

Reducing Hesitation to Care:

Personalizing Your Approach

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Today's Discussion:

- Investigate reasons someone living with dementia may express hesitation to care
- Use person centered care and dementia communication strategies to edit our approach
- Discuss how to personalize care and apply these strategies to case examples
- Answers questions



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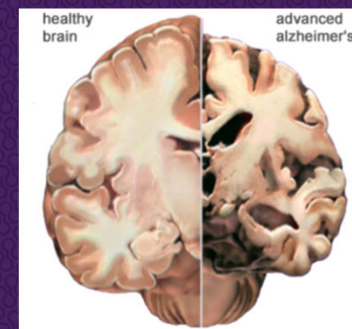
Poll Question

Has your loved one ever expressed hesitation to care?

- A. Yes
- B. No
- C. Not sure

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Reason for resistance



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Denial or symptom?

Anosognosia, also called "lack of insight," is a symptom of severe mental illness or brain disease experienced by some that impairs a person's ability to understand and perceive his or her illness.



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Dementia Symptoms

- Changes in self awareness
- Altered judgement
- Loss of short term memory
- Changes in orientation to person, place, etc.
- Difficulty completing complex tasks



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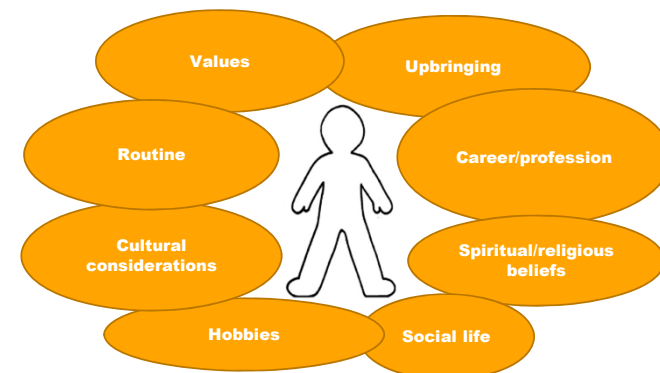
Personhood

"If someone were to put on my 'glasses' and look through my eyes, what would they see, how would they respond?"



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Person Centered Care



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“Lens” Questions

- Cultural Background
- Societal themes
- Natural demeanor/temperament
- Values
- Career
- Routine
- Types of Community
- Communication
- Insecurities/ worries
- Stressors/Comforts
- Strengths/ Weaknesses
- How have I responded to stress in the past?

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Dementia Communication Strategies

- Join the person's reality
- Understand and accept what you and cannot change
- Remember that the person retains a sense of self despite the losses of the disease
- Try to “decode” behaviors, which are a form of communication
- Avoid insisting, reality orienting or using logic and reasoning in moments of confusion
- Provide one task, or step, at a time
- Focus on the emotion the person living with dementia is expressing
- Practice redirection strategies



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Take Five, Save Twenty



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Poll Question

If your loved one has expressed hesitation to care, which type of care were they most resistant to?

- A. Personal Care
- B. Medications
- C. Home Care/Adult Day Health
- D. Eating
- E. Moving into a care facility

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Let's talk it out!

- Managing Finances
- Personal Care
- Medications
- Home Care or Adult Day Health
- Eating
- Moving into a care facility



Personal Information Form

Personal Information Form
Adapt this form to include the most relevant information pertaining to your loved one

Full name:
 Preferred name (include titles, nicknames):
 Phone(s):
 Age:
 Type of dementia:
 Primary language:

Contacts (include healthcare proxy, emergency contacts, important family or friends):

| | |
|----------------|------------------------|
| Contact 1 Name | Contact 1 Phone Number |
| Contact 2 Name | Contact 2 Phone Number |

Describe cognitive abilities and challenges (memory and thinking, speaking and understanding communication, motor skills, etc.):

Describe normal daily routines and preferences, including sleep habits, eating and drinking patterns and abilities, and typical patterns of behavior:

Personal Information Form
Adapt this form to include the most relevant information pertaining to your loved one

Describe what is distressing and what is calming (including approach, environment, communication):

Describe relevant safety risks, such as wandering or falling:

Briefly describe relevant family background (hometown, family of origin, marriage, children, etc.):

Briefly describe relevant cultural background, religious or spiritual practices, and past career, interests and achievements:

Other notes:

Our 24/7 Helpline is available for around-the-clock care and support at 800.272.3900

What if I continue to be met with hesitation?



- Examine expectations
- Consider safety
- Take a break

24/7 Helpline

- Free Service
- Available around the clock, 365 days a year
- Helpline specialists and master's level clinicians offer confidential support and information
- Bilingual staff and translation service in over 200 languages
- Live Chat available
- TTY Service 866.403.3073



24/7 Helpline
800.272.3900

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Education Programs

- Free online e-learnings available at www.alz.org/education
 - 10 Warning Signs
 - Understanding Alzheimer's and Dementia
 - Dementia Conversations
 - Effective Communication Strategies
 - Legal and Financial Planning
 - Understanding and Responding to Dementia-Related Behaviors
 - And more!



Multiple delivery options are available.

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In summary:

- *Investigate*: why is my loved one expressing hesitation?
- *Edit*: how can I use my loved one's preferences, values, etc. to change the way I introduce care?
- *Apply*: try out different approaches to care, which could include trying again later
- *Re-try*: if your approach did not work, try out another approach

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Thank you!

Please feel free to ask questions!

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