

Reducing Hesitation to Care:

Personalizing Your Approach

Alzheimer's Association Staff:
Jenna Dion & Jill Hovanasian

ALZHEIMER'S ASSOCIATION

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



ALZHEIMER'S ASSOCIATION

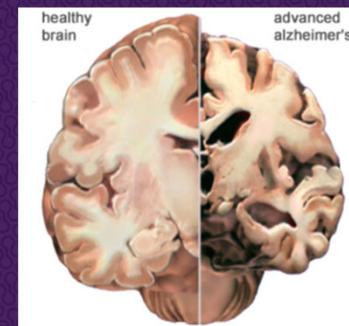
Poll Question

Has your loved one ever expressed hesitation to care?

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

ALZHEIMER'S ASSOCIATION

Reason for resistance



ALZHEIMER'S ASSOCIATION

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.



ALZHEIMER'S ASSOCIATION

Dementia Symptoms

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



ALZHEIMER'S ASSOCIATION
ALZHEIMER'S ASSOCIATION

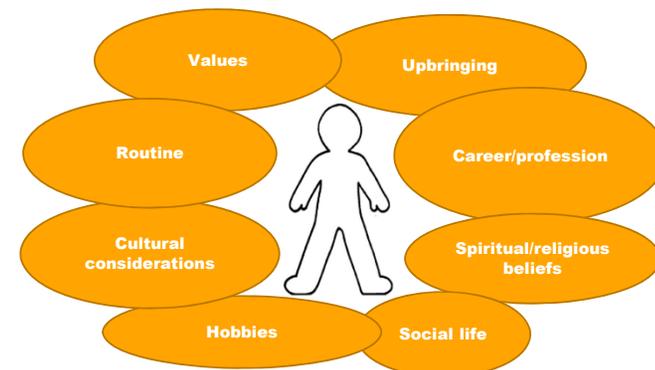
Personhood

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



ALZHEIMER'S ASSOCIATION

Person Centered Care



ALZHEIMER'S ASSOCIATION

“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?

ALZHEIMER'S ASSOCIATION

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



ALZHEIMER'S ASSOCIATION

Take Five, Save Twenty



ALZHEIMER'S ASSOCIATION

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

ALZHEIMER'S ASSOCIATION

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 title, nickname):
 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

alzheimer's association



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.

ALZHEIMER'S ASSOCIATION

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

ALZHEIMER'S ASSOCIATION

Thank you!

Please feel free to ask questions!

ALZHEIMER'S ASSOCIATION