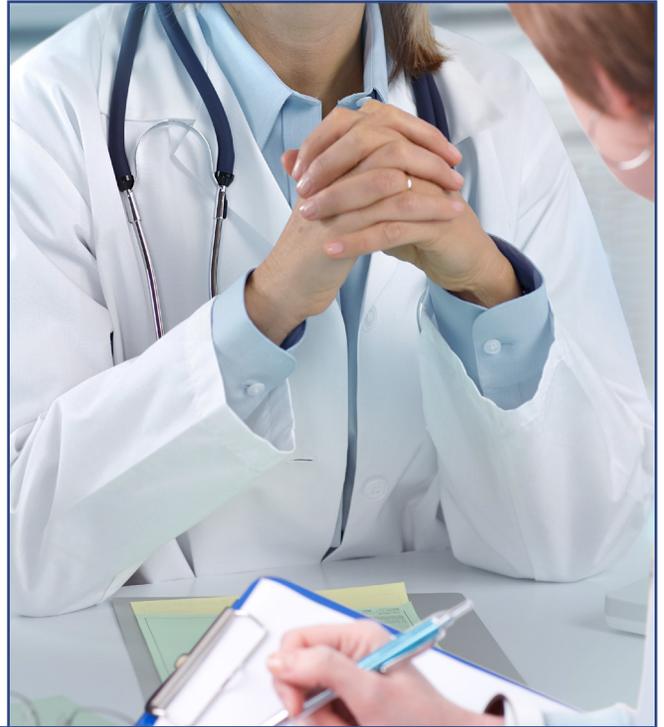


## WellQor Success Stories

# Coordinated care mitigates behaviors for Nancy, 72, avoids further hospitalization, enables her to remain at home



### The Challenge:

- WellQor is a leading national provider of behavioral health solutions for older adults. WellQor strives to ensure the health of patients is considered holistically, recognizing the intrinsic link between physical and mental health. This holistic approach is designed to optimize the health of patients. The wealth of knowledge carried by WellQor clinicians about the specific needs and behaviors of seniors allows for targeted health interventions. These interventions often involve recognizing and alleviating misdiagnosis, which can be common for older adults with comorbidities. Clinicians trained specifically in the needs of older adults can recognize misdiagnosis, and coordinate with primary care providers in order to correct treatment and mitigate adverse effects to the physical and mental health of the patient.
- Sue Katzer, a WellQor Licensed Clinical Social Worker, was tasked with administering treatment for Nancy, a 76 year-old female diagnosed with severe depression and early stage dementia following multiple hospitalizations due to erratic and disruptive behavior. Without treatment, Nancy would soon need to move from her assisted living facility to a higher level of care.



**I've definitely seen improvements since Sue got involved...It's been such a relief for us to see Nancy be the person she was before. Sue has continued to work with her twice a week, and she hasn't had any episodes since.**

**~ Joy, Nancy's Power of Attorney**

## The Solution:

- Following reports from staff and family members, Dr. Oftentimes, symptoms of psychosis can present as dementia in older adults, who are thought to be suffering from cognitive decline rather than a psychiatric condition. While administering treatment for depression and dementia, Sue began to observe behavior inconsistent with Dementia. Nancy was exhibiting symptoms of extreme agitation and delusions. Nancy's delusional behavior included a belief that she was a cat. Her delusions escalated quickly, manifesting in erratic and dangerous behavior. Nancy believed that bombs were being planted around her community, and experienced extreme fear and anxiety as a result. Her behavior was becoming unmanageable for community staff.
- After recognizing symptoms of psychosis and delusions, Sue coordinated with Nancy's community staff and power of attorney to have Nancy evaluated by the psychiatric unit in a local hospital. Professionals in the psychiatric unit confirmed that Nancy was suffering from psychosis, not dementia. Nancy was prescribed Risperidone, and was returned to her assisted living facility with a new treatment plan.
- Sue proceeded with treating Nancy for depression and psychosis.



## The Results:

- **Since obtaining proper diagnosis and treatment, Nancy's delusional episodes have not recurred. Sue continues to monitor Nancy's condition in order to identify early warning signs and mitigate delusional behavior.**
- **Nancy's aggressive and disruptive behavior has since ceased. Nancy is now eligible to remain in her assisted living facility.**