

Choosing a Memory Care Provider Checklist (Part I- Comparing Communities)

We know the process of choosing a memory care community for your loved one can be stressful and confusing. Here is a helpful tool for you to use when comparing your options.

Benefit/Features	Provider 1: Emerald Crest	Provider 2:	Provider 3:
Environment:			
One Level – Barrier Free	X		
Calming décor	X		
Open layout for easy navigation	X		
Outside Patio/Area (fenced)	X		
Wheelchair accessible	X		
Secured Entrance and Exits	X		
Visual cues and lightning for orientation	X		
Private Rooms w/Private Baths	X		
Beauty/Barber Shop	X		
Percentage of community dedicated to Memory Care Services	100%		
Staffing:			
Caregivers are Licensed CNAs	X		
Provides Dementia specific training	X		
On the floor training for new caregivers	X		
Provides ongoing training annually	X		
Resident Care Plans and Assessment completed by RN & OTR/L	X		
RN on site 40+ hours a week & On Call 24/7	X		
Staffing Ratio	1:6 days/even 1:12 Overnight		
Awake overnight staff	X		
Occupational Therapist On Site for Cognitive Management	X		
Mentorship Program for employees	X		
Staff Turnover	Less than 10%		
Programming/Activities:			
Specialized activities designed and managed by Occupational Therapist (OTR/L)	X		
Activities provided 7 days a week	X		
Evening Activities 7 days a week	X		
Activities designed for all levels of Dementia	X		
Exercise/Range of Motion Program	X		
Ability for residents to perform household tasks with appropriate supervision	X		
Spiritual Services Available	X		
Number of hours daily TV is on in common area	1 hour		
Care Delivery:			
Assist with ADL's (Dressing, Grooming, Toileting, Bathing, Mobility, Transfers, etc)	X		
Medication Management/Administration	X		
Management of incontinence	X		
End Stage/Hospice Support	X		
Physician/NP available on site	X		
Management of Behaviors	Mild/Moderate		
Cognitive Assessments provided by OTR/L for care plan implementation (Initial, 30 Day, Annual, and Change in Condition)	X		

Other helpful questions to consider when choosing a memory care community:

Environment*

- **Is the community on a quiet or busy street? Urban or residential?** *Quiet residential neighborhoods are preferable. They reduce the risk of wanderers being overwhelmed, hit by vehicles or victimized.*
- **What is the noise level? Is the facility insulated to reduce noise?** *A low noise level is best for Alzheimers / Dementia patients because their senses are easily overloaded.*
- **Is the Alzheimers / Dementia unit physically separate from the rest of the facility?** *Lucid patients and those with Alzheimers / Dementia have different needs. Too much interaction between them can disturb both sets of residents.*
- **Is the unit small and home-like, or large and institutional?** *Smaller, home-like units are preferable. Residents with Alzheimers / Dementia become easily confused in institutional settings where everything looks the same.*
- **Is the unit all on one level?** *This is preferable for Alzheimers / Dementia residents who are at greater risk of falling or becoming disoriented.*
- **Are there circular areas designated for wanderers, or are the hallways long with dead ends?** *Alzheimers / Dementia residents often seem compelled to wander. Dead ends can make them agitated and frustrated.*
- **Is light used as a cue to help residents know the time of day?** *Bright lights should be used during daylight and low lights at night.*

Staff and Services*

- What is the staff-to-resident ratio?
- What is the difference in training for staff in the special care unit? Is an Alzheimers / Dementia specialist on staff or available on a consulting basis?
- How do services in the special care unit differ from services in the rest of the facility? What special services are provided for residents with Alzheimers / Dementia?
- How do you insure that patients get proper nutrition? Are finger foods available?
- If a resident shows _____ behavior, how would the staff react? (Examples: tearful, combative, accusatory, asking repetitive questions - whatever behavior your loved one tends to exhibit.)
- What is the facility's policy on restraints, both chemical and physical?
- What activities are arranged for residents with memory impairment?
- Are residents encouraged to remain continent? Are they reminded to use the bathroom? Is a schedule in place?
- Does staff assist residents to the bathroom if needed?

*Reference: http://www.aging-parents-and-elder-care.com/Pages/Checklists/Alzheimers_Chk1st.html

The importance of Tailored Activity Program: Augustana Emerald Crest's Occupational therapy program offers direct care staff and families a better understanding of their loved ones cognitive capacity and needs to enable them to be successful at their highest level with day to day activity. Here are a few important programming considerations when choosing a memory care community.

- **Does the community have a licensed clinician Occupational Therapist available to assist in the development of individualized designed activities?** Occupational therapists are educated and specially trained with knowledge and skills to customize activities by grading them up or down for each level of dementia and most importantly, how to collaborate with and teach caregivers how to carry out those activities.
- **Does the layout of the community promote active participation in daily activities?** Memory Care Communities with open common spaces and minimum barriers promote ease in participation in activities which helps them maintain their abilities longer. Environments with multiple community rooms, hallways, levels, and other distractions increase isolation and confusion resulting in a decline in functioning.
- **Are activities integrated for residents at all stages? How and who determines the appropriate activities for each stage?** All residents at any stage of dementia can benefit from activities. However, it is important to have activities that match a person's capabilities in order to decrease stress and agitation for the individual with dementia. For example, early to mid stages are introduced to goal-directed and multi step activities to achieve a just right challenge; in later stages individuals are introduced to activities based on repetitive motion (e.g., folding towels, washing windows) and that integrate activities that are based on the senses. (e.g., soft music, objects pleasant to touch)
- **Are the residents guided in a structured day or are they expected to follow their own schedule/calendar? Is the activities lead by staff from start to finish?** Individuals who have cognitive impairment lose their ability to initiate, sequence, and complete activities from start to finish without the guidance of care partner. Isolation and other common behaviors (e.g., wandering, rummaging, hoarding, resistiveness) can result when a individual with dementia is expected to initiate and carry out their own day by themselves.
- **How does the community incorporate Television in activities?** Although Television is a popular activity in many of our lives, it can cause challenges in the lives of those with dementia. Daily television content (e.g., soap operas, daily news, and violent images) can cause increased anxiety and agitation because those with dementia cannot differentiate what's real and what's not. Limiting the television to designated times and viewing content that is familiar and simple to follow (e.g., old time music shows, relaxing videos, familiar sports) promotes less anxiety and agitation.

Choosing a Memory Care Provider Checklist (Part 2 – Financing)

We know the process of choosing a memory care community for your loved one can be stressful and confusing, especially when every community prices their services differently. Here is a helpful piece to assist you in comparing prices and services between communities.

	Emerald Crest	Provider 2:	Provider 3:
Basic Rent/Fee Includes	\$3500 - \$4200		
Room Rental & Use of Common Areas	Included		
3 meals daily, plus snacks	Included		
Daily programming (7 days a week) monitored by Occupational Therapists	Included		
Caregiver staffed 24 hours a day, 7 days a week, 365 days a year specifically trained in Dementia	Included		
Assessments and Care Plan implementation and monitoring involving interdisciplinary team of Nurses and OTR/Ls	Included		
Basic Medication Set Up and Administration with Central Storage of medications with House Pharmacy.	Included		
Nurse supervision of resident's Care Plan	Included		
RN on call 24 hours a day	Included		
Monthly Vitals	Included		
Household /Care Items: deodorant, toothpaste, toothbrush, shampoo, toilet paper, facial tissue, etc.	Included		
Use of House Phone	Included		
Light Housekeeping	Included		
Laundry Services	Included		
General Maintenance	Included		
Utilities (excluding phone and cable)	Included		
Care Packages/Levels of Care*			
Early Stage/Minimum to Moderate Assist	\$2100 - \$2480		
Middle Stage/Moderate to Advance Assist	\$2850 - \$3280		
Late Stage/Advance Care	\$3660 - \$4300		
Ala Carte Services			
Verbal & Physical Assist & Supervision with ADL's (Grooming, Bathing, Dressing, Toileting, Meals, Bed Mobility, Meals, Mobility, and Transfers) See definition on page 4	Incl. in Care Pack.		
Behavior management (mild to mod)	Incl. in Care Pack.		
Incontinence Care	Incl. in Care Pack.		
Additional Med Management & Basic Treatments by CNA	Incl. in Care Pack.		
Assist of one and/or two on basic cares	Incl. in Care Pack.		
Okay checks over night	Incl. in Care Pack.		
Use of Adaptive Equipment	Incl. in Care Pack.		
Incontinent Products	\$170/mo		
Customized Nursing Services & Treatments (list as needed)			
RN and/or OTR Intervention	\$30 per 15 min		
TOTAL			

***Care Packages Defined:** Augustana Emerald Crest Care packages and services are individualized and tailored to meet each resident’s health, safety, and functional needs. Resident care and service needs are based on an interdisciplinary evaluation/assessment by a Registered Nurse (RN) and Occupational Therapist (OTR). Care Package costs are based on the amount of assistance with care and service the resident needs based off the interdisciplinary evaluation/assessment. That service cost form is done before admission and is provided for resident and/or family to better understand the services being purchased. Resident Coordinators (caregivers) provide varied level of assistance 24 hours per day, 365 days per year. The residents varied level of assistance is based upon their stage of dementia and what abilities and needs they have at that stage. The Interdisciplinary team then tailors the care plan to address the residents individual needs with regards to social interactions/activities and daily living skills such as bathing, dressing, grooming, eating, and toileting. The range of score by package is listed above.

Average Cost of Services: Housing with services search and selection process can be stressful. It can be a challenge to compare communities combined cost for services and room and board. For this reason we compiled and listed below the average cost of services in our market areas.

Home Care Companion	\$28/hour, 3 hour minimum
Home Care Medical	\$35/hour, 4 hour minimum
Adult Day Program	\$70 - \$90 per day, Mon – Fri, Some provide Sat.
Independent Living	\$1000 - \$2500/mo depending on size and amenities of apartment
Assisted Living (AL)	\$3500 - \$5500 depending on level of assistance
Memory Care AL	\$6000 - \$9000 depending on level of assistance
Care Suites/Enhanced AL	\$8000 - \$12000 depending on level of assistance
Nursing Home/Care Center	\$6500 - \$12000 depending on level of assistance

Other helpful questions to ask:

Is there an admission/community deposit or fee? How much? Is it refundable?

How often are their rate increases? What is the history?

Will I be aware of all the care costs and services for my loved one before admission?

Will there be items on my bill that I will not be aware of?

What is your policy on medical assistance (EW, GRH)?

After Discharge/Move Out when does the rental agreement end?