

UPCOMING EDUCATIONAL OPPORTUNITY

WHCA/WiCAL

Wisconsin Health Care Association

Wisconsin Center for Assisted Living

Putting Together Pieces of a Puzzle for Living with the Challenges of Dementia

Presented By
Melanie Bunn and Teepa Snow

Co-Sponsored By

WHCA/WiCAL
Service Corp

"George F. MacKenzie
Education Fund"

Eau Claire, Wednesday, August 26, 2015

Green Bay, Thursday, August 27, 2015

Brookfield, Friday, August 28, 2015



AGENDA

7:00 am – 8:00 am

Registration

8:00 am – 10:00 am

Demystifying Resistance & Addressing Unmet Needs – Putting Together Pieces of a Puzzle for Living with the Challenges of Dementia

10:00 am – 10:15 am

Break

10:15 am – 12:15 pm

Issues of Appetite, Nutrition, Swallowing & Dementia: Developing a Community/ Facility Wide Approach to a Critical Care Issue

12:15 pm – 12:30 pm

Break

12:30 pm – 1:30 pm

Why don't they get it? Helping families & others understand what's happening when a person has dementia.

1:30 pm

Adjourn

DATES & LOCATIONS

Eau Claire

August 26, 2015

The Plaza Hotel & Suites
1202 W Clairemont Ave,
Eau Claire, WI 54701
715-834-6498

Green Bay

August 27, 2015

Tundra Lodge &
Conference Center
865 Lombardi Ave, Green
Bay, WI 54304
920-405-8700

Brookfield

August 28, 2015

Brookfield Suites Hotel
1200 S Moorland Rd
Brookfield, WI 53005
262-782-2900

Demystifying Resistance & Addressing Unmet Needs - Putting Together Pieces of a Puzzle for Living with the Challenges of Dementia

This session is designed to help staff better understand why the person they are trying to help may exhibit what is commonly called “difficult” or “challenging behaviors”. In other words, the person living with dementia is acting and talking in ways that are creating challenges and frustrations for the care provider or present physical or psychological risks to someone. Frequently these changes in ‘behavior’ make care assistance problematic or even impossible to deliver, especially in traditional settings using traditional care techniques and expectations. The first part of the session focus on understanding these ‘behaviors’ as attempts to express unmet needs or efforts to communicate while living with dementia. The next part of session will focus on looking beyond the disease to look for other possible factors that may be causing or contributing to the challenging behavior. Key factors such as: life-long personality traits and life experiences and preferences, environmental conditions and cues, other medical, sensory, or psychological conditions, the structure and flow of the day, and caregiver skills and approaches will be discussed with some selected examples demonstrated and provided. Finally a problem-solving approach will be presented to help learners INVESTIGATE and UNDERSTAND the BEHAVIOR from the person living with dementia’s perspective so we can use specific and targeted care approaches to reduce the intensity, frequency, or occurrence of challenges.

Objectives:

- Discuss impact of understanding challenges from the perspective of the person living with dementia
- Identify typical challenging and concerning situations and incidents that occur during the progression of dementia
- Recognize the six major contributing factors that must be considered in investigating and trying to help with challenges of supporting and providing care when someone is living with dementia
- Describe the use of a problem solving strategy to assess and intervene when challenges are identified
- Discuss the benefit of including all staff, care team members, families throughout the problem-solving approach



Issues of Appetite, Nutrition, Swallowing & Dementia: Developing a Community/Facility Wide Approach to a Critical Care Issue

Managing the nutritional needs of people with dementia is complicated! We provide good, healthy, nutritious food, just to watch it disappear into waste cans (as well as pockets, floors and the unknown!) This interactive session will help community and facility based staff get the food where it really belongs and makes a difference...into the person with dementia!!! We will discuss the impact of aging related changes, including sensory

changes, and dementia on appetite, swallowing and nutrition. Then we will apply what we've learned/know about dementia; including progression of disease (with focus on nutritional changes related to level of dementia), type of dementia, and structural and chemical brain changes to the problem of improving both eating and the eating experience for people with dementia. We'll do this by discovering the process of using an individualized plan including person specific interventions. Key components of successful plans include integrating nutrition and eating into the day and life of the person with dementia. This requires a focus from all team members and integrating not just eating but the social aspects of meals, as well as, food preparation and service as part of the activities. Part of this plan may include using hand-under-hand to assist people in eating and/or positioning so we'll provide opportunity to practice these skills. Additional strategies will include; suggestions of how to change food texture, temperature and presentation, optimizing the environment, examples of flexible approaches to meals and snacks, and helping skills, including positioning and approach.

Objectives:

- Identify impact of aging and sensory changes on appetite, nutrition and swallowing
- Describe physical, sensory, emotional, cultural and social influences on appetite of people with dementia
- Discuss nutritional needs of people with dementia throughout progression of disease
- Demonstrate strategies for improving swallowing in people with dementia
- Demonstrate use of hand under hand to assist someone with dementia in eating
- Demonstrate impact of improper and proper positioning on swallowing
- Discuss components of a nutrition supportive environment, both from space, helping/care, social and activities perspectives
- Describe process of developing and implementing individualized nutrition plans for people with dementia



Why don't they get it? Helping families & others understand what's happening when a person has dementia

In the best of all possible worlds, family members would participate in, understand and support the care we provide to people with dementia. Unfortunately, this type of relationship doesn't always occur, potentially leading to conflict, misunderstanding, discharges and loss of trust, all making the work harder than it has to be for everyone. This session will help you understand the struggles families experience in trying to "get" dementia care and strategies to help them become a supportive participant in the process.. Caregivers who work with people with dementia everyday develop an understanding of how and what to do. Often these skills become automatic, we ourselves take them for granted, expecting everyone else to understand what's going on as we care. We do things the way we do them because it works. Unfortunately, to others watching from the outside, some of these actions seem confusing or even wrong. This misinterpretation, whether by family members or other community or facility staff can cause them to second guess or misunderstand our care. This session will help you identify strategies to communicate and interpret the care you're providing to better help you build the caregiving team. Additional information will include discuss of grief, loss and depression and a comparison of family and person with dementia responses to empathy and validation with confrontation, explaining, avoiding or lying.

Objectives:

- Discuss the impact of dementia on family relationships
- Identify challenges in assisting families in understanding and accepting community and facility based care, including progression of disease, impact of group living situations and accepting individualized/person centered care
- Demonstrate use of PPA and empathetic communication in working with distressed families and people with dementia
- Describe strategies that don't work with families: avoiding, passing the blame, defensive responses, educating at the wrong time
- Discuss ways to defuse distressed family members: word choices, preferred learning style, timely teaching, empathetic approaches, active listening



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MS, OTR/L
Efland, NC*

Suggested Audience:

*Dementia Care Teams
Social Workers
Activity Personnel
Nursing Personnel
Administrative Personnel and
Other Interested Parties.*

**PUTTING TOGETHER PIECES
OF A PUZZLE FOR LIVING WITH THE
CHALLENGES OF DEMENTIA**

Registration Form

(Please Print)

*Limited Seating
Available!
Please Register
Today!*

Facility _____

Address _____

City _____ State ____ Zip _____

Contact Person _____

Email Address Contact Person _____

Dates and Location

☐ **Eau Claire** | Wednesday, August 26, 2015

☐ **Green Bay** | Thursday, August 27, 2015

☐ **Brookfield** | Friday, August 28, 2015

Registration Fees:

WHCA/WiCAL Member \$49

Non-Member \$59

Please provide list of attendees by August 3, 2015

Registration Fees:

☐ WHCA/WiCAL Member

☐ Non-Member

Please Reserve _____ Seats for Us.

Total Amount Due _____

Payment Options:

☐ Pay by Check Please: ☐ Invoice Facility ☐ Charge My Credit Card

Charge to: ☐ VISA ☐ Master Card

Name on Credit Card _____

Credit Card # _____

Expiration Date _____

Please Send Registration Form & Payment to: WHCA/WiCAL

131 West Wilson Street, Suite 1001, Madison, WI 53703

Register Online: **www.whcawical.org** or Fax: **608-257-0025**