

Working to enhance quality dementia care

Share Your Success with Colleagues...

The Specialized Dementia Care Program (SDCP) emerged from the concept that providers who specialize in dementia care are equipped to address the particular needs of persons with dementia. Ongoing data collection on SDCP program clients reveals that our provider group does serve a highly impaired and behaviorally challenged population..

We also know that the practice of caring for people with dementia continues to evolve and grow. SDCP providers, have periodically shared stories of obstacles to quality care and approaches to overcome them. Often, it is those using continuous quality improvement principles who are

identifying and trying out new approaches. A new idea your facility is implementing right now, could be a promising new practice in dementia care.

As leaders in this field, we ask you to share a story about challenges, innovations and/or successes that your facility has successfully addressed. This could be with a specific client, behavior, activity approach, partnership with a local organization, or a new assessment tool....something you changed that has made a positive difference for the people you serve.

Do you have a helpful idea to share at our administrator's meeting. Please email your ideas to SDCP@dshs.wa.gov

Mandatory Administrator's Meeting

The Specialized Dementia Care Program in Boarding Homes will be holding a mandatory administrators meeting. There are two times and locations to attend.

Spokane November 17, 2009

Spokane Regional Health District
1101 W. College Ave
Spokane, WA 99201

Lacey December 1, 2009

ADSA Headquarters
640 Woodland Square Loop
Lacey, WA 98503

The meeting will be held from 9 am - 4pm. More information on registration and agenda will be forwarded by both email and mail. Please feel free to contact us if you have questions related to the meeting times and/or locations.

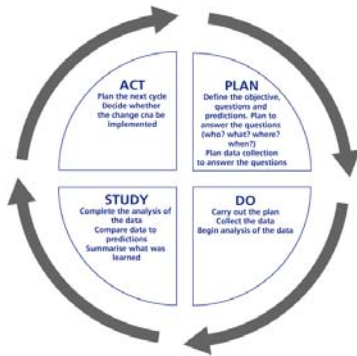
Dementia in the News:

<http://www.annalsoflongtermcare.com/content/treatments-depression-older-persons-with-dementia>

<http://news.bbc.co.uk/2/hi/health/8241833.stm>

<http://www.ajc.com/health/content/shared-auto/healthnews/alzh/631149.html>

Continuous Quality Improvement In Specialized Dementia Care



Getting Started

Perhaps the hardest part of Continuous Quality Improvement is knowing where to start. In talking with SDCP providers who are doing an effective CQI process, one of the first questions that should be asked is “Are we meeting all of the needs of our residents?”

If the answer is yes, then perhaps you might want to think about the needs of staff, families or even DSHS.

If the answer is no, then you have found a good starting place.

Ask “Why not?” What processes do we have in place that help or hinder our efforts?

Establishing and Setting Baseline Measures:

Once you have found an area that you would like to improve, it is important to get some measure of where you are now. Without a starting point, there is no way to measure the progress of your efforts. This baseline also will help in setting goals as to how far you are hoping to go, and defining success.

In dementia care, we do not have productivity standards, or widgets to count, so measuring can be tricky. However we do have clinical outcomes, incidents, census, discharges, family satisfaction, and other indicators we can track. Looking creatively at this information may help indicate opportunities for measuring improvements.

Why Measure?

It is always nice to be able to present your work in visual terms. Graphs or charts that can demonstrate a need, trends or improvement are powerful tools for showing staff, owners and all those interested the value of your efforts. When immersed in the day to day we sometimes are unable to see the progress made or the mistakes being made. Measuring and using a CQI process reminds us to take stock of our efforts and ensures that we are working toward our intended vision.

Next...

Once we have established a baseline, the fun work of brainstorming solutions and trying them out begins. Look for more on that in our next newsletter and our upcoming SDCP meetings.

Need help?

ADSA program managers working with the SDCP are constantly looking at client data to study trends of clients' needs and provider capacity in the program. They may be able to offer you facility specific measures of your Medicaid population, or share methodology of measuring and establishing a baseline for your efforts. They have ideas about visual representation, indicators of quality and/or can connect you with other providers dealing with similar issues. Feel free to contact us. SDCP@dshs.wa.gov

Imagination is more important than knowledge. For while knowledge defines all we currently know and understand, imagination points to all we might yet discover and create.

- Albert Einstein