask how you may be of service. Always wear your name badge and make sure it is visible. Be polite, professional and respectful at all times.
- **Facial expressions:** Smiles elicit feelings of warmth and caring making residents, families and guests more comfortable and willing to share openly. Avoid rolling eyes or yawning when talking with others.



Effective Communication Tips:

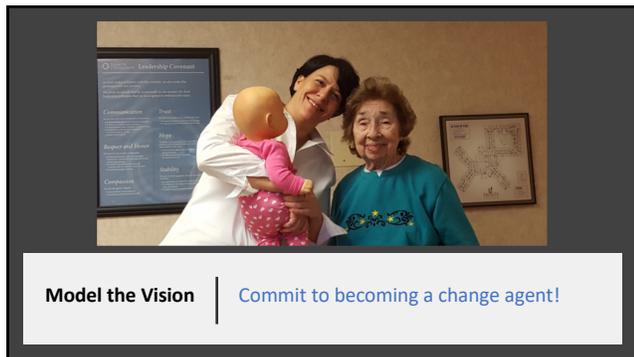
- **Body language:** Be aware of your body language whether sitting or standing when in conversation with others. Example: Sitting or standing with your arms crossed can give the impression you do not care, you are bored, you do not have time. Be mindful of your posture at all times.
- **Vocal tone:** Speak in a pleasant tone of voice and be mindful of the volume in which you speak. Be mindful of words used to avoid causing unintended insult.



Challenge Institutional Creep

The UCH Culture Change Vocabulary and 'Word of the Week'

- Old verbiage to New
- Facility = Community
 - Patient = Resident or Community member
 - Unit/Wing = Neighborhood
 - Elderly = Older adults
 - Person Centered Care = Person Directed Care
 - Confused = Trouble Thinking; Living in the past
 - Dementia resident = A Person/Resident Living with Dementia
 - Locked = Secured
 - Refusal = Decline, not interested, your decision to make
 - Noncompliant = Person makes own choices



**&MUSIC
memory**

- Sparks memories, increases engagement
- Improves mood
- Creates calm environment
- Decreases restlessness
- **Abundant Life!!!**

Music and Memory

UNITED CHURCH HOMES
Celebrating the Spirit

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Opening Minds through Art

- Research has shown that OMA helps change how others view, interact with, and care for people living with dementia.

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Opening Minds through Art

- Award winning, evidence- based, intergenerational art program for people living with dementia.
- Developed by Scripps Gerontology Center at Miami University in Oxford, Ohio.
- Person-centered principles



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Comfort Matters

- Nationally recognized memory support program.
- Comfort Matters is a philosophy, a care practice, and an evidence-based accredited education program, offering a holistic approach to improve the quality of care and quality of life for persons living with dementia.



Comfort Matters

- Comfort is a benefit to people with dementia
- People with dementia are experts on their personal comfort
- People with dementia communicate comfort and discomfort through their actions
- Everyone with dementia can be comfortable
- Comfort is **NOT** just for end-of-life circumstances





Comfort Matters

- Chapel Hill Community was accredited in Comfort Matters in June, 2017.
- Five additional United Church Homes communities have received accreditation since June 2018.





Know the Person

How well do you Know Your Residents?

- Likes/dislikes
- Family history
- Past education and vocation
- Favorite hobbies
- Preferred music
- Preferred bedtime and wake time
- Pets
- Comfort Foods
- Favorite beverages/desserts
- Usual breakfast preferences
- Special food preferences when not feeling well
- Eating patterns per history



Formalize Person-Directed Practice

- Write culture change into policy
- Adapt the environment
- Get everyone at the table

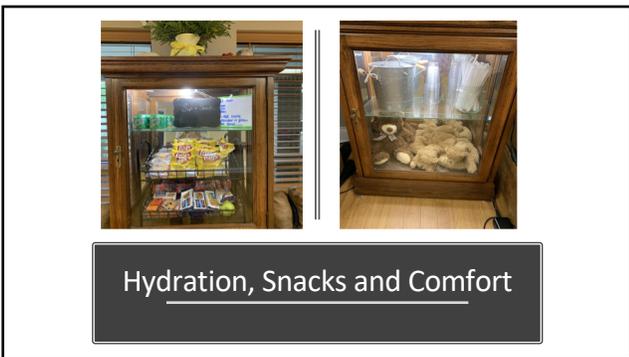


Virtual Visitor Guides

Connecting residents with families and friends virtually













	 	<h3>Dining Environment</h3> <ul style="list-style-type: none">• Serve food on colored plates. Studies show resident meal intakes increase 25% when eaten from colored plates.• Use placemats or nice vinyl tablecloths which offer a contrast from plates.• Avoid patterned tablecloths, placemats and china.• Reduce clutter on dining room tables.
		

		
		
	<p><i>Handheld foods can promote independence and dignity.</i></p> <hr/>	

		
		
<p><i>Maximize calories at every opportunity when appropriate.</i></p> <hr/>		



Session Wrap-Up

Implementing a person-centered care culture for persons living with dementia requires specific staff education and adaptations in organizational systems

Person-Centered Care Outcomes for United Church Homes

- Decrease in antipsychotic usage organization wide
- Improved pain management
- Increased awareness of the importance of meaningful engagement
- Teamwork, Teamwork, Teamwork
- Staff empowerment



*“Our Residents do
not live in our Workplace
We work in their Home...”*

Contact Information

Tena Alonzo
 Director, Comfort Matters®
 Beatitudes Campus
talonzo@beatitudescampus.org

Amy Kotterman
 Director, Customer Experience
 United Church Homes, Inc.
akotterman@uchinc.org



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