



Mission/Vision

Therapeutic Environment

Data Driven process

Competent Staff

Smooth Transitions of Care

Families as Partners

Non-Med Approaches

Physician Support

4. OBVIOUS & DEMONSTRATED COMPETENCIES

What are obvious and demonstrated competencies?

High level skills and competencies are at the heart of great dementia care. They are easy to spot within an organization because they are reflected in the resident's wellbeing and affect. You know that you are in the presence of pros when you see residents who are contented, engaged, comfortable and secure.

Processes:

Use the accompanying resources to develop and track staff competency

Operates under the leadership of a well-qualified person (i.e., Coach or Champion) with skill and experience in dementia care

Defines dementia care competencies for staff and works corporately and individually with staff to gain the necessary skills

Identifies advanced skills and career ladder opportunities

Offers dynamic, on-going, short, in-service education intended to advance the knowledge and skill of new hires, and all staff on an annual, "as needed" and review basis

Provides *Just-in-Time* coaching and education

Evaluates the success of education based on low rates of APM and staff injuries, high staff satisfaction and self-determined skill, low levels of fear, high levels of attendance

Indicators:

- Staff have special knowledge of each resident and can initiate individualized approaches to ensure their wellbeing
- Staff know how to easily resolve behavioral issues and conflict
- Staff have special knack in understanding the needs of their resident
- Staff can identify changes in individual mood and behavior and intervene

Resources:

- Introductory Guidance
- [Direct Caregiver Competencies Guide - Georgia Alzheimer's and Related Dementias \(GARD\)](#)
- Staff Competencies Check List
- Antipsychotic Flowchart
- Difficult Behaviors (Alzheimer's Association Resource Document)
- Questions to Change the Direction of Dementia, Anxiety and Aggression-My Alzheimer's Story