

Positive Approach™ to Care: Enhancing Communication with People Living with Dementia



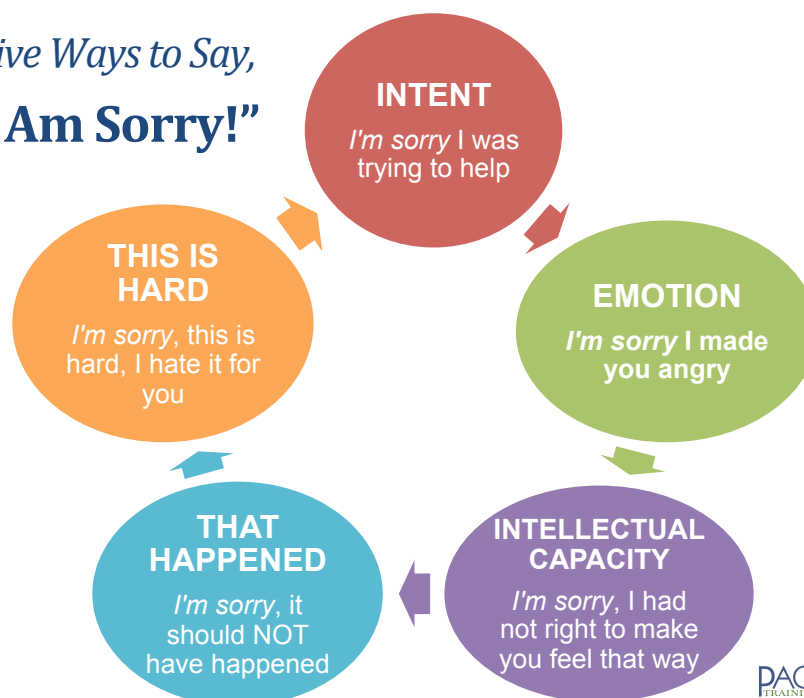
Beth A. D. Nolan, Ph.D.
Director of Research and Policy
bethn@teepasnow.com

Find additional videos and resources at www.teepasnow.com



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

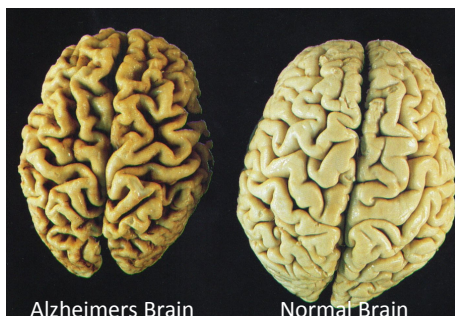
Five Ways to Say, “I Am Sorry!”



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Four Truths About Dementia

1. At least 2 parts of the brain are dying
2. It is chronic and can't be fixed
3. It is progressive and will get worse
4. It is terminal



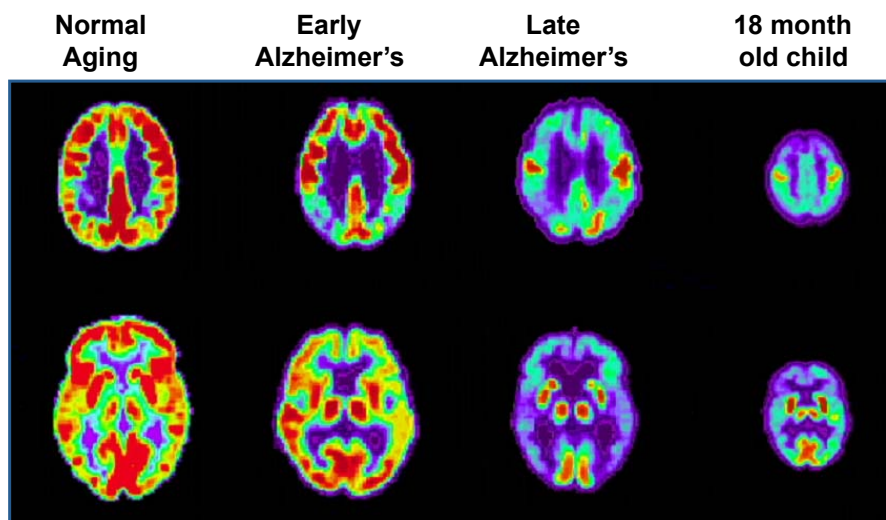
Alzheimer's Brain Normal Brain

Used with permission from The Broken Brain:
Alzheimer's. 1999 University of Alabama

PAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

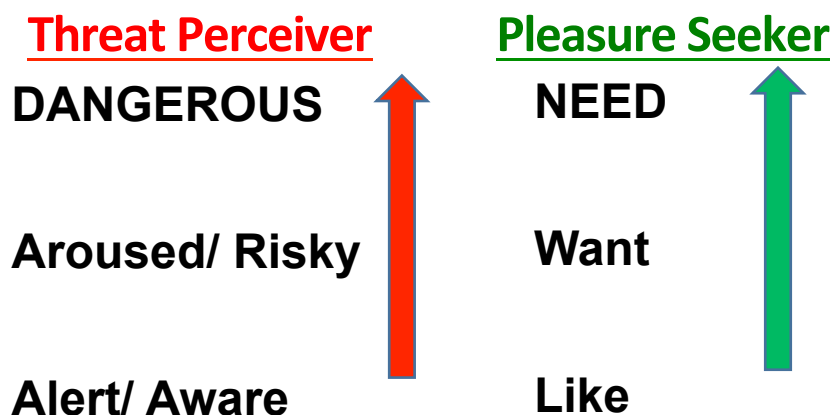
Positron Emission Tomography (PET) Alzheimer's Disease Progression vs. Normal Brains



G. Small, UCLA School of Medicine

PAC
TRAINING™

Amygdala




© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Primitive Brain is in Charge of:

Survival –

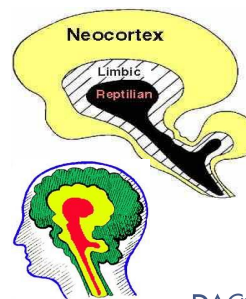
- Autonomic protective – fright, flight, fight + hide or seek
- Pleasure seeking – meeting survival needs & finding joy

Thriving – Running the Engine

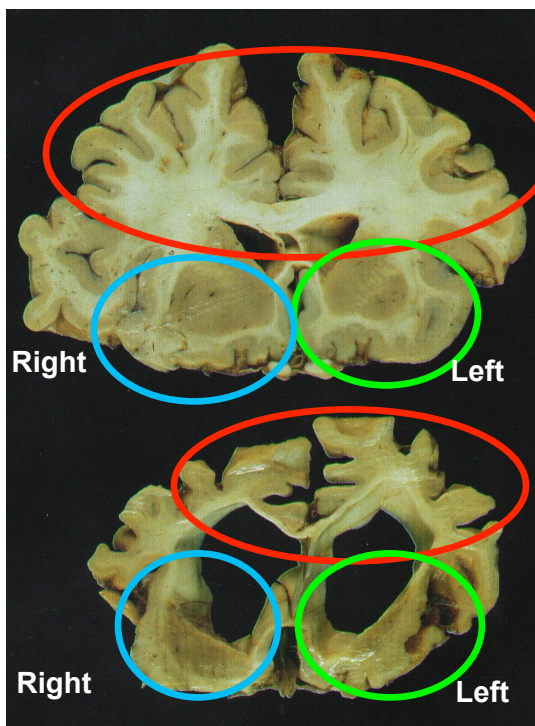
- Maintain vital systems (BP, BS, O₂sat, Temp, pain)
- Breathe, suck, swallow, digest, void, defecate
- Circadian rhythm
- Infection control

Learning New and Remembering:

- Information
- Places (spatial orientation)
- Passage of Time (temporal orientation)




© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



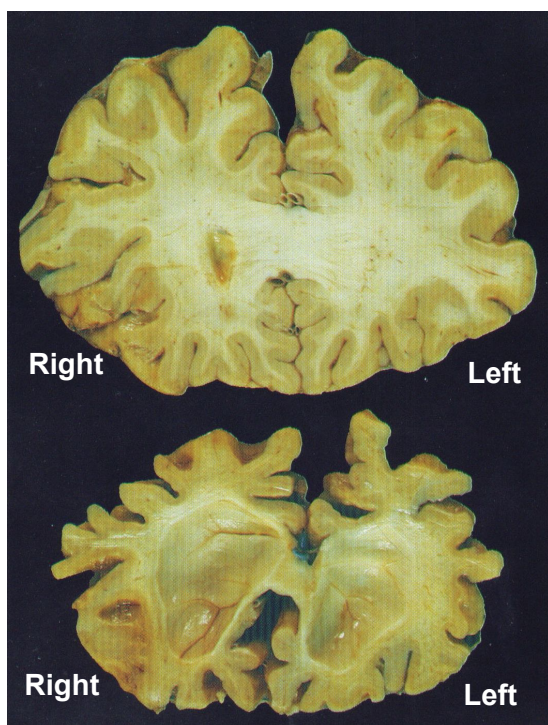
Sensory Strip
Motor Strip
White Matter
Connections
BIG CHANGES

Automatic Speech
Rhythm – Music
Expletives
PRESERVED

Formal Speech &
Language
Center
HUGE CHANGES



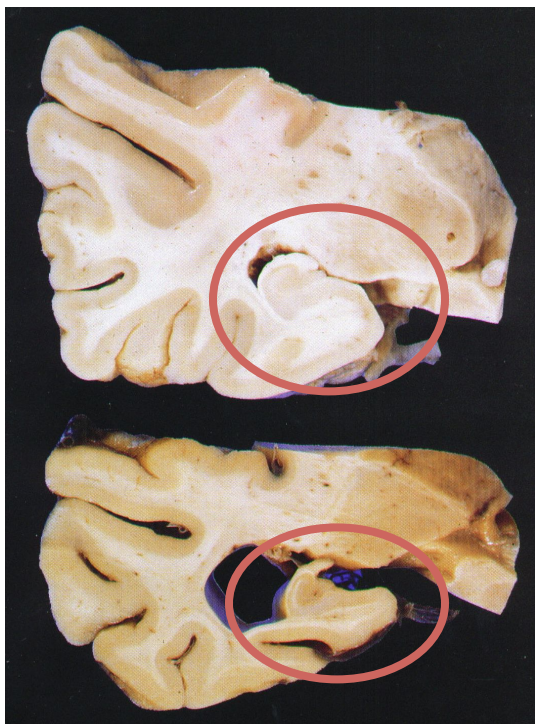
© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Executive Control Center

- Impulse Control
- Be Logical
- Make Choices
- Start-Sequence-Complete-Move On
- Self Awareness
- See Others' Point of View





**Hippocampus
BIG CHANGE**

**Learning &
Memory Center**

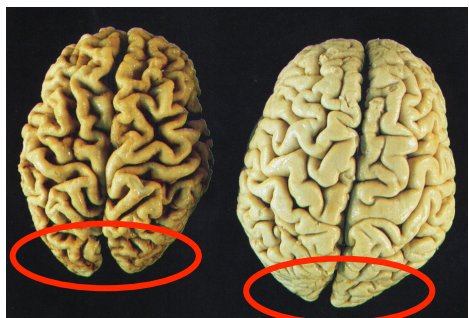
- Navigation
(Way finding)
- Learning and
memory
- Spatial
orientation



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Vision Changes

With each new level of vision change, there is a decrease in safety awareness.






**BIG VISION
CHANGES**

1. Loss of Peripheral Awareness
2. Tunnel Vision
3. Binocular Vision
4. Binocular + Object Confusion (discriminating senses)
5. Monocular Vision
6. Loss of Visual Regard



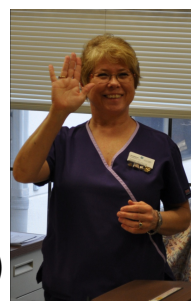
© Teepa Snow, Positive Approach, LLC – to be reused only with permission.


3 Zones of Human Awareness	3 Ways to We take in Data
1. Public Space <ul style="list-style-type: none"> • 6 ft or more away -for awareness 	1. Visual What we see 
2. Personal Space <ul style="list-style-type: none"> • 6 ft to arm's length -for conversations 	2. Verbal What we hear 
3. Intimate Space <ul style="list-style-type: none"> • Arm's length or closer -for intense closeness 	3. Touch What we touch & feel 


© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Positive Physical Approach™

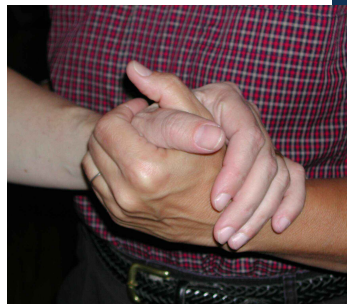
1. **Stop** moving 6 ft out
2. **Greet:** *Hi* sign (open by face), say name
3. Move hand **into a handshake** position
4. **SLOWLY** come in from the front
-within visual range (or starts there)
5. Move into **Supportive Stance**
6. Hand shake—move into ‘**Hand-under-Hand®**’
7. Move to side; **Get low** –sits or kneels
8. Make **connection** (wait for their response!)
9. Deliver a message – using V-V-T cues




© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Hand-under-Hand™ Assistance


- ✓ Helps assist doing WITH, not *for*
- ✓ Helps protect their:
 - fingers, wrist, arm
- ✓ Helps protect us:
 - Gives you cues before a PLWD wants to strike out
- ✓ Gives them something to squeeze/grab onto
- ✓ Helps direct gaze – eye-hand coordination
- ✓ Pressure in the palm is calming



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Positive Personal Connections (PPC)

1. **Greet or Meet** 
 - Introduce yourself and use their preferred name
 - “Hi __, I am __.” or, “I am __ and you are?”
2. **Say something NICE**
 - Indicate something about them of value
 - “Nice shirt!” “You are one of the smartest people I know”
3. **Be friendly**
 - Share about you then leave a blank
 - “I’m from Michigan, and you’re from...?”
4. **Notice something**
 - Point out something in the environment
5. **Be curious**
 - Explore a possible unmet like, want or need

DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Give SIMPLE INFO

- Visual matched WITH verbal
 - *It's about time for...* tap your watch/wrist
 - *Let's go this way.* Point
 - *Here's your socks.* Hold up their sock
 - *Coffee or tea?* Raise coffee carafe then tea bag
- DON'T ask questions you DON'T want to hear the answer to...
- Acknowledge their response/reaction
- LIMIT words – Keep it SIMPLE

And then WAIT!!!!



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Positive Action Starters (PAS)

1. **Help** – Be sure to compliment their skill in this area, then ask for help. *“I could use your help...”*
2. **Try** – Hold up or point to the item you would like to use, possibly sharing in the dislike of the item or task, *“Well, let's try this.”*
3. **Choice** – Try using visual cues to offer two possibilities or one choice with something else as the other option. *“Coffee or Tea?”*
“This? Or something else?”
4. **Short and Simple** – Give only the first piece of information, *“It's about time to ...”*
5. **Step by Step** – Only give a small part of the task at first, *“Lean forward....”*



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Positive Physical Approach™



To the tune of Amazing Grace

Come to the front, Go slow
 Get to the side, Get low
 Offer your hand, Call out their name
 Then wait.....



If you will try, then you will see
 How different life can be
 For those you're car-ing for.



Top Ten Unmet Needs of People Living with Dementia



Five Expressions of Emotional Distress

- Angry**
 irritated – angry – furious
- Sad**
 dissatisfied – sad – hopeless
- Lonely**
 solitary – lonely – abandoned/trapped
- Scared**
 anxious – scared – terrified
- Bored**
 disengaged – bored – useless

Five Physical Needs

- Intake**
 hunger or thirst
- Energy**
 tired or revved up
- Elimination**
 need to go or did
- Discomfort**
 temperature or sensations
- PAIN!!!**
 joints, internal or external systems

Educational content provided ©Teepa Snow, Positive Approach, LLC- to be reused with permission only.



Dementia Challenge Situations

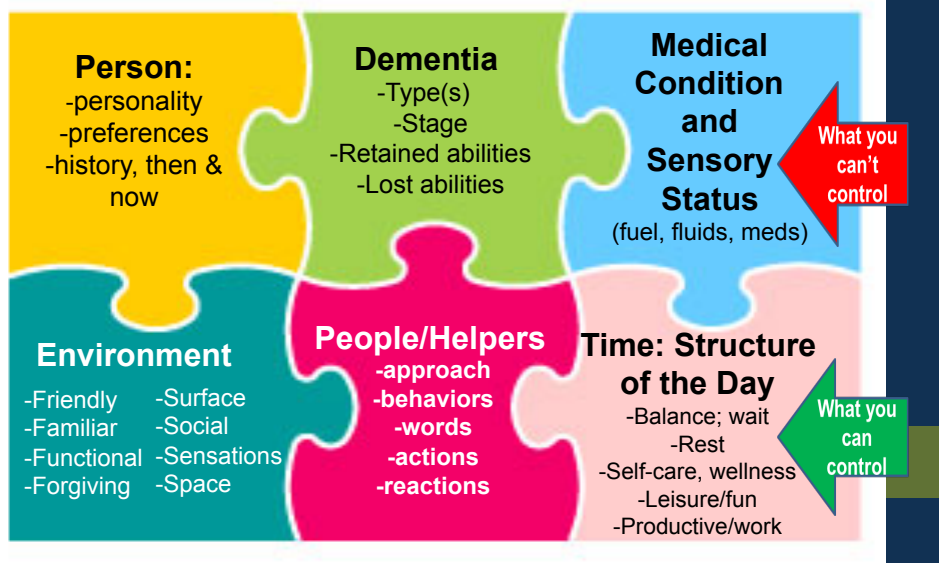
- A woman who will spend the day beating the chairs and tables loudly with a musical instrument
- Any approach is met with “GIT!”
- If you persist, “she will swat ya.”
- She refuses all offers of water, sitting down, or going to the bathroom



Challenging Behavior



What Makes ‘Behaviors’ Happen?



The GEMS...



Sapphires: True Blue – Healthy Brain

Diamonds: Routines & Routines Rule -

Clear/Sharp

Emeralds: Green/On the Go with Purpose–

Naturally Flawed

Ambers: Caught In a moment of time –

Caution Required

Rubies: Deep & Strong –

Others stop seeing what is possible

Pearls: Hidden in a Shell –

Beautiful Moments to Behold



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Gem Dementia Abilities

Based on Allen Cognitive Levels

- A Cognitive Disability Theory – OT based
- Creates a common language and approach to providing:
 - ✓Environmental support
 - ✓Caregiver support and cueing strategies
 - ✓Expectations for retained ability and lost skill
 - ✓Promotes graded task modification
- Each Gem state requires a special ‘setting’ and ‘just right’ care
 - ✓Visual, verbal, touch communication cues
- Each can shine
- Encourages in the moment assessment of ability and need
 - ✓Accounts for chemistry as well as structure change



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Teepa Snow, Positive Approach, LLC - to be re-used only with permission

SAPPHIRE true, you and me



The choice is ours, and we are free
To change our habits, to read, and think and do
We're flexible, we think it through!

DIAMOND bright, share with me



Right before, where I can be
I need routine *and* different things to do
Don't forget, **I** get to **choose!**



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

EMERALD – **go**, I like to **do**



I make mistakes, but I am through!
Show me only one step at a time
Break it down and I'll be fine!

AMBER – HEY!, I touch and feel





I work my fingers - rarely still
I can do things, if I copy you
What I ***need*** is what I do!



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

RUBY – skill – it just won't go 
 Changing something must go **slow**
 Use your body to show me what you need
 Guide, don't force me. Don't use speed!

Now a **PEARL**, I'm near the end 
 But I still feel things through my skin
 Keep your handling always firm and slow
 Use your voice to calm my soul.



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Sapphire

True Blue: Optimal Cognition, Healthy Brain



- Optimal Cognition: flexible in capacity
- Slowing down: needs more time to process
yet not change ability
- True to self: likes/dislikes are the same
- Able to learn: takes practice
- Stress, fatigue, or pain can induce Diamond moments
- Time to recharge or heal can restore to Sapphire

DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Diamond

Clear and Sharp; Routines and Rituals Rule



- Routines and Rituals Rule: likes familiar
- May resist change or won't let things go
- Rigid under pressure: limited perspective
- Becoming protective: may be territorial
- Repeats self: hard to integrate new information
- Can cover mistakes in social interaction



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Emerald

Clear and Sharp; Routines and Rituals Rule



- Desires independence: noticeable ability change
- Vocabulary and comprehension diminishing
- Communication becoming vague
- May neglect personal care routines
- On the go: needs guidance and structure
- Difficulty finding way to and from places
- May be lost in time



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Amber

Caught in a Moment of Time: Caution Required



- Focused on sensation
- Will react to how things: look, sound, feel, smell, taste
- Lives in the moment: not socially aware
- No safety awareness: typically very busy
- Difficulty understanding and expressing needs
- No ability to delay needs or wants
- Needs help with tasks: may resist
- Hard to connect with: may exhaust care partners



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Ruby

**Deep and Strong;
Others Stop Seeing What is Possible**



- Retains rhythm: can sing, hum, pray, sway, and dance
- Understands expressions and tone of voice
- Losing ability to understand language
- Limited skill in mouth, eyes, fingers, and feet
- Can mimic big movements: gross motor abilities
- Loss of depth perception; monocular vision
- Falls prevalent: can only move forward
- Care Partners will have to anticipate unmet needs



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Pearl

Hidden Within a Shell;
Beautiful Moments to Behold



- Person is still there
- Moments of connection take time and will be short
- Knows familiar: unmet needs may cause distress
- Unable to move by themselves: fetal position, still and quiet
- Primitive reflexes have taken over: difficulty swallowing
- Brain failure shuts down body: diminishes need to eat or drink
- Care Partners need to give permission to let go



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Delirium



Delirium

- **Onset** – sudden. Hours to days
- **Hx & Duration** – ‘cured’ or ‘dead’ - short
- **Alertness & Arousal**–fluctuates, hyper or hypo-
- **Orientation responses**– highly variable
- **Mood & Affect**– highly variable - dependent
- **Causes**– physiological physical, psychological
- **Tx condition**– ID & Treat what is WRONG
- **Tx behavior**– manage for safety only – short term only, don’t mask symptoms



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Depression

Depression

- **Onset** – recent. Weeks to Months
- **Hx & Duration**– until treated or death; months to years
- **Alertness & Arousal**– not typically changed
- **Orientation responses**– “I don’t know,” “Why are you bothering me with this?,” “I don’t care.”
- **Mood & Affect** – flat, negative, sad, irritated
- **Causes** – situational, seasonal or chemical
- **Tx of condition** –meds, therapy, physical activity
- **Tx of behavior** – schedule & environmental support, help – combined with meds



DAC TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Dementia

Dementia

- **Onset** – gradual – months to years
- **Duration** – progressive till death
- **Alertness & Arousal** – gradual changes
- **Orientation responses** – right subject, but wrong info, angry about being asked, or asks back
- **Mood & Affect** – triggered changes
- **Causes** – brain changes – 60-70 types
- **Tx of condition**–chemical support; AChEIs & glut mod
- **Tx behavior**- environment, help, activity, drugs

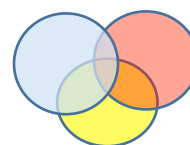


DAC TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Determine 1st– Is this Delirium, Dementia, OR Depression?

- Delirium can be dangerous & deadly
- Get a good behavior history – look for change
- Assess for possible PAIN or discomfort
- Assess for med changes or side effects
- Assess for physiological issues – dehydration, blood chemistry, O₂ sat
- Assess for infections



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

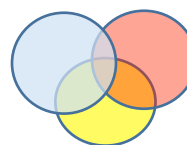
Be Aware of Acute Confusion

Symptoms

- Suddenly worse
- Very different
- Very agitated
- Having hallucinations
- More extreme
- Harder to work with
- More confused

Causes...

- Medications
- Fever
- Infection
- Dehydration
- New place
- More restrictions
- Medical condition is worse



DAC
TRAINING™

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



2nd –

Is it Dementia or Depression

- Depression is treatable
- Many elders with ‘depression’ describe themselves as having ‘memory problems’ or having ‘somatic’ complaints
- Look for typical & atypical depression
- Look for changes in appetite, sleep, self-care, pleasures, irritability, ‘can’t take this’, movement, schedule changes



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

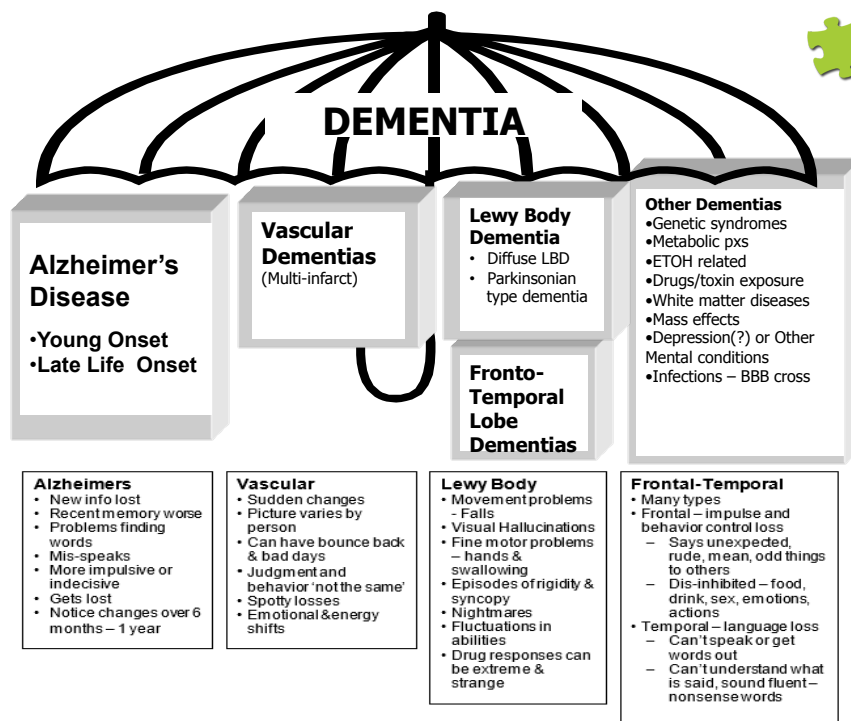
3rd –

If it looks like dementia...

- Explore possible types & causes
- Explore what care staff & family members know and believe about dementia & the person
- Determine stage or level compared with support available & what we are providing
- Seek consult and further assessment, if documentation does NOT match what you find out

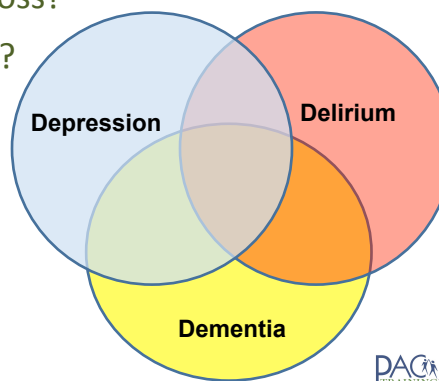


© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



What Could What You See Be...

- Another medical condition?
- Severe but unrecognized pain?
- Hearing loss or vision loss?
- Medication side-effect?
- Depression?
- Acute illness?
- Other things...?



DAQ TRAINING

© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Medical Condition & Sensory Status*



- Fuel and fluids
- Other medical & psychiatric conditions
- Sensory status – vision, hearing, sense of touch, balance, smell, taste
- Medications and treatments

*may have ability to modify or attenuate some of these



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Environment: 4 F's & 4 S's



4 F's: Friendly, Familiar, Functional, Forgiving

- What helps? What hurts?
- We control whether it is supportive
- Physical (sensory experience)
- People or how to engage socially
- Programming: to support what they like *and* what they need

4 S's: Surface, Social, Sensations, Space

- Surface: Sit-stand-lie down-work
- Social: People-activities-role-expectations
- Sensations: See-hear-feel-smell-taste
- Space: Intimate-personal-public



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Environment: 4 S's

1. Surface

Sit-stand-lie down-work

2. Social:

People-activities-role-expectations

3. Sensations

See-hear-feel-smell-taste

4. Space

Intimate-personal-public

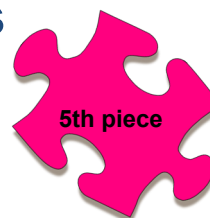


© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

US! People & Caregivers

Should **NOT**:

- Argue
- Make up stuff not true
- Ignore behavior problems
- Try a possible solution only once
- Give up
- Let them do whatever they want
- Force them to do what you want
- Remember who has healthy brain
- We have to control us; we can change
- Recognize people with dementia are doing the best they can!



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

Structure of the Day

- Daily routines and programming
- Second piece we can control
- Filling the day with valued engagement
- Gem level programming



Types of **Meaningful Activities**

1. **Productive:** give value and purpose
2. **Leisure:** have fun, interact
3. **Self-care:** personal care, body & brain, wellness
4. **Restorative:** re-energize and restore spirit



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

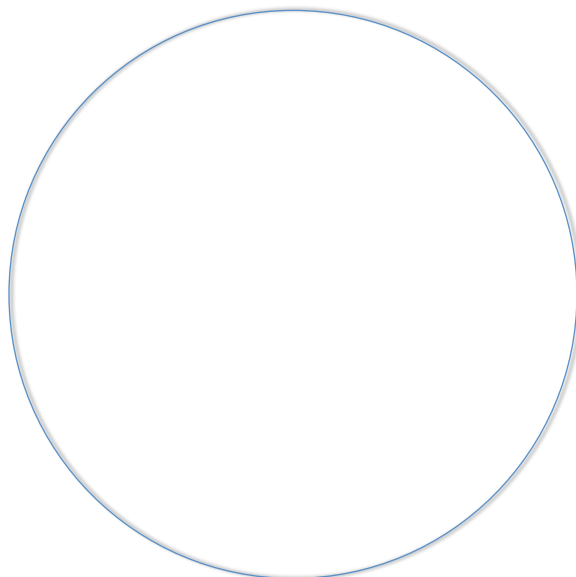
Draw a Circle of Your Day

1. Productive
 - Make Me Feel Valued & Needed
 - Work? Volunteer? Grandbaby sitting?
2. Leisure Activities – Having Fun
 - Social & solitary preferences (active/passive options)
 - What do you do for FUN or entertainment
3. Self Care & Wellness
 - Personal care, physical activity & mental stimulation
 - ADLs, Eating (could be Leisure!), Exercise, Dr's visit
4. Rest & Restoration
 - Recharging batteries & spiritual well-being
 - Sleep, Church, Message, Nails, Just sitting



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

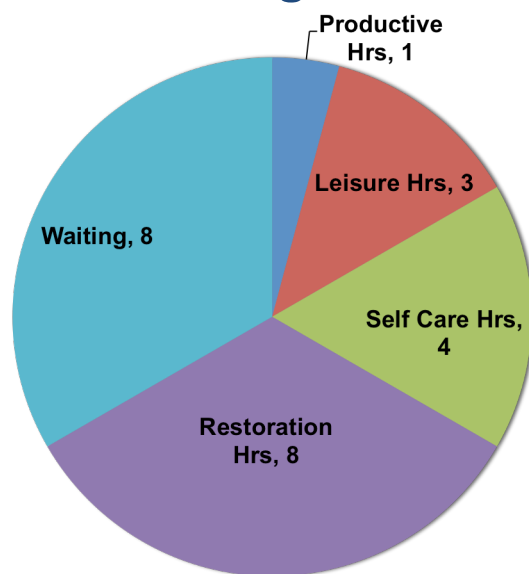
Draw a Circle of Your Day



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.



Circle of an Average Resident's Day



© Teepa Snow, Positive Approach, LLC – to be reused only with permission.

