

SPN ACT

Dementia Training Evaluations and Trainers' Survey (2014)

Methods:

Evaluation forms, post-training (N=107)

SurveyMonkey® - December (N=27)

Evaluator: Deborah Paone, DrPH, MHSA
Paone & Associates, LLC

Description of Trainings

Dementia Champions

- 3 hour training – by experts in dementia
- To learn how to facilitate *Dementia Friends* training—to encourage others' education toward the goal of building a dementia-friendly community

Dementia Friends

- 1 hour training – by Dementia Champions
- To learn “a little bit about what it is like to live with dementia.” Then turn that understanding into action in the community.

SPN ACT Update (October 2014)

- 9 Nine Dementia Champions sessions held
- 87 individuals completed Dementia Champions training
- 37+ Champions have run Dementia Friend sessions, with 23 Champions wanting to host more
- 46+ Dementia Friends Sessions held
- 454+ individuals attended Dementia Friends sessions
- 10+ DF sessions on the calendar for November/December

Post-training evaluation forms (hand-written)



Dementia Friends and Dementia Champion Trainings
April through October, 2014 (N=107)

Dementia Friends

- N=42 post-training evaluation forms returned from 9 sessions held
- Scale:
 - 1 = strongly disagree
 - 2 = disagree
 - 3 = not sure
 - 4 = agree
 - 5 = strongly agree

Avg Scores: DF

- Overall satisfaction = 4.6
- Would recommend to others = 4.7
- Presenter was effective = 4.7
- Length sufficient = 4.2
- Learned something to use right away = 4.6
- Better understanding of dementia now = 4.2
- Better understanding of supports now = 4.4
- Know how I can help = 4.3
- Know how to access resources = 4.4

Evaluator Comment: These are good average scores, indicating value

What did you like?

- Relaxing atmosphere; open, friendly
- Information, facts provided
- Interaction with others
- Kept to the agenda
- Straightforward, simple, easy to understand
- The video
- Length
- Activities
- Presented well



How can we improve?

- Add case studies, scenarios of what people might encounter
- Add time; focusing on how to control dominating behavior
- Allow more time for communication and discussion in-between presentation
- More examples from real life
- Additional resources on how people can get involved
- Follow-up session with an action component



Dementia Champions (Trainers) - Electronic Survey Results



As of December 15, 2014 (N=27)

SPN ACT Involvement

- How long have you been involved in SPN ACT?

Response Options	# %
Less than 3 months	4 (15%)
Between 3 and 6 months	6 (22%)
Between 7 and 12 months	6 (22%)
More than 1 year	11 (41%)
N/A – Not involved	0 (0%)



Have you participated in DC training, DF training, or both types?



Responses	#,%
Dementia Champions training only	14 (52%)
Dementia Friends training only	1 (4%)
Both trainings	12 (44%)

Have you led/facilitated any of the DF sessions?



Responses	#,%
No, I have not led any DF training sessions	16 (59%)
Yes, I have led DF training sessions	11 (41%)

Locations of Dementia Friends sessions held:

Carondelet Village = 11sessions (total)

James J. Hill House = 4

Lyngblomsten locations = 3

Caregiver support Group facilitator = 3 sessions

Minnesota History Center = 2

JFS of St. Paul=2

Nativity = 2

Associated Bank = 1

Other un-named locations = 2

My home = 1

Outside of St. Paul area:

Central Lutheran women's group = 1

St. Louis Park NORC = 1

Waiting for "okay" from ACT since I am outside of the 5 zip code area.

What has motivated YOU to be involved as a DC or DF?

(Multiple response options could be selected)

Responses	#,%
 People in my life have been affected by Alzheimer's disease or dementia	18 (67%)
The organization I work for asked me to be involved	8 (30%)
 I am interested in this as a community engagement effort	19 (70%)
 The organization with which I'm affiliated is seeing more needs—more persons with memory loss and their caregivers/care partners	18 (67%)
A friend or colleague asked me to be involved	4 (15%)

Addition motivating factors

(Open-ended responses)

Responses

After 12 years of caregiving for 4 people primarily at home, this is community give-back for my husband and me. My Mom with dementia lived with us the last 3.5 years of her life.

I wanted my bank to become Dementia Friendly

I am highly engaged because I am passionate about supporting people with dementia and their loved ones. The work is rewarding in many ways.

Comment on the training

(Note that the training was adjusted in December)

	Fine as is	Minor adjustments needed	Significant adjustments needed
Content	11 (41%)	15 (55%)	1 (4%)
Length	20 (74%)	6 (22%)	1 (4%)
Language	21 (78%)	6 (22%)	0
Format	14 (52%)	9 (33%)	4 (15%)

Comments provided

Content	<p><i>Add info on cash handling in part of the presentation.</i></p> <p><i>Content good, just too much for one hour.</i></p> <p><i>The curriculum is good, but needs to be edited to make it more clear and concise</i></p> <p><i>Content is repetitive in some areas (e.g., 10 signs)</i></p> <p><i>People need more reinforcement. before they teach this themselves</i></p> <p><i>In small conversational settings there is too much content.</i></p> <p><i>I believe that the Dementia Friends/Dementia Champions training could be shorter by streamlining the content.</i></p> <p><i>I attended the first Dementia Champions training. Refinement was needed/expected. I have not attended a recent training so I cannot contribute about refinements and updates.</i></p>
Length	<p><i>There's too much for one hour to allow for any conversations</i></p> <p><i>Too much for most folks to digest. Pare down to basic info and actions</i></p> <p><i>Cut down the "complete the sentence" section</i></p> <p><i>Too much content for timeframe and to allow conversation. Adapted to fit the needs of our environment and group.</i></p>

Comments provided

Language	<p><i>Broken sentence sections</i></p> <p><i>Worked with an earlier version that needed editing, so my suggestions are most likely out of date</i></p>
Format	<p><i>I believe that the format of having people read from a handout is less effective than having people participate more interactively via simulations or [with] more fun activities.</i></p> <p><i>The matching activity needs some improvements for use of use and teaching.</i></p> <p><i>Cut out many of the questions; add some brain diagrams and cut back on the communication section</i></p> <p><i>Remove the book case section</i></p> <p><i>Have the participants do the puzzle on their own time</i></p>
Other	<p><i>Maybe it was just me, but I did NOT feel qualified to lead a group at the end of the Dementia Champions training. Perhaps I need to review the material and see why.</i></p> <p><i>I am concerned that people in a session may appear ready for this — they need more reinforcement before teaching it themselves. Therefore, I only ask that we not assume everyone in a training gathering can be assumed to be an expert on all that material that needs to be covered. With that agreement, I would be willing to help in the future.</i></p>

What have been your biggest challenges in implementing this?

Responses	#,%
Logistics – finding space, getting people registered, doing marketing, having supplies, handouts, etc.	5 (24%)
Participation – people don't know what this is and are not signing up OR sign up and think it is something different	3 (14%)
 Time – Cant' find a good time given work responsibilities or other pressures on time	10 (48%)
Content – the content of the trainings is not sufficient or needs adjustments	3 (14%)
 Outreach/marketing – getting the word out	6 (29%)

Other Comments on the Challenges

- *There was no speaker available when I lined up a Friends training. They had too many events planned, and not enough presenters.*
- *The flow of the content has occasionally felt bumpy.*
- *I am waiting for the ACT on Alzheimer's leadership to allow a Dementia Champion outside of St. Paul to "officially" offer Dementia Friends training in other areas.*
- *I am not yet comfortable leading a Friends training session.*
- *Our team members want to train outside of the 5-zip code St. Paul area.*
- *I can't fit all of this in one hour.*
- *Need to make it clear this is a program to help people be "a good neighbor", not to be a companion.*

What have been your biggest facilitators making this successful?

Responses	#,%
Organizational support – allowing me to do this and be involved	8 (38%)
 SPN ACT Coordinator support – Administrative and other support	16 (76%)
Alzheimer’s Association support	1 (5%)
 Participants themselves—the enthusiasm of the participants	10 (48%)
 Session/Training format and content – training is easy and well-organized	11 (53%)
Community support – my community is actively interested and supportive	6 (29%)

Comments on what makes this work:

- *My ongoing relationship with family and caregivers.*
- *Leaving space for comments, questions, and anecdotes from participants*
- *Senior Communities – like a short but information-packed presentation that is free and yet pertinent to their needs*
- *We took the feedback we received from participants along the way and tweaked the training from start to finish.*
- *Meghan (SPN ACT Coordinator) – she has been amazing!*
- *For me, the small groups. We limit it to 6 people.*
- *Co-facilitating. We work well as a team.*
- *Champions who are directly impacted by dementia and those who work in this field—are especially motivated to promote and run Dementia Friends sessions.*
- *Individual invitations to people to come (to a Friends session).*

Biggest Lessons Learned

- *Make sure there is a presenter (or presenters) available before publicizing the event.*
- *Keep trying to spread the word about the training and its importance.*
- *Plan to advertise well in advance of your meeting. Results will be minimal if you wait until 2 weeks before.*
- *Talk with co-workers—ask them to become directly involved.*
- *Keep looking for opportunities.*



Biggest Lessons Learned

- *Practice really helps.*
- *Flexibility is key. When in doubt, let participants lead discussions with natural questions & comments (allow this to a certain extent).*
- *Begin by observing, then get to facilitating.*
- *Don't try to get it all in. Encourage participants to work through the packet on their own after the training.*
- *Practice doing the training.*
- *Best to do the training in pairs.*
- *Keep to the time limit.*



What kind of impact is this having?

- Raising awareness and strengthening the community among many sectors
- It will take time. The info has to become common knowledge.
- Less stigma.
- Too early to tell.
- Creating more knowledge of resources.
- We are just getting started. Too soon to know.
- Small, but steady increase, with great opportunity for growth across sectors.
- It is raising the awareness of the needs of those challenged by dementia and the needs of the rest of us as to how to communicate



Evaluator Comments

- Overall positive results – indicating training valued and belief that this will make a difference.
- Champions are the disseminating “channel” to train *Dementia Friends*—so understanding their challenges and what facilitates success is important
- Worthwhile to note that as of time of report, only about 40% had conducted a *Friends* training –may indicate need for addt'l resources or may just be the timing (survey conducted very soon after training was completed)
- Suggestions about: small group format, co-facilitating, advertising/outreach, and having centralized support/assistance to support the Champions as they hold *Friends* sessions in the community.