

## Creating Dementia-Friendly Hospitals

WHA recently hosted a webinar aimed at raising awareness of a toolkit to help hospitals become more dementia friendly. The session welcomed the insights and expertise of Dr. Sarah Endicott, a nurse practitioner specializing in geriatrics and psychiatric mental health nursing, who is also a clinical professor at the University of Wisconsin-Madison, where she teaches courses on the care of adult and older adult patients in both primary care and psychiatry; and Dr. Diane Farsetta, a biologist and the manager of the Center for Aging Research and Education (CARE) at the University of Wisconsin-Madison School of Nursing, where she fosters collaborations between campus and community partners on projects aimed at advancing the health and well-being of older adults.



The webinar focused on an ongoing initiative to develop dementia-friendly hospitals, highlighting a comprehensive toolkit designed to improve care for individuals with dementia in acute-care settings. It explored the key steps taken in developing the specialized training materials the toolkit offers. Central to the toolkit is a dementia-friendly framework that was shaped by valuable insights from family caregivers. Focus groups were conducted to better understand caregiver experiences, informing the development of targeted training and communication strategies. One of the key takeaways was the importance of improving communication

between health care providers and caregivers, ensuring both parties are aligned in their approach to care. Dr. Farsetta and Dr. Endicott emphasized the need for tailored training to address the unique challenges faced by dementia patients and their families, underscoring the importance of hospital staff being equipped to deliver compassionate, person-centered care.

The webinar reinforced the critical need for hospitals to adapt both their environment and training practices to better serve individuals living with dementia and their caregivers, ensuring they receive the respectful, individualized care they deserve. The toolkit is available now to help guide hospitals in training their staff on dementia care. Click here to request the [Dementia Friendly Hospital Toolkit PDF](#).

For more information, or if you're interested in implementing the toolkit and receiving quality technical assistance, contact WHA Chief Quality Officer [Nadine Allen](#).

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