

Kaiser South Bay's Geriatric Cognitive Assessment Clinic (Kaiser South Bay) and Alzheimer's Greater Los Angeles (ALZGLA) have co-designed and developed the Dementia Focused Care model that is improving care delivery and support to individuals with dementia and their families. This is primarily being achieved through coordinating and providing supportive services, such as individualized and group support programs, disease education, and respite care. Coordination also extends to enlist community organizations to provide additional supportive services when required. With improved access and greater attention to both the medical and psychosocial supports for these families, the collaboration strives to improve the health and well-being of older adults and their caregivers.

RESULTS

- Approximately 200 families are supported through the partnership annually.
- Improved well-being for individuals with dementia and their caregivers.
- Increased ability for family members to care for their loved ones with dementia due to improved access to resources and training.

KAISER SOUTH BAY:

"This collaboration improves the capacity of the health care system to provide quality health care services, including the social and non-medical needs of their members."

INSPIRATION

In the Kaiser South Bay region, an estimated 15,000 individuals currently live with Alzheimer's disease and dementia. With the population aging rapidly, the prevalence of this disease is steeply inclining. Individuals with Alzheimer's disease and dementia have greater health needs and contribute to a significant portion of health care spending. Challenges with dementia, such as lowered cognitive ability and difficulty conducting basic daily activities, often require caregiver support. Caregivers encounter significant strain in this role, often impacting their own health and quality of life.

The increasing prevalence of Alzheimer's disease and dementia is also burdening the health care system, requiring significant resources to meet the needs of older adults with the disease. The partners sought to find a solution that would efficiently provide better care and support for these individuals, and their families. They felt the ideal solution was one that detected dementia early, assisted in the identification of caregivers, and assessed and provided the health and psychosocial needs of the individual, as well as the caregiver.

ORGANIZATIONS INVOLVED

The primary partnership is between Kaiser South Bay (a part of Kaiser Permanente) and ALZGLA. However, additional community-based organizations are utilized to provide community resources.

PARTNERSHIP STRUCTURE

The partnership is an integrated referral relationship seeking to achieve a greater impact in the community, with no formal agreement between the two partners. The partners work together to develop and embed coordinated strategies within each other's organizations that create a better system of care delivery to individuals with dementia.

MODEL DESIGN

There are three primary offerings that make up the design of this model. First, there is the implantation and utilization of the *ALZ Direct Connect* referral program. Fully integrated within the operations of Kaiser South Bay, it results in effective collaboration between the two partners. With *ALZ Direct Connect*, older adults and their caregivers are directly linked to community supports and services, such as education, care coordination, and training. Feedback on activity is also sent directly back to the referring medical provider.

The second offering is *Savvy Express*, a three-part psycho-educational, evidence-informed class provided to Kaiser South Bay members in partnership with ALZGLA, which allows family members to explore the role of caregiver and learn more about the resources available. Finally, the third primary offering consists of referrals to ALZGLA for medical respite services.

CAREGIVER:

"Being connected to Alzheimer's Greater Los Angeles has provided my family with valuable education, support, and resources. I am so appreciative that my health care provider took the initiative to make this referral before my family was in crisis."

FUNDING MECHANISM

The primary funding for the partnership is provided by ALZGLA, available through donations and grant funding that the organization receives. With this funding, the vast majority of services and programs offered to older adults and their caregivers are provided for free.

LESSONS LEARNED

- Building a strong relationship between partners is critical for success. Part of building the relationship requires mutual effort by each partner, with the shared goal of benefiting those individuals they serve.
- Working together to find solutions that further improve the partnership model is necessary for sustainability. The implementation of the *ALZ Direct Connect* referral system in Kaiser South Bay, for example, required effort and support by both partners to operationalize but has resulted in vital efficiency for the model

FUTURE

The partners are committed to maintaining and expanding the services and programs that they provide, emphasizing the individualized care and specific needs that individuals and their families require to live healthy, happy, and independent lives. To achieve this, the leadership of the organizations meets quarterly to discuss additional opportunities. They also continually seek opportunities to replicate the model in additional Kaiser markets.