Methods
Design: Seven Focus Group Sessions in 2010.
Participants: 51 primary care providers – nurses, physicians, home care nurses and allied health staff, geriatric assessment team members.
Setting: Four Primary Care Network (PCN) Clinics.
Data analyses: Content/thematic analysis.

Identification and Management of Dementia in a Primary Care Setting: Development of a Collaborative Care Model, Phase 2

Jasneet Parmar, MBBS; Alexandra Marin, MD; Bonnie Dobbs, PhD; Peter Tian, MD, MPH
Division of Care of the Elderly, Department of Family Medicine, University of Alberta
Corresponding Author: Dr. Jasneet Parmar (jasneet.parmar@covenanthealth.ca)

How do we improve DEMENTIA identification & care?

1 PROBLEMS
Missed Diagnosis
Two thirds of all dementias and most cognitive impairments are ‘missed’ in the primary care setting.

Difficult Care
Quality care for dementia patients often is difficult due to the complex nature of the disorder.

More and More Dementia
Simultaneous with a rising elderly population, there will be an increasing number of dementia patients and expanding demand for care.

2 WHAT WE DID
Objectives & Methods
Objectives. To determine the challenges to and elicit suggestions on improving the:
1. Identification of dementia
2. Delivery of dementia care

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3 WHAT WE LEARNED
Preliminary Results: Seven Themes Emerged

Challenges with Identification
- Identification: In a variety of settings/ways
- Healthcare providers: Lack of recognition
- Caregivers: Lack of awareness

Caregiver Burden
- Caregiver burnout
- Caregiver stress heightened by crisis
- Lack of knowledge in how to care

Management of Dementia
- Duplication of services
- Limited time, education, skills
- Need for physician involvement

Burden on the Healthcare System
- Avoidable admissions to acute care
- Acute Care: Used to await placement
- Acute Care: Exacerbating behavioural issues

Communication between all parties involved in care
- Confusion/frustration for care team and patients/caregivers
- Inconsistencies in Communication: Homecare and PCN
- Same location of services facilitated communications

4 WHAT NOW?
Discussion
- Change in the protocols for dementia identification and management
- Education for healthcare providers, patients, family caregivers
- Focus on 3 Cs: Collaboration, Coordination and Communication

5 CONCLUSION
The results were used to inform on the development of a Collaborative Dementia Care Model. Understanding and incorporating feedback from all providers into this Model will facilitate implementation, as buy-in is already initialized.