

Alzheimer's and Dementia Care Program

SUPPORT FOR PERSONS WITH ALZHEIMER'S AND DEMENTIA AND THEIR CAREGIVERS

Winter 2024-2025

Our Mission

- Maximize patient function, independence, and dignity
- Minimize caregiver strain and burnout

Our Team

Our core team includes six nurse practitioner Dementia Care Specialists, five Dementia Care Assistants, two Licensed Clinical Social Workers, two Patient Service Representatives, a Program Manager, an Associate Director, a Medical Director, and a Program Director.

What We Do

Care in the Alzheimer's and Dementia Care Program begins with a 90-minute assessment for patients and their caregivers with a Dementia Care Specialist. This initial assessment results in an individualized care plan and 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 complications of dementia. The Dementia Care Specialist continues to follow the patient, providing ongoing advice and services, including referral to community-based organizations, as needed.

2025 Goals

- Provide care for 1500 UCLA patients living with dementia
- Grow the UCLA ADC Team by adding additional staff, extending our reach in community clinic sites, and partner with additional community-based organizations
- Continue to disseminate the program to other healthcare systems nationwide

The Program's Impact



As of November 2024, the program has served over 4,300 patients and their caregivers.

Prior to entering our program, many caregivers were poorly informed about dementia caregiving and felt they were fighting this battle alone. One-third had high stress, and more than 10 percent were depressed.

By the end of a year in the program, caregivers' confidence in handling problems and complications of Alzheimer's disease and dementia improved by 72 percent. Patients had fewer problem behaviors (e.g., agitation, irritability, apathy, nighttime behaviors) and depressive symptoms. Caregivers had less distress because of their loved one's behavioral symptoms, less strain, and fewer depression symptoms. Moreover, the program reduced emergency

department visits, days spent in the hospital, admissions to nursing homes for long-term care, and overall Medicare costs.

Over the past year, the program has added the following staff:

- Medical Director, William Carroll, MD
- Associate Director, Kemi Reeves, DNP, MBA, GNP-BC
- Program Manager, Andrea Centeno, MS
- Licensed Clinical Social Worker, Tori Boyer, LCSW
- Dementia Care Assistant, Eliot Kagan
- Dementia Care Assistant, Kesha Stanton
- GUIDE Submissions Coordinator, Crystal Chime
- Patient Service Representative, Claudia Malta
- New clinic locations in Thousand Oaks and Calabasas (beginning Jan. 2025)
- Formed new partnerships:
 - Zinnia TV, a streaming service designed to support caregivers with therapeutic TV for dementia patients.
 - Alzheimer's Los Angeles to provide a UCLA ADC Program Savvy Caregiver Express series
- Rebooted UCLA ADC Caregiver Bootcamp Series—an interactive,

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The GUIDE Model

In July 2023, Medicare announced a new coverage model, The Guiding an Improved Dementia Experience (GUIDE) Model, that will provide a payment model to support people living with dementia and their caregivers by improving the quality of life for patients, reducing strain on their caregivers, and enabling those to remain in the home and in the community. The GUIDE Model aims to achieve these goals through a comprehensive package of care coordination and management, caregiver education and support, and respite services. The ADC Program started participating in the GUIDE Model on July 1, 2024. Although GUIDE is only available to fee-for-service (traditional) Medicare patients, the ADC Program will be providing same GUIDE level of care to all insurance types within the ADC Program.

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



Has dementia touched your life or the life of someone you love? Honor the compassionate care partners who make a difference every day by supporting our program and empowering its continued growth.

For more information, please visit: uclahealth.org/medical-services/geriatrics/dementia/ways-give or contact Linda O. Gonzalez at logonzalez@mednet.ucla.edu

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- in-person event for caregivers to receive additional dementia education from community experts
- Continued to market and disseminate the ADC Program model by expanding the program to 30 sites outside of UCLA
- Continued to collaborate with the California Dementia Care Aware disseminated to 10 healthcare systems to provide the ADC Program.
- Provided two ADC Program Project ECHO series through the Alzheimer's Association
- Better Caregiving for All—a webinar series that hopes to address the needs of populations that have not been the focus of traditional dementia caregiver training
- Started offering a new support group and continued to offer over twenty sessions a month

A Journey in Caregiving

We had the pleasure of speaking to Valerie, the caregiver, and daughter of our 3938th patient, Abel, to discuss the role of the Dementia Care Specialist and ADC Program in their care. Abel enrolled in the program in August 2023 and has been cared for by Dementia Care Specialist Ivette Jimenez.

Tell us a little about your father, Abel.

My father was diagnosed with dementia, and we've been on this journey for about three years now. As the only daughter, I take full responsibility of his overall care. My father is still very social, energetic, and has always been grateful for my family and myself taking care of him.

How has your Dementia Care Specialist helped your father and you?

Ivette has always been amazing with helping us deal with different situations. She provides multiple ways and resources to keep him busy through his days. Ivette is very good at explaining difficult situations to my father and I and is always mindful of how she says it. If there is a misunderstanding, she makes it very clear to us so that we understand. Ivette is also very helpful when it comes to providing resources that help many families with caring for loved ones with dementia.

What is your wish for the program?

I hope that the program can continue to provide resources and assistance to families and persons living with dementia

Our Locations

Westwood

200 Medical Plaza
Suite 365A
Los Angeles, CA 90095

Santa Monica

2020 Santa Monica Blvd.
Suite 210
Santa Monica, CA 90404

Burbank

2625 W. Alameda Ave.
Suite 322
Burbank, CA 91505

Calabasas

26585 W. Agoura Rd.
Suite 330
Calabasas, CA 91302
(beginning Jan 2025)

Porter Ranch

19950 Rinaldi St.
Suite 300
Porter Ranch, CA 91326

Simi Valley

2655 First St.
Suite 360
Simi Valley, CA 93065

Thousand Oaks

2100 Lynn Rd.
Suite 230
Thousand Oaks, CA 91360

Westlake Village

141 Triunfo Canyon Rd.
Suite 110
Westlake Village, CA 91361