



# Dementia Friendly Hospitals

Older adults with Alzheimer's disease and other dementias have three times more hospitalizations, four times more hospital stay days, and nearly three times more emergency department visits than other older adults. You can take practical steps to improve care for people with dementia and create dementia friendly environments in your acute care setting.\*



## Interacting with People with Dementia

- Always introduce yourself before every interaction with the person, speak slowly and clearly, and maintain good eye contact.
- Give the person time to respond. Don't interrupt or finish sentences.
- Engage the person in one-on-one conversation in a quiet space with minimal distractions. Ask a question that requires a "yes" or "no" answer.
- Be patient and supportive and avoid arguing.

## Providing Continuity of Care

- Do hourly comfort and safety rounds and try to keep the patient's staff consistent. Use a color-coded gown system to identify patients with dementia.
- Get baseline behavior information from the patient's family and caregivers and have a plan in place to recognize, assess and intervene with an agitated patient.
- Continually assess medications and educate families on medication use. Encourage questions, especially regarding discharge.
- Provide Alzheimer's disease information and a resource list to families.
- Effectively communicate and coordinate care with the family and post-discharge providers.
- Provide dementia education and training for all staff and volunteers. Find training resources at: [www.actonalz.org/dementia-education](http://www.actonalz.org/dementia-education)

*\*Adapted from 50 Ways to Become a Dementia Friendly Hospital, Alzheimer's Association St. Louis Chapter. Learn more about the Dementia Friendly Hospital Initiative: Care Not Crisis education program at: [http://www.alz.org/stl/in\\_my\\_community\\_62183.asp](http://www.alz.org/stl/in_my_community_62183.asp)*

## Focusing on Person-Centered Care

- Consult the family about what the patient enjoys and what can agitate him or her.
- Develop standardized care plans for patients with dementia that can easily be customized.
- Allow the patient to have a familiar item in the room. Know their favorite foods and make snacks available.
- Post the patient's nicknames and address him or her by their preferred name.
- Ask families for feedback, such as “what can we do for you” and “what can we do better.”
- Allow open visiting hours and have quiet rooms for caregivers to encourage self care and respite.
- Offer music, pet, and aroma therapy services.
- Train volunteer companions to work with patients with dementia.

## Adapting Physical Spaces

- Have a specific “dementia friendly” unit with specialized staff. Allow patients with dementia to have a private room when possible.
- For ambulatory patients, have a common dining room for eating with a companion.
- Reduce noise in/around the patient's room.
- Hang a calendar and refer to it with the patient.
- Provide safe room arrangements to prevent falls and wandering. Label each room with recognizable symbols, such as a toilet to identify the bathroom.
- Designate a room near a nurse's station where patients and their family can gather.

## Resources in Your Community

### **Alzheimer's Association Minnesota North Dakota**

The 24/7 Helpline serves people with memory loss, care partners, health care professionals, the general public, diverse populations, and concerned friends and family. The Helpline offers referrals to local community programs and services, dementia-related education, crisis assistance and emotional support. Call 1-800-272-3900 or visit [www.alz.org/mnnd](http://www.alz.org/mnnd)

### **Senior LinkAge Line®**

This resource provides information, assistance and connections to various services and resources in your community. Call 1-800-333-2433 or visit [www.MinnesotaHelp.info](http://www.MinnesotaHelp.info)®

### **Dementia Friends**

Host a Dementia Friends Information Session for staff and volunteers to help change the way people think, act, and talk about dementia. Visit [www.actonalz.org/dementia-friend](http://www.actonalz.org/dementia-friend)

**ACT on Alzheimer's: Minnesotans working together to transform Alzheimer's through social change and community engagement.**