

# Geriatric Practice Leadership Institute (GPLI)



# Who is? OVERTURE HOME CARE

Overture Home Care is a private duty home care agency that offers care that includes companion services and RN-delegated home care to older adults requiring care. The company's highly-trained caregivers are overseen by a nurse, delivering a variety of services to enable their clients to live independently, safely and with dignity.

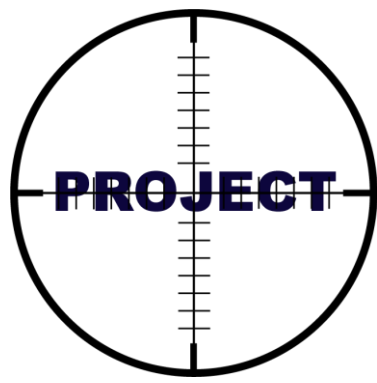
- Meal preparation
- Light housekeeping
- Scheduled periodic breaks for family caregivers
- In-home fall risk assessment
- Post hospital short term assistance
- Assistance with medical devices and treatments
- Assistance with toileting
- Transportation to the grocery store, social events, doctor's offices and more
- Medication assistance
- Bathing and showering assistance
- Exercise and balance training programs
- Companionship
- Grooming, dressing and personal appearance assistance
- Dementia care and reminders
- Nurses & Social Worker on staff
- All Caregivers trained through Dementia Live®

Based in Fort Worth, Texas, a Dementia Friendly® community, Overture Home Care currently serves Tarrant, Johnson, Parker, and Hood counties, which includes Fort Worth, Arlington, Benbrook, Burleson, Colleyville, Keller, Southlake, Trophy Club, West Lake, Granbury, and Weatherford. Overture provides compassionate care to their clients and peace of mind to client families.

# Problem/Opportunity for Improvement

- What are we trying to accomplish?
  - Identify our current patients with an official dementia diagnosis as well as patients exhibiting characteristics of dementia from within our current patient population residing in Tarrant, Parker, Johnson and Hood counties. Provide additional resources, training and education for family caregivers.
- What is our purpose?
  - To enhance knowledge of family caregivers and staff on dementia and to decrease negative behaviors and improve quality of life for our patients.

\*modified project and scope due to COVID-19



# Project Scope

- What is the focus of the problem / opportunity for improvement that the team is trying to address?
  - Early and official dementia diagnosis and appropriate software tagging
  - Resources for family caregivers
- What areas are out of scope for the team (things the team will not address)?
  - Diagnosing dementia by team (referring out to Physicians)
- Identify your patient/target population
  - Aging adult patients of Overture Home Care with a diagnosis of dementia
  - Aging adult patients of Overture Home Care with suspected dementia

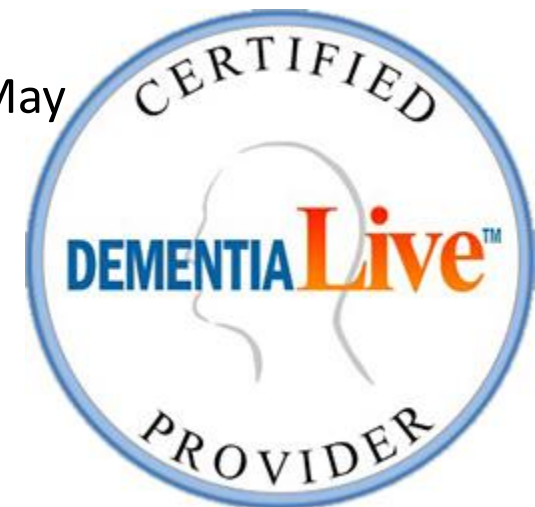
# Inputs/Resources/Skills Inventory/Roles:

- What do we have available to address the problem/opportunity for Improvement? (Human, financial, IT, and data/records available to direct towards the project.)
  - Dementia Screening tool MMSE
  - Patient Data/Records of current diagnosis and reports of behaviors related to dementia
  - Staff that have been working with the individuals
  - Nurse and Social Worker to complete cognitive assessment, nurse, social workers and/or case managers to conduct knowledge survey for family caregivers and follow up on medical testing by Physicians
- Describe each of the activities you plan to conduct to address the problem/opportunity for improvement.
  - Create a software tag to identify patients with official diagnosis, utilizing ClearCare software ✓
  - Screen all patients that are suspected to have dementia with cognitive assessment tool
  - Refer those without an official diagnosis but suspected to have dementia to Medical Professional to get diagnosis ✓
  - Perform dementia knowledge survey with family caregivers
  - Provide resources to family caregivers (dementia live, memory book, resource guides) ✓
- What roles are important for our group and our project? Who will do what?
  - Paige will determine cog. Screen to use for suspected dementia and train team on how to utilize
  - Paige will develop software tag ✓
  - Denise will identify standardized testing related to behaviors and dementia
  - Austin will identify validated knowledge test to use with family caregivers
  - Zach, Austin, Denise and Paige will collect resources for resource binder ✓
  - Denise and Paige will train Admin. Staff on compassionate touch ✓
- What are the relational and maintenance roles (**define**)?
  - Training to admin staff dementia live and compassionate touch ✓
  - Training to family caregivers dementia live and compassionate touch ✓
  - administration of MMSE to new patients as admitted
  - administration of knowledge test to new patient families as admitted or with a new diagnosis
  - administration of behavior assessment to new patients and families as admitted or newly diagnosed
- What skills and capabilities will be required that our team currently does not have? How will we close these gaps?
  - Compassionate touch (Denise and Paige to train) ✓
  - Administration of MMSE (Paige to train with input from UNTHSC)



# Outputs

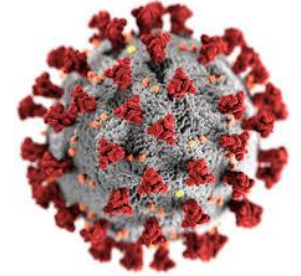
- What are the outputs? (Direct products of program activities and may include types, levels and targets of services to be delivered by the program. Include the deadlines and milestones.)
  - Family caregivers will have increased knowledge of dementia behaviors and appropriate reactions to them
  - Patients will have improved quality of life
  - Number of patients on service with Overture with an official diagnosis of dementia will increase by 20%
  - Number of patients on service with Overture with suspected dementia diagnosis will be identified earlier
- How and when will we measure these outputs?
  - Screening of existing patients will be completed by the end of February
  - Cognitive screening of new patients will be completed by the end of February
  - Knowledge test of family caregivers with diagnosis will be conducted by end of May
  - Behavior Assessment for patients will be conducted by end of May



# Pre-COVID-19 desired Outcomes

- What are the outcomes/impact?
  - Identification of the number of patients on service with dementia diagnosis
  - Identification of the number of patients on service with suspected dementia diagnosis
  - Identification/testing/resources of family caregivers of patients with dementia or suspected dementia
  - Increase in knowledge of dementia for family caregivers
  - Identification of behaviors and Decrease in negative behaviors from patient due to increased knowledge and coping mechanisms of family caregivers
  - Improved quality of life for patient due to diagnosis, education/knowledge/resources/ enhancement of family
- What are our key deliverables? (Specific changes in program participants' behavior, knowledge, skills, status and level of functioning. Include the deadlines and milestones.)
  - Increase in number "dementia suspect" Overture patients with an official dementia diagnosis
  - Increase in family caregivers screened in dementia knowledge and improvement of knowledge scores after training/resources and education supplied by Overture Home Care.
  - Decrease in number of negative behaviors of dementia and "dementia suspect" patients as evidenced by behavior screen standardized testing following training/resources and education supplied by Overture Home Care.
- How and when will we measure these outcomes?
  - Compare number of those diagnosed with dementia during project compared to number of individuals with official dementia diagnosis prior to start of project
    - By May 2019
  - Compare number of reported negative behaviors of dementia patients identified through the project's screening to the number of individuals with reported negative behaviors of dementia patients prior to start of project
    - By May 2019
  - Compare knowledge results of family caregivers of those patients with dementia during the project with the knowledge results prior to the start of the project.

# Actual Outcomes, *modified due to COVID-19 pandemic*



- 2 additional team members certified as dementia practitioners through NCCDP
- 3 additional team members certified as “Dementia Live” coaches to be able to put caregivers and family members through dementia simulation
- Screened all patients on service and all patients that added service after February 2020 with the Added “tags” in patient software that identifies the following patients: dementia suspected, dementia diagnosed, Alzheimer’s Disease diagnosed
- Added “tag” in caregiver software that identifies if caregiver is trained in “dementia live” and screened all current caregivers and all hires after February 2020 for the tag.
- Screened all patients on service for early behaviors that could be dementia related
- Identified and referred 18 new clients to Geriatric Care Physicians to assist with dementia diagnosis
- Ordered resource materials from national institute of health regarding Alzheimer’s and Dementia and distributed to 47 family members of clients with diagnosis and suspected diagnosis
- 2 team members became certified in “compassionate touch” and provided training to an AARP group of 35 seniors and family caregivers as well as trained 6 team members prior to COVID
- Compared number of those diagnosed with dementia during project compared to number of individuals with official dementia diagnosis prior to start of project and 100% are tagged either diagnosed or suspected compared to project start of 15% tagged in software. Increase of 20% with official dementia diagnosis



# Thoughts about project and outcomes

- Although COVID-19 did have a negative impact on portions of the study (due to limited face to face interaction with patients and their families) our project and outcomes have made a positive impact on our organization.
- The increased focus on diagnosis identification, training, knowledge and behaviors associated with dementia have allowed our office personnel and front line staff to successfully manage behaviors and assist with education of families and patients. This led to better patient and family satisfaction as evidenced by our surveys.
- Overture Home Care appreciates the opportunity to participate in the GPLI program and have enjoyed getting to know all of the staff and mentors at UNTHSC. We feel we are a better leadership team due to our participation.

# Provided the “Dementia Live Experience” to UNTHSC future Physicians



# Denise Helms, RN, BSN, CDP



- CHIEF EXECUTIVE OFFICER
- Certified Dementia Practitioner
- Denise Helms, RN, BSN, CDP has over twenty five years of experience as a Registered Nurse. Mrs. Helms began caring for the elderly as a volunteer candy striper at a nursing home while still in middle school. When she reached high school, she became a nursing assistant and worked as such through college. The next logical step was to pursue a degree in nursing.
- Denise’s nursing experiences include time as an Intensive Care Unit RN, Director of Nursing for a skilled nursing facility, and a nurse consultant for long term care facilities, long term acute care hospitals, and assisted living facilities.
- Denise has spoken before the Texas State Legislators on matters related to elder care and has participated as a panelist at national healthcare symposiums. She has conducted numerous educational seminars for both internal and external healthcare professionals. Her roles at Legend Healthcare have included, Senior VP of Clinical Services, Chief Compliance Officer and Staff Development as well as Director of Business Development.
- Mrs. Helms has been appointed to serve on two different committees for the State of Texas. The Texas Health and Human Services Commissioner, Charles Smith, appointed the advisory committee members for two newly approved state committees. The Texas Respite Advisory Committee’s purpose is to advise regarding the improvement of coordination and availability of respite care in Texas. The Aging and Disability Resource Center Advisory Committee’s purpose is to develop and implement a successful and sustainable operation in Texas for developing available resources and giving Texans a “No Wrong Door” approach to finding resources when needed.
- Denise’s passion for the elderly and a commitment to quality care provide the foundation and guiding principles that make Overture Home Care the preferred choice in home care services.

# Paige Wolk, LBSW, CDP



- SENIOR VICE PRESIDENT
- Licensed Social Worker
- Certified Dementia Practitioner
  
- Paige Wolk, LBSW, CDP has over twenty years of experience in the Senior Care Industry. She began her career as a Social Worker in a skilled nursing facility working with elderly and found her passion. Mrs. Wolk has been active in the Social Work community, earning such distinctions as Social Worker of the Year by the National Association of Social Workers and Social Worker of the Year by the Society for Social Work Leadership in Healthcare, Texas Chapter. Paige was the 2019-20 President of the Board of Directors for the Tarrant Area Gerontological Society. The Tarrant Area Gerontological Society (TAGS) is an organization of individuals interested in aging who advocate for meeting the needs of older adults and sharing the knowledge and information with each other, and the community, in order to make Tarrant County, Texas a good place to grow old. She is also a member of the board of directors of Dementia Friendly Fort Worth and is on the Advisory Council of the Healthcare Leadership for Tarrant County College.
  
- Her experiences with the elderly include Social Work, Business Development, Public Relations, Advocacy, Community Education and Marketing for long term care facilities, rehabilitation facilities and subacute units. Prior to joining the Overture Home care team in June of 2016, Paige was employed with Rehab Synergies, a Rehabilitation Services Provider serving as the Director of Marketing and Recruitment for 6 years.
  
- Mrs. Wolk has a passion for the elderly with particular interest in Alzheimer's and Dementia. She is a Certified Dementia Practitioner (CDP) through the National Council of Certified Dementia Practitioners (NCCDP) and volunteers regularly for Dementia and Alzheimer's related causes.

# Zach Tarrant, CDP

EXECUTIVE DIRECTOR

Certified Dementia Practitioner



As executive director, Zach Tarrant, CDP, focuses on the administrative aspects of company growth and performance, leading daily operation and management of Overture's headquarters, service areas, as well as future branch offices.

Prior to joining Overture, he was principal at McAnally Intermediate School in Aledo, Texas. His award-winning education administration and leadership experience also includes assistant principal of Aledo Middle School, as well as various teaching and coaching roles within the Mansfield and Fort Worth ISDs. Mr. Tarrant received his Bachelor of Science degree in political science from Sam Houston State University, and his Master of Education degree in educational administration from Tarleton State University.