



**Consumer Advisory Board
Meeting Minutes
8.26.15**

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, and Irene Walsh, Santa Clara Family Health Plan, welcomed Consumer Advisory Board (CAB) members to the August Consumer Advisory Board meeting. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting. Meeting minutes from the last Consumer Advisory Board meeting was distributed for review.

2. **Alzheimer's/Dementia:** Angie Pratt, Medical Outreach Specialist for the Alzheimer's Association/Northern California and Northern Nevada Chapter, provided an overview of Alzheimer's and related dementias. Ms. Pratt stated that nearly 5.3 million people in the U.S. are currently diagnosed with Alzheimer's. Alzheimer's Association can assist with various services such as:

- a. Support groups that they host all throughout the county
- b. 24/7 Helpline: 877-272-3900
- c. Primary Care Physician (PCP) /Neurologist list
- d. Meet with patients on the phone or face to face to discuss support and services

Questions/Answers for Alzheimer's Association:

Q: Are there recommendations for prevention of Alzheimer's?

A: Some tips would be to exercise – walking, change diet to add more fresh food and vegetables. There have been studies linking diabetes to dementia.

Q: If a family member has Alzheimer's and experiences panic/paranoia attack, how can they be helped?

A: Person with Alzheimer's should not be left alone and if going out to places, they should use the technique of "shadowing" – placing patient's hand on caregiver shoulder to help lead. More help about managing Alzheimer's disease can be found by calling the 24/7 Helpline.

Q: What could be signs or patterns of memory loss?

A: Determine if it is really Alzheimer's symptoms or perhaps it could be stress that is contributing to the forgetfulness. If it is a routine and now the person cannot recall the steps to perform, talk to a Provider about it for an evaluation.

Q: What kind of test for Alzheimer's would a Provider give?

A: Providers usually start with a mini mental test to test short term memory. A referral to neurologist would be made as well if warranted.

3. Home Health: An overview of home health services were provided to the CAB members. The presentation and discussion covered the various home health services such as nursing care, Physical therapy, occupational therapy and caregiver education. These can be provided upon a doctor's order or after discharged from hospital. The health plans contract with various home health agencies to coordinate these services.

4. Member Feedback:

CAB Member wanted to connect with her Case Manager and how she can get the contact information. Health plan representative provided direction and assistance for connection.

5. Next meeting: September 30, 2015 @ 11 am