

Dementia LIVE Coach of the Quarter

Submitted by Presbyterian SeniorCare Network



ABOUT: Presbyterian SeniorCare Network has been utilizing the Dementia LIVE training for about one year. In that time, our dementia care coordinators and certified dementia practitioners (CDP) have embraced this immersive technology, successfully training employees across the organization. In 2020, all team members, regardless of their role, will receive Dementia LIVE training as part of their new hire orientation, exemplifying the value of the training in our communities.

OUR DEMENTIA LIVE COACH OF THE QUARTER: Beth O'Brien! Beth works at the Presbyterian SeniorCare Network campus in Oil City, PA. There, she is the director of social services, as well as a Certified Dementia Practitioner and Dementia LIVE training coach.

WHY WE PICKED BETH: Carrie Chiusano, executive director of the Presbyterian SeniorCare Network Dementia Care Center of Excellence and Dementia LIVE champion says, "Beth is a great communicator. She takes the time to truly listen to others. She hears their messages, observes non-verbal cues and adapts the mood to make sure everyone is at ease. There's no rushing during training; she takes the time so that everyone feels prepared to use this training to help provide quality care for our residents. Beth doesn't just take the time during Dementia LIVE trainings. She is present in the neighborhood for real day-to-day teachings. She's there, right in the moment, sharing her knowledge every chance she gets!"

WHAT DOES BETH HAVE TO SAY ABOUT DEMENTIA LIVE? "I like being a Dementia LIVE coach because it gives me the opportunity to show people what it might be like to live with dementia. To be able to share the Dementia LIVE experience with caregivers enables them to develop insight and empathy for the person living with dementia," says Beth

When asked what she likes most about the training, she quickly replies "the empowerment session and the 'A-HA' moment." Beth feels that the empowerment session at the end of the experience is very rewarding. She says, "It allows me to take the opportunity to debrief the group and use real life experiences to teach how we should be approaching and caring for residents living with dementia. The most powerful part in my opinion is when someone has an 'A-HA' moment. The moment when something hits them like a ton of bricks and reveals what it must be like for a person living with dementia. That "A-HA" moment gives them firsthand experience and will change the way they interact with our residents."

Presbyterian SeniorCare Network is headquartered in Oakmont, PA and serves nearly 6500 older adults across its continuum of senior living, care and service options.