



# Health, healing, and wellness for all ages

**Christian Health Care Center** fosters health, healing, and wellness for people of all ages in a compassionate and loving environment consistent with the Christian principles on which it was founded.

## **Senior Life**

- Heritage Manor Nursing Home
- The Longview Assisted Living Residence
- Hillcrest Residence
- Evergreen Court
- Siena Village
- Christian Health Care Adult Day Services of Wayne and Wyckoff
- Southgate behavior-management unit

## **Short-term Rehab**

- The David F. Bolger Post-acute Care Unit

## **Mental Health**

- Ramapo Ridge Psychiatric Hospital
- Ramapo Ridge Partial-hospitalization Program
- Christian Health Care Counseling Center
- Pathways dual-diagnosis program

## **The Vista**

- A continuing care retirement community for adults 62 and older on the CHCC campus
- Up to 199 spacious, one-level, maintenance-free residences
- Rich array of amenities and social, cultural, and wellness opportunities

Christian Health Care Center 

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SENIOR LIFE

SHORT-TERM REHAB

MENTAL HEALTH

THE VISTA

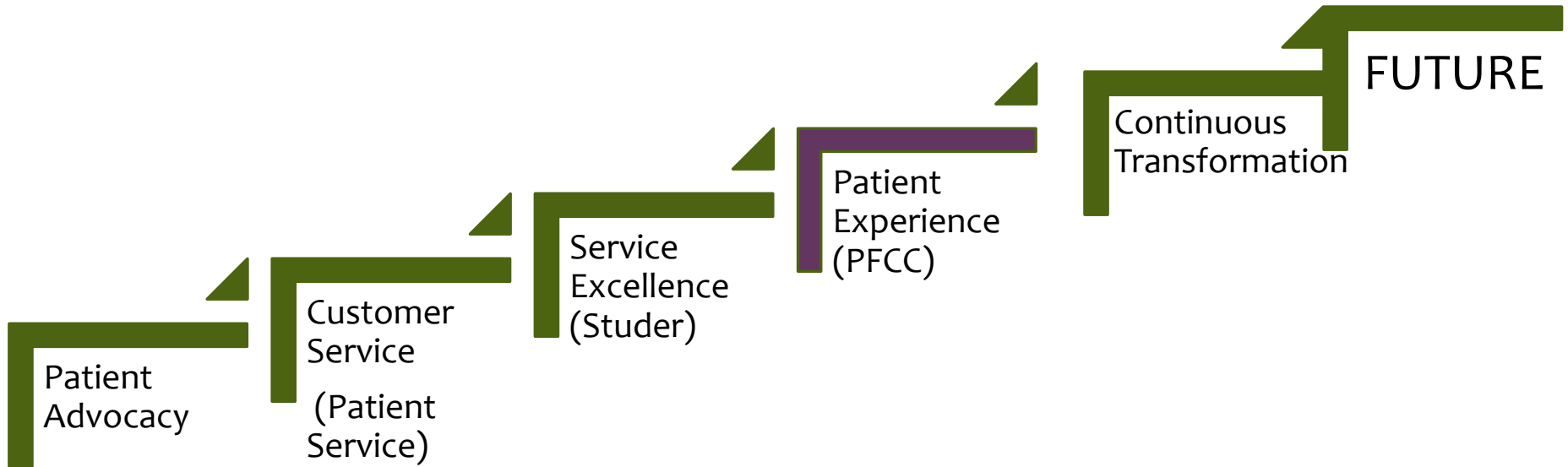


Christian  
Health Care  
Center

# **Philosophy of Dementia Care: TRANSFORMING Our Culture**



# Patient Experience Movement: Our Transformation



# 2015

## **Person- and Family-centered Care**

*CHCC words to live by: (PFCC defined)*

“We care about you and your loved ones’ participation in your care, about the information we share together, and the choices you make for your well-being.”

# 2016

- Enhancing communication through Language of Caring team
- Enhancing interactions through Getting to Know You team
- Engagement through touch points
- Patient and Family Advisory Councils (PFACs)
- CHCC Philosophy of Dementia Care

# Dementia Care

## CHCC Philosophy of Dementia Care

“Our care for persons living with dementia focuses on their physical, emotional, and spiritual well-being through individualized interactions that foster a sense of purpose, choice, and happiness by engaging care partners, including families and loved ones, through the meaningful exchange of information while offering support and education.”

# Dementia Care: Guiding Principles

1. **Independence and Choice:** People with dementia deserve to have the highest degree of independence and choice possible.
2. **Respect and Dignity:** People with dementia deserve the highest quality of life possible.
3. **Meaningful Activities:** People with dementia deserve opportunities to engage in activities that are meaningful and promote positive interactions.
4. **Individualized Care and Services:** People living with dementia deserve to receive care and services designed around their unique choices and preferences.
5. **Participation and Collaboration:** Health-care professionals and families should work together as a team to provide effective care for people living with dementia.
6. **Environment:** People living with dementia should have a safe and home-like environment.
7. **Staff and Community Awareness:** For those caring for people with dementia, effective education, resources, and support should be provided.

# Framework

Following the development of our Philosophy Statement and the Guiding Principles, these areas were identified as the overarching framework to our transformation:

- PFAC Creation
- Staff Competency
- Ongoing Staff Education
- Community Awareness, Support, and Care-partner education





# Overcoming the challenges of improving the patient experience for those living with dementia

- Leadership need to be champions for culture change
- Training for all staff
- Techniques of approach to transcend across the center
- Family and community education and support

# Training, Approach, and Support

- Staff training includes guest speakers, videos on our Intranet, and creation of Care Bytes.
- Approach techniques
  - “Expert Noticing” and “Positive Physical Approach”
- Family/community programs, support groups, and education
- Support is also gained through continued work with existing PFCC Teams.
- Language of Caring and Getting to Know You

# Final Thoughts

Why are we defining our Philosophy of Dementia Care?

- It's consistent with our mission and vision.
- We are committed to helping those individuals with dementia live full and meaningful lives.
- Provide an integrated delivery of quality, safety, and service for our residents, patients, clients, consumers, and their loved ones.
- We want care to be person-centered, reliable, and compassionate because we know it results in the best possible health and well-being for those we serve.



- Our Philosophy of Dementia Care took a team to develop and takes a team to support the approach, consistency, commitment, and integration into our culture.
- The goal is to transform our entire culture, and not just pockets, to provide exceptional care for those we serve.



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