



Geriatric Center of Excellence



# Welcome to the Positive Approach to Dementia Care ECHO

Session 1: The Utility of *Reflect*

Wednesday January 21, 2026 2:00-3:00 p.m. (EST)

## Disclosure

This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U1QHP53034, Geriatrics Workforce Enhancement Program, for \$2,000,993 (to date) with 100 percent funded by HRSA. The content is that of the author(s) and do not necessarily represent the official views of, nor an endorsement by HRSA, HHS or the U.S. Government.

# Learning Objectives



- Describe at least one of the sensory changes that can occur with dementia.
- Discuss at least one example of brain function that may be retained in individuals living with brain change.
- Identify a technique or tool which may be useful when interacting with individuals living with brain change.

# Core Panel

- Catherine Amarante, BSN, RN, GERO-BC
- Joanna Fix, PhD – Positive Approach to Care®
- Martha Ilsley, LPN – Licensed Nursing Home Administrator
- Sally Matless, ThD – Family Member of Long-Term Care Resident
- Br. John-Richard Pagan, MA-MFT, CG, Positive Approach to Care®
- Daniel Stadler MD, CMD – Geriatrician, SNF Medical Director



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## Table of Contents

- [The Utility of Reflect](#)
- [Visual Cueing to Enhance Communication](#)

# The Utility of *Reflect*

REFLECT

Beth A. D. Nolan, Ph.D. - Chief Public Health Officer

Teepa Snow's Positive Approach to Care®

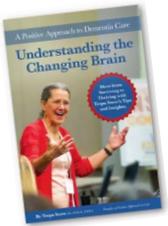
# Scan for Handouts

Or [www.teepasnow.com/presentations](http://www.teepasnow.com/presentations)



**Watch:** Teepa Snow on YouTube

<https://www.youtube.com/@teepasnowvideos>



**Read:** Understanding the Changing Brain

<https://shop.teepasnow.com/product/understanding-the-changing-brain/>



**Learn:** Accepting the Challenge Streaming Video

<https://shop.teepasnow.com/product/accepting-the-challenge-streaming/>

# Summary of Learnings

Themes and Key Takeaways

Annaliese Volckaert, Program Specialist

DH Geriatric Center of Excellence

## Summary of Key Takeaways

- “Positive Personal Connection (PPC)”
- Reflection isn’t just about dementia, it’s about human connection
- Heard, seen, validated
- Slowing it down, we are giving the person an opportunity to get it

# Wrap-Up

## ECHO Program Meeting Evaluation Survey

[https://dartmouth.co1.qualtrics.com/jfe/form/SV\\_0PROT8HlorYu1gO](https://dartmouth.co1.qualtrics.com/jfe/form/SV_0PROT8HlorYu1gO)



### ECHO Report

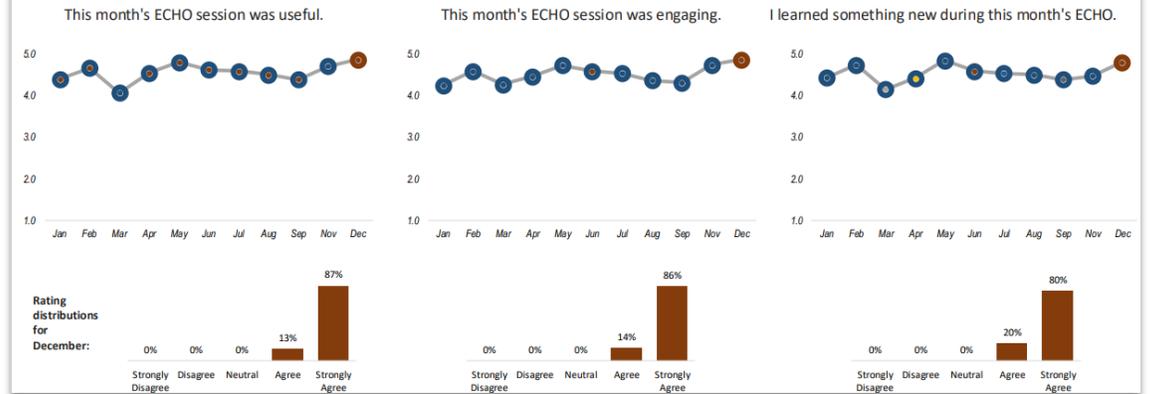
#### Respondents

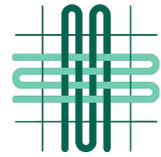
46 individuals attended the December session, of whom **15 responded** to the evaluation survey. A **response rate of 33%** indicates a similar level of survey participation compared to previous months.

#### Evaluation

Respondents were asked three questions about how useful and engaging the ECHO session was that month, as well as a question about whether the attendee learned something new during that month's session. Questions were asked on a 1 (strongly disagree) to 5 (strongly agree) scale.

In December, the average ratings on the usefulness of the session was higher compared to the previous month (from 4.7 to 4.9). Ratings also slightly increased for session engagement (from 4.7 to 4.9) and for whether participants learned something new (from 4.5 to 4.8).





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## Up Next

- Next session: **Wednesday February 18, 2026 2:00-3:00 p.m.** (EST)
- Please submit your cases/questions and view course resources at the: [DH iECHO site](#)
- Recordings will be posted on the D-H ECHO website <https://www.dartmouth-hitchcock.org/project-echo/enduring-echo-materials>



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# Welcome to the Positive Approach to Dementia Care ECHO

Session 2: Visual Cueing to Enhance Communication

Wednesday February 18, 2026 2:00-3:00 p.m. (EST)

# Visual Cues

Beth A. D. Nolan, Ph.D. - Chief Public Health Officer

Teepa Snow's Positive Approach to Care®

# Discussion Prompt 1

What sensory changes have you seen in your residents or loved ones living with brain change?

What can we do to communicate differently given these sensory changes?



## Discussion Prompt 2



Based on your own experience...

What adjustments can we make in our communication style when interacting with a person living with brain change?

What can we avoid doing to communicate as effectively as possible?

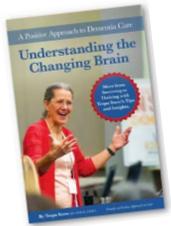
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# Summary of Learnings

**Themes and Key Takeaways**

**Jen Raymond, Project Manager**

**DH Geriatric Center of Excellence**

## Summary of Key Takeaways

- Noticing sensory changes
- Adapt and customize our response to sensory challenges
- Give time to process
  - Verbal
  - Visual
  - Physical
- Listening on purpose
- Our body language – facial expression – stillness
- Sequencing

# Wrap-Up

## ECHO Program Meeting Evaluation Survey

[https://dartmouth.co1.qualtrics.com/jfe/form/SV\\_0PROT8HlorYu1gO](https://dartmouth.co1.qualtrics.com/jfe/form/SV_0PROT8HlorYu1gO)



### ECHO Report | January 2026

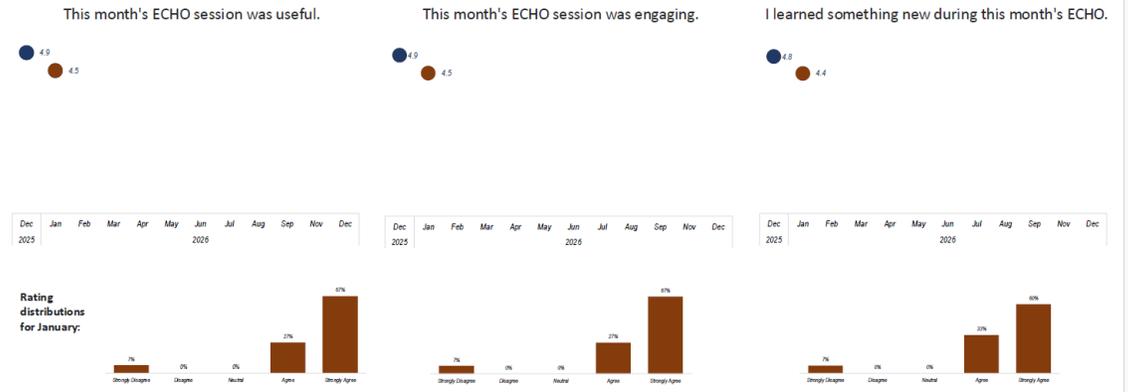
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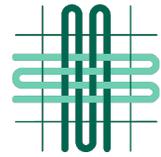
41 individuals attended the December session, of whom **15 responded** to the evaluation survey. A **response rate of 37%** indicates a similar level of survey participation compared to previous months.

#### Evaluation

Respondents were asked three questions about how useful and engaging the ECHO session was that month, as well as a question about whether the attendee learned something new during that month's session. Questions were asked on a 1 (strongly disagree) to 5 (strongly agree) scale.

In January, average ratings on the usefulness of the session were lower compared to the previous month (from 4.9 to 4.5). Ratings also slightly declined for session engagement (from 4.9 to 4.5) and for whether participants learned something new (from 4.8 to 4.4). However, ratings were similar to those in January 2025.





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## Up Next

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