Academic-community Partnerships to Improve Dementia Care:
The UCLA Alzheimer’s and Dementia Care Program
# The Gray Plague

- Prevalence of dementia

<table>
<thead>
<tr>
<th>Age range</th>
<th>% affected</th>
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<tbody>
<tr>
<td>65-74</td>
<td>5%</td>
</tr>
<tr>
<td>75-84</td>
<td>15-25%</td>
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<tr>
<td>85 and older</td>
<td>36-50%</td>
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- 5.4 million Americans have Alzheimer’s
Alzheimer's Disease: A Two-Phase Strategy

Now

Have Dementia
5.2 million

Detection
Treatment
Support

Health Care System

Community

2030

Will Develop Dementia
7.7 million

Risk factor identification
Monitoring
Prevention
Detection
Treatment
Support

Health Care System

Community
The UCLA Alzheimer’s and Dementia Care Program

• Clinical program with goals:
  – Maximize patient function, independence, & dignity
  – Minimize caregiver strain
  – Reduce unnecessary costs
• Began in 2011 with philanthropic funds
  – Planned 250 patients
• Round 1 CMMI Award July 2012—Dec 2015
  – To expand the program to 1,000 patients
• Now, over 2100 patients have been cared for
The UCLA Alzheimer’s and Dementia Care Program

- Approaches the patient and caregiver as a dyad; both need support
- Recognizes that this care is a long journey
- Provides comprehensive care based in the health system that reaches into the community
- Uses a co-management model with Nurse Practitioner Dementia Care Manager (DCM) who does not assume primary care of patient
The UCLA Alzheimer’s and Dementia Care Program

• Works with physicians to care for patients by
  – Conducting in-person needs assessments
  – Developing and implementing individualized dementia care plans
  – Monitoring response and revising as needed
  – Providing access 24 hours/day, 365 days a year
Dementia Care Managers

Leslie Evertson, GNP
Michelle Panlilio, GNP
Mihae Kim, AGNP
Claudia Wong, FNP
Kelsey Stander, AGNP
Dementia Care Managers

• Nurse Practitioners
  – Certification in Adult/Geriatric, Geriatric or Family
  – Background experience in primary care, long term care, hospice care, and specialty care with older adults
Initial Assessment

• Meet with patient and a family member and/or legal decision maker (90 minutes)
  – Review dementia history
  – Focused physical and mental status exam
  – Current concerns (e.g., meds, behaviors, safety)
  – Assess resources
  – Advance Care Planning
  – Education and Support
  – Establish co-management w/ referring MD
On-going Care

- Follow up phone calls to touch base
- Additional phone calls as needed
- Follow up in person visits if needed or desired
- Phone call after ED visits and hospitalizations
- Annual visit with patient and caregiver
Patients

• Must have diagnosis of dementia
• Live outside nursing home
• Must have a referring/partnering UCLA physician
Community-based Organization (CBO) Services

• Direct services to patients and families
  – Adult day care
  – Counseling
  – Case management
  – Legal and financial advice

• Workforce development focusing on training family and caregivers
Community-based Organization (CBO) Services

• 8 CBOs in LA and Conejo Valley
• 3 private counselors/case managers
• Paid for using voucher system
  – Authorized by DCM
  – Counseling typically begins with 3 sessions
  – Case Management is typically 1-3 sessions
WISE & Healthy Aging

ADULT DAY SERVICE CENTER

The right choice for you and your loved one

Somos Amigos

WISE Minds

A Program of WISE & Healthy Aging
WISE & Healthy Aging’s Mission

To advance the dignity and quality of life of older adults through leadership, advocacy and high-quality, innovative services.

Adult Day Service Center
Caregiver Training and Support
“Club 1527” – Senior Recreational and Enrichment Programming
Care Management
City & County of Los Angeles Long-Term Care Ombudsman Program
Elder Abuse Prevention Services
WISE & Healthy Aging
Programs and Services (continued)

Benefits Enrollment Center
Medicare Insurance, Legal and Financial Counseling
Information & Referral Services
AARP Tax Aid Program
Training & Education Center
Mental Health Services
Senior Peer Counseling
WISE Diner – Congregate Meals Program
WISE HomeCare
Volunteer Opportunities
WISE Adult Day Service Center

Licensed for 60

One of two adult day care centers on the LA Westside

Only state-designated Alzheimer’s Day Care Resource Center (ADCRC) on Westside
(one of 36 in California)

adult day care
versus adult day health care
WISE Adult Day Service Center

- Safe, supervised, structured environment
- Specialized monitoring for those with dementia and Alzheimer’s Disease
- Dancing and music therapy
- Art classes
- Brain fitness projects

Social

Emotional

Physical

Cognitive
WISE Adult Day Service Center

- Balance & strength training
- Health education
- Nutritious hot lunch and snacks
- Shower service by request
- Assistance with feeding and toileting when needed
WISE Adult Day Service Center

- 40% are Santa Monica residents
- 53% female
- 47% male
- Average age: 86
- 95% with dementia or Alzheimer’s Disease
- 5% other conditions (stroke, Parkinson’s)
Evidence-Based Caregiver Training (and in Spanish)

Counseling

Care Management

Benefits Enrollment

Caregiver Support Groups
Adult Day Program

- Staff are Certified Dementia Care Practitioners and Clinical Interns
- Exercise twice a day
- Interactive Cognitive and Sensory stimulation programs
  - Storytelling
  - Music Therapy
  - Therapeutic Art or Art Therapy every day
  - Live music and dancing (Bring a dance card!)
OPICA Brain Train
for early-stage memory loss

- Four hour program delivered by a professional multi-disciplinary team once a week
- Discuss healthy ways to cope with their emotions, learn techniques to support memory, enhance creativity and provide opportunities for friendship
- A support group for family CAREgivers offered concurrently
- Provides peer-to-peer support, a greater understanding of dementia and specific care management strategies.
Dementia is a journey that impacts the whole family. Support is needed for the diagnosed individual & the caregiver(s).
OPICA Benefits

**Adult Day Program**

- 55% Increased level of interaction with others
- 35% Better sleep at night and greater mobility
- 30% Decreased agitation & depression

**Caregiver Support Group**

- 85% Delayed premature placement into care community & kept loved one at home
- 66% Decreased stress level
- 47% Gained valuable resources from staff
Enrollment to Date
(9/14/2017)

• Patients enrolled: 2174
• Referrals waiting to be seen: 364
• Patients actively being followed: 993
• Some patients have been followed for up to 5 years
Patients in the Program

- Mean age 82; 66% female
- Diagnosis
  - Alzheimer’s disease: 35%
  - Lewy-Body: 4%
  - Vascular: 4%
  - Other, mixed or unknown: 53%
- Mean MMSE score 17.4
- Caregiver: 34% spouse, 54% child
- Dually insured 18%
Caregivers at Baseline

- Depression & strain
  - 14% mod/sev depressive sx
  - 36% high stress
- Low self-efficacy
  - 21% knew how to access services
  - 36% confident handling dementia problems
- 26% have healthcare professional who helps work through dementia issues
Services Provided

- Support group referral: 84%
- Caregiver training: 75%
- Refer to CBO: 56%
- Recommend additional evaluation: 25%
- Adjust medication: 16%
- POLST: 20%
Caregiver Satisfaction

- 90% felt the intake visit was time well spent

- 91% felt concerns listened to and addressed

- 92% would recommend the program to others
Physician Satisfaction

• Valuable medical recommendations: 61%
• Valuable behavioral recommendations: 85%
• Enhanced MD relationship with patient: 68%
• Saved MD time: 56%
• Would recommend for other patients: 90%
Overall Dementia Quality of Care (ACOVE-3 and PCPI QIs)*

- Community-based physicians 38%
- Community-based physicians & NP 60%
- UCLA Alzheimer’s and Dementia Care 92%

* Based on medical record abstraction of first 797 patients

1-year Changes in Caregiver Experience and Self-efficacy

- Know how to get community services
- Confident can handle dementia problems
- Know where to turn to get answers
- Have a healthcare professional who helps

Pre-ADC vs. 1-year
2-year Outcomes: Patients

- Functional status (FAQ)*
- MMSE
- Behavioral symptoms (NPIQ)*
- Depression (Cornell)*

*Higher values are worse
2-year Outcomes: Caregivers

N=192

- Distress from behavioral symptoms (NPIQ)*
- Caregiver strain index
- Caregiver depression (PHQ9)*

Higher values are worse

*Baseline and year 2 comparisons, p<0.01.
## Utilization/Cost Results

<table>
<thead>
<tr>
<th>Measure</th>
<th>Effect</th>
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<tbody>
<tr>
<td>Hospitalizations</td>
<td>None</td>
</tr>
<tr>
<td>ED Visits</td>
<td>None</td>
</tr>
<tr>
<td>Readmissions</td>
<td>None</td>
</tr>
<tr>
<td>Total Cost of Care</td>
<td>Cost savings $2100 per year</td>
</tr>
<tr>
<td>Nursing home placement</td>
<td>Reduced by 33%</td>
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Analysis of Deaths in the Program

• By August 2016, 330 participants had died
• Chart review of first 233 who died
• 100% had a goals of care conversation
• 56% had completed a POLST
• 74% had a hospice discussion
• 69% died on hospice
Spinoffs

Infrastructure

• Website with caregiver training videos (> 250K hits) and webinars
  (http://dementia.uclahealth.org)

Enhanced support for caregivers

• Geri’s List

• I-CareD (personalized caregiver training program)

• Support Groups (English, Spanish, Early Onset, FTD, and Lewy Body)

• Music Mends Minds
For Patients and Families

Welcome to UCLA Alzheimer's and Dementia Program

Our program is designed to help patients and their families with the complex medical, behavioral and social needs of Alzheimer's disease and other types of dementia. Our team is committed to providing compassionate care and support to those affected by these conditions.

Join our Alzheimer's UCLAMDCHAT Webinars

UCLA MDChat Webinars featuring Alzheimer's Caregiver Education gives you the opportunity to learn and to also ask questions in real-time with Alzheimer's experts. These webinars are a great way to stay informed and connected to the latest information and resources.

Heartache and Hope: America's Alzheimer's Epidemic

This three-part series reveals the heartache for those suffering from and coping with Alzheimer's disease and the hope offered by breakthrough research and treatment options.
Caregiver Training Section

- Resources for patients and caregivers are a major emphasis of the site.
- Wanted to highlight the caregiver training videos.
- Professional actors showing potential situations for caregivers, and typical vs recommended reactions.
Alzheimer’s Caregivers Education Webinars Archive

Past Webinars Include:

• Falls Prevention in People with Dementia

Dr. David Ganz discusses the best ways to prevent falls in older people, with a particular focus on people with dementia. This talk is especially intended for caregivers who are concerned about their loved one’s risk of falls and fall-related injuries.

• Elder Law: Making Sure the Right People Can Protect and Care for Patients with Dementia

Attorney Marc B. Harbin discusses how to use a durable power of attorney, an advance health care directive and a living trust when someone is diagnosed with dementia. He will discuss what to do if the patient did not sign any of those documents while competent, the good and bad of conservatorships and how to preserve the patient’s independence as long as possible.

• Spanish Webinar: “Que tiene que ver la enfermedad de Alzheimer con mi familia?”

• Dementia: Special Issues Related to Ethnic and Racial Minorities
Geri’s List

• List of non-medical service providers similar to Angie’s List
• Anyone can use, no UCLA affiliation needed (Access code: ADC)
• Search by provider name or service
  – 500+ vetted and listed
  – South Bay to Simi Valley
  – Closest providers listed first
  – User feedback (reviews, submit providers)
### Search for a Provider

**Provider Name**

Enter a provider’s name to search for them. Or, leave this field blank to search for all providers.

**OR**

**Your Location**

We’ll show you the results closest to you.

10945 Le Conte Ave Los Angeles, California 90095

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**Provider Category**

Select a category to narrow your search results:

- Adult Day Care
- Caregiver Training
- Case Management Care Coordination
- Counseling
- Disability Services
- Disease-specific Resources
- Educational Programs
- Exercise & Fitness Programs
- Financial Services
- Housing
- In Home Services
- Legal Services
- Nutrition
- Respite Care
- Transportation
Improving Caregiving for Dementia

Zaldy S. Tan, M.D., M.P.H.

Funded by the Archstone Foundation
I-CareD Interventions

• Caregiver 101/ Lending library
  – Educational resources has been active since January 1, 2015

• Caregiver Bootcamp
  – One-day, intensive caregiver training

• Tailored Multicomponent Caregiver Training
  – Social work intern program that provides 1:1 in home support and training for caregivers
I-CareD Caregiver Bootcamp

• Addresses need for dementia caregiver training
• Taught by interdisciplinary faculty
  – Geriatric medicine, nursing, social work, recreation therapist, neuropsychologist
• Community-based, free-of-charge
• Respite care provided on-site
Tailored Multicomponent Training Program (TMCT)

• Partnership with Jewish Family Services (JFS)
• Geriatric Social Work Education Consortium
• 4 social work interns (USC, UCLA, CSU-LB/Fullerton/LA/Northridge/Dominguez Hills)
• Home visits, clinic ‘warm’ hand-offs, telephone counseling
• Supported by the Uslan Family Foundation
Progress to Date Summary

• UCLA ADC Program proof of concept
  – Longitudinal, co-management model
  – Patients and doctors like it
  – Fills a gap in care
  – Substantial demand for services

• Improved quality of care

• Improved outcomes for patients and caregivers

• Saves money for Medicare FFS
Improving the Program
Increasing Caregiver Training

• Additional caregiver training videos
  – Aggressive language and behaviors
  – Anxiety/agitation
  – Disinhibition including sexually inappropriate behaviors
  – Depression/dysphoria/apathy
  – Sleep problems
  – Ensuring home safety

Supported by the Arthur N. Rupe Foundation
Increasing Caregiver Training

• Sharing experiences managing situations
  – Eating problems
  – Drinking alcohol
  – Getting the patient to stop driving
  – Paranoid thoughts (e.g., stealing, sexual infidelity)

Supported by the Arthur N. Rupe Foundation
National Institute on Aging

- Determine characteristics of caregivers who benefit
- Conduct a cost analysis focusing on cost per beneficial health outcome
- Interview people who didn’t benefit to determine what additional services might help
Disseminating the Program
Commonwealth Fund

• Conduct research to identify patients who are more likely to benefit
• Return-on-investment analyses and the creation of a guide to support adoption will help other organizations go through the decision-making process to adopt the program
• Partnering with Lynn Spragens & Associates
John A. Hartford Foundation

• Partnering with EDC to prepare for dissemination by:
  – Convening stakeholders
  – Create on-line training curriculum for DCMs
  – Preparing materials for adoption
  – Identifying potential adopting sites
Celebrate

• 5-year anniversary celebration
• November 9, 2017
• Connect patients and caregivers
• Honor major donors
• Honor staff
• Honor community partners
• Honor patients and caregivers
Thank You: Community-based partners

- Alzheimer’s Greater Los Angeles
- Jewish Family Services of Los Angeles
- Liza’s Connection
- OPICA
- WISE & Health Aging
- Senior Concerns
- ONEgeneration
- Alzheimer’s Association Central California
- Coast Caregiver Resource Center
Thank You: Funders

• CMMI
• PCORI
• Archstone Foundation
• Anna and Harry Borun Foundation
• Eisner Foundation
• Arthur N. Rupe Foundation
• Rosalinde and Arthur Gilbert Foundation
• Commonwealth Fund
• John A. Hartford Foundation
• National Institute on Aging
Thank You: Donors

- Robert Draine
- James and Carol Collins
- Sam and Sooky Goldman Charitable Foundation
- JoAnn Stichman
- The Uslan Family Trust
- And more than 240 individual donors