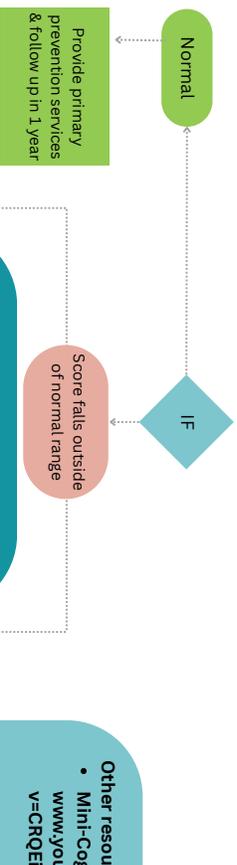
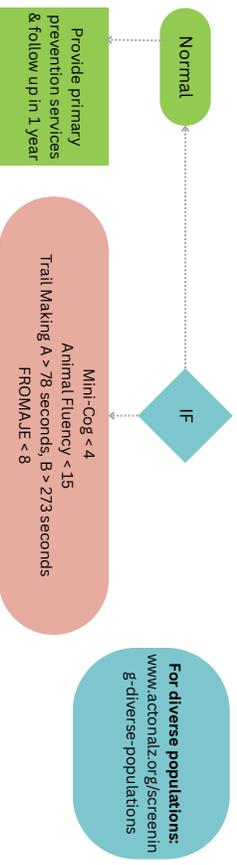
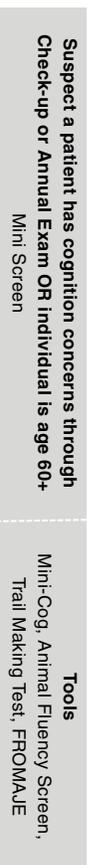


# Supporting Professionals: Community and Clinical Linkages for Dementia Care

The purpose of this flow chart is to provide a best practice tool for professionals (clinical providers and community service workers) to use in the field to guide processes of screening, assessment, and care planning for persons with dementia. This tool aims to encourage ongoing connection between clinical, community, and family care team members.

## Early Clinical <-----> Community Connection That is Maintained Throughout Care Journey

### Clinical “Side”



\*MMSE is not free for clinical use due to copyright restrictions.

\*\* Neuropsychological evaluation is typically most helpful for differential diagnosis, determining nature and severity of cognitive functioning, and the development of an appropriate treatment plan. Testing is typically maximally beneficial in the following score ranges:

**Engage**

**‘connectors’ to bridge clinical and community sectors (e.g. family members, CHWs, Social Worker/Case Manager, Service Coordinator)**

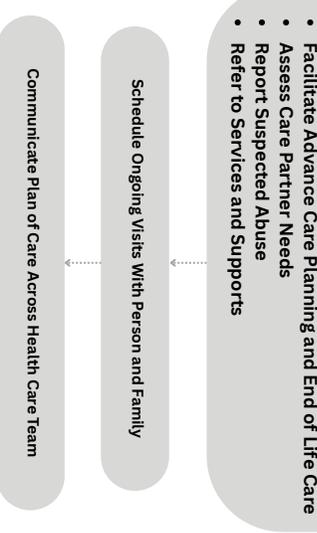
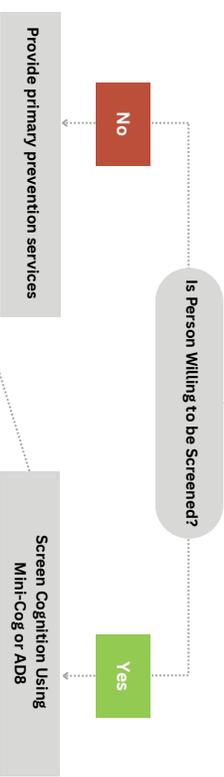
**Other resources:**

- Mini-Cog Administration Video: [https://www.youtube.com/watch?v=CRQEIghnb0w&ab\\_channel=ACTonalZ](https://www.youtube.com/watch?v=CRQEIghnb0w&ab_channel=ACTonalZ)

**Culturally responsive resources:**

- [www.hawaii.edu/aging/hadi](http://www.hawaii.edu/aging/hadi)
- Screening for diverse populations: [www.actionalz.org/screening-diverse-populations](http://www.actionalz.org/screening-diverse-populations)

### Community “Side”



## Support open and consistent communication between providers, client, and family to work towards identified person-centered goals

# Supporting Professionals: Community to Clinical Linkages for Dementia Care Roadmap

Engage 'connectors' to bridge clinical and community sectors (e.g. family members, CHWs, Social Worker/Case Manager, Service Coordinator)

## Community "Side"

You Identify a Person Who Has Cognition/Memory Concerns Through Connections with Client and/or Family

Is person willing to be Screened?

No

Yes

Provide primary prevention services

Screen Cognition Using Mini-Cog or AD8

Mini-Cog Score 4-5\*  
Or  
AD8 Score 0-1

Mini-Cog Score 0-3\*  
Or  
AD8 Score > 2

Encourage Client to Make Appointment With Primary Care Physician For Memory Loss Work-Up

Ask Questions to Better Understand Person's Needs

➔  
Person already has a diagnosis of dementia?  
START HERE

- Optimize Function and Quality of Life
- Manage Chronic Disease
- Promote Positive Behavioral Health
- Optimize Medication Therapy
- Assess Safety and Driving
- Facilitate Advance Care Planning and End of Life Care
- Assess Care Partner Needs
- Report Suspected Abuse
- Refer to Services and Supports

Schedule Ongoing Visits With Person and Family

Communicate Plan of Care Across Health Care Team

Support open and consistent communication between providers, client, and family to work towards identified person-centered goals

## Supporting Professionals:

### Community to Clinical Linkages for Dementia Care

#### Some do's and don'ts for effective communication with persons with dementia

#### DO

- Do use their preferred name to get their attention
- Do speak in a normal tone of voice at a normal volume
- Do your best to eliminate any distractions such a TV or radio
- Do give short, one sentence explanations
- Speak slowly and clearly
- Allow plenty of time for comprehension
- Agree with them or distract them to a different subject or activity
- Accept the blame when something's wrong (even if it's a fantasy)
- Do encourage reminiscing if it is enjoyable to the person
- Respond to the feelings rather than the words
- Be patient, cheerful, and reassuring
- Go with the flow

#### DON'T

- Don't interrupt
- Don't reason
- Don't argue
- Don't confront
- Don't question recent memory
- Don't insist, try again later
- Don't criticize or correct
- Don't take it personally

#### TRIAGE: What zone is the person in?

ZONE	POTENTIAL CONCERNS	ACTION TO TAKE
<b>Green Zone</b>	<u>Coping well needs some assistance</u> <ul style="list-style-type: none"> <li>• Health Concerns .....</li> <li>• Behavior Concerns .....</li> <li>• Wandering Concerns .....</li> <li>• ADLS Assistance .....</li> <li>• Nutrition Concerns .....</li> <li>• Transportation Concerns .....</li> <li>• Driving Concerns .....</li> <li>• Fall Concerns .....</li> <li>• Caregiver Burnout Concerns .....</li> <li>• Advance Care Planning .....</li> <li>• Legal Concerns .....</li> <li>• Family Conflict .....</li> <li>• Elder Abuse Concerns .....</li> <li>• Medical Insurance and Financial Concerns .....</li> <li>• Late Stage Dementia .....</li> </ul>	<u>Provide referral and follow-up as necessary.</u> <ul style="list-style-type: none"> <li>• Refer to Physician</li> <li>• Refer to Psychologist or Psychiatrist</li> <li>• Refer to Safe Return Program</li> <li>• Refer to ADRC</li> <li>• Refer to Nutritionist, Meals on Wheels</li> <li>• Refer to HandiVan or HandiCab</li> <li>• Refer To Driving Rehabilitation Specialist or Occupational Therapist</li> <li>• Refer to Physical Therapy, Fall Prevention Programs</li> <li>• Refer to Alzheimer's Association, Caregiver Support Groups</li> <li>• Refer to Social Worker or Primary Care Provider</li> <li>• Refer to Elder Law Attorney</li> <li>• Refer for Family Mediation or Social Worker</li> <li>• Refer to Adult Protective Services</li> <li>• Refer to Department of Human Services Med-QUEST, Social Security Administration</li> <li>• Refer to Palliative Care or Hospice</li> </ul>
<b>Yellow Zone</b>	<u>Highly Complex Case</u> <ul style="list-style-type: none"> <li>• Needing Placement</li> <li>• Determination of Capacity &amp; Competency</li> <li>• Multiple Hospitalizations</li> <li>• Multiple Medical Issues</li> </ul>	<u>Discuss with Supervisor and Provide Ongoing Coordination and Case Management</u>
<b>Red Zone</b>	<u>Crisis, Safety Risk, Elder Fraud, Abuse or Neglect</u>	<u>Call 911 or Adult Protective Services Reporting Line: (808) 832-5115</u>

# Supporting Professionals: Community to Clinical Linkages for Dementia Care Dementia Resources

Visit the Hawaii Dementia Initiative (HDI) website at <https://hawaiidementia.org/> for more dementia resources and services.

## Primary Care

- **Info to help find a Primary Care Physician:**
  - [hawaiidementia.org/early-detection/#statewide](https://hawaiidementia.org/early-detection/#statewide)
- **Queen's Clinically Integrated Physician Network (QCIPN) program**
  - Contact listing online ([qcipn.org/contact/](http://qcipn.org/contact/))
  - Email: [QCIPN@queens.org](mailto:QCIPN@queens.org)
  - Phone: (808) 691-7220 | Fax: (808) 691-4023
- Home based primary care programs for home-bound patients:
  - **Queen's Geriatric home-based primary care:**
    - Phone: (808) 691-8877 | Fax: (808) 691-8875
    - [www.queens.org/locations/hospitals/qmc/services/geriatric/](http://www.queens.org/locations/hospitals/qmc/services/geriatric/)
  - **Veterans Home Based Primary Care**
    - Phone: (808) 566-8384 (VA Caregiver Support Coordinator Pacific Islands)
    - [www.va.gov/geriatrics/pages/Home\\_Based\\_Primary\\_Care.asp](http://www.va.gov/geriatrics/pages/Home_Based_Primary_Care.asp)

## Brain, Memory, & Geriatrics Specialties

- Here are a few specialty clinics in Hawai'i that offer the disease-modifying treatments (DMT) for early stage Alzheimer's disease:
  - **The Queen's Medical Center - Brain and Memory Center**
    - **Queen's Neuroscience Institute**  
([www.queens.org/services/neuroscience/locations/qmc/](http://www.queens.org/services/neuroscience/locations/qmc/))
      - Neurology Clinic (Punchbowl) - Phone: (808) 691-8866
      - Neurology Clinic (West O'ahu) - Phone: (808) 691-3135
    - **Queen's Geriatric Services**  
([www.queens.org/locations/hospitals/qmc/services/geriatric/](http://www.queens.org/locations/hospitals/qmc/services/geriatric/))
      - Geriatric Clinic (Punchbowl) - Phone: (808) 691-8877
      - Molokai General Hospital - Phone: (808) 553-3121
  - **Hawai'i Pacific Health, Pali Momi's Neurology Clinic**  
([www.hawaiipacifichealth.org/services/neurology-neurosurgery/](http://www.hawaiipacifichealth.org/services/neurology-neurosurgery/))
    - Phone: (808) 485-4250
  - **Hawaii Pacific Neuroscience, Memory Disorders Center**  
([hawaiineuroscience.com/centers/memory-disorders-center/](http://hawaiineuroscience.com/centers/memory-disorders-center/))
    - Phone: (808) 261-4476
    - Hawaii Pacific Neuroscience can offer **free blood biomarkers** screening for Alzheimer's disease for people age 50-90 years old with memory loss concerns. They can also offer free travel assistance for patients from the neighbor islands participating in clinical trials for various treatments.

## Supporting Professionals: Community to Clinical Linkages for Dementia Care Dementia Resources con't

If your client has Med-QUEST, they can assign a health coordinator or service coordinator to assist with navigating care. Call your QUEST integration health plan today and request a health coordinator to be assigned to your care.

- **AlohaCare Service Coordinator Info**  
(<https://www.alohacare.org/providers/resources-for-patients>)
  - Call (808) 973-0712 (Oahu) or toll-free at 1-877-973-0712. TTY users call 1-877-447-5990
- **HMSA Health Coordination Info** (<https://prc.hmsa.com/s/article/QUEST-Integration-Health-Coordination-Services>)
  - Call (808) 948-6997 or 1 (844) 223-9856.
- **Kaiser Health Coordinator Info** (<https://kpquest.org/contact>)
  - Call: 808-432-5330 or toll-free at 1-800-651-2237
  - TTY users call 1-877-447-5990 (for the hearing/speech impaired)
  - Email your Service Coordinator through [kp.org](mailto:kp.org).
- **'Ohana Health Plan Service Coordination Program**  
(<https://www.ohanahealthplan.com/members/medicaid/quest-integration/special-programs.html>)
  - Call toll-free at 1-888-846-4262 (TTY: 711)
- **UnitedHealthcare Community Plan QUEST Program Info**  
(<https://www.uhc.com/communityplan/hawaii/plans/medicaid/quest-integration-program>)
  - Call 1-888-980-8728 (TTY users 711)

### Medicaid Eligible Care Coordination

There are many excellent Community Health Centers around the state. These are a few who have confirmed they are offering cognitive screenings (2025).

- **Kōkua Kalihi Valley  
Comprehensive Family Services**
  - Phone: 808-791-9410
  - Website: [www.kkv.net](http://www.kkv.net)
- **Waimānalo Health Center**
  - Phone: (808) 259-7948
  - Website: [waimanalohealth.org](http://waimanalohealth.org)
- **Ko'olauloa Health Center**
  - Phone: (808) 293-9231
  - Website: [koolauloachc.org](http://koolauloachc.org)
- **Hawai'i Island Community Health Center**
  - West Side Phone: (808) 326-5629
  - East Side Phone: (808) 333-3600
  - Website: [hichc.org](http://hichc.org)
- **Wahiawā Health Center**
  - Phone: (808) 622-1618
  - Website: [wahiawahealth.org](http://wahiawahealth.org)
- **Lāna'i Community Health Center**
  - Phone: (808) 565-6919
  - Website: [lanaihealth.org](http://lanaihealth.org)

### Federally Qualified Health Centers

Learn more about the  
Hawaii Primary Care Association

Website: <https://www.hawaiipca.net/health-centers-here-for-you>

# Supporting Professionals: Clinical to Community Linkages for Dementia Care Roadmap

Engage 'connectors' to bridge clinical and community sectors (e.g. family members, CHWs, Social Worker/Case Manager, Service Coordinator)

## Clinical "Side"

Suspect a patient has cognition concerns through  
Check-up or Annual Exam OR individual is age 60+  
Mini Screen

### Tools

Mini-Cog, Animal Fluency Screen,  
Trail Making Test, FROMAJE

Normal

IF

Provide primary  
prevention  
services & follow  
up in 1 year

Mini-Cog < 4  
Animal Fluency < 15  
Trail Making A > 78 seconds, B > 273 seconds  
FROMAJE < 8

For diverse populations:  
<https://www.actonalz.org/screening-diverse-populations>

### Cognitive Assessment

(same day or new visit) + include family

### Tools

One of the following: SLUMS, MoCA,  
RUDAS, MMSE\*, or MMSE-2

Normal

IF

Provide primary  
prevention  
services & follow  
up in 1 year

Score falls outside of  
normal range

Normal  
Range:

SLUMS = 27-30 (HS education)  
MoCA = 26-30 (HS education)  
Kokmen STMS = 29-38  
RUDAS = 1-22  
MMSE/MMSE-2 = 27-30

### Other resources:

- Mini-Cog Administration Video: [https://www.youtube.com/watch?v=CRQEighdb0w&ab\\_channel=ACTonALZ](https://www.youtube.com/watch?v=CRQEighdb0w&ab_channel=ACTonALZ)

### Culturally responsive resources:

- <https://www.hawaii.edu/aging/hadi>
- Screening for diverse populations: <https://www.actonalz.org/screening-diverse-populations>

### Option 1

Do complete dementia workup  
(see provider checklist)

### Option 2

Refer to: Champion in your practice,  
neurologist, geriatrician, neuropsychologist\*\*

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\*\* Neuropsychological evaluation is typically most helpful for differential diagnosis, determining nature and severity of cognitive functioning, and the development of an appropriate treatment plan. Testing is typically maximally beneficial in the following score ranges: →

SLUMS = 18-27  
MoCA = 19-27  
Kokmen STMS = 19-33  
MMSE/MMSE - 2 = 18-28

Support open and consistent communication between providers, client, and family to work towards identified person-centered goals

# Supporting Professionals: Clinical to Community Linkages for Dementia Care Dementia Resources

Visit the Hawaii Dementia Initiative (HDI) website at <https://hawaiidementia.org/> for more dementia resources and services.

## Help with Diagnosis and Behavior Management

### Refer to specialist as needed

- Neurologist (dementia focus, if possible)
- Information on stages & behaviors: <http://www.alz.org/care/alzheimers-dementia-stages-behaviors.asp>
- Screening diverse populations: <http://www.actonalz.org/screening-diverse-populations>

## Counseling, Education, Support & Planning

### Links to Community and Online Resources

- Alzheimer's Association - Aloha Chapter 24/7 Helpline at 1-800-272-3900 or <http://www.alz.org/hawaii>
- Hawaii ADRC (Aging & Disability Resource Center) statewide at 643-ADRC (2372). TTY line: 643-0889. OR go to <http://www.hawaiiadrc.org> "Professionals & Service Providers"
- Life After Diagnosis: <https://www.alz.org/alzheimers-dementia/diagnosis/life-after-diagnosis>
- Taking Action Workbook: <http://www.alz.org/getmedia/da9e2ce1-d73c-437a-be7c-d5761afd06e9/taking-action-workbook>
- Provide Alzheimer's Association Basics of Alzheimer's
- For materials in different languages, go to <https://manoa.hawaii.edu/aging/hadi/>
- Alzheimer's and Dementia Caregiver Center: <http://www.alz.org/care/>
- TrialMatch® [www.alz.org/trialmatch](http://www.alz.org/trialmatch) (Clinical Trials)

## Stimulation/Activity/Maximizing Function

### Daily Mental, Physical and Social Activity

- Living Well Online Tool: <https://livewell.alz.org/live-healthy-module/>
- Adult Day Services (Appropriate for Mid to Late Stage Dementia)  
Sensory Aids (Hearing Aids, Pocket Talker, Glasses, etc.)
- NIH's Alzheimer's caregiving information and helpful tips: <http://www.nia.nih.gov/health/alzheimers-caregiving>

## Advance Care Planning

### Hawaii Advance Care Planning and POLST Forms:

- Kokua Mau: Hawaii Hospice & Palliative Care Organization: <http://www.kokuamau.org>

## Safety

### Driving

- Refer To Driving Rehabilitation Specialist or Occupational Therapist for Clinical and/or In-Vehicle Evaluation
- Understanding Dementia and Driving: <http://www.thehartford.com/mature-market-excellence/dementia-driving>  
Family Conversations About Alzheimer's Disease, Dementia & Driving: <http://www.thehartford.com/alzheimers>
- At the Crossroads Guidebook: <https://www.thehartford.com/resources/mature-market-excellence/dementia-driving>
- Dementia and Driving Resource Center: <http://www.alz.org/care/alzheimers-dementia-and-driving.asp>
- Fitness to Drive Screening Tool: <http://www.aarp.org/home-family/getting-around/driving-resource-center/>

# Supporting Professionals: Clinical to Community Linkages for Dementia Care Dementia Resources con't

## Fall Prevention

- Preventing Falls Among Older Adults  
<http://www.health.hawaii.gov/injuryprevention/home/preventing-falls/information/>

## Wandering

- Medic Alert® and Alzheimer's Association Safe and Found®:  
[http://www.medicalert.org/our-partners/alz/?srsltid=AfmBOoo--T6cXEp18Liau9U\\_EC5-7KVnMZqU9DTKSaf3jvQ9PdAqs-ZB](http://www.medicalert.org/our-partners/alz/?srsltid=AfmBOoo--T6cXEp18Liau9U_EC5-7KVnMZqU9DTKSaf3jvQ9PdAqs-ZB)
- Alzheimer's Association wandering information and resources:  
<http://www.alz.org/help-support/caregiving/stages-behaviors/wandering>

## Medication Management

- Identify All Medications, Including Over-the-Counter Medications, Vitamins and Herbal Remedies
- Use a Tool Like "My Medications List", <http://www.cdc.gov/older-adult-drivers/media/pdfs/MyMedications-List-Tribal.pdf> and Share the List With Health Care Team

## Legal & Financial

- Encourage Patient to Assign Durable Power of Attorney. Refer to Elder Law Attorney as needed.
- UH Elder Law Program Health Care Decision Making:  
<http://www.hawaii.edu/uhelp/publications.htm>
- Deciding To Navigate Elder Care Booklet: <http://www.hawaii.edu/uhelp/handbook-fundamental.htm>
- Hawaii State Bar Association Lawyer Information & Referral Service:  
<https://www.hawaiilawyerreferral.com/>
- Legal Aid Society of Hawaii: <http://www.legalaidhawaii.org>

## Elder Abuse, Neglect and Fraud

- Adult Protective Services: <http://humanservices.hawaii.gov/ssd/home/adult-services/>
- Elder Abuse Justice Unit, Office of the Prosecuting Attorney: Honolulu:  
(808) 768-7400; [Hawaii County] East Hawai'i: (808) 961-8223, North Hawai'i:  
(808) 961-0466, West Hawai'i: (808) 322-2552; Maui County: (808) 270-7777;  
Kauai County: (808) 241-1888
- Senior Medicare Patrol (SMP): <https://www.smphawaii.org/>
- Hawaii's Fraud Prevention & Resource Guide:  
[https://www.smphawaii.org/media/doc/pub/HiFGv3\\_interactive.pdf](https://www.smphawaii.org/media/doc/pub/HiFGv3_interactive.pdf)

Safety continued