



# Practical Tools and Strategies for Quality Dementia Care: *A Focus on D-SNP Members*

Speakers:

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Associate Vice President, Public Policy at Alzheimer's Los Angeles

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**Moderator: Anna Chodos, MD, MPH**

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# Funding

This presentation is supported, in part, by the Rosalinde and Arthur Gilbert Foundation and Archstone Foundation.



# Logistics

Please use the chat and Q&A functions to enter your questions throughout.

A recording and materials will be available on **DementiaCareAware.org** at the end of this webinar.

CE/CME information will be available at the end of the hour.



# Today's speakers



*Presenter*

**Barbra McLendon, MSW,**  
Associate Vice President, Public Policy  
Alzheimer's Los Angeles



*Presenter*

**Jennifer Schlesinger, MPH, CHES,**  
VP, Healthcare Services &  
Professional Training  
Alzheimer's Los Angeles



*Moderator*

**Anna Chodos, MD, MPH**  
Executive Director,  
Dementia Care Aware  
Division of Geriatrics, UCSF

# Learning Objectives

- Identify 4 D-SNP requirements that improve dementia care
- Describe how to maximize the role of Dementia Care Specialists
- Identify effective strategies to support and engage caregivers
- Explain the key components for implementing California Integrated Care Management (CICM) dementia care



# Training and Support at Dementia Care Aware



## Education and Training:

- Core: CHA training
- More online training modules
- Bi-Monthly Webinars and Podcasts



## Warmline:

**1-800-933-1789**

A provider support and consultation service staffed by Dementia Care Aware experts

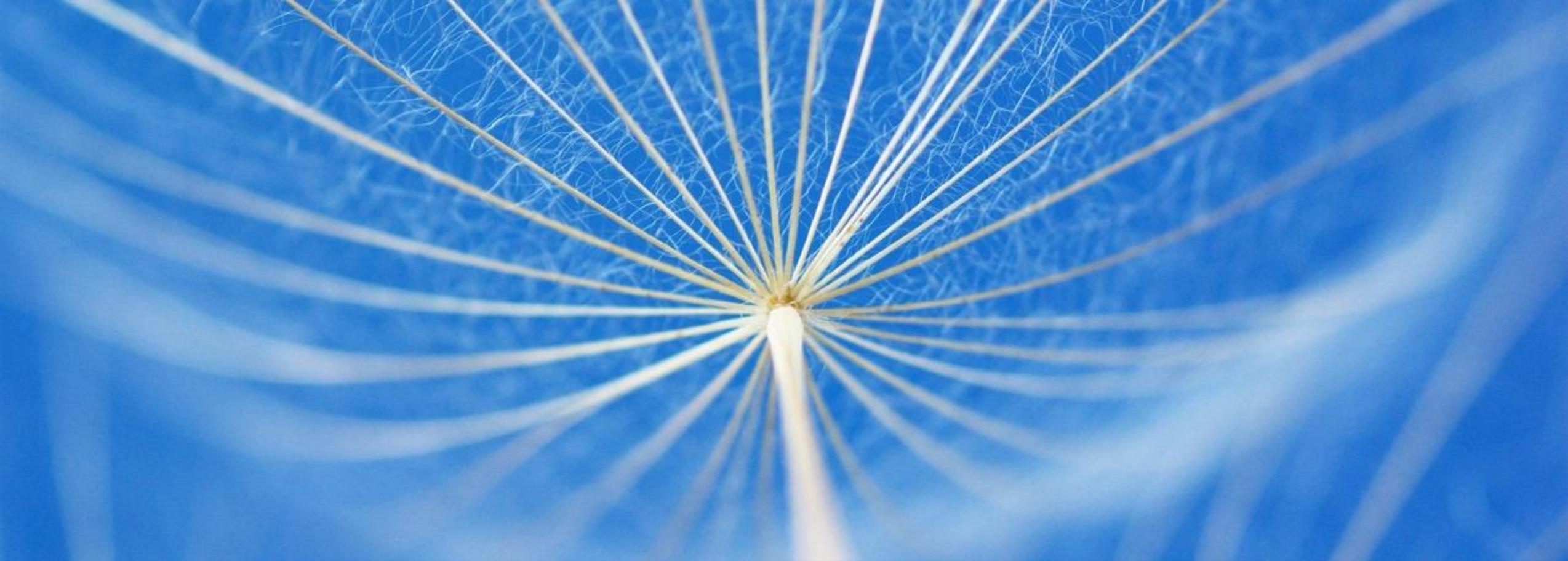


## Practice change support:

- Alzheimer's Association Health Systems team
- Implementation guide

[DementiaCareAware.org](https://DementiaCareAware.org)

[DCA@ucsf.edu](mailto:DCA@ucsf.edu)



# The Cognitive Health Assessment

# The Cognitive Health Assessment



- Annual screen
- A quick check on **cognitive** and **functional** symptoms and an assessment of the person's support system



- **The start** of a diagnostic assessment
- A jump start on a brain health plan

*Various team members can do all or parts, but it needs to be reviewed by the billing provider.*

# Screening for Dementia: The Cognitive Health Assessment

Part 1



**Take a Brief Patient History**

Part 2



**Use Screening Tools**

Part 3



**Document Care Partner Information**

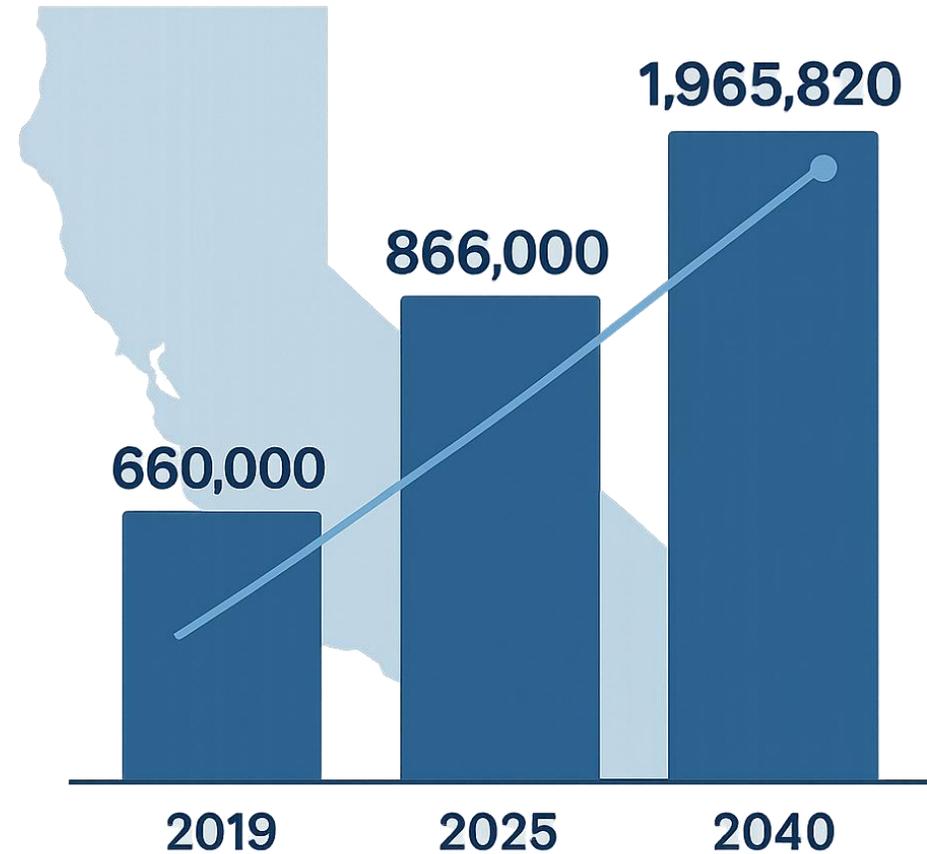
**Goal:** screen patients 65 and older annually (who do not already have a diagnosis of dementia)

# Use Screening Tools. *You Have a Toolbox!*

	Administered to the patient:	Administered to the care partner:
<b>Cognitive Screening Tools</b>	<p><a href="#">GP-COG</a>: Part 1: General Practitioner assessment of Cognition (for the patient)</p> <p><a href="#">Mini-Cog</a></p>	<p><a href="#">Short IQ-CODE</a>: Short Informant Questionnaire on Cognitive Decline in the Elderly</p> <p><a href="#">AD-8</a>: Eight-Item Informant Interview to Differentiate Aging and Dementia</p>
<b>Functional Screening Tools</b>	<p>ADLs/IADLs: Activities of Daily Living and Instrumental Activities of Daily Living</p>	<p><a href="#">GP-COG</a> Part 2: General Practitioner Assessment of Cognition (for the informant)</p> <p><a href="#">FAQ</a>: Functional Activities Questionnaire</p>

# Why This Matters

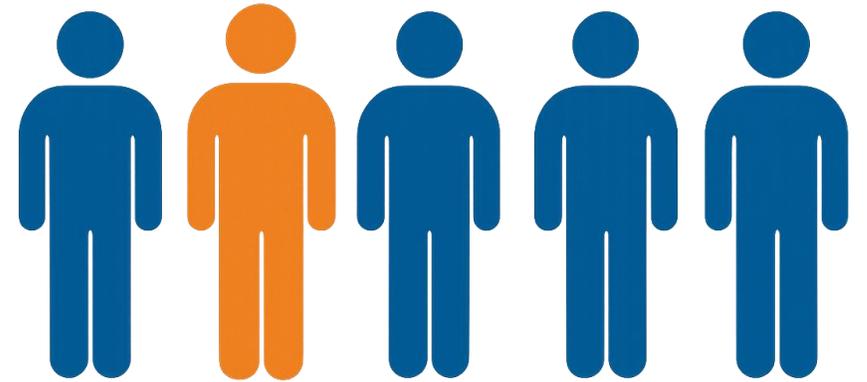
# Alzheimer's Prevalence in California



Source: Ross, L., Beld, M., and Yeh, J. (2021). Alzheimer's Disease and Related Dementias Facts and Figures in California: Current Status and Future Projections. Report prepared for the California Department of Public Health, Sacramento, CA at the Institute for Health and Aging, University of California, San Francisco, CA.

# Prevalence of Duals with Alzheimer's/Dementia

20% among the dually-eligible population 65<sup>+</sup>



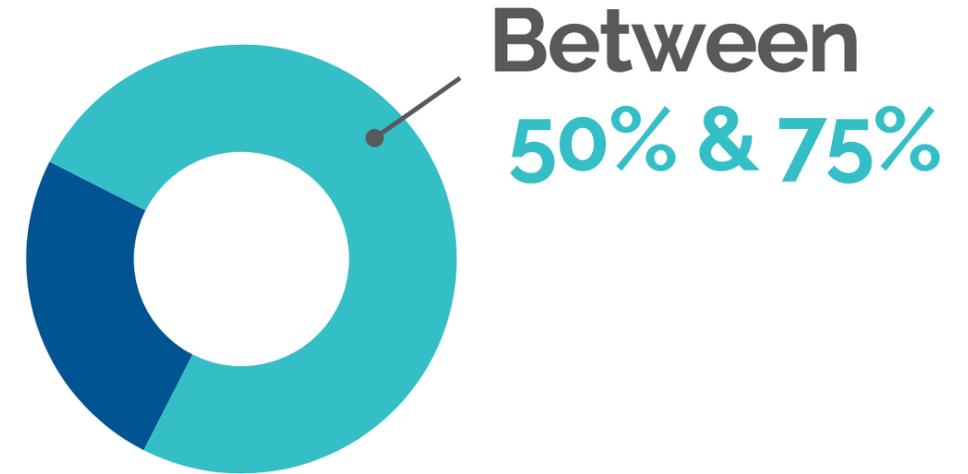
Prevalence in general population 65+: 10.7%<sup>2</sup>

1. February 2022 MedPac MACPAC Dually Eligible Data Book (<https://www.macpac.gov/wp-content/uploads/2022/02/Beneficiaries-Dually-Eligible-for-Medicare-and-Medicaid-February-2022.pdf>)

2. Alzheimer's Association. 2022 Alzheimer's Disease Facts and Figures. Alzheimers Dement 2022;18.

# Dementia Screening

- ✓ Only **1 in 5** older report being screened in the last year<sup>1</sup>
- ✓ Between **50% and 75%** of people with dementia are unaware of their diagnosis<sup>2,3</sup>



1. Roberts S, Singer D, Kirch M, Solway E, Smith E, Hutchens L, Malani P, Kullgren J. Detecting Alzheimer's Disease: Older Adults' Experiences with Cognitive Screening and Blood Biomarker Testing. University of Michigan National Poll on Healthy Aging. July/August 2023. Available at: <https://dx.doi.org/10.7302/7927>

2. <https://aspe.hhs.gov/reports/individuals-awareness-dementia-diagnosis-issue-brief-0>

3. Martins-Caulfield, J., Mehdipanah, R., Briceño, E.M. et al. Dementia Diagnosis Unawareness and Caregiver Burden in a Multi-ethnic Cohort. J GEN INTERN MED 40, 2284–2291 (2025). <https://doi.org/10.1007/s11606-024-09333-1>

# Improving Dementia Care in California: D-SNP Requirements

# D-SNP Requirements

- ✓ Quality Measure
- ✓ Dementia Care Specialist Training Requirement
- ✓ Caregiver Engagement
- ✓ California Integrated Care Management (CICM)



# Dementia Screening Quality Measure Specifications

**Description:** Percentage of patients aged 65 and older who had cognition assessed in the last calendar year.

**Numerator:** Patients who had cognition assessed at least once during the measurement period.

**Denominator:** Patients aged 65 and older.

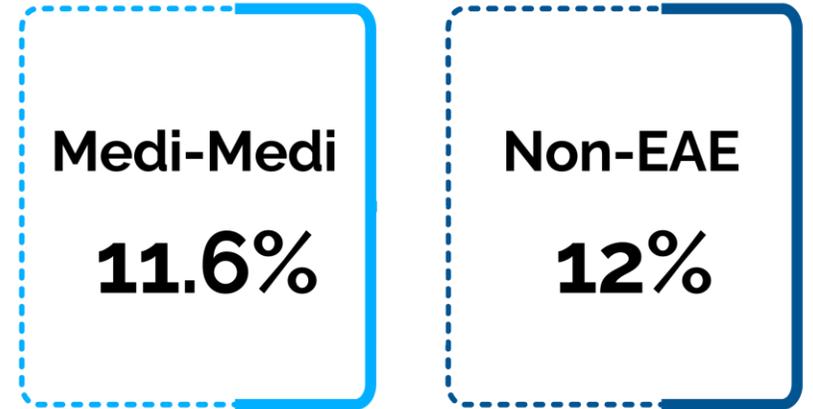
# Dementia Screening Quality Measure Specifications

- **Required Exclusions** (removed from denominator): Patients with a prior diagnosis of Mild Cognitive Impairment or dementia, to prevent duplicative measurement.
- **Allowable exclusions** (removed from denominator): For example, patient declines cognitive health assessment (CHA), patient is unable to participate in a CHA, and patient previously had a cognitive assessment in the measure period and prior results noted. The full list of allowable exclusions is provided in the technical specifications.

# DHCS Quality Measure Data

For the 2024 D-SNP MCI measure:

- The unweighted average result for Medi-Medi Plans was 11.6% of eligible members
- The unweighted average result for Non-EAE plans was 12% of eligible members



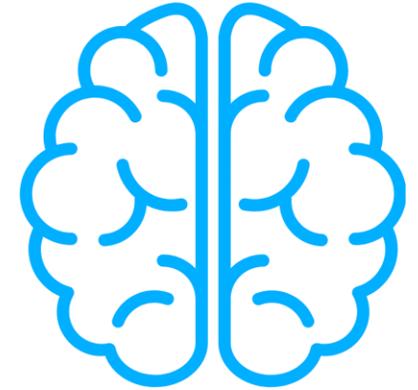
# DHCS Quality Measure in Practice

- Guidelines don't specifically list all approved screening tools
  - AD8
- Who can administer screening
  - PCP
  - Health Plan
- Sharing results between health plan partners: CBO-PCP-Health Plan
- [DHCS Q&A Document](#)



# Dementia Care Specialists

- ✓ Dementia Care Specialist Training Requirement
  - ✓ Incorporate into care teams
  - ✓ Specialized training on dementia care



# Dementia Care Specialists in Practice

- ✓ Dementia Care Specialist (DCS) Best Practices
  - ✓ DCS workflow
  - ✓ Staff turnover
  - ✓ Ongoing training
  - ✓ Bridge to Alzheimer's community-based services and supports



# DEMENTIA CARE SPECIALIST TRAINING TRAINING PROGRAM



- ❖ Includes four interactive, live Zoom-based training followed by four follow-up huddles.
- ❖ Designed to strengthen dementia-specific care coordination and care management knowledge and skills.
- ❖ Meets goals outlined by DHCS in the CalAIM Dual Eligible Special Needs Plans Policy Guide (2025) and GUIDE training requirements.
- ❖ For more information, contact Alzheimer's Los Angeles: [professionaltraining@alzla.org](mailto:professionaltraining@alzla.org)

# Dementia Care Specialist Training

Fundamentals of Dementia & Cognitive Screening

Dementia-Informed Lens of Safety

Culture, Caregiving, and Behavioral Expressions in Dementia Care

Coordinating Care Across the Dementia Continuum

# Caregiver Engagement

- ✓ HRA question to identify caregiver
- ✓ Involved in ICPs and ICTs
- ✓ Assess for Caregiver Needs with validated assessment tool



**TOOL FOR IDENTIFYING AN INFORMAL OR FAMILY CAREGIVER**

"I am going to ask you some questions to help me get a better idea of who assists with [MEMBER]. I would like to know if there is a partner, family member, friend or neighbor\* who helps out. In some families there is one person who helps with care, and in other families, there are many people."

*Note to care manager:* An informal or family caregiver is likely to be the person, or persons, who provide the most help when needed. Keep in mind that not all people identify with the term "caregiver;" ask families what terminology they prefer using. It is also important to identify the person who is recognized to make care decisions on behalf of the member, often referred to as the authorized representative.

The questions/prompts below will help you identify the member's authorized representative and/or the person(s) assisting with the most hands-on care. Questions/prompts are not all-inclusive, but serve to facilitate conversation.

(1) Identify the authorized representative  
 Name: \_\_\_\_\_ Relationship: \_\_\_\_\_  
 Contact information: \_\_\_\_\_

(2) Does someone live with the member? \_\_\_\_\_  
 If so, name and relationship: \_\_\_\_\_

(3) If the member lives alone, how often does someone visit the home [if at all]? \_\_\_\_\_  
 Who is most likely to visit the member? Name and relationship: \_\_\_\_\_

*If questions below are asked directly to the member, consider saying, "If you needed help with any of the following, who would you ask?"*

Type of assistance provided	Name and relationship of person who provides assistance	No assistance provided
(4a) ADL assistance (e.g., bathing, dressing, toileting, eating/feeding)		
(4b) IADL assistance (e.g., meals, housekeeping, laundry, telephone, shopping, finances)		
(4c) Medication administration (e.g., oral, inhaled, or injectable)		
(4d) Medical procedures/treatments (e.g., changing wound dressing)		
(4e) Supervision and safety		
(4f) Coordination of medical care (e.g., scheduling medical appointments, transportation)		

(Adapted from Centers for Medicare and Medicaid Services "Care Tool, Acute Care," 2008 and prepared by Alzheimer's Greater Los Angeles)

**Based on your conversation, identify the person who provides the most hands-on care:**

Name: \_\_\_\_\_

Relationship to member: \_\_\_\_\_

Contact information: \_\_\_\_\_

# Caregiver Engagement in Practice

- ✓ Support before engagement
- ✓ Use culturally competent motivational interviewing to ensure caregiver needs are understood
- ✓ Ongoing conversation
- ✓ Importance of respite
- ✓ Acknowledge limitations



# CA Integrated Care Management (CICM)

- ✓ Plans required to provide care management to adults with documented dementia needs
- ✓ Must establish a model that renders "ECM-like" services
- ✓ Model of Care- Can be provided in-house or in partnership with CBOs with dementia expertise
- ✓ Honest assessment of health plan ability to provide full range of supports such as caregiver education



# CA Integrated Care Management (CICM) in Practice

- ✓ How are we identifying people with documented dementia needs?
- ✓ What does “documented dementia needs” mean?
- ✓ Quality dementia care includes full array of services and supports (i.e. support groups, activity programs, caregiver training)



# In Summary

- ✓ California has laid a strong foundation for quality dementia care for those most vulnerable
- ✓ D-SNP requirements make a robust dementia toolbox
- ✓ The key to success is putting D-SNP requirements into *practice*
- ✓ Partner with local Alzheimer's organizations to build systems, train staff, and provide complementary care

A landscape of mountains at sunset. The sky transitions from a deep blue at the top to a vibrant orange and pink near the horizon. The mountains are silhouetted against the colorful sky, with the foreground mountains appearing darker and more detailed than the distant ones. The word "QUESTIONS?" is written in a bold, white, sans-serif font, centered horizontally and slightly above the middle vertically.

**QUESTIONS?**

# Contact Information

For more information please contact:

**Alzheimer's Los Angeles**

**Barbra McLendon [bmclendon@alzla.org](mailto:bmclendon@alzla.org)**

**Jennifer Schlesinger [jschlesinger@alzla.org](mailto:jschlesinger@alzla.org)**

**[www.AlzheimersLA.org](http://www.AlzheimersLA.org)**



# FREE TRAINING, SUPPORT & PROGRAM OFFERINGS

FREE  
CE/CME



Education and implementation support resources for dementia screening and care planning.

[DementiaCareAware.org](https://DementiaCareAware.org)  
[dca@ucsf.edu](mailto:dca@ucsf.edu)



Free 50-state tool developed to help patients and their caregivers navigate legal and financial planning.

[PlanForClarity.org](https://PlanForClarity.org)  
[peterselizabeth@uclawsf.edu](mailto:peterselizabeth@uclawsf.edu)



FREE  
CE/CME



A national training program that provides health care teams with the skills & confidence to include caregivers in a patient's care journey.

[CarePartners.ucsf.edu](https://CarePartners.ucsf.edu)  
[capct@ucsf.edu](mailto:capct@ucsf.edu)



QI project support for health systems and education and support groups for persons living with dementia and their caregivers.

[alz.org](https://alz.org)  
[avalenzuela@alz.org](mailto:avalenzuela@alz.org)

