

# The Use of Technology to Engage Persons with Dementia

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# AGENDA

I. Demographics,  
aging process &  
challenges of  
dementia.

II. Using technology  
& innovation to  
engage people  
living with dementia

# Learning Objectives

General understanding of available technology and how it can improve quality of life

How to integrate technologies in the care of people living with dementia

Measuring the impact & outcomes of the technology

Why is there a greater focus on dementia care now?  
*(not just nursing homes)*

Demographics

Prevalence of dementia

OIG reports

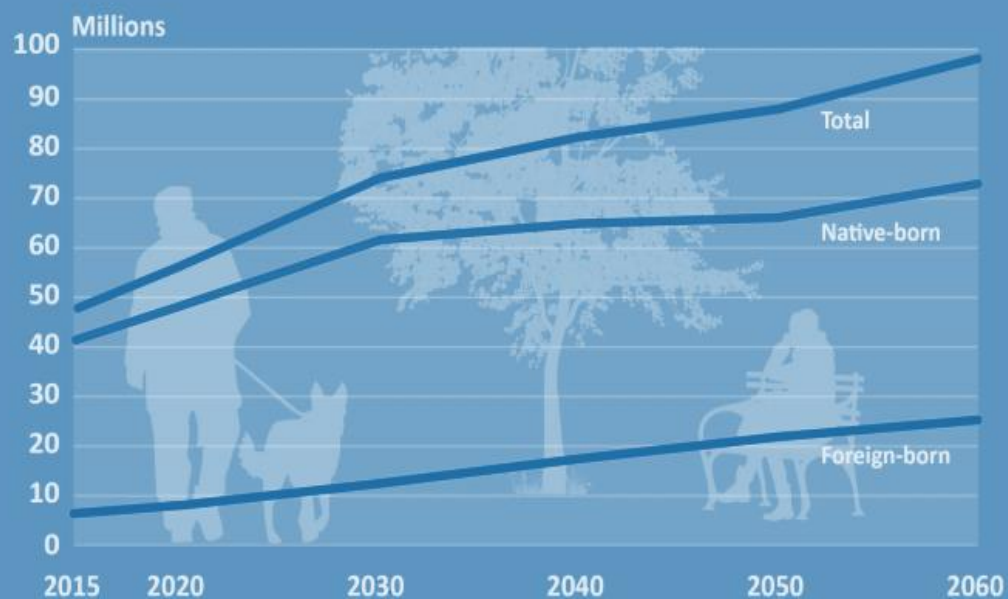
Congressional hearings

Consumer advocates

Increase focus on quality of life and cost-effectiveness

# An Aging Nation

Projected number of U.S. residents 65 years and older



U.S. residents 65 years and older projected population increases between 2015 and 2060:

- Total—105.2 percent
- Native-born—75.9 percent
- Foreign-born—294.8 percent

- According to the Alzheimer's Association, more than 5 million Americans are living with Alzheimer's Disease.
- By 2050, there is projected to be more than 16 million persons living with the disease.

# 2016 CMS Dementia Care Goals

Reduce the national prevalence of antipsychotic medication use in long-stay nursing home residents:

- By 30 percent by the end of 2016  
*MET*

Other initiatives

- Dementia focused surveys
- Added antipsychotic usage to CMS Five Star measures

# **CMS National Partnership to Improve Dementia Care in Nursing Homes**

# Partnership Goals

Provide the best care and quality of life

Reduce unnecessary antipsychotic drug use

Utilize non-pharmacologic alternatives



# BPSD: Behavioral and Psychological Symptoms of Dementia

## Behavioral symptoms

- Physical aggression, screaming, restlessness, agitation, wandering, culturally inappropriate behaviors, sexual disinhibition, hoarding, cursing, shadowing

## Psychological symptoms

- Anxiety, depressive mood, hallucinations, and delusions

# BPSD: Aggression/Agitation

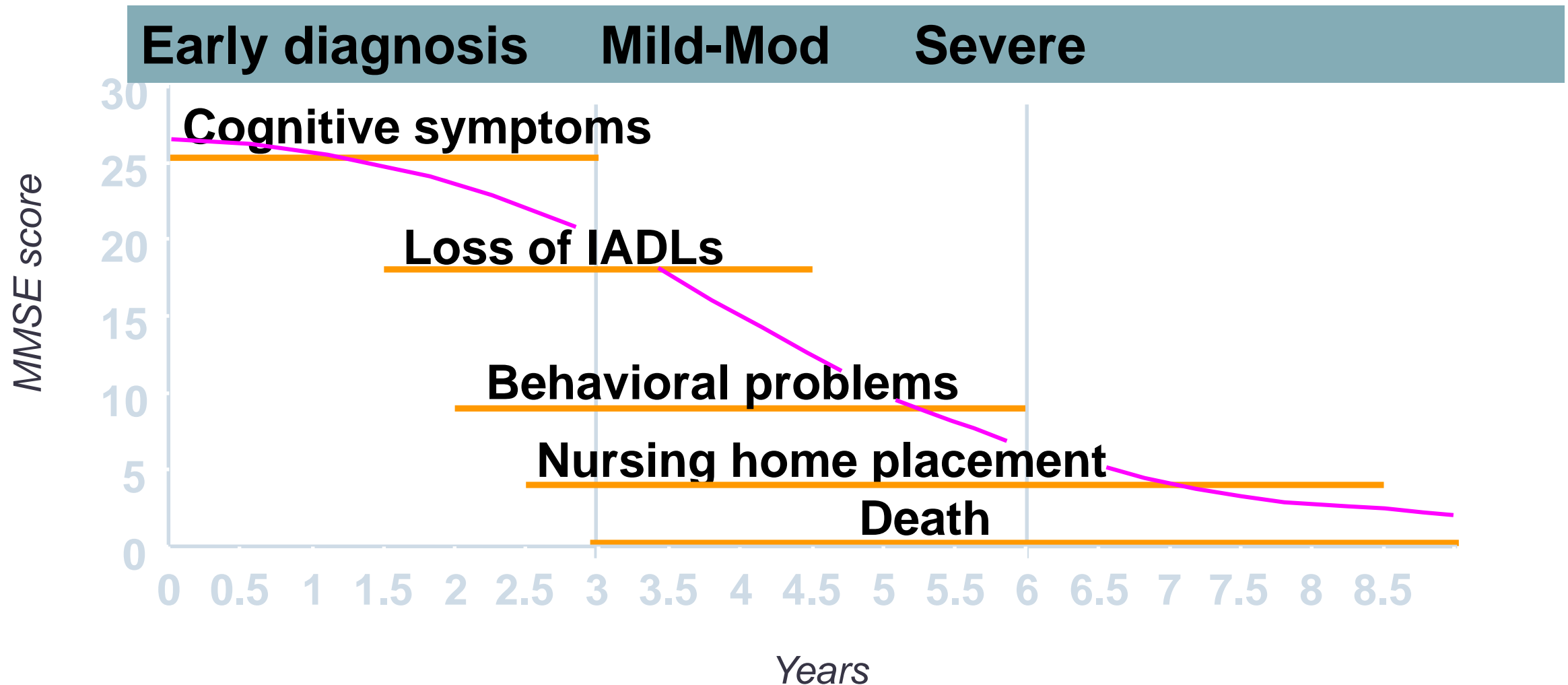
***Agitation***

affects primarily the person with dementia but may be bothersome to others in the environment

***Aggression***

involves at least one other person and can represent risk of real harm

# Progression of Alzheimer's

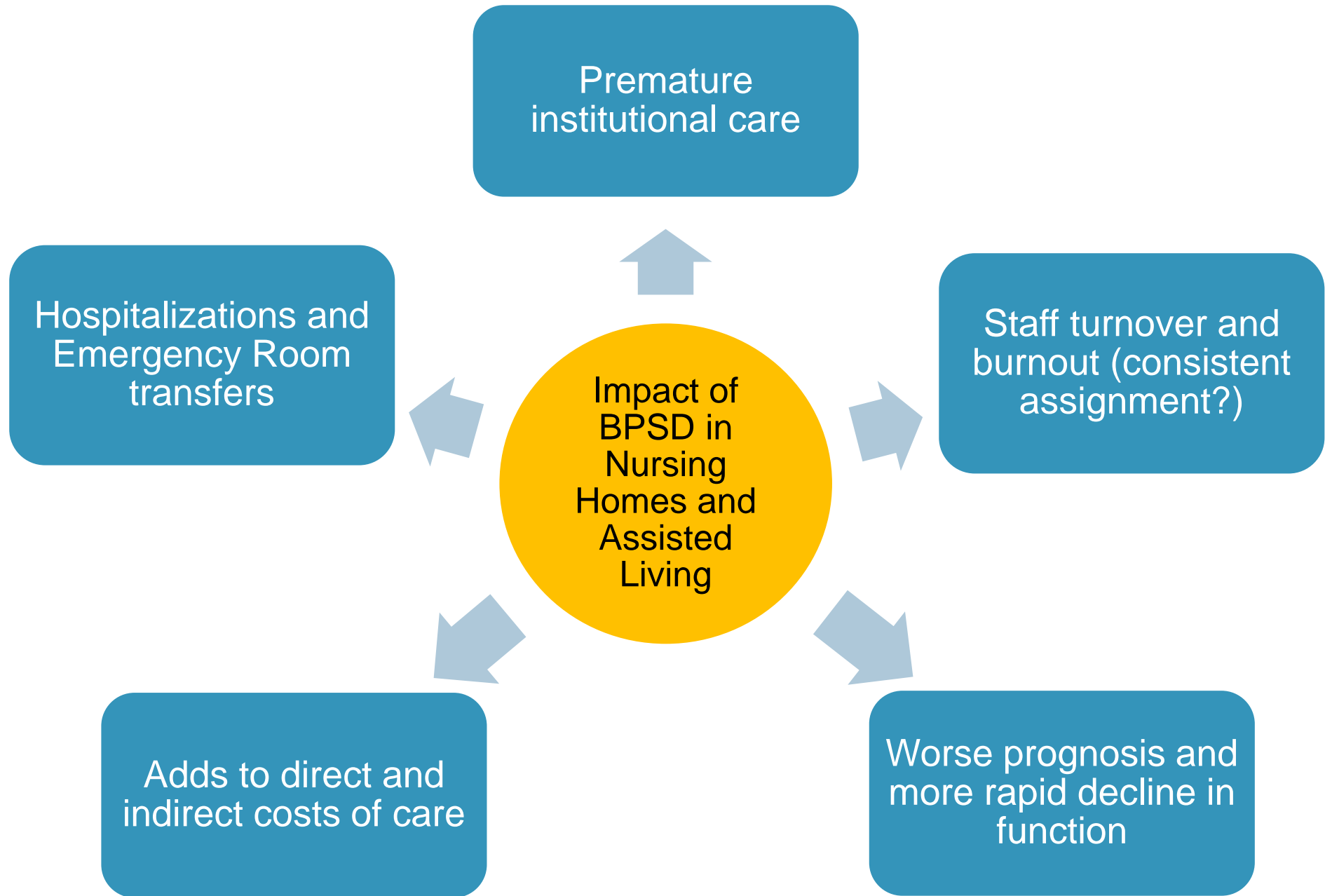


# Course of BPSD

Increases as  
disease  
progresses

May tend to  
occur during  
different periods  
of the disorder

Wandering and  
agitation seem  
to be the most  
enduring



# Approach to Residents with BPSD

## Recognition of BPSD

**Assessment for cause(s) of the symptoms including scope and severity of the symptoms**

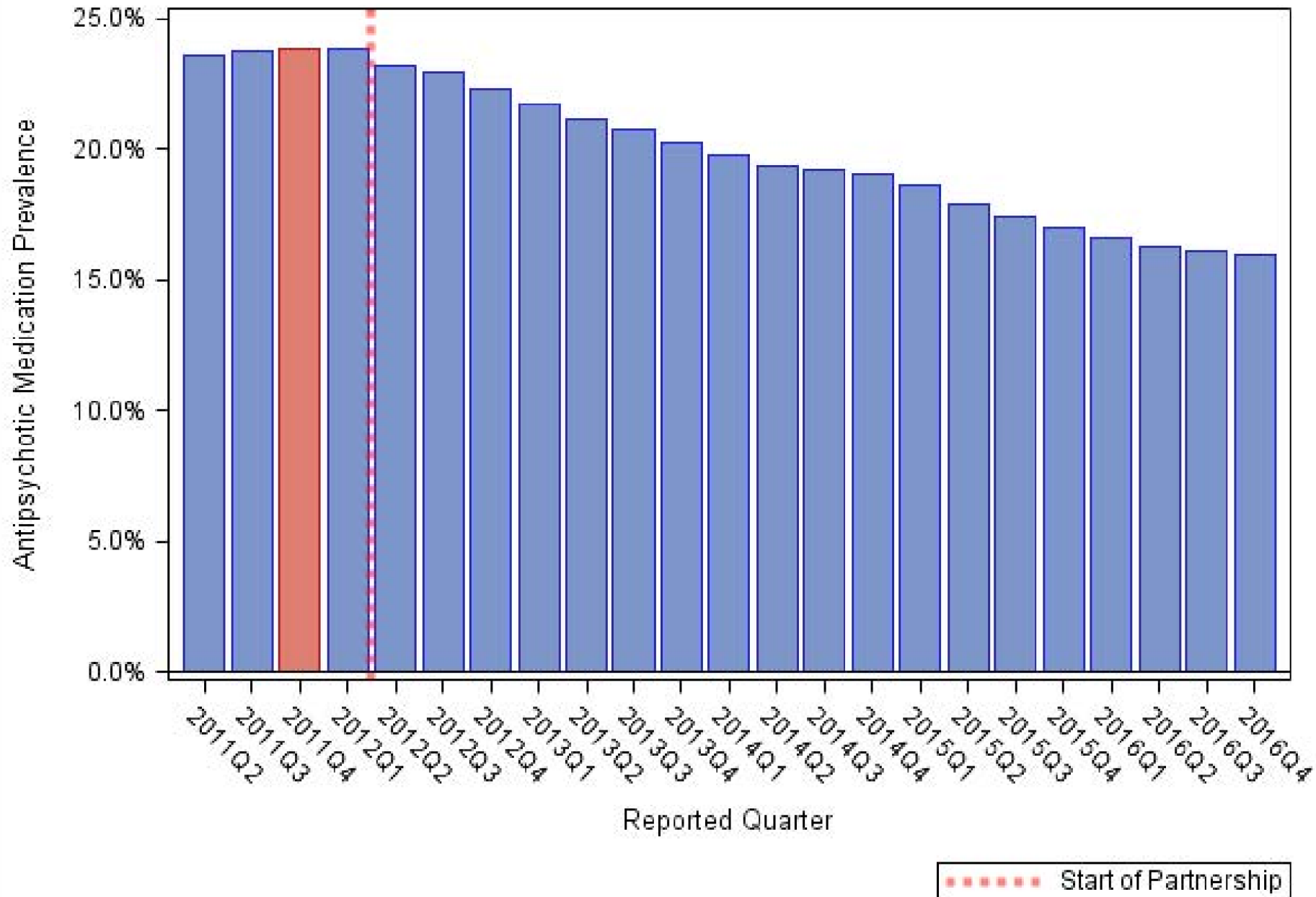
## Treatment

- Nonpharmacologic interventions
- Pharmacologic interventions (acute vs. chronic)

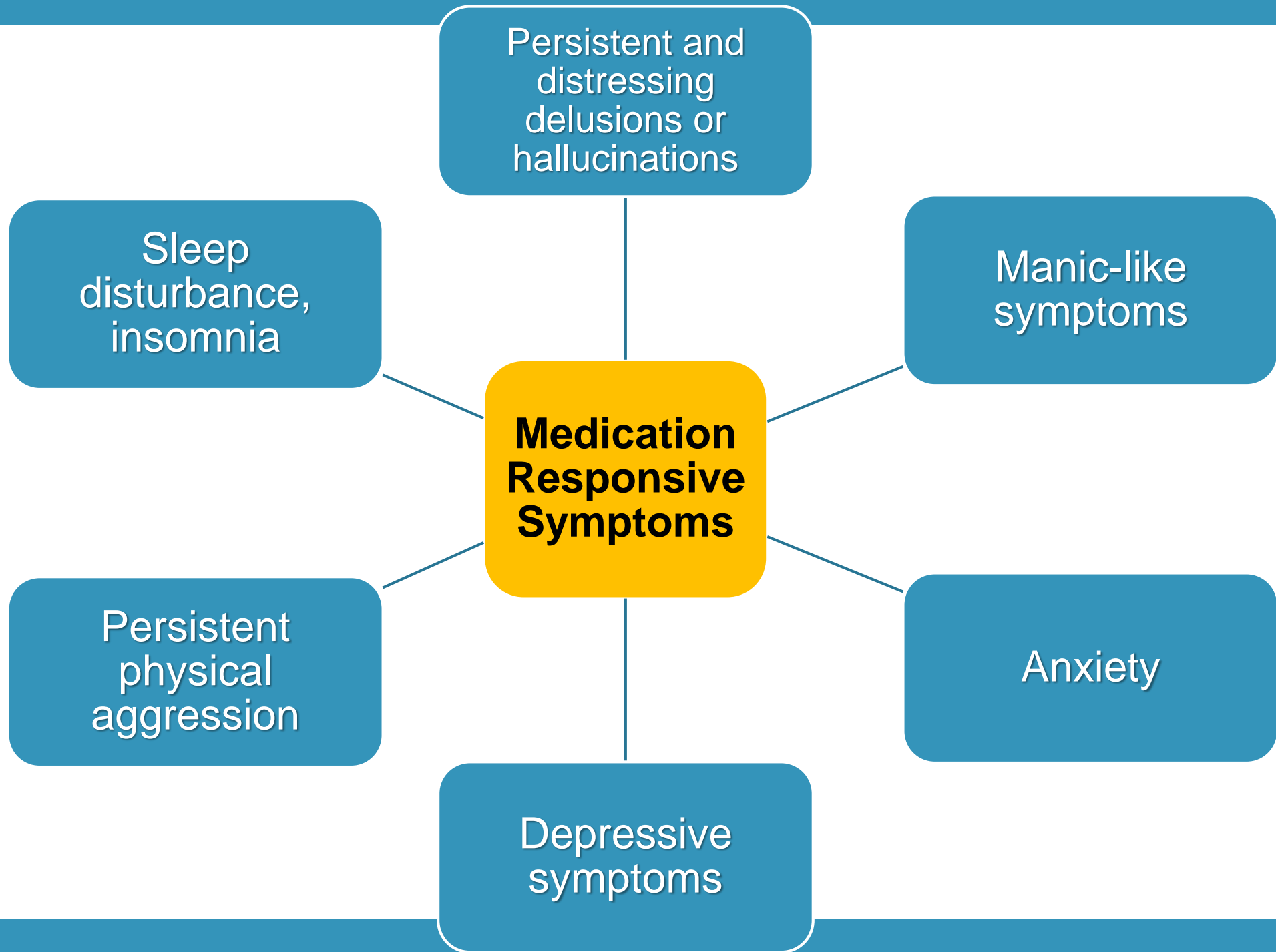
## Monitoring

- Response to therapies
- Adjust care plan/management

### Quarterly Prevalence of Antipsychotic Use for Long-Stay Nursing Home Residents, 2011Q2 to 2016Q4

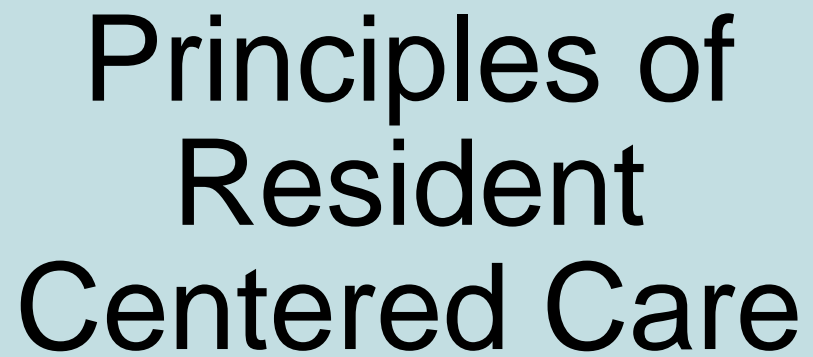


Source: National Partnership to Improve Dementia Care in Nursing Homes: Antipsychotic Medication Use Data Report (March 2017 )





# Principles of Resident Centered Care



Personhood

Knowing  
the  
person

Maximizing  
choice and  
autonomy

Quality  
care

Nurturing  
relationships

A supportive physical  
and organizational  
environment

# CMS Next Steps

Enhance the use of non-pharmacologic approaches and person-centered dementia care practices



Monitor the reduction of antipsychotics, as well as potential consequences



Add the antipsychotic measure to the calculations for each nursing home's rating on the Five Star Quality Rating System for long and short stay residents



Enhance and expand dementia care focused surveys



***REVISED Regulations***

# Proposed Revised LTC Requirements of Participation (ROP)

Revise existing regulations regarding “antipsychotic” drugs to “psychotropic” drugs.

Use OIG 2000 definition of psychoactive drugs (essentially any drug that can affect the brain)

PRN orders be limited to 48 hours and then must be reviewed by primary provider and ongoing need documented in the medical record

Better documentation in medical record of responses to Drug Regime Reviews (DRRs) explaining rationale for not implementing

# Revised LTC Rules of Participation

Phase 1, 2, 3 for various new requirements

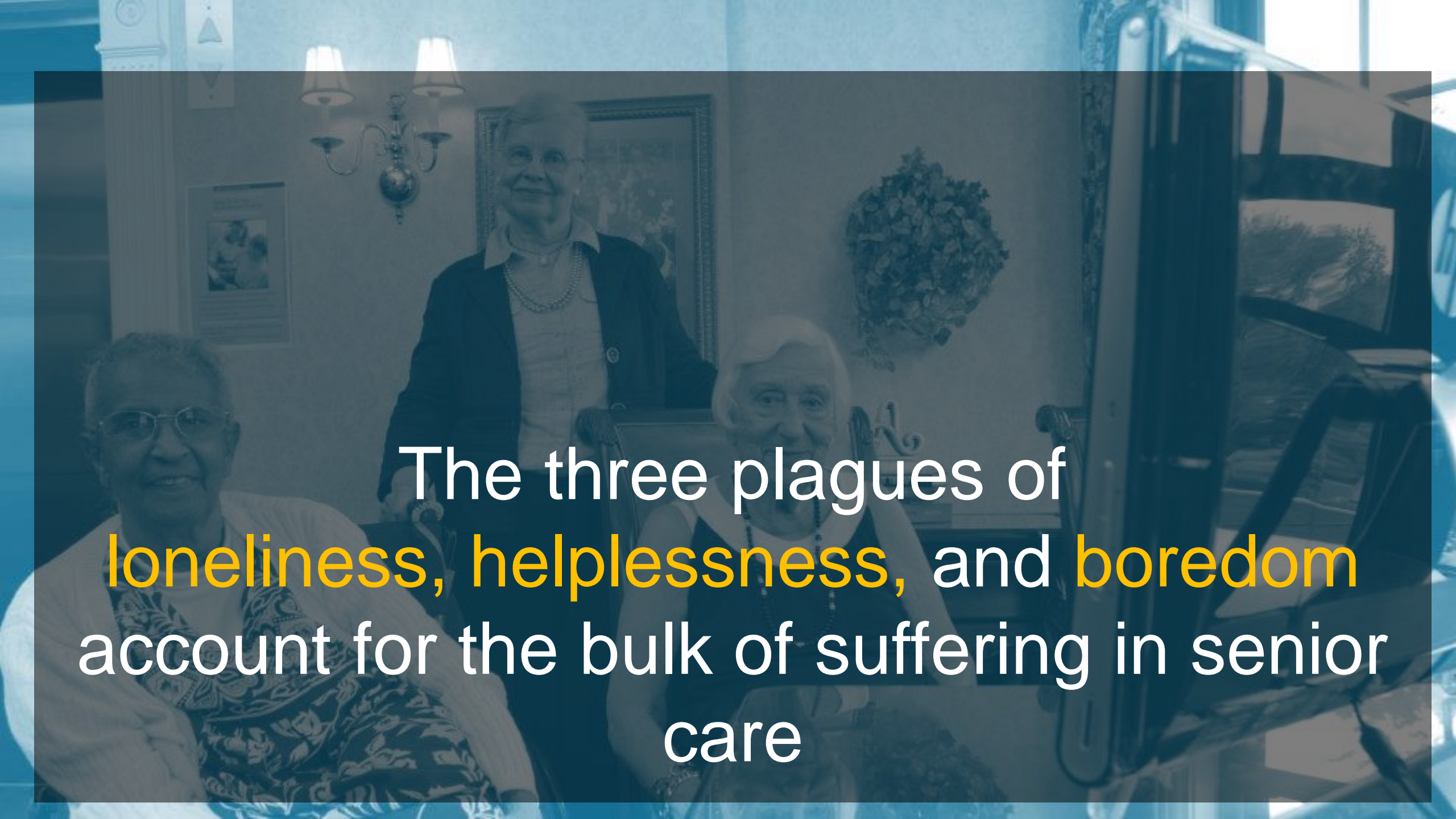
QAPI

Medical director gets DRR reports

Competency based staffing

DRR requires including chart reviews in specific circumstances

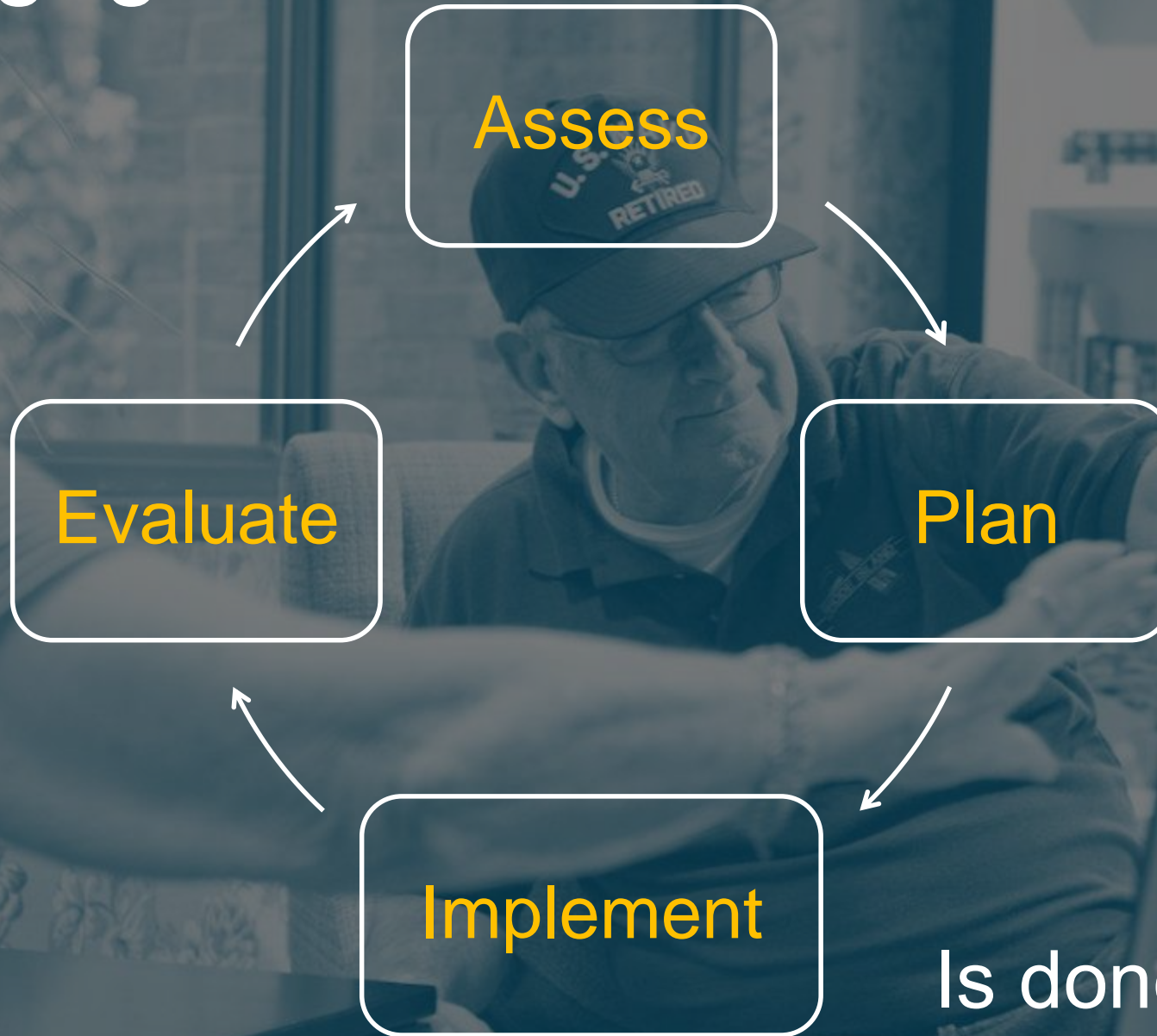
***FOCUS ON PATIENT CENTERED CARE***

A photograph of three elderly individuals in a well-lit room. One woman stands in the background, while two others are seated in the foreground. The image is overlaid with a semi-transparent blue filter. The text is centered over the image.

The three plagues of  
**loneliness, helplessness, and boredom**  
account for the bulk of suffering in senior  
care



# The Engagement Process



Is done by Paper...

# We believe technology helps engage residents, promotes quality of life & helps grow business



Prestige Care, Inc.  
Prestige Senior Living, L.L.C.



**2x**

**LEAD CONVERSION**

**60%**

**BEHAVIOR MITIGATION  
SUCCESS**

**0%**

**USE ANTI-PSYCHOTIC  
MEDICATIONS**

**-2/3**

**BACK-OFFICE TIME  
ON ENGAGEMENT**


*"We are proud to partner with experts across many disciplines and create an engaging senior-living experience."  
Harold Delamarter  
Founding Partner and CEO*

*"Linked Senior is the best solution to decrease antipsychotic drugs and manage behaviors."  
Nora Miller, LPN  
Charge Nurse*

*"At Kendal, the whole team works with Linked Senior We've shifted the mindset of the caregiver."  
Chris Appel, RN, DON  
Kendal on Hudson*

*"Front line staff are doing more program that are more person centered – we're delivering more value to the patient."  
Keith Helmer, COO*





Deployed in minutes, trained in an hour – engaged instantly

Keeping active helps residents hold on to what makes them special. By encouraging cognitive activity, mobility and social interaction engagement seeks to fight the inactivity that can amplify the effects of aging and memory loss.





# Evidence based content – Addressing all needs

Resident/Patient Dependency

Low



Build and Maintain  
Cognitive Reserve

Mild



Slow the decline  
of cognitive  
recession

Severe







1:1 person centered  
programs  
Mitigate behaviors



French Language Day ~  
March 20th



1. (In French) The Story of an Hour based on a story by Kate Chopin | Video 
2. Boxing Day-French | Trivia 
3. Canadian Quotes In French | Shuffle Scuffle game 
4. Cruise along France, Netherlands, and Germany | Slideshow 
5. Eiffel Tower | Trivia 
6. Eiffel Tower | Slideshow 
7. France | Slideshow 
8. France Travel Skills | Video 
9. French | Category 
10. French | Category 
11. French and Famous | Slideshow 
12. French Landmarks | Slideshow 
13. French Poetry Lesson | Audio 

«March 2017 the



Home



Setup

**Life Enrichment Summary for**


**🎮 March Top Games**

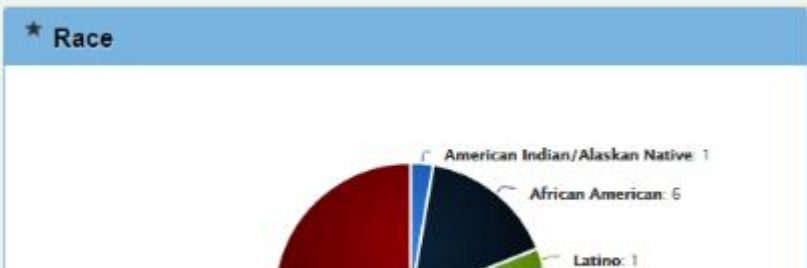
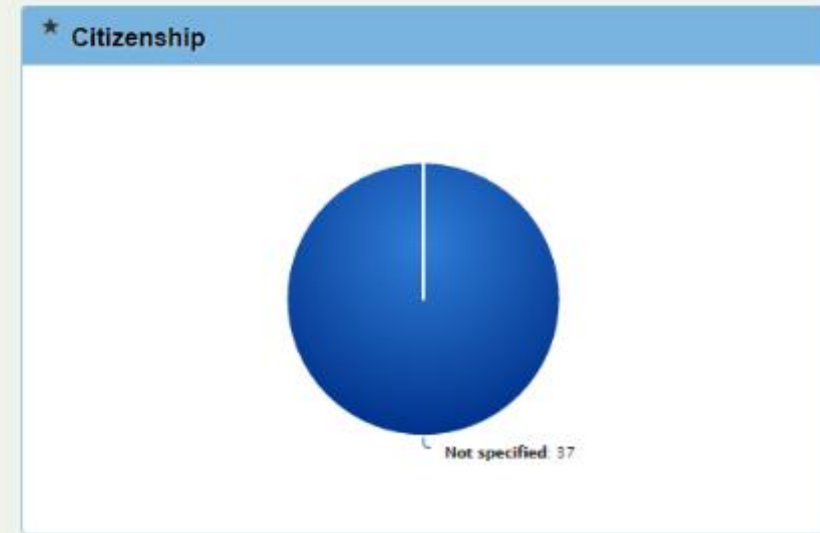
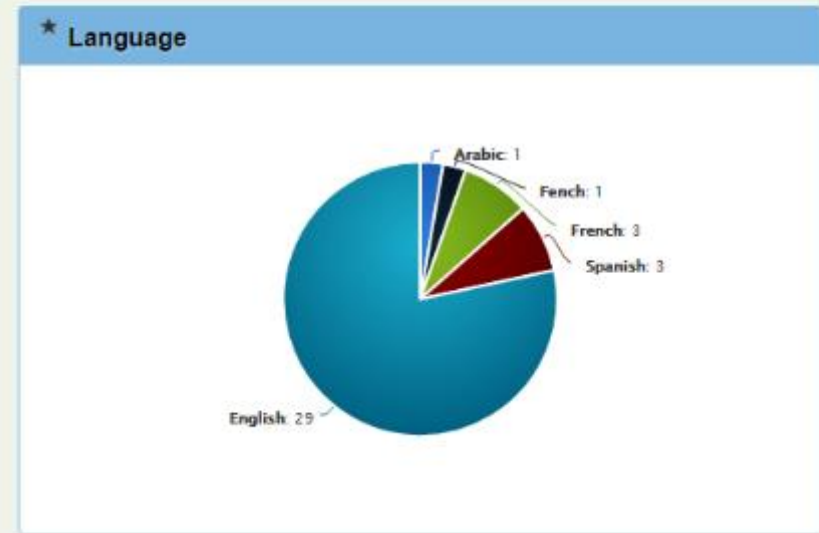
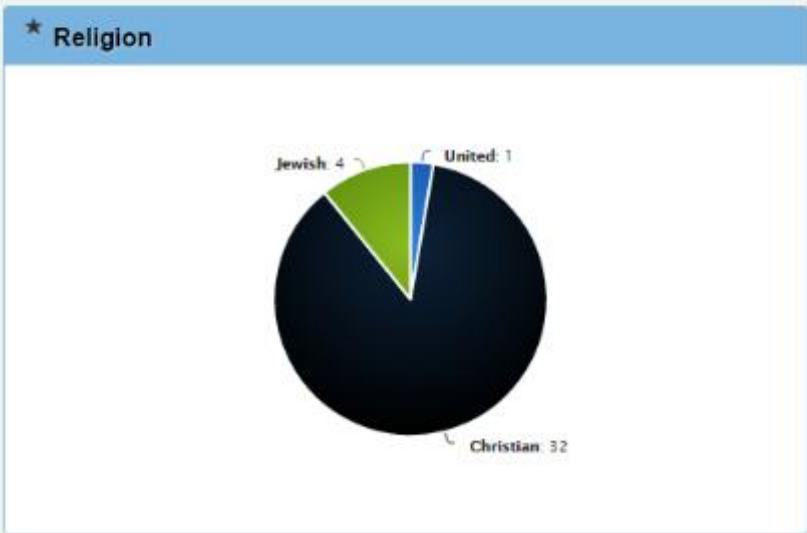
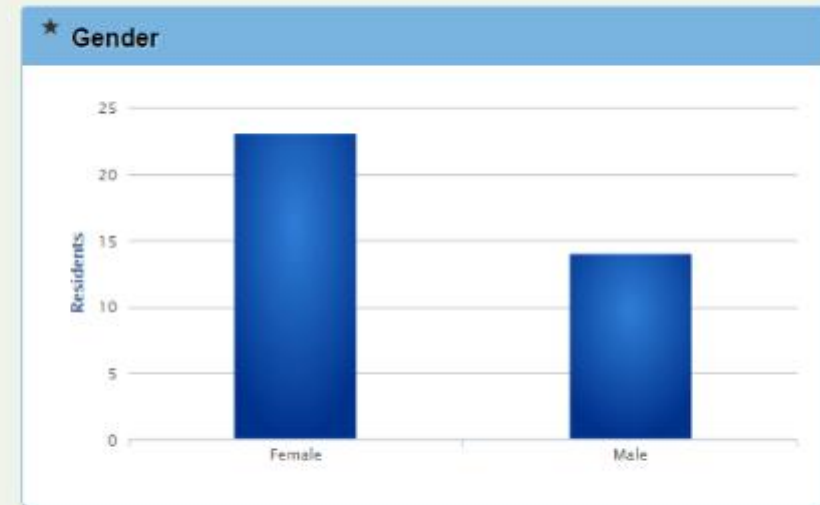
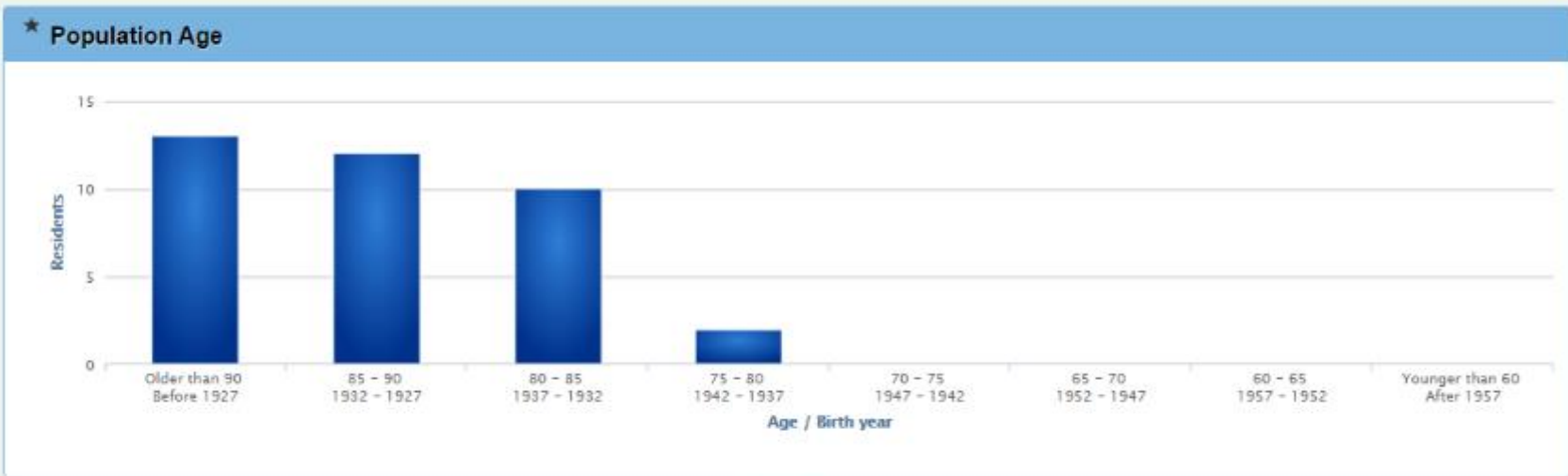
Rank	Name	Time
1	Game of Pairs	87 mins
2	Jeopardy	23 mins
3	Shuffle Scuffle	16 mins
4	Chalked Words	12 mins
5	Blackjack	11 mins
6	Budget or Bust	11 mins
7	Color Fun	11 mins
8	Shopping Spree	4 mins
9	Slide Puzzle	3 mins
10	Bingo	2 mins
11	Cryptogram	2 mins
12	Heidi Says	2 mins
13	Spin and Solve	1 min
14	Hangman	< 1 min
15	Picture Rotation	< 1 min
16	--	--
17	--	--
18	--	--
19	--	--
20	--	--
21	--	--

**? March Top Trivia**

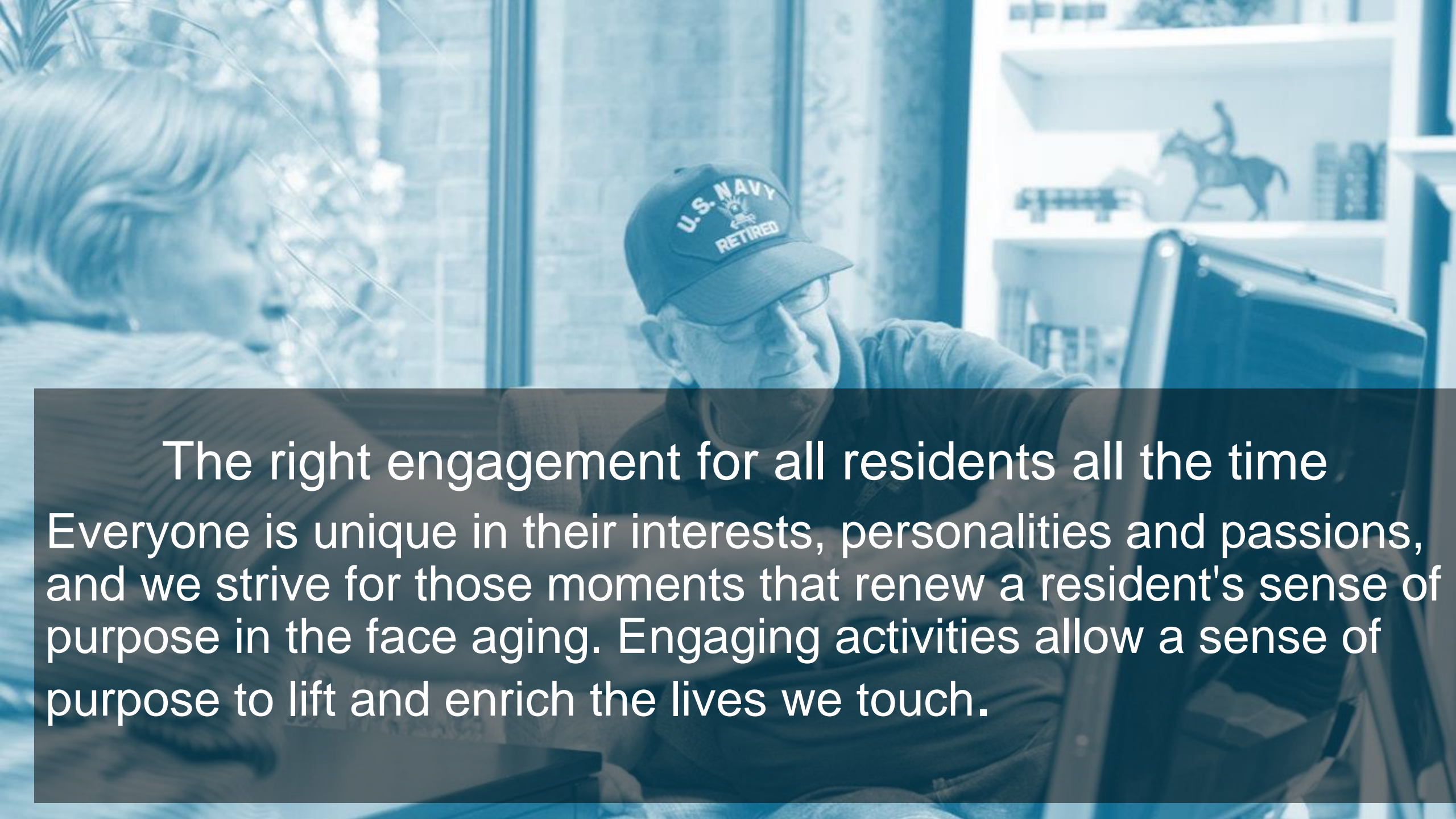
Rank	Name	Time
1	Breeds of Dogs	1 min
2	First Ladies	1 min
3	The Golf Master's	< 1 min
4	Hershey Chocolate	< 1 min
5	Sports	< 1 min
6	Football Stadiums	< 1 min
7	Famous Dogs	< 1 min
8	Everyday Items (Living Room)	< 1 min
9	Canadian Hockey Players I	< 1 min
10	--	--
11	--	--
12	--	--
13	--	--
14	--	--
15	--	--
16	--	--
17	--	--
18	--	--
19	--	--
20	--	--
21	--	--

**📷 March Top SlideShows**

Rank	Name	Time
1	Horses	36 mins
2	Fashion of the 20s	35 mins
3	Fear	12 mins
4	Vehicles of the 40s	10 mins
5	Accountant	4 mins
6	Fish	4 mins
7	Dogs: A Man's Best Friend	3 mins
8	The National Gallery of Art, Washington DC, USA	1 min
9	Japan	1 min
10	Attack on Pearl Harbor	1 min
11	Healthy Lifestyles-Women	1 min
12	Smile Train	1 min
13	Burnt umber	1 min
14	Surprise	1 min
15	Television Dads 1970-1990	1 min
16	Isra and Mi'raj	1 min
17	Vehicles of the 70s	1 min
18	City Scenery	1 min
19	1950	< 1 min
20	1955	< 1 min
21	1970	< 1 min







The right engagement for all residents all the time  
Everyone is unique in their interests, personalities and passions,  
and we strive for those moments that renew a resident's sense of  
purpose in the face aging. Engaging activities allow a sense of  
purpose to lift and enrich the lives we touch.

Thank you

# Case Study: Prestige Senior Living

## *Growing Census with Life Enrichment*



Prestige Care, Inc.  
Prestige Senior Living, L.L.C.

### Client

Prestige Senior Living  
Portland, Oregon

70+ SNF, Assisted Living &  
Memory care in Alaska,  
Arizona, California, Idaho,  
Montana, Oregon, Nevada &  
Washington

### Problem

- First Boomers turned 65 in 2011
- Higher expectations from Boomer Families and Boomer Residents
- Increased competition from Home Health and other models
- Alzheimer's and other forms of dementia are top of mind & challenging to manage

### Solution

- Increase census through acquisition of new business & LOS
- Create competitive differentiation in the market place
- To create credibility as a leader and expert To develop and empower staff

### Result

- Sustained competitive advantage
- 2X lead conversion

# Case Study: Mt Vernon Nursing & Rehab

## *Increasing Referrals with Engagement Quality Metrics*



### Problem

- The CMS quality includes the use of anti psychotics, the number of falls and other dementia related metrics
- Hospital and referral partners are building their network using data that shows better care
- This also sets expectations for assisted living communities as they attract and retain higher acuity

### Solution

- An interdisciplinary approach was used to assess residents needs
- 1:1 and special programs were scheduled to engage residents living with dementia
- Linked Senior programs such as music for music therapy were deployed and made available
- Dashboards are used to communicate non-pharmacological interventions successes & progress

### Result

- The facility has had perfect surveys and was awarded 20 out of 20 stars from Medicare
- Non-pharmacological strategy is listed as one of the top 3 reasons for quality ratings & referral increase
- The facility is now in the preferred networks of its choice

### Client

Mt Vernon Nursing & Rehab Center  
Alexandria, Virginia

Standalone nursing home  
Top rated facility, awarded 20 out of 20 stars by Medicare for excellence in senior care.



# Case Study: Kendal Corporation

## *Untie the Elderly* – Enabling true Person Centered Care



### Client

Kendal Corporation  
Kennett Square,  
Pennsylvania

Leading, not-for-profit provider of communities, programs, and services that advocates for and empowers older adults to achieve their full potential.

### Problem

- The Kendal Corporation has been committed to restraint-free care since 1973
- From removing any physical restraint since 1973, it has moved its focus to chemical restraints
- Medications are used to prevent or mitigate behaviors – without considering the person’s needs

### Solution

- Identify, reduce medication if possible
- Have the whole team observe and understand behaviors - nothing is ever excluded if it helps understand
- Analyze the continuity of care and make things consistent using Linked Senior
- Use data provided by Linked Senior to improve and report on success

### Result

- No residents are currently under any anti-psychotic medication or any other “chemical restraints”
- The organization has stayed true to its mission and shown that restraint free care is possible

# Case Study: Medical Facilities of America

## *Operationalizing Activities – doing more with less*



### Client

Medical Facilities of America  
Roanoke, Virginia

40+ SNF in NC & VA  
Medical Facilities of America (MFA) is the regional leader in providing quality skilled nursing and rehabilitation care throughout Virginia and North Carolina.

### Problem

- Rising acuity and regulation put pressure to create better programs with often less money
- Activity staff are spread thin and spend too much time researching and preparing programs
- Meeting resident's needs include their personal story but also their cognitive ability

### Solution

- Upon admission and care conferences, activities is given the chance to
- People living with dementia that are exhibiting behaviors are given special focus
- Working with Linked Senior staff, programs are created if they don't exist in the platform already

### Result

- Research and preparation time has been reduced by two thirds
- Staff is doing more programs that are more person centered
- Life enrichment is truly operationalized and contributes to the business