#### Alzheimer's Disease

What you should know and What you can do

Mariam Schrage, MSW
Team Lead
mschrage@alz.org

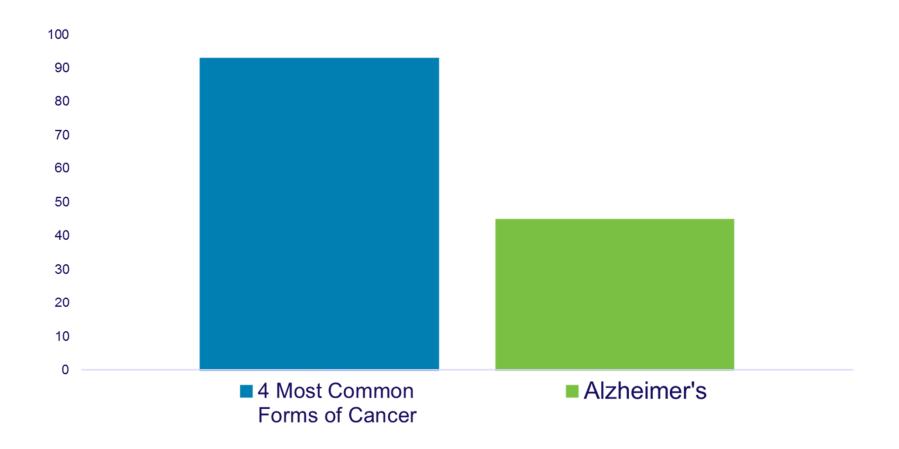


OUR MISSION: To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health.

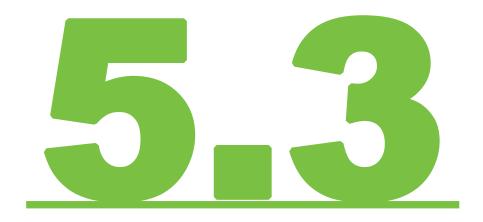
## **2015 Facts and Figures**



## We Found Significant Difference in Alzheimer's Diagnosis Disclosure Rates



## The Alzheimer's Epidemic Continues to Grow...



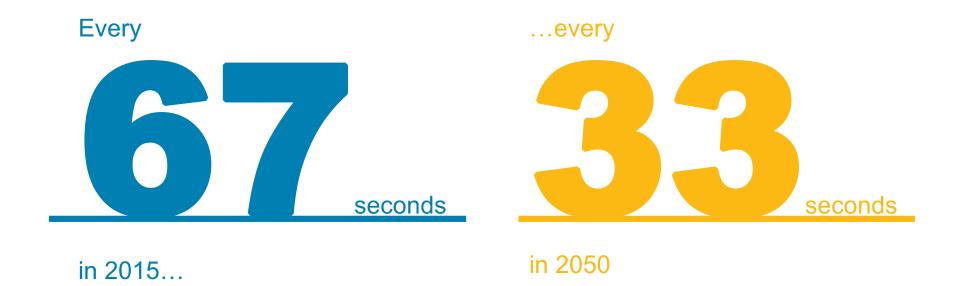
million Americans of **ALL** Ages will have Alzheimer's in 2015

#### ... And Grow

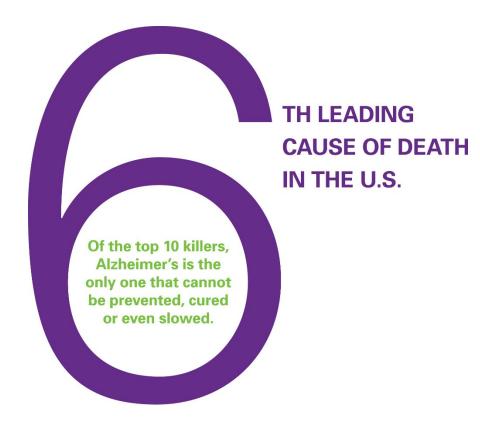


older Americans has Alzheimer's disease.

#### ... And Grow

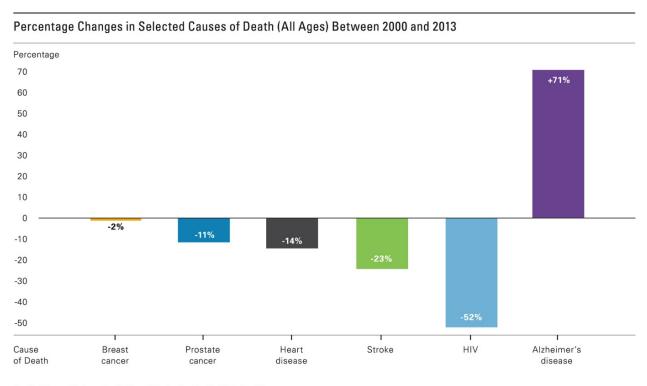


## Alzheimer's is NOT Just Memory Loss – Alzheimer's Disease Kills



Source: Centers for Disease Control and Prevention (cdc.gov/nchs/fastats/leading-causes-of-death.htm)

# Alzheimer's Deaths Continue to Increase; Deaths from Other Major Diseases Decrease

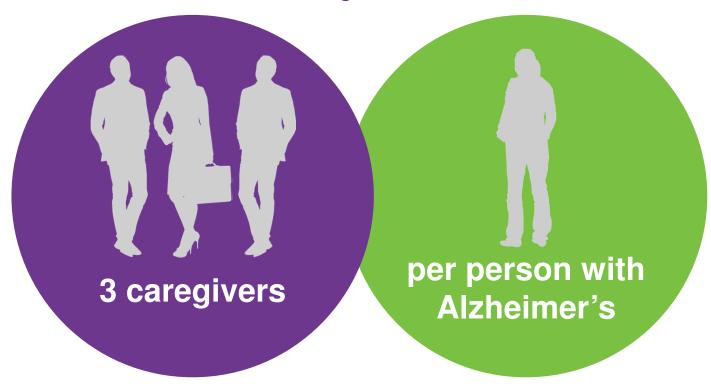


Created from data from the National Center for Health Statistics. 169

Source: Alzheimer's Association 2015 Alzheimer's Disease Facts and Figures

## Alzheimer's Caregivers Face a Devastating Toll

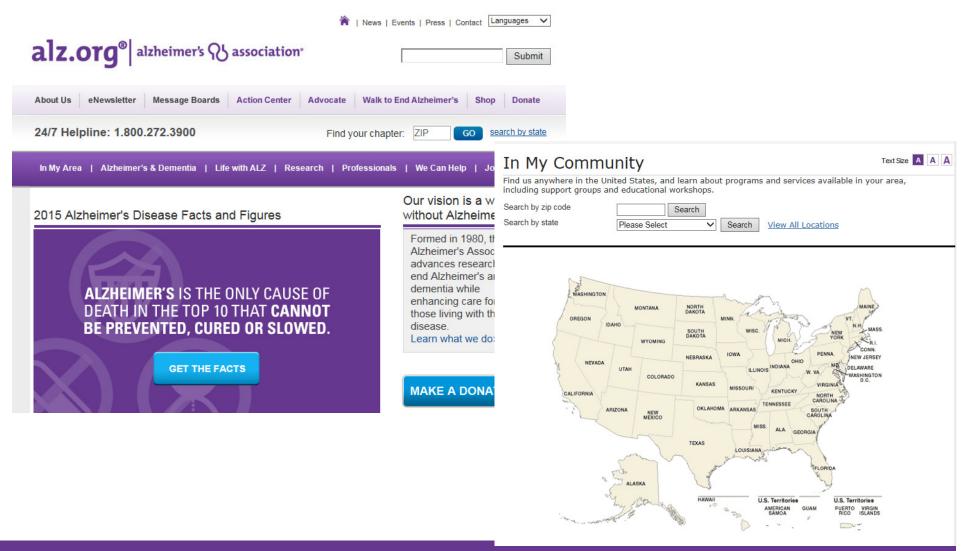
On average, there are



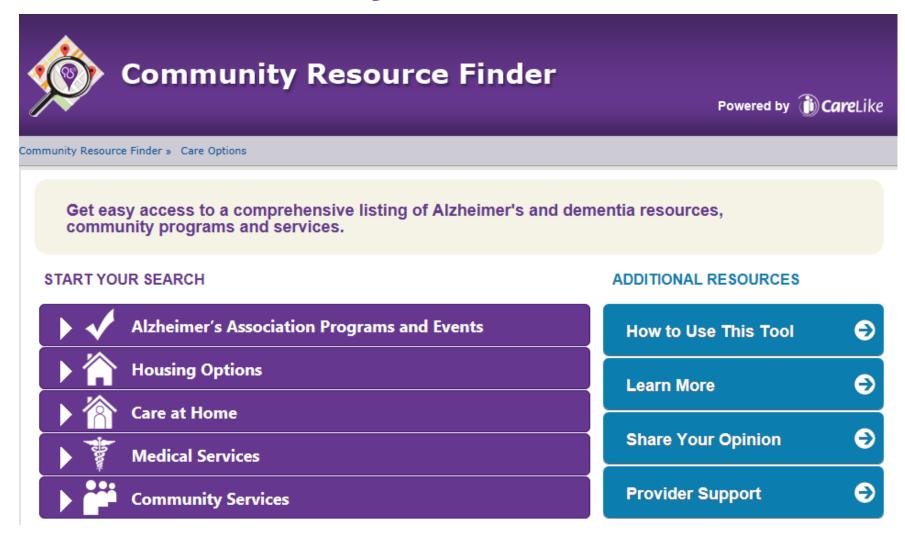
## **Care and Support**

- Alz.org
- Alzconnected.org Online community
- 24/7 Helpline

## www.alz.org



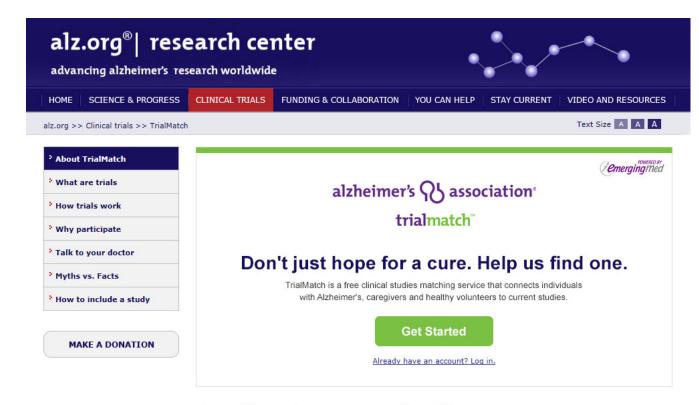
## **Community Resource Finder**



### **Caregiver Center**



#### **Trial Match**



#### About Alzheimer's Association TrialMatch®

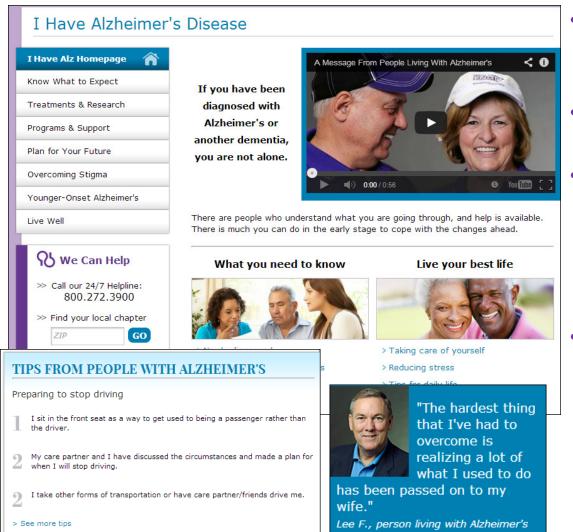
Alzheimer's Association TrialMatch is a free, easy-to-use clinical studies matching service that connects individuals with Alzheimer's, caregivers, healthy volunteers and physicians with current studies. Our continuously updated database of Alzheimer's clinical trials includes more than 225 promising clinical studies being conducted at nearly 700 trials sites across the country.



## Education and Training Opportunities



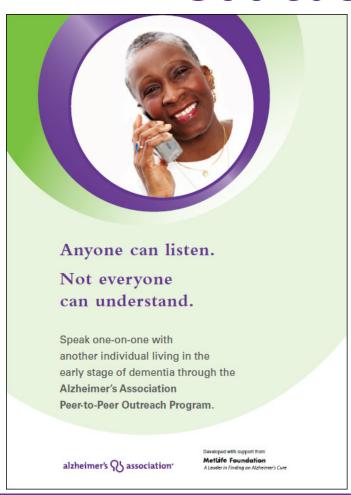
### alz.org/lhavealz



- Developed with input from people living with early stage Alzheimer's or other dementia
- Content is written to the person with dementia
- Includes:
  - personal insights on living with the disease
  - tips on how to live day to day
- Messages weaved throughout site:
  - You are not alone
  - Importance of peer support
  - There is life after diagnosis

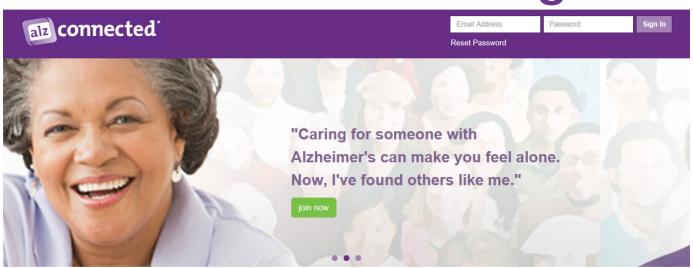
alzheimer's  $\Omega$  association

## Early-Stage Peer to Peer Outreach Program



- Connect over the telephone
- Share information about their personal experience and perspective on living with the disease
- Provides a meaningful way to give back
- Facilitate introduction to Association programs and services

## Online Community ALZconnected.org



#### View Message Boards from others like you

#### Caregivers Forum



Stephanie Z | Caregivers Forum
Hi, I have a couple of suggestions for you. First,
see if the physician your mom is seeing is



Stephanie Z | Caregivers Forum
Hi birdy, I can understand how distressing it must
be to watch this happen. However, I think



GraspingforJoy | Caregivers Forum
I just feel like I can't breathe. I work, I am still
raising 2 teenagers, I am a caregiver of an al

#### I have Alzheimers



Lane Simonian | I have Alzheimers
I could not agree more, Iris. There is a reason why
people here have been able to do so well--an



Iris L. | I have Alzheimers

I wanted to add, since I cannot edit my post, that the proof if the pie is in the eating. Meanin

Iris L. Joined 2/23/09 Iris L. | I have Alzheimers
Lane Simonian wrote: There is currently no

## Leadership Anards 2013 WINNER

#### Why join?

- Connect with people that understand.
- · Post questions and offer solutions.
- Create public and private groups around a dedicated topic.

### 24/7 Helpline

- Provide compassionate, effective, and timely service
- Referrals to local community programs, services and ongoing support
- Approximately 20% of Helpline staff is bilingual
- We can also provide help in a caller's preferred language using our translation service with more than 200 languages and dialects
- Over 70 agents including general information and referral agents and Master's level clinicians.

## 24/7 Helpline – Goals

- Maintain at least a 95% service level at all times (calls handled vs. abandoned)
- 90% of calls answered in 60 seconds or less
- Collect demographics from at least 80% of callers
- Collect referral source on at least 90% of calls in order to track physician outreach initiative
- Overall, at least 90% in constituent satisfaction

## 24/7 Helpline – Call Volume

- On average, the national Helpline receives close to 4,000 calls a week
- Compared to this same time last year, the Helpline has received over 60,000 more calls
- The 1-800 number has seen an increase in calls of almost 10% compared to last year

#### Life of a call

Call is made to 1-800-272-3900 Call picked up by Otherwise, Chapter if available call picked up by **Contact Center** 

## Call answered at Helpline

If call is answered at Contact Center...

Information and Assistance agent provides basic information; note made for Chapter indicating if follow-up is required

If agent determines care consultation is needed, call is transferred to a Care Consultant

## Information and Assistance Agents

- Assist callers in navigating their decisions
- Provide basic disease education, information and referral support
- Topics include donations, registrations,
   Alzheimer's Disease or dementia basics, legal,
   care and housing options, and local resources
   referrals

#### **Care Consultants**

- Confidential care consultation provided by Master's level clinicians who help with decisionmaking support, crisis assistance and education on issues families face every day
- Provide emotional support, assist with planning and problem solving, and conduct safety assessments
- If necessary, a report is made to Adult Protective Services and/or local first responders are contacted



alzheimer's % association®

## Questions??

## Thank you!!