

# Dementia Care Mapping (DCM) for Realizing Person Centered Care

## March 11-14, 2019

## A Method for Improving the Delivery of Person Centered Care and Improving Quality of Life

Dementia Care Mapping (DCM) is a method to evaluate the delivery of person centered care and, in general, to improve the quality of care delivered to persons with dementia in formal care settings. DCM goes to the real heart of caring by striving to assess care from the viewpoint of the person with dementia. It involves making and recording detailed observations. DCM provides valuable, clear and reliable information for those concerned with quality care for people with dementia. After the data is analyzed, immediate feedback can be given to care partners so that existing practices can be analyzed and improved.

Feedback is done in a way that supports care partners and their improvement ideas. Careless or demeaning care practices and particularly sensitive care practices are highlighted without identifying information about involved care partners.

### Who Should Attend?

The course is designed for care partners of persons with dementia and those responsible for improving care practice. It will be of special interest to those concerned with improving the quality of formal care, staff training and care community development issues.

It is suggested that multiple persons from a care setting attend as a team. This builds support for each other as they return to their own setting and begin to assimilate and practice their new skills to enhance the lives of residents and staff.

Topics to be covered include (but are not limited to): Person Centered Care and its application in practice, DCM coding frame and operational rules, developing coding and data analysis skills, briefing and feedback.

Learn through presentations, small group discussions, and practice of skills through group exercises.

### Why Bother with DCM?

- Recognize signs of positive/negative mood and engagement of people living with dementia
- Track your Person Centered Care goals and Culture Change efforts
- Monitor challenging times of the day and identify contributing factors
- Improve your quality assurance program
- Evaluate effectiveness of care planning
- Identify training and development issues

Sponsored by Southwestern Indiana Collaborative for Performance Improvement (SWICPI).



## Course Details

### Dates:

March 11-14, 2019  
Day One: Registration: 8:00-8:30 **(Central Time)**  
Classes will start each day at 8:30 a.m.  
and end at 4:30 p.m. **(Central Time)**.

*Morning snack and lunch will be provided.*

### Cost:

\$800 for first attendee, \$700 for additional attendees from same community/care venue.

### Location:

**Gibson County Council on Aging**  
212 South Richland Creek Drive  
Princeton, IN 47670  
(812) 385-2897

### Lodging available in Princeton:

**Fairfield Inn**, 2828 Dixon St. (812) 385-4300  
fairfield.marriott.com  
**Hampton Inn**, 107 S Richland Creek Dr. (812) 385-2400  
hamptoninn3.hilton.com

### For more information:

**LaDonna Jensen or Marilyn Hartle**,  
Gentle Harts Consulting: (317) 255-2248,  
ladonna@gentlehart.com or  
marilyn@gentlehart.com

**Brian Bailey**, Lead Agent  
Southwestern Indiana Collaborative  
for Performance Improvement  
bbailey@gibsongeneral.com  
(812) 841-6060

## Instructors

### Marilyn Hartle, MSW, LCSW and LaDonna Jensen, RN, of Jentle Harts Consulting



Marilyn Hartle



LaDonna Jensen

Trainers are two of only three authorized trainers of the DCM method in the United States. Their training was conducted by instructors from the Bradford Dementia Group, University of Bradford, England (founders of the DCM movement). Jentle Harts Consulting now serves officially as lead trainers for DCM in the USA.

Both instructors have been Basic mappers since 1999. In 2000 they obtained Advanced Mapping status and in 2001 became Evaluators which entitles them to use the method for research. In 2004 they completed all the requirements set by Bradford Dementia Institute of University of Bradford, Bradford, England and the International DCM Advisory Board to become trainers of the DCM Basic Level course. They completed requirements to teach the Advanced DCM course in 2010. Both instructors are national presenters on person centered care, culture change, leadership skills and other dementia care topics.

Jentle Harts offers training and consultation for organizations wishing to implement or enhance person centered care and DCM.

## Entitlements

- Participants will have the opportunity to become Certified DCM Basic Users. Upon successful completion of the course, a Basic User is entitled to carry out DCM for purposes of routine evaluative work within the care setting where the User is employed, either independently or as part of a team of qualified users. If you work as a consultant, you are entitled to map at the care setting(s) to which you currently offer your services, either independently or as part of a team of qualified users.
- Certificate of Attendance will be issued to each attendee successfully completing the course.
- Jentle Harts has applied for for 24 hours of Category I Continuing Education for LSW, LCSW, LMFT & LMHC by the Behavioral Health and Human Services Licensing Board, Indiana Professional Licensing Agency and Indiana State Board of Health Facility Administrators Professional Licensing Agency for Health Facility Administrator CEU's.

## Registration

The fee is \$800 for the first attendee from a facility and \$700 for additional attendees from the same facility. This fee includes lunch, refreshments and a course packet with a User's Manual. The fee does not cover overnight accommodations or other travel related expenses. **Register soon as class size is limited!**

## Course Outline

- The four-day course facilitates participants becoming thoroughly familiar with the method and theory of DCM. The interactive classes inspire confidence in attendees who will be able to immediately apply their learning in practical ways.
- There will be assessments throughout the course.
- Participants should bring a calculator and pencils.
- Participants will receive a Certificate on successful completion of the course. 24 CEUs may be available for social workers and health facility administrators.

## Daily schedule

### March 11

Registration 8:00 a.m. **(Central Time)**  
Class 8:30 a.m. – 4:30 p.m. **(Central Time)**

### March 12 - 14

8:30 a.m. – 4:30 p.m. **(Central Time)**



P.O. Box 551087  
Indianapolis, Indiana 46205  
(317) 255-2248  
info@jentlehart.com  
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# Registration

## Dementia Care Mapping for Realizing Person Centered Care

CLASS DATES: March 11-14, 2019

### Fee and Registration

The course fee is \$800 for the first person from a facility and \$700 for each additional attendee from the same facility. The fee includes lunch, refreshments and a course packet with all class materials, but does not include overnight accommodations or other travel expenses. To reserve a space, complete and return this registration form. Please complete one form per attendee. Checks may be combined.

### Cancellation Conditions

Cancellations received 10 days prior to the class date will be subject to an administrative charge of 20% of the course fee. For cancellations received after the 10 day limit, or for non-attendance without notice, the fee is payable in full. NOTE: Substitutions made be made if original registrants are unable to attend.



### Please print clearly. Use separate form for each attendee.

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_

### Payment

\_\_\_\_\_ I have enclosed a check for \$ \_\_\_\_\_ (payable to Jentle Harts Consulting)

### Please Return To:

**Jentle Harts Consulting**  
PO Box 551087  
Indianapolis, Indiana 46205

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