



Advancing Dementia Care: Evolution and Innovation



Presented by: North Hill & Loomis Communities



Agenda

- Welcome & Introductions
- Explore the “Why” when changing the status quo
- Review the evolution of dementia care
- *Present North Hill & Loomis’ approaches*
- Discuss outcomes & lessons learned
- Share your approaches
- Q&A - a heartfelt discussion

Introductions

North Hill Retirement Community	Loomis Communities
<ul style="list-style-type: none">• Located in Needham, MA• 500+ CCRC• 400+ Independent Living• 44 Enhance Independent & Memory Care• 72 Skilled Nursing & Rehab  The logo for North Hill Retirement Community features the words "North Hill" in a serif font. A stylized green plant with purple flowers is positioned between the words.	<ul style="list-style-type: none">• 3 communities located in Amherst, South Hadley, and Springfield• 376 Independent Living• 65 Enhanced & Assisted Living apartments• 42 Skilled Nursing & Rehab  The logo for The Loomis Communities features a stylized green tree with many leaves above the text "The Loomis Communities" in a bold, sans-serif font.



**Why Does
Advancement in
Dementia Care Matter?**

The Case for Change

- Increasing prevalence of dementia and cognitive change:
 - ❑ 50% of the population in the US over the age 80 will develop dementia in their lifetime.
 - ❑ Currently and estimated 7 million Americans over the age 65 are living with Alzheimer's disease (the most common form of Dementia) – with that expected to double 13-14 million by 2050
- Growing focus on quality of life and well-being
- Opportunity for prevention, wellness, and early support
- ***IT IS A HUMAN RIGHT***

Evolution of Dementia Care

- Traditional models of dementia care: safety & medical-focused
- Grown out of hospital model of care focusing on the disease process more than the human experience
- Person-centered care movement bringing focus on the individual
- Relationship-based care philosophy – learning from and about the person
- Community integration rather than separation- what makes us separate this particular disease
- Cognitive wellness and prevention focus – living the best life

Let's do a little exercise!

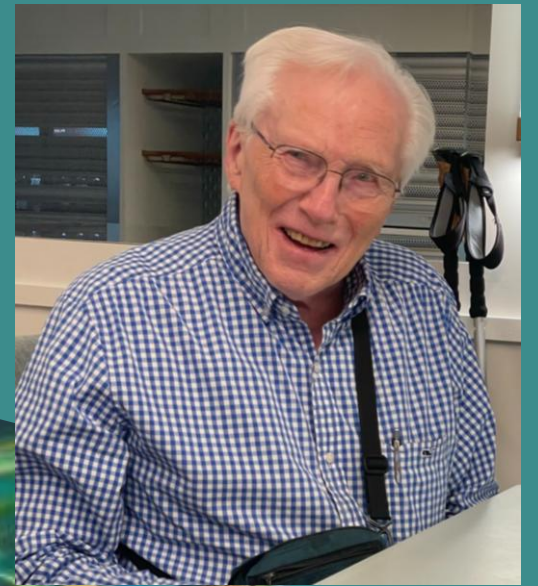
Culture Change in Dementia Care

- Relationship-based care tools to “get to know me”
- Advocacy – the human side of living with a terminal disease
- Resident and family involvement and choice – understanding what can be rather than focusing on the losses
- Brain health awareness through various types of engagement
- Inclusive language and caregiver, family, community education (both at large and in the living community)



The North Hill Navigator Program:

North Hill
Navigating Together



How did we get here...

Increased demand for memory support services and cognitive wellness programs following the COVID-19 pandemic.

Growing need for engagement opportunities and specialized programming for residents experiencing early-stage cognitive change within the independent living community.

Expanded need for caregiver, spouse, and family support resources, including respite opportunities and education.

Increased emphasis on creating opportunities for purpose, meaning, and social connection to support overall well-being and quality of life.

Navigator Program Overview

The Navigator Day Program at North Hill is a twice-weekly program supporting residents experiencing social isolation, memory loss, or other cognitive changes. The program promotes connection, purpose, and overall well-being through the use of volunteerism and direct focus on strength-based approach.

- Integration rather than Separation
- Strength-based approach
- Involving the whole community through education & partnership
- Normalizing cognitive change & Dementia advocacy
- Language
- Creating community
- Early cognitive support initiative



The Navigator Program: Preventive, Proactive & Purposeful

Practices for aging well are not only important before cognitive changes occur but also remain essential for individuals experiencing cognitive change.

- Socialization
- Emotional support & connection to community
- Learning something new: Neuroplasticity
- Providing sense of purpose



Shifting the culture...

Created Resident Committee to volunteer within the program and advocate in larger community.

Education to Resident Community

Story sharing and Sensory Kits

Presented to Board of Directors

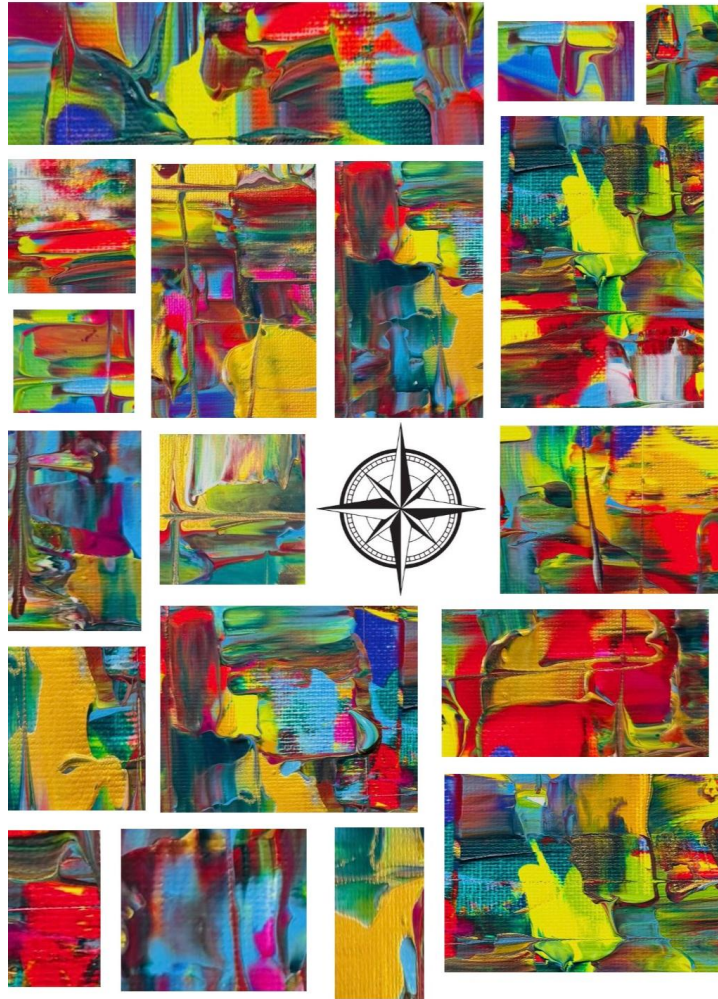
Invited Team Members into the program

Created community wide events with residents & Team members

Program is visible

Accomplishments & Outcomes

Program	Personal
<ul style="list-style-type: none">• Raised \$700.00 Animal Rescue League• 1,500 Bagged lunches for people experiencing homelessness• Raised \$2,500 for Alzheimer's Association from Art• Hosted 20 Team Member Appreciation events.• Raised \$1,500 for North Hills ESL program• Hosted multiple education events to raise awareness of cognitive change.• Created Annual events on Campus: Dog Fashion Show, 'Longest Day' and Celebrating Navigator Program Annually	<p>Spouses reported (surveyed):</p> <ul style="list-style-type: none">• Improvement in mood after 3-6 months of participation.• Improvement in overall function i.e. initiated interest outside of the program.• Improvement in language i.e. "His sense of humor is back" <p>Navigator Participants reported (surveyed):</p> <ul style="list-style-type: none">• Increased comfortability with talking about their Dx• Decrease in shame regarding their Dx• Increase in purpose "I have something to look forward to now" <p>Staff reports:</p> <ul style="list-style-type: none">• Cognitive scores improved for some, and others remained stable within 6-12 months• Improved transitions within our continuum d/t early intervention• Improved connection within community "I feel like I have friends again"• Improved community understanding of Cognitive change



Navigating Together

“True navigation begins
in the human heart. It’s
the most important map
of all”

OpenView: Loomis' journey



- Dementia Friendly Communities initiative
- Then looking inward became a
- Strategic Plan priority to extend this work internally

Key





OUR DEMENTIA PHILOSOPHY

The Loomis Communities takes a holistic approach to serving residents with dementia by focusing on the well-being of each individual person served, the person's quality of life, and his or her sense of life satisfaction, meaning, and purpose. We believe that it is a **human right** for individuals to be treated with dignity and respect. We believe that locked doors and rigid protocols may keep residents living with dementia "safe" and provide a measure of comfort to professionals, family caregivers, and neighbors, but they deprive individuals living with dementia of their enduring personhood and value.

The Dementia Core Group discussed the lessons learned from our focus groups, our research and the findings of the Healthcare Committee. All agreed that a program of inclusion and integration would not only be a prudent choice, given the restraints of our market area, it would be the right thing to do, given the Loomis' mission and guiding principles. An Age Friendly and Dementia Friendly program would:

- **Have residents and team members who are inclusive, welcoming, and knowledgeable.**
- **Achieving through continual team and resident education.**
- **Recognize that each resident has a unique physical, social, emotional, spiritual, cultural and intellectual understanding and need.**
- **Achieving by learning through family, resident assessments and continual observations.**
- **Have peer-to-peer groups and Memory Cafés for those living with dementia.**
- **Achieving by starting with Memory Cafes and now developing programming based on meeting the persons where they are and finding common ground.**
- **Partner residents, team members and family members in planning and programs.**
- **Achieving by continuous relationship development and observations with input from all team members working in all departments.**
- **Offer support groups and respite opportunities for care-partners.**
- **Achieving by listen to the wants and needs of residents throughout the community – currently have consistent educational sessions and a support group.**

- **Integrate those living with cognitive changes throughout our communities.**
- **Achieving by unlocking doors, education on safety and human rights and understanding of how to communicate with those living with dementia.**
- **Have a buddy or good neighbor system and seating areas in the hub of activity to encourage connection and social interaction.**
- **Achieving by working with residents understand what a “good neighbor “ looks like starting with the hospitality committee.**
- **Emphasize dignity and self-determination for everyone who lives, works or visits one of The Loomis Communities.**
- **Achieving by consistent education and role modeling the value of those living with dementia.**
- **Have sensory gardens, safe places to walk outdoors, and people to walk with.**
- **Achieving by having safe walking paths, and all team member and resident understanding and observation.**
- **Offer programs that foster purposeful engagement and experiences i.e.: cultural programs, wellness, spirituality, pets.**
- **Achieving by a robust engagement program and the SAIDO program at Loomis Lakeside at Reeds Landing as well as our commitment throughout our communities of honoring the person.**

One method of engagement: SAIDO LEARNING

Saido enriches the lives of persons living with dementia with an individualized non-pharmacologic approach to the challenges of memory loss.

The objective of Saido learning is not to teach the older adult (called the learner), but to engage the individual in repeated specific exercises. Learners progress to new material at their own pace and level. Success fosters the learner's confidence, abilities, and initiative to advance and try new things.

- ❖ The focus is on precise, yet simple, arithmetic, writing and reading exercises.
- ❖ Baseline diagnostic testing identifies the right level for each participant. (3 different standardized tests (MMSE, 3R's - Reading, Writing, Arithmetic, and FAB - Frontal Assessment



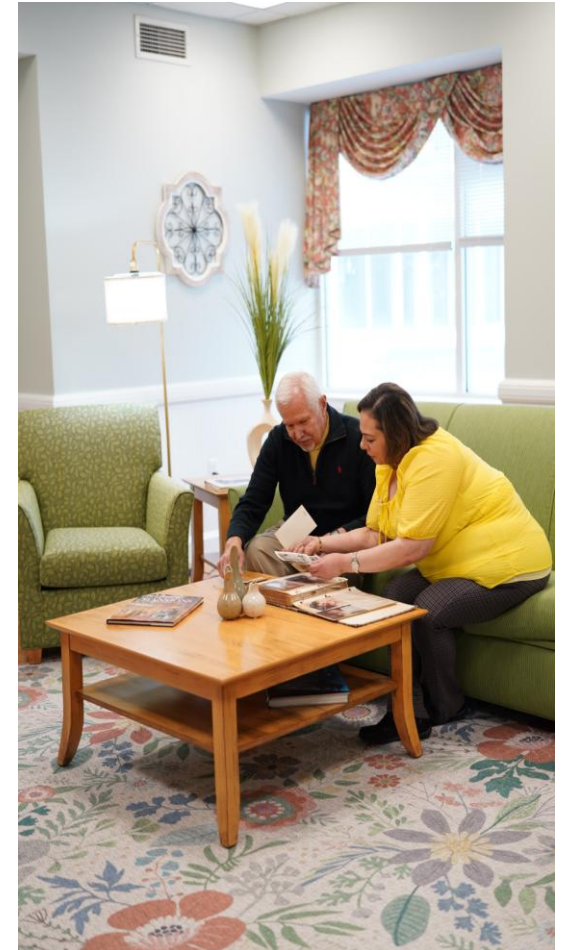
Open View Outcomes

Saido learning is one aspect of the Open View program

Our results show a slight increase in Mini Mental State Exam (MMSE) scores over time vs studies which show average decrease in MMSE scores over a one year period.

We also see increased participation in structured activities.

Anecdotally we see increase verbalization and abilities to communicate with family and care givers



Key Takeaways to Dementia Care Innovation



Culture drives
outcomes



Language
matters



Education
reduces stigma



Community
creates
belonging



Leadership
commitment
sustains change

Discussion & Questions

How can your organization advance dementia care?

What partnerships and innovations are possible?

What barriers need to be addressed?

Thank you!

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