

# Alzheimer's and Dementia Care Program

SUPPORT FOR ALZHEIMER'S AND DEMENTIA PATIENTS AND CAREGIVERS

August 2016



## Special Thank You

We are truly grateful to the more than 190 persons who have contributed to support our program. A special thanks to Joann Stichman who provided a "sustaining gift" as a tribute to her late husband, Forrest Stichman. We would not have been able to provide our services without these gifts. To learn more about how to support the program, visit [dementia.uclahealth.org](http://dementia.uclahealth.org) or call (844) 474-4387.

## Our Mission

The goals of the UCLA Alzheimer's and Dementia Care program are to:

- maximize patient function, independence and dignity
- minimize caregiver strain and burnout
- reduce unnecessary costs

## Our Team

Our core team includes a geriatrician, who is our medical director, and five nurse practitioner dementia care managers who are supported by dozens of staff and health professionals.

## What We Do

Care in the Alzheimer's and Dementia Program begins with a 90-minute appointment for patients and their caregivers with a dementia care manager. This initial assessment, along with input from the patient's own physician, results in an individualized care plan. Caregiver education, support, and referral begin immediately. The program optimizes the patient's medical treatment plan to slow further decline in cognition, manage dementia symptoms, and reduce side effects. The dementia care manager continues to follow the patient, providing additional assessment, recommendations and support as needed. Many patients are referred to our community partners, including the Alzheimer's Association, and other community-based organizations.

## The Program's Impact

As of July 2016, the program has served over 1,800 patients and their caregivers. Prior to entering our program, many caregivers were poorly informed and felt they were fighting this battle alone.

- 13 percent of caregivers were depressed and 33 percent had high stress
  - 62 percent felt that they didn't know where to turn for answers and 76 percent believed that they had no healthcare professional to help with dementia issues
- After entering the program, 94 percent of caregivers felt that their role was supported and 92 percent would recommend the program to others. By the end of a year:

- confidence in handling problems and complications of Alzheimer's disease and dementia improved by 72 percent
- strain was reduced by 12 percent
- depressive symptoms and distress were reduced by 24 and 23 percent, respectively

Despite disease progression, the program improves patients' health:

- problem behaviors (agitation, irritability, apathy, nighttime behaviors, etc.) were reduced by 12 percent
- depressive symptoms were reduced by 24 percent

## 2016-2017 Goals

- Increase the number of participants served
- Provide caregiver support services that are personalized to caregiver needs
- Take advantage of internet and mobile phone technologies to provide caregiver resources
- Add more support groups for caregivers
- Evaluate the effectiveness of the program
- Create a business plan for other health care systems to implement the program

UCLA Alzheimer's and Dementia Care Program  
405 Hilgard Avenue  
200 UCLA Medical Plaza, Suite 365A  
Los Angeles CA, 90095



Peggy G. Loeb (left), daughter and caregiver of Grace Combre Moore

## A Journey in Caregiving

*We recently sat down with Peggy G. Loeb, daughter and caregiver of our 299<sup>th</sup> patient, Grace Combre Moore, to discuss how our program has affected their lives. Grace, the mother of three, was born in Oakdale, Louisiana in 1922. A former teacher and principal, she now enjoys reading and sewing. Her daughter and caregiver, Peggy, a nurse educator, enrolled her family in our program in June 2013.*

### Tell us a bit about your mother.

My mother was always prioritizing between her family, church life, and career. Wherever she was, whatever setting she was in, that became her priority. And she was able to manage everything. In 2008, I began to see signs of dementia. We traveled to Washington D.C. as a family to participate in an international convention for our college sorority's centennial. At the hotel, my mother was getting a little fussy and grumbling, never really pleased about anything, which was very different from her normal behavior. When we came back to L.A., we decided to bring her to UCLA for an assessment.

### How was the referral process to our program?

Her geriatrician, Dr. Bruce Ferrell, ordered everything that needed to be done to get us in the Alzheimer's and Dementia Care Program. And Michelle Panlilio, our dementia care manager, embraced us and said "Come here. Let me guide you towards what needs to happen next." It was a seamless process. There were no gaps.

### How is your relationship with your Dementia Care Manager?

With Michelle, there's direct contact. She's very accessible either with in-person visits or by telephone or email. Again, there are no gaps. We don't always know what the next steps are, but whatever they are, Michelle comes in quickly to let us know! I cannot imagine where we would be without her. My expectations of the program have been exceeded!

### What have you benefited from being in the program?

I always say that Michelle acted as a stimulus, the motivation to get me to the support groups through Alzheimer's Greater Los Angeles, which really made a difference. It also helps knowing what the stages are and knowing what to expect. There's no fear of the unknown now. And while it's a difficult thing to see my mother being a different person, she's healthy and she's not suffering. She's thriving at 93 years old with this diagnosis; and that's a blessing.

### What is your wish for the UCLA Alzheimer's and Dementia Care Program?

To continue! I want it to continue with its support and resources for caregivers, so, as caregivers, we can continue to give the quality of care that our loved ones deserve.



## JanesTherapyReborns

We would like to extend a big thank you to Jane Reichhold, of JanesTherapyReborns. Jane, an artist and doll-maker since the 1960s, recently donated 15 therapy dolls to the Alzheimer's and Dementia Care Program. Used to provide calm and comfort for patients with dementia, the dolls have proven to be incredibly beneficial to our patients. If you would like more information about Jane's Dolls, please email us at [dementia@mednet.ucla.edu](mailto:dementia@mednet.ucla.edu). Also, you can follow Jane's progress at [reborntherapydolls.blogspot.com/](http://reborntherapydolls.blogspot.com/).

