



# Holistic Dementia Care™ Consulting

Prepared by:  
Stevic-Rust & Assoc. LLC  
Dementia Healthcare Consultants

This proposal outlines a process that will advance efforts within an organization to elevate dementia care practices with emphasis on assisted living and secured dementia units. The process will involve an integrated dementia evaluation with the development of best practice care models. The key components of this process are:

## Environmental Review

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The environmental review will involve an evaluation of the physical layout including the flow from the assisted living to the secured units. Observation and evaluation with focus on design elements, layout of space and operational use. Recommendations will provide strategies for improving space to yield a therapeutic environment with staffing efficiencies.

## The Leadership Briefing

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The leadership briefing is designed to support and encourage a strategic conversation about a continuum of dementia care across the organization. Through this process of collaboration between Dr. Stevic-Rust and top leaders of the organization, ideas for development of dementia programming across the campus with implications for policies, procedure and occupancy will be addressed.

## The Projected Business Impact

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- Environmental and competency Improvements in the secure dementia care units
- Establish a best practice care model for the full continuum of care for dementia in all areas of care
- Establish unique, evidence based therapeutic dementia care programs to establish market advantage
- Create an environment that recruits, trains and supports the best care providers
- Enhanced morale and positive work environment that provides a competitive advantage in recruiting and retention

## We offer the following

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- 28 years of experience in healthcare with specialty in geriatric services
- Consulting experience in developing dementia care programs for secured dementia units with continuum of care training models
- Knowledge of the latest research on dementia care (environmental and cognitive) and the implication for marketing services to caregivers
- Skill in navigating and facilitating the processes of group and organizational dynamics to develop skill, motivation and team work, which are essential in best practice models





## Approach, Scope and Plan for the Work

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By integrating theory, research and practice experience, Dr. Stevic-Rust is uniquely positioned to support the design of a therapeutic environment and innovative dementia care programs. Therapeutic environments are critical to the care and well-being of seniors with all stages of dementia. The right therapeutic environment is a key element to positioning a facility as a leader in the industry. Further, therapeutic programs and staff development are directly linked to organizational effectiveness and efficiencies. Dr. Stevic-Rust works with the designer and staff to develop environments that yield the most therapeutic experience for residents, family and care givers. The training for staff is an experiential approach which appeals to adult learners. This interactive and engaging approach produces internalized, long-term learning. Staff will develop new ideas for concrete behavioral change to implement into therapeutic care plans. The key components of the proposed plan are explained in the following sections.

## Estimate of Benefits

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- Become a leader in the senior market by providing a full service continuum of care for seniors from independent, assisted living to secure memory care with skilled nursing and hospice support.
- Enhance productivity and reduce related costs to workforce turnover by supporting staff through consistent skills training and team building ---essential for secured unit staff
- Grow revenue/profits and increase customer satisfaction through therapeutic environment and programs
- Develop consistent assessment process to transfer resident from assisted living to dementia care unit to maintain census and quality of care.

## Environmental Review

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A tour of the physical campus with observation of operational procedures. The goals for this environmental review are:

- Establish design changes to ensure a safe and therapeutic environment for both assisted and secured dementia units
- Formulate recommendation for design elements including color schemes, lighting, barriers to safety, managements of behaviors through environmental cues and outdoor garden space

## The Leadership Briefing

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The leadership briefing is designed to support and encourage a strategic conversation about a continuum of dementia care across the organization. Through this process of collaboration between Dr. Stevic-Rust and top leaders of the organization and identified key staff, ideas for improvements of the secured dementia care units and related assisted living with best practice care models will be generated and the basis for an action plan established. The goals of this briefing are:

- To collaborate with design team on the implementation of therapeutic elements through color, design of rooms, layout of furniture and creation of unique areas for care
- To establish a comprehensive care plan and assessment process for admission and discharge criteria for memory care unit including transfers on the campus.
- To delineate a plan for training of staff on dementia care protocols in a secured environment to maintain safety and efficiency with staff ratios



# Establish Dementia Care Programs: Assessment Tools, Policies and Procedures and Therapeutic Activities

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Proper assessments, therapeutic activities and care planning provides unique opportunities to offer personalized care that can stretch throughout the course of disease. All services within the facility that provide care for patients with dementia should be based on a theoretical model with systematic intervention and outcome measures to track improvement and change. The person centered model of care which identifies factors that promote well-being or ill-being for the individual should be systematically employed. Factors that are identified should then be incorporated into a treatment plan in writing or in staff training to enhance well-being and eliminate or minimize those factors which create behavioral disturbances or distress for the person.

## The goals for establishing dementia care programs are:

- Create assessment tools, policies and procedures for quality care, family support documents and staff efficiencies.
- Develop therapeutic programs incorporating environmental elements---bathing areas can be functional and therapeutic with the right design elements and staff training.
- Establish protocols for assessment of behavioral, cognitive and emotional elements from the assisted living residents with pull through into the dementia care units. These will serve to maintain person-centered care plans
- Design unique dementia programs to improve residents functioning and quality of family visits.

## Overview of Strategic Implementation

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- Dr. Stevic-Rust will travel to the organization and spend three days in the facility.
- A leadership briefing will be held with senior staff, key leaders and development group for review of existing training and therapeutic programs provided to staff for the assisted living memory care. Protocols and existing assessment procedures will be reviewed.
- Dr. Stevic-Rust will draft design recommendations including color schemes, functional elements integrating therapeutic elements. She will develop dementia care program recommendations along with training protocols.
- Review and briefing with key staff of management team

## Deliverables

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1. Review existing physical space on the campus and specifically the secured memory care units.
2. Collaborate on a design plan for therapeutic renovations within the limits of the existing physical space.
3. Goal to establish an integrated care model with therapeutic design and elements to facilitate dementia care at all phases.
4. Develop integrated operational programs from food management to cognitive programs and behavioral management.
5. Provide best practices training for multidisciplinary staff working in senior care

## Projected Business Impact

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1. Development of a premier dementia care facility that offers evidence based therapeutic environments with best practice models of care.
2. Actionable plans for staff development that will align with the mission and strategic goals of the organization.
3. The organization will be positioned in the market as a qualified expert in dementia care---offering best practices to residents with dementia.
4. Increase staff satisfaction and efficiencies through therapeutic training. This in turn will reduce turnover and realize cost savings through efficiencies.
5. Improve family satisfaction with improved competencies.

## History

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At Stevic-Rust & Assoc. LLC., we educate healthcare consumers and professionals through television, radio, print ads, books and national speaking engagements. With our over 28 years of experience in the healthcare industry and Dr. Stevic-Rust's Board Certification as a Clinical Health Psychologist, we are uniquely positioned to develop innovative programs and training for the healthcare industry.

Dr. Stevic-Rust started the business in 1999. The company began as a clinical practice focusing on individuals with diseases that had concomitant emotional impact. Specifically, she worked for the Veterans Administration for 15 years in the dialysis and intensive care units serving an aging veteran population. She established training protocols for interns and residents on dementia care, organ transplants, delirium and related neurological conditions. In 2004, the consulting arm of the business grew to such an extent; she left the VA hospital and was awarded several large consulting contracts.

She is an international dementia consultant. She served as the director for dementia services for University Hospital's Dolan Center for Memory and Aging. The Dolan center has an international reputation as the innovative leader in dementia care. Under Dr. Stevic-Rust's leadership, new dementia care programs were developed, philanthropy grew and collaboration with international organizations was developed. She has developed hosted and produced television segments to educate and train the community and caregivers on dementia as a disease.

She has consulted to numerous assisted living, nursing homes and dementia care facilities across the country. She is a member of several aging boards and is an active speaker on dementia, aging and competency. She also serves as a Consulting Director for Senior Services for Lake Health System.

She is the award recipient of the Corporate Keynote Speaker of the Year. Dr. Stevic-Rust has been recognized as a Woman of Achievement by the YWCA and the Professional Advocacy Award by the Consortium Against the Exploitation and Abuse of Seniors. She has been inducted into the KSU Hall of Fame.



# Comprehensive Holistic Dementia Care™ Assessment and Training

## Review of Campus—Physical Space, Continuum of Care Model and integration of dementia care

- Estimated 3 days on-site
- Tour of physical campus to evaluate design for therapeutic elements and operational efficiencies
- Meet with key administrative leaders and clinical teams to review philosophy of care and policies/procedures for movement across levels of care.
- Provide recommendation report to address enhancement and conversion of physical space into therapeutic environment

## Development of Dementia Care Programs

- Review of existing senior care assessment protocols
- Development of dementia care programs to be incorporated into care plans to manage cognitive, behavioral and emotional changes related to the disease
- Creation of documentation and communication protocols for a secured unit
- Review of process for end of life care including capacity, DPOA and guardianship

## Holistic Dementia Care™ Staff Training

### On-site overview training --didactic approach coupled with integrated modeling of content into care

- Dementia: Different disease states and their implication for the care plan including how specific areas of the brain are damaged and preserved depending on the disease
- Management of aggressive behavior in moderate stage of dementia. Agitation, aggression and apathy are reflections of the interaction of the brain, the environment and social interactions.
- Using the environment in a strategic manner as and therapeutic tool. Lights, sounds, space and orientation have impact on care.
- How to communicate with families of residents with dementia – visits outside of facility, frustration management in the facility, anger and frustration displaced on staff.
- Team building and therapeutic practices for memory care multidisciplinary teams (Culinary, housekeeping, clinical members and administrators)

## Educational Program for Family and Community

- Evening educational presentation offered on Aging, Dementia or related topic with opportunity for questions and answers.





# Integrated Holistic Dementia Care™ Workshop

Audience: Professionals

Two-Day Comprehensive Training—5 hours/day

Training that Integrates Science with Care

Didactic and Interactive

Case Studies on the floor with residents

Enrollment into private dementia professionals online group for live coaching and case study reviews

## Day One Training Program

- Aging, Neuroplasticity and Dementia
- Mild Cognitive Impairment and early stage dementia: Impact on expectations and assumptions with early stages of the disease.
- Creation of a therapeutic environment for seniors that addresses changes in the five senses, physical limitations and cognitive deficits specific to sequencing information and short term memory deficits
- Review and discuss policies/procedures for movement of residents across levels of care
- Dementia—Different diseases and conditions and the unique impact each disease has on cognition, behavior and care strategies

## Day Two Training Program

- Review of existing senior care assessment protocols
- Development of dementia care programs to be incorporated into care plans to manage cognitive, behavioral and emotional changes related to the disease
- Communication protocols for a secured unit
- Review of process for end of life care including capacity, DPOA and guardianship
- Case reviews for creation of integrated team approach involving all service providers (dining, facility management, nursing, nursing assistants and community partners)
- Strategies to support caregivers—retaining and recruiting the right staff
- Communication strategies for interacting with families



# Integrated Holistic Dementia Care™ Coaching/Consulting

Audience: Professionals

Membership Program—Online Private Coaching and Consulting Group

- Two 60 minute Live Webinars per month
- We use a broadcasting network called BlueJeans. The shows will be broadcasted directly into a private Dementia Training Facebook Group. This multi-person video conferencing tool allows up to 25 people on webcam (up to 9 displayed concurrently). This facilitates networking, an opportunity to ask for assistance, share cases and resources, build a community, brainstorm and much more.
- You can also view the broadcast directly in the BlueJeans network without being on Facebook—A link will be sent to you when you join!

Dr. Lori begins with a different topic on each webinar and leads a 30-40 minute discussion and then opens up for Q&A and sharing of resources with members of the private group.

- Topics include strategies and skill building on caring for those with dementia, understanding behavior, reducing fear in those with dementia and increasing confidence of care providers. Improving caregiving for those with dementia in a holistic manner, and more...

