

*How Nevadans Find Care and Support Services*



# NWD Updates TFAD Meeting

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## NWD Updates

- Resource & Service Navigation Program
  - Formerly referred to as Person Centered Counseling
  - Certification Program
    - Level 1: Intake Staff, Support Staff & Partners
    - Level 2: Resource Navigators



## NWD Updates



- Enhancement Training
  - Memory & Dementia
  - Managing Difficult Behaviors
  - Dementia: Starting the Conversation
  - Dementia Capability in a Person Centered System
- Nevada 2-1-1
  - 2 Outreach Specialists working to educate the community
  - Starting an Ambassador Group



## Care Transitions

- Primary Goal: Improve health outcomes & quality of life for people with dementia.
- Secondary Goal: Reduce 30 day hospital readmission rates
- Partner: Nevada Senior Services
  - Objective: Implement an evidence based model that can be sustained and replicated throughout Nevada.

## Care Transitions

- Laying the Ground Work
  - Identifying possible interventions
  - Stakeholder meetings
  - Needs assessment
  - Identifying hospital partners
- What We Learned
  - No interventions specific to people with dementia.
  - Many issues associated with poor health outcomes.
  - Need to partner with a hospital already working to reduce readmissions



## Care Transitions

- The Approach
  - Thoughtful Hospitalization Workshops
    - Helps caregivers prepare for hospital visits
  - BRIDGE Model
    - Person-Centered, Social Work-Led model
    - Emphasizes collaboration & connects silos
    - Ability to incorporate with other tools
    - Dementia specific enhancements
    - Implementation to begin September 2017



*[NevadaCareConnection.org](http://NevadaCareConnection.org)*