

DEMENTIA CAL MEDICONNECT PROJECT TECHNICAL ASSISTANCE REQUESTS FROM HEALTHCARE ORGANIZATIONS

Technical assistance is offered to the health plans to increase their dementia capacity and improve their systems of care. Most technical assistance requests made by health plans align to systems change indicators for a dementia-capable system of care.

Examples of technical assistance requests may include:

- Health risk assessment cognitive impairment trigger questions
- Methods for identifying beneficiaries with ADRD
- Validated cognitive screening tools
- Dementia Care Specialist job responsibilities
- Methods for integrating caregivers into interdisciplinary care teams
- Tool for determining a caregiver's need for respite
- ADRD care plan options
- Content for physician training

Health plans need to develop internal mechanisms to support and sustain a dementia-capable system of care. Integration of dementia into systems can be seen through the use of:

- Technology (such as documentation of caregivers, integration of assessment tools, and use of ALZ Direct Connect in e-medical records)
- Quality improvement projects
- Personnel evaluations and audits (such as ensuring staff utilize cognitive screening tools, properly document results, and make appropriate referrals)

Due to the complexity of systems change, project staff are not expected to resolve all technical assistance issues; rather, the expectation is that they will find the appropriate person(s) or resource(s) to connect with the health plan.