



cares[®]
Dementia-Friendly Hospitals[™]

Preventing Adverse Events



HEALTHCARE INTERACTIVE[®]

OVERVIEW

HealthCare Interactive, Inc. (HCI) has developed an online educational training program that has made the best practices in dementia care available to direct care and ancillary personnel in hospitals across the nation. Funded by a grant from the National Institutes of Health (NIH), CARES[®] Dementia-Friendly Hospitals[™] will enhance the skills, compassionate approach, and well-being of physicians, nurses, pharmacists, nursing assistants, and Allied Health Workers who provide care to hospital patients with dementia.

(AG044019, “Online Training & Certification for Competency in Dementia Friendly Hospital Care,” MPiS: Mary S. Mittelman, DrPH; John V. Hobday, MA)

RATIONALE

Alzheimer's disease and related dementias (ADRD) are an urgent healthcare challenge facing 21st Century America. In the U.S. in 2019, one person received an ADRD diagnosis every 65 seconds; by 2050, that number will be one every 33 seconds (Alzheimer's Disease Facts and Figures, 2019). ADRD are the third most costly disease sets in the U.S. Despite ongoing research efforts, at present there is no way to prevent onset, decline, or death related to ADRD. Hospitalization is especially difficult for people living with dementia and their family members and presents special care challenges to staff. Acute care is complicated because symptoms of dementia are often exacerbated by illness and a new environment.

There are few studies on the effects of dementia care on non-professional hospital employees, but studies in long-term care and home settings suggest that the difficulties associated with ADRD care cause stress, burden, and lack of job satisfaction in paid caregivers leading to high levels of staff turnover. In the acute-care hospital setting, nursing assistants and other non-professional allied health workers such as dietary aides, transportation employees, and medical technologists generally spend substantial time interacting with people living with dementia, but without specialized dementia-care training. Studies in long-term care suggest that education and skill training in dementia care will result in measurable positive effects on staff, including greater knowledge, sense of competence, job satisfaction, and improved productivity due to reduced illness, sick days and lateness. Because of the new knowledge learned from this program, staff members learn to approach patients living with dementia in new and different ways.

RELEVANCE TO PUBLIC HEALTH

This effort is highly relevant to U.S. public health because the oldest old is the fastest growing population in the United States, the most likely to undergo an acute hospitalization, and the most at risk for chronic dementia.

PROGRAM DESCRIPTION

The CARES® Dementia-Friendly Hospitals™ program is intended to provide top quality dementia training in acute care settings. It is specifically designed to reduce costly “adverse events” such as delirium, falls, urinary tract infections, aspiration, pressure ulcers, elder abuse, and hospital readmissions. The program includes HCI’s framework The CARES® Approach as well as other person-centered tools and strategies for providing enhanced care and communication through increased knowledge and confidence. It was completed in conjunction with the Alzheimer’s Association and researchers at NYU Langone Medical Center.

The online program consists of 16 modules that include real-life video scenarios illustrating the effects of standard and best practices in the acute-care setting and interviews with experts. In addition to video scenarios, the content is rich with animation and interactive experiences suited to the adult learner. With staff time in the acute care setting at a premium, all content has been designed in a way that makes it viewable in 10- or 15-minute blocks, helping staff fit the training into their demanding schedules.

FREE TRAINING OPPORTUNITY

The first two modules of CARES Dementia-Friendly Hospitals are publicly available and may be used at no charge. Visit www.hcinteractive.com/HospitalDemo to train your staff with the *Introduction to Dementia-Friendly Care and Communication and the CARES® Approach* topics.

Figure 1: Main Menu for the Dementia-Friendly Hospitals Program

cares Dementia-Friendly Hospitals™: Preventing Adverse Events


How To Use This Program

Complete Modules 1-4 in order. Complete Modules 5-16 in any order you wish.

- Basics of Dementia-Friendly Care**
Topics & Objectives
 - 1 Introduction to Dementia-Friendly Care
 - 2 Communication and the CARES® Approach
 - 3 Behavior as Communication
 - 4 Delirium and Other Adverse Events
- Communication and Behavior**
Topics & Objectives
 - 5 Understanding the Patient With Dementia
 - 6 Dementia-Related Behavior
 - 7 The CARES® Approach Explained
 - 8 Partnering With Families
- Patient Safety and Comfort**
Topics & Objectives
 - 9 Recognizing and Managing Pain
 - 10 Maintaining Patient Safety
 - 11 Wandering and Falls
 - 12 Mobility, Positioning, and Transfer
- Personal Care Practices**
Topics & Objectives
 - 13 Maintaining the Patient's Abilities
 - 14 Eating and Drinking
 - 15 Maintaining Continence
 - 16 Bathing and Hygiene

View Course Progress Print Completion Certificate

Figure 2: Example of a Video Screen

Applying the CARES® Approach 

Now that you have a better understanding of the CARES Approach, this activity allows you to apply what you've learned to a real hospital situation. **Click Play to begin.**










Figure 3: Example of an Interactive Screen

What Can You Do? 

All hospital staff are responsible for preventing adverse events and improving the outcomes of a patient's stay. Are you wondering what you can do? Here are some tips.

Scroll through the job titles. Click a job title to read the tips.

 Nursing assistant	 Unit secretary	 Transporter	 Dietary aide
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OUTLINE OF COURSES, MODULES, AND TOPICS

Each module is subdivided into approximately 5-minute topics to allow staff members to more easily fit the training into their busy workdays.

Basics of Dementia-Friendly Care

#	Module	Topics
1	Introduction to Dementia-Friendly Care	<ul style="list-style-type: none"> • Dementia in Hospitals • How Can You Recognize Dementia? • Alzheimer's Affects Each Person Differently • Importance of Dementia-Friendly Care
2	Communication and the CARES® Approach	<ul style="list-style-type: none"> • A Positive Start • The CARES® Approach • The Family
3	Behavior as Communication	<ul style="list-style-type: none"> • How Does Dementia Affect Communication? • Common Communication Problems • Understanding Behavior as Communication
4	Delirium and Other Adverse Events	<ul style="list-style-type: none"> • Delirium • Decreasing the Risk of Delirium • Other Adverse Events

Communication and Behavior

Note: Although there is some overlap in topics between this course and the **Basics of Dementia-Friendly Care** course, this course goes into greater depth.

#	Module	Topics
5	Understanding the Patient with Dementia	<ul style="list-style-type: none"> • Dementia and the Brain • The Hospital Experience • Adjusting Your Care
6	Dementia-Related Behavior	<ul style="list-style-type: none"> • What Is Dementia-Related Behavior? • Triggers of Dementia-Related Behavior • Responding to Dementia-Related Behavior
7	The CARES® Approach Explained	<ul style="list-style-type: none"> • Overview of the CARES® Approach • The CARES Approach—Step by Step • Applying the CARES Approach
8	Partnering With Families	<ul style="list-style-type: none"> • The Family's Perspective • Learning from the Family • Involving the Family in Care

Patient Safety and Comfort

#	Module	Topics
9	Recognizing and Managing Pain	<ul style="list-style-type: none"> • Pain in Patients with Dementia • Recognizing Pain • Managing Pain
10	Maintaining Patient Safety	<ul style="list-style-type: none"> • Dementia and Patient Safety • Reducing Risks • Elder Abuse
11	Wandering and Falls	<ul style="list-style-type: none"> • Wandering • Falls • Physical Restraints
12	Mobility, Positioning, and Transfer	<ul style="list-style-type: none"> • Mobility • Positioning • Transfer

Personal Care Practices

#	Module	Topics
13	Maintaining the Patient's Abilities	<ul style="list-style-type: none"> • Understanding Functional Decline • Helping the Patient Maintain Abilities • Applying the CARES® Approach
14	Eating and Drinking	<ul style="list-style-type: none"> • How Dementia Affects Eating and Drinking • Helping the Patient Eat and Drink • Mealtime Safety • Applying the CARES® Approach
15	Maintaining Continence	<ul style="list-style-type: none"> • How Dementia Affects Continence • Helping the Patient Use the Toilet • Applying the CARES® Approach
16	Bathing and Hygiene	<ul style="list-style-type: none"> • How Dementia Affects Bathing • Helping with Bathing and Hygiene • Applying the CARES® Approach

COMPENDIUM OF RESOURCES FOR DEMENTIA-FRIENDLY CARE IN HOSPITALS

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- Archibald, C. (2006). Meeting the nutritional needs of patients with dementia in hospital. *Nursing standard*, 20(45), 41-45. Retrieved from <http://journals.rcni.com/doi/pdfplus/10.7748/ns2006.07.20.45.41.c4467>
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- Fazio, S., Pace, D., Maslow, K., Zimmerman, S., & Kallmyer, B. (2018). Alzheimer's Association Dementia Care Practice Recommendations, *The Gerontologist*, 58(Issue Supplement 1), S1-S9.
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- Silverstein, N. M., & Flaherty, G. (2012). *Wandering in hospitalized older adults*. Retrieved from ConsultGeri: A clinical website of The Hartford Institute for Geriatric Nursing, Try This:® Dementia Series at <https://consultgeri.org/try-this/dementia/issue-d6.pdf>
- Tilly, J., & Reed, P. (2006). Dementia care practice recommendations for assisted living residences and nursing homes. *Washington DC: Alzheimer's Association*. Retrieved from https://www.alz.org/national/documents/brochure_DCPRphases1n2.pdf
- United Hospital Fund. (2013). *Reducing the stress of hospitalization for patients with dementia and their family caregivers: a provider's guide*. Retrieved from http://www.nextstepincare.org/uploads/File/Guides/Provider/Provider_Dementia.pdf
- Zembruski, C. (2013) *Communication difficulties: Assessment and interventions in hospitalized older adults with dementia*. Retrieved from ConsultGeri: A clinical website of The Hartford Institute for Geriatric Nursing, Try This:® Dementia Series at <https://consultgeri.org/try-this/dementia/issue-d7.pdf>

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