Dementia Challenging Behavior: A Community Response

Presented by:
Mary Smith, Manager, Waukesha ADRC
Jennifer Nowak, Program Director, Alzheimer's Association
Jamie Mileager, Life@Home Coordinator, Shorehaven
Robert Best, Executive Director, Clifden Court

Our goals are to:
● Explain how to establish and engage the community in a grassroots initiative
● Discuss strategies for preventing and managing behavioral crisis at the community level
● Identify ways to utilize and disseminate new resources
● Inspire action

Agenda:
● Describe the process for creating a community initiative
● Discuss the work of the action teams
● Present the resources that were developed
● Discuss how to use the resources
● Questions????

We would like to recognize and thank the Dementia Challenging Behavior Initiative Steering Committee

Co-Chairs: Lisa Bittman, Coordinator, ADRC and Jen Nowak, Program Manager, Alzheimer's Association
Team Members:
 ● Bob Best, Administrator, Clifden Court
 ● Jamie Mileager, Life@Home Coordinator, Shorehaven
 ● Nicole Kelly, PIO, Waukesha County HHS
 ● Mary Smith, Manager, ADRC

Administrative Support: Allie Mroczkowski, ADRC
What's the issue?

- Individuals with dementia who display challenging behaviors present unique risks to their well-being and the ability to be cared for by others in the community.
- If these challenging behaviors are not adequately assessed and/or addressed, they can escalate to the point of a crisis that puts the person and their caregivers at risk of harm and/or removal from their current living environment.

Time Line

- October, 2017 - Dementia Crisis Innovation Grant Awarded
- December 1, 2017 - Stakeholder Summit held
- October, 2017 – March, 2018 - Conduct Environmental Scan
- April, 2018 – June, 2018 – Goal Setting
- July, 2018 – October, 2018 - Create the plan
- October – December, 2018 - Roll out Action Plan
- 2019 - Form Action Teams and Develop Action plan for each of the 3 project teams
- 2020 - Work on Action Teams
- October, 2021 Virtual summit held to share information from the Action Teams
- 2022 – Further development of resource materials, initial distribution and develop plan for large scale distribution
- 2023 Disseminate materials

Community Initiative Goals

<table>
<thead>
<tr>
<th>DESIRED RESULTS</th>
<th>GOALS</th>
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<tr>
<td>Individuals with Dementia are valued, safe, and have a good quality of life.</td>
<td>Individuals with signs and/or symptoms of dementia will be identified early and provided appropriate interventions to prevent and reduce behavioral crisis.</td>
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<tr>
<td>Caregivers are valued, empowered, capable, and have a good quality of life.</td>
<td>Caregivers (formal and informal) are provided access to education and resources to fulfill their caregiving role</td>
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<tr>
<td>Community is supportive, accountable, and capable.</td>
<td>Our community has an increased awareness and understanding of dementia, specifically, individuals with dementia exhibiting challenging behaviors.</td>
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</table>
Structure of the Initiative to achieve the goals

DCBI Steering Committee

Improving Dementia Crisis Response Team

Caregiver Team

Communications & Community Outreach Team

Created Desired Results & Goals

Action Teams comprised of representatives from many community organizations and businesses have been working together to understand the issue fully, to identify areas at the individual and system level that need improvement and working towards that improvement.

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### Dementia Crisis Response Team

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<td>Individuals with dementia are treated with respect through all impact points</td>
<td>Caregivers (formal and informal) have access to support services.</td>
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### Stages of Escalation and Responses to Challenging Dementia-Related Behaviors

![Diagram showing stages of escalation and responses to challenging dementia-related behaviors](image_url)
Dementia Crisis Response Team
Caregiver Support Team
Communication and Outreach Team

Caregiver Action Team

Referral Forms to ADRC and to Alzheimer’s Association
To be used by professionals to make referrals to these organizations

Caregiver and Care Prescriber Flowchart
To be used by family and/or paid caregiver

Behavioral Care Plan templates and training
To be used by doctor’s, PA, RN
To be used in all living situations

Your Link to Resources
https://www.waukeshacounty.gov/dcbi/
Improving Dementia Crisis Response Action Team

- System Process Mapping
- What to Expect if 911 is Called When a Person with Dementia is Experiencing a Behavioral Crisis in Waukesha County

Getting the Word Out

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<th>911 Brochure</th>
<th>Care Prescriber and Caregiver Flowcharts</th>
<th>Behavioral Care Plan Template</th>
<th>Community Outreach</th>
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<td>In your role, how do you feel this tool would be helpful? How might you use this tool?</td>
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<td>How can we identify who could benefit from this resource? (This might result in training)</td>
<td>What are some specific ways we could connect with the community related to this initiative? (increase awareness and engagement)</td>
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<td>How can we best disseminate this information and ensure usability of these resources?</td>
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<td>Would you like to help develop the dissemination plan?</td>
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<td>Would you like to work with this team?</td>
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Material Dissemination

- First round of material dissemination occurred during and following a Community Summit in October 2021
  - Materials were then made accessible to the community via the DCBI webpage
- In 2022, 911 Brochure was disseminated to law enforcement agencies throughout Waukesha County
- All materials have undergone further updates and revisions over the past year passed on feedback
- In 2023, to date the Steering Committee has focused on a more intensive Dissemination Plan with a mass dissemination plan to occur during April and May
- Materials will continue to be accessible to the community via the ADRC/DCBI webpage with scheduled content reviews
Special thanks to our action team members hailing from these community organizations!

- Greg Pledl, Curative Care Senior Day.
- Theresa Belisle, Community Care.
- Laura Volz, Acura Memory Care.
- Mary Winkler, MAH, Waukesha & Milwaukee.
- Meena Patel, Brightstar Care.
- Theresa Belisle, Community Care.
- Cindy Naumczik, Brookfield Police Dept.
- Arna Ruzinski, Menomonee Falls Police Department.
- Lisa Bittman, Waukesha County ADRC.
- Nicole Kelly, Waukesha County ADRC.

There have been so many individuals and organizations involved in this initiative! Please accept our sincere apologies if we’ve missed anyone!

- Ashley Pierson, ProHealth Care.
- Jenny Wrucke, Waukesha County HHS, Crisis Team.
- Jeff Sitzberg, Waukesha County HHS, Adult Protective Services.
- Jamie Milger, Shonnawon.
- Jennifer Hardwicke, Waukesha County HHS Dementia Care Specialist.
- Laurie Bollier, Waukesha County HHS, Adult Protective Services.
- Maurya McManus, Office of State Public Defender.
- Maryam Farzil, Waukesha County Crisis Supervisor.

Thank you for joining us today!

DCBI Website: [https://www.waukeshaCounty.gov/dcbi](https://www.waukeshaCounty.gov/dcbi)

Sign up for the newsletter: [https://lp.constantcontactpages.com/su/1YHf6om/dcbi](https://lp.constantcontactpages.com/su/1YHf6om/dcbi)