

Seniors Health Strategic Clinical Network

Health Link



Dementia Advice Bulletin

Welcome to the Winter 2016 Dementia Advice Bulletin. Dementia Advice through Health Link has been up and running in North, Central, and South Zones for 5 months already! In this month's Bulletin, you'll read about what's new, how things are going, and plans for the future! Enjoy!

Dementia Advice
Available through Health Link



How is Dementia Advice Accessed?



What's New at Dementia Advice?

Relationships

So many people have been tremendously supportive of Dementia Advice through Health Link. Many thanks to you all! Consequently, formal relationships have been established between the Dementia Advice Nurses and...

- Regional offices of the Alzheimer Society of Alberta and Northwest Territories
- the Alzheimer Society of Calgary
- Home Care Case Managers
- the Dementia Advice Community of Practice

Community of Practice

- A Dementia Advice Community of Practice has been established to support the Dementia Advice Nurses with suggestions and strategies for particularly challenging cases, and with knowledge of local/regional resources
- If interested in joining or learning more, connect with Shawna (contact information at end of the Dementia Advice Bulletin)

How are Things Going?

- As of February 28, 2016 Dementia Advice through Health Link has received 204 referrals
- Peak times for calls coming into Health Link are between 10am-11am and 3pm-4pm
- Dementia Advice nurses are successfully connecting with their call backs most often between 1pm-2pm and 3pm-4pm
- Calls into Health Link and calls backs are distributed evenly throughout the days of the week
- Most callers are adult children caring for a parent with dementia
- Why are people calling Dementia Advice?
 1. Caregiver Stress in 29% of referrals received
 2. General Inquiries (for example, what is the Dementia Advice service; Mom or Dad is doing X, might that be dementia; Mom or Dad has dementia, what can I expect) in 20% of referrals received
 3. Navigation/Service Referral (for example, how can I access the day programs or where is the nearest support group) in 14% of referrals received



Plans for the Future!

Welcoming Edmonton and Calgary Zones

- Currently planned for early May, 2016
- Media event being arranged!
- Additional staff will be recruited to support the anticipated increase in activity
- Hours of availability to be expanded to 12 hours Monday to Friday, with weekend hours remaining 12-8pm

Expansion to Service Providers

- Currently exploring the possibilities of expanding availability of Dementia Advice to care providers in specific settings (e.g., lodges)



Upcoming Promotion of Dementia Advice

- Caring for Seniors – Drumheller – March 17
- CARNA 100 – Edmonton – March 18
- AHS EXPO 2016 – Calgary April 21, Edmonton May 6
- AGNA AGM and Education Day – Red Deer, April 22
- Media Event, provincial promotion – May 9

Did you Know...

There are promotional materials, such as power point presentations, ready for you to use to promote Dementia Advice through Health Link to your team or group! We would be happy to tailor the information to your audience. Contact Shawna for information!

More information about Dementia Advice through Health Link and promotional materials can be found on AHS' external website at <http://www.albertahealthservices.ca/scns/Page12938.aspx>

(or search 'Dementia Advice' from the AHS website)

For more information, or if you have questions, contact **Shawna Reid, Practice Lead Dementia Advice**

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