




Access, Prevention, and Quality
Dementia Clinical Services:
An Engaging Model
for African Americans
Living with Memory Loss



Presenters





Stephanie Houston, MBA
Wisconsin Alzheimer's Institute





Cate Wright, MD
Milwaukee Health Services




Teresa Stora, NP
Milwaukee Health Services



Objectives


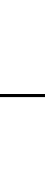
- Discuss barriers African American's face living with memory loss.
- Describe how the clinic model's *holistic* approach to Brain Health depends upon the vital role of access to prevention and dementia care services.
- Describe the clinic model's approach to engage patient's and family caregivers in a home setting using clinic resources and community partners.



2021 Alzheimer's Disease Facts and Figures: "Race, Ethnicity and Alzheimer's in America."

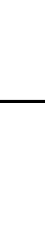
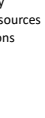
For the first time, the accompanying special report, "*Race, Ethnicity and Alzheimer's in America*," examines perspectives and experiences of Asian, Black, Hispanic, Native and White Americans in regard to Alzheimer's and dementia care.

- Two-thirds of Black Americans (66%) believe it is harder for them to get excellent care for Alzheimer's disease or other dementias. Likewise, 2 in 5 Native Americans (40%) and Hispanic Americans (39%) believe their own race or ethnicity makes it harder to get care, as do one-third of Asian Americans (34%).
- Fewer than half of Black (48%) and Native Americans (47%) feel confident they have access to providers who understand their ethnic or racial background and experiences, and only about 3 in 5 Asian Americans (63%) and Hispanic (59%) likewise feel confident.
- Specifically, half of Black Americans (50%) report they've experienced discrimination when seeking health care; more than 4 in 10 Native Americans (42%) and one-third of Asian Americans (34%) and Hispanic Americans (33%) likewise report having experienced health care discrimination.
- Nearly two-thirds of Black Americans (62%) believe that medical research is biased against people of color — a view shared by substantial numbers of Asian Americans (45%), Native Americans (40%) and Hispanic Americans (30%) as well. Only half of Black Americans (53%) trust a future cure for Alzheimer's will be shared equally regardless of race, color or ethnicity.

Compound Factors that Negatively Impact African Americans

- AD and other dementias are a public health crisis in communities of color in the US
- Increased risk due to multiple morbidities and untreated chronic illnesses – Due to limited access to care/quality care
- AD is the 6th Leading cause of death
- Caregiver burden in AA is significantly higher
- AD and other dementias are less likely to be diagnosed or treated
- Structural, social and attitudinal barriers unique to minority elders and their families

Health Care Access Barriers

- Health illiteracy
- Economical factors
- Under-insured/ uninsured
- Inadequate pool of health/mental health providers
- Language barriers with providers
- Location/geographical
- Institutional biases / lack of inclusivity
- Insufficient awareness of available resources
- Prior negative experiences/ perceptions
- Others

Milwaukee Health Services, Inc.

- Founded in 1990
 - Isaac Coggs Health Connection
 - Isaac Coggs Middle School(5th and Hadley)
 - First FQHC in Milwaukee with largest population of African American Adults
 - Medicare Waiver Program that concentrated on adults 65 + or adults who qualified for Medicare
 - Adult enrollment grew due to services being offered all at one site: primary care, rehab(Curative Rehabilitation) and mental health
- Mid 1990's Services expanded and MLK Heritage Health Center was built
 - Pediatrics, GYN, Family Medicine.
- In 2006 the City of Milwaukee asked for the Isaac Coggs building back.
 - Mental Health and Adult Medicine was absorbed at the MLK site.
- Second clinic opened at Silver Spring
 - "New Isaac Coggs" was predominantly Pediatrics, Family Practice and some Mental Health services.

Milwaukee Health Services, Inc.

Private, non-profit Federally-
Qualified Community Health
Center(FQHC). Experience in serving
low-income populations since 1990.

Serving largest population of African
Americans in Wisconsin.

Mission

To provide accessible, quality primary and
related health care services to Milwaukee
residents, with continuing emphasis on
medically underserved individuals and
families.

Our Services:

- Adult Medicine
- Behavioral Health Services
- Benefit Assistance
- HIV-Early Intervention Program
- Lab Services
- Memory Clinic
- Oral Health Services
- Pediatric Services
- Podiatry
- Women Infants and Children(WIC) Program
- Women's Health Clinic
- X-ray and Mammography

Memory Clinic

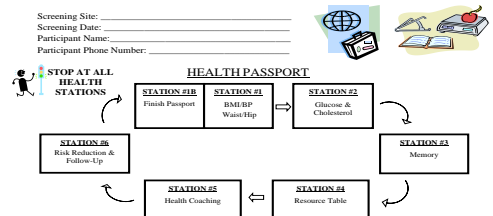
- Physician, Nurse Practitioner, Senior Program
Coordinator
- Began seeing patients in June of 2010
- Located within Internal Medicine
- Referrals within MHSI and in the community
- Testing and History and Physical Exam in 2 visits
- Patient demographics
 - 88% African American average age is 69
 - 80% of patient had HTN
 - 60% had hyperlipidemia
 - 43% had diabetes
 - 11% had MCI and Mixed Dementia
 - 4% had Alzheimer's disease
- First African American Diagnostic Clinic in FQHC in state
and the nation
- Trust of the community
- Competent and culturally tailored care for patients
- Trained providers to provide accurate reliable diagnosis
- Increase in early detection resulting in better care
and improved health status
 - Improved quality of life for patients and caregivers
- Getting a diagnoses has proven to help patients stay
home longer and reduce caregiver burden
- Safe and trusted staff, location and commitment serving
the community first.
- Patient-Centered care model

Memory Clinic Model



Health Body, Health Mind Connection

- Creation of tool, passport, that is able to record clinical measurements
during screenings in addition to questions needed for evaluation of the
program. This tool has been used by other programs.
- Improved awareness and access to resources in communities of color as it
pertains to brain health and early detection of dementia.
- Increased knowledge of the association of co-morbid conditions and the
effects on brain health.
- Multidisciplinary teams working together to improve awareness and
evaluation of dementia.



Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

Dementia Wellness Project*

Improve diagnosis and delay onset of dementia in the African American Community in Milwaukee.

Screen

- Enhance and expand MHIS screening and education efforts

Diagnose & Treat

- Enhance and expand MHIS Memory Clinic's services


Prevent

- Community Intervention
- Health Body, Health Mind Connection

4/1/14-3/31/17

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

Our Office exemplifies the Wisconsin Idea, and is a shining example of the SMPH's public health mission.



THE WISCONSIN IDEA

One of the longest and deepest traditions surrounding the University of Wisconsin, the Wisconsin Idea signifies a general principle: that education should influence people's lives beyond the boundaries of the classroom. Synonymous with Wisconsin for more than a century, this "Idea" has become the guiding philosophy of university outreach efforts in Wisconsin and throughout the world.

www.wisc.edu/wisconsin-idea

Center for Community Engagement & Health Partnerships
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

Asset Based Community Development(ABCD) Outreach Model

• Identify the community

• Address the communities needs/wants

• Fabric work of community

• Invest in the community

• Provide resources identified by the community

• Recognize the community as experts

• Validate the community

Community engagement (left) → **Community Involvement** (center) → **Commitment from the community** (right)

Macknight & Kretzmann (1993). Building Communities From the Inside Out: A Path Toward Finding and Mobilizing Community Assets

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

Our Five Integrated Mission Areas

Outreach Increase public awareness and understanding of health disparities and dementia to reduce the stigma, increase diagnoses and improve access to care.

Community & Professional Education Collaborate with community and faith-based organizations, and health care professionals to provide recommendations on best care practices of how provide culturally appropriate care to effectively address the patient, family, and community and family needs.

Service Provide culturally-sensitive care and deliver culturally-appropriate Alzheimer's-related and related disorders resources and services to improve quality of life for persons with dementia, and support family caregivers.

Advocacy Our Community Advisory Board provides a voice from the community to identify and address barriers to research participation by underrepresented populations. Board members serve as counsel to the University of Wisconsin (UW) and WAI Regional Milwaukee Office team on outreach and recruitment strategies that are culturally sensitive.

Research Engaging dementia and health disparities research by actively involving under-represented populations through community engagement and public awareness and understanding of the disease.

Location:
Center for Urban Population Health
1020 N. 12th Street, Suite 4180
Milwaukee, WI 53233

Website: wai.wisc.edu

Our Motto:
Meet the People Where They Are

Center for Community Engagement & Health Partnerships

WAI Regional Milwaukee Office

Service: Access to Comprehensive Care
Reducing barriers that impede access to information and services by building trust, credibility and partnerships

WAI Regional Milwaukee Office has connected families to health care services through over 500 in-home care visits and 500 memory and health screenings, ultimately allowing people living with dementia to remain at home— safer, longer.

- Provide culturally-sensitive care, improve quality of life for persons with dementia, and support family caregivers
- Deliver culturally-appropriate Alzheimer's-related and related disorders resources and services
- Foster partnerships with faith-based groups, medical and social service providers, and community organizations to enhance effective service delivery for those living with dementia and family caregivers

Excerpt of Activities

- In-Home Memory Assessments
- Provide information and education of local resources and healthcare delivery systems to help patients and families navigate their dementia journey
- Diagnostic Memory Clinic (Professional partnership between UW/WAI and Milwaukee Health Services Inc.)
- Community-Based Dementia Screening and Cognitive Testing
- Personalized Care and Treatment Planning


Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

Build Services around the Patient and support the Family Caregivers

Services
(Access to Comprehensive Care)

Practice Cultural Humility to build trust, improve quality of life for persons with Dementia, support Family caregivers

Connect African Americans and others to services that address their health and social needs



Reduce barriers/access to information, services and care; help patients and families navigate their dementia Journey


Foster partnerships with faith-based groups, medical and social service providers and community organizations to enhance effective service delivery for those living with dementia and family caregivers

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

MAPP In-Home Assessment

- Milwaukee Alzheimer's Prevention Program – In-Home Assessment
- Access Early Diagnosis
- Access Alzheimer's disease Education
- Care Consultation
- Family Care Planning
- Family Meetings
- Short-term Case Management
- Care Coordination
- Access Resource Referrals



Statewide Dementia Diagnostic Clinic Network

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

In-Home Functional and Memory Assessment

Areas of Assessment & Care Plan

- Medical
- Cognitive/Dementia
- Personal Safety/Behavior
- Environmental Safety
- Functional
- Incontinence
- Social/Family
- Financial/Resources



Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

WISCONSIN ALZHEIMER'S INSTITUTE
1020 N. 12th Street, Suite 4180
Milwaukee, WI 53233
(414) 238-5127

WAI Client Medication Log

Client Name: _____

Date of Care Coordinator Inventory/Review Entry	Medication	Dosage	Frequency	Prescribed by	Start Date	Due for Refill	Date for Next Care Coordinator	What Side effect report other notes

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

WISCONSIN ALZHEIMER'S INSTITUTE
1020 N. 12th Street, Suite 4180
Milwaukee, Wisconsin 53233
(414) 238-5127

WAI Client Medication Log

Client Name: _____

Date of Care Coordinator Inventory/Review Entry	Medication	Dosage	Frequency	Prescribed by	Start Date	Due for Refill	Date for Next Care Coordinator	What Side effect report other notes

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

Cognitive Screen Short-Blessed Test

Name: _____ Age: _____ DATE: _____

Short Blessed Test (SBFT)

Note: I would like to ask you a series of questions to check your memory and concentration. Scores of them may be correct and some of them may be false.

1. What year is it now? _____ Correct 0/1 Incorrect 1/1

2. What month is it now? _____ Correct 0/1 Incorrect 1/1

3. Please repeat the date and address after me:
John Brown, 42 Milwaukee Street, Chicago
John Brown, 42 Milwaukee Street, Chicago
John Brown, 42 Milwaukee Street, Chicago

Correctly written (repeated) correctly on each line:
Trails to writing: _____ (circle 0 or 1)

4. Check, now remember that name and address for a few minutes.

5. Without looking at your notes or clock, tell me about what time it is.
(If response is vague, prompt for specific response)
Correct 0/1 Incorrect 1/1
Actual time: _____

6. Count aloud backwards from 20 to 1.
(After counting backward continue)
14 13 12 11
If patient shows hesitating behavior or halts the task, repeat instructions and score one error
20 19 18 17 16 15 14 13 12 11
10 9 8 7 6 5 4 3 2 1

7. Tell me the results of the task in several orders.
0 1 2 Errors
20 19 18 17 16 15 14 13 12 11
10 9 8 7 6 5 4 3 2 1

8. Repeat the name and address I asked you to remember.
(One paragraph may be omitted and marked)
John Brown, 42 Milwaukee Street, Chicago 0 1 2 Errors


9. Repeat the name and address I asked you to remember.
(One paragraph may be omitted and marked)
John Brown, 42 Milwaukee Street, Chicago 0 1 2 Errors

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

In-Home Functional and Memory Assessment Dementia Care Services

- In-Home Functional and Memory Assessment
- Safety Assessment
- Identify Service Needs and Social Supports
- Personalized Care and Treatment Planning
- Assistance with Clinical Referrals and Health Care Navigation
- Short-term Care Management
- Consult W/Families about Long-Term Care Programs
- Assist with Applications for Services
- Facilitate Family Meetings
- Provide Dementia Education
- Consult with Caregivers about Dementia Related Behaviors
- Share information about Dementia related Community Based Trainings, Education and Social Activities
- Connect Families with Trusted Community Resources and Providers
- Recruit for Research



Statewide Dementia Diagnostic Clinic Network

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

WAI & Milwaukee Health Services Inc.

Gap Filling of Services

- In-Home Functional and Memory Assessment
- Safety Assessment
- Identify Service Needs and Social Supports
- Assistance with Clinical Referrals and Health Care Navigation
- Short-term Care Management
- Consult w/Families about Long-Term Care Programs
- Assist with Applications for Services
- Local ADRC Adult Protection/Elder Abuse and Self-Neglect Unit

Provider Direct Patient Referrals
Need: Healthier Patient Outcomes

Social Work Department
Direct Referrals for at Risk Elders 55 years and Older
Need: Safety and Supports

Patients Trusted Relationship

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

In-Home Assessment Clinic Model

MHSI Memory Clinic Evaluation

- MHSI WAI Affiliate Dementia Diagnostic Clinic
- Overview of Evaluation and Diagnostic Process
- Administer Psychosocial Tool Assessments
- Collect Informant Information to assist Evaluation
- Alzheimer's 2011 - Dementia Risk Factors
- Consult with Patient and Caregivers about Needs
- Extend our Dring Supportive Services
- WAI Supportive Services Follow the Patient
- Provide Tailored Dementia related discussion materials
- Discuss Recommendations & Escort to Lab

Dementia Care Services

- Home Visit
- Safety Assessments
- Identify Service Needs and Social Supports
- Personalized Care and Treatment Planning
- Assistance with Clinical Referrals and Health Care Navigation
- Short-term Care Management
- Consult w/Families about Long-Term Care Programs
- Assist with Applications for Services
- Facilitate Family Meetings
- Provide Dementia Education
- Consult with Caregivers about Dementia related Behaviors
- Share Information about Dementia related Community Based Trainings, Education and Social Activities
- Connect Families with Trusted Community Resources and Providers

Patient Family Caregivers

WAI Regional Milwaukee Office: *Meet The People Where They Are*

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

Trusted Community Partners

Milwaukee Health Services Inc.

- MHSI Memory Clinic Team
Dr. Carla Wright "Charon"
Teresa Sloza NP - Coordinator
Gladys Arroyo - MHA
Social Work Support Provider

Advocate Aurora Sinai Geriatric Clinic

- Dr. Malone & Dr. Danto
Dementia Diagnostic Clinic
Social Work - Ruthie Ringel
Provider Dr. Khan
Michelle - Nurse
Occupational Therapy

Wisconsin Alzheimer's Association

- Virginia Zepa
Family Caregiver Support Network - Respite Education & Support Groups

WAI Milwaukee Community Patients Caregivers

Additional Community Partners

- VITAS Health Care
Milwaukee Veteran Services
SOC Social Development
Attorney Bettie Rodgers
Doris Senior Advisors

Milwaukee County DHHS -ADRC

- Aging and Disability Resources and Long-term Care Programs
Adult Protection - Elder Abuse I-Team
DCS

Latino Geriatric Center Memory Clinic

- Al Castro
Dementia Diagnostic Team
Dr. Fery Antonio
Ana Bernal Nurse
Virginia Zepa

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

SERVICE

Access to Comprehensive Care

Reducing barriers that impede access to information and services by building trust, credibility and partnerships.

EXCERPT OF ACTIVITIES

Ongoing referrals from Milwaukee Health Services Inc. and Community Referrals to assist individuals and families navigate Systems and connect to Health Care or Community Resources for Support.

Most recent Service encounters included:

- Assistance with Power Attorney of Health Care
- Mediate Family Meeting
- Medical Appointment Coordination Assistance to MHSI Patients
- Resources for Housing/Long-term Placement
- Resource connecting for Meals on Wheels and Transportation
- Consultations regarding Medical Long-term Care programs

Aurora Sinai

- Routinely meets with Social Work to discuss referred cases
- Received one new referral from Aurora to reconnect to care

Milwaukee Health Services Inc.

- Memory Clinic Inc.
- Averaging 1 - 2 patients seen weekly in Memory Clinic
- Ongoing Patient referral needing Medical Appointment Coordination and resource assistance
- Letter of Support for the second Submission to the NIH for the Academic Detailing with Dr. Art Walszak
- OSCE Training Completed - Seneca Professional
- Dr. Carla Wright and Teresa Sloza NP participate in BTS Panel April 28th
- Milwaukee Health Services Inc. Memory Clinic team present at upcoming Spring Diagnostic Clinic Meeting May 6th

The Amazing Grace Chorus

- Livestream On-line Sing-Along - Saturdays March 12 - May 21, 2022 Spring 2022
Season Theme: "Spring Alive: Singing in the Key of Life" 10am to Noon
- Eight Individuals/Families Signed up for the online experience
- Upcoming Sing-Along April 23, 2022 Celebrate Heritage Gospel Music
- Chorus members receive ongoing Dementia related resource and event information
- Weekly Chorus Conductor meetings
- Highlights
- In-Serice Schitts Audubon Nature Center March 12th Chorus Kick-off
- Chorus featured during Alzheimer's Association Black History Program
- Online Article of Chorus Member Steve Mayr featured during Black History Month
- Chorus recently appeared in the Documentary Determined

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

Case Study #1

- 62-year-old Female
- 12th Grade Education; Mother of Seven Children
- Memory Loss began 5 years ago and has worsened overtime
- Lives with Family - Housing Issues
- High Blood Pressure, Heart Attack, High Cholesterol, Congestive Heart Failure, Coronary Artery Bypass
- Forgets appointments, Burning Food on Stove, Anxiety, Visual and Auditory Hallucination
- Disabled; Work History: CNA, Child Care, Factory, Food Service

Wisconsin Alzheimer's Institute
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH
Regional Milwaukee Office

MILWAUKEE HEALTH SERVICES, INC.

Case Study

- Recently established Care back with MHSI
- Evaluated in MHSI Memory Clinic
- Memory Severely Impaired
- Test Positive for Depression
- Needs Sleep Study
- Needs Assistance with Clinical Health Care Referrals

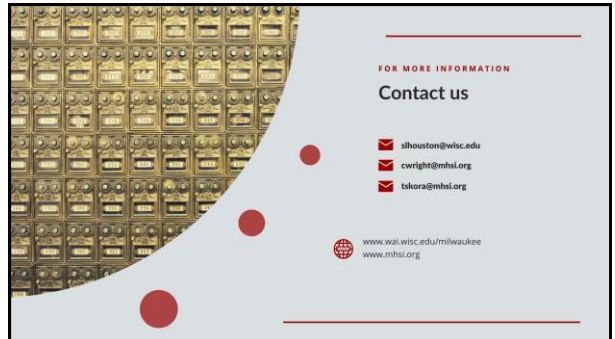
Case Study #2

- 74 year old female
- Referred by Psychologist
- Sees PCP at Ascension
- Memory loss began 4 years ago. PCP notice significant decline over last 6 months.
- MVA-rear ended someone July 2021.
- Masters degree in education. Was a teacher and principal. Retired at age 55 but continued to substitute. Stopped working in 2019.

- DM 2, Hyperlipidemia, hx HTN,
- MCI, visuospatial deficit, hallucinations
- MRI changes likely related to small vessel disease
 - Hard to reach to discuss results
- PCP told her to stop driving
- Referred to Neurologist for further evaluation

Case Study #3

- 80 year old Black Female
- Late onset Alzheimer's with Behavioral Disturbance
- Sees Geriatrician at Aurora. Patient wanted PCP who was African American.
- Lives with son.
- Family members have poor communication. Different member attend different medical visits.
- HTN, Hyperlipidemia, Hypothyroidism, DJD
- Poor follow up
- Calling for refills too soon on Thyroid medication. Medication was taken inappropriately and required hospitalization.



FOR MORE INFORMATION

Contact us

- ✉ shouston@wisc.edu
- ✉ cwright@mhsi.org
- ✉ tskora@mhsi.org

www.wisc.edu/milwaukee
www.mhsi.org