

WellQor Success Stories**Following WellQor clinician intervention, patient able to reduce level of care and adjust to new 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, and the wealth of knowledge carried by WellQor clinicians about the specific needs and behaviors of seniors allows for targeted health interventions. For older adults, elevated levels of stress associated with dramatic change can damage the relationship between seniors and their community. In these instances, targeted interventions are needed in order to identify necessary modifications to levels of care.
- Carol, a 69 year old female with a history of bi-polar disorder had recently been moved into a skilled nursing facility at the request of family members. Carol had trouble cooperating with staff, roommates, and community members upon her arrival, and refused to follow the advice and instruction of staff members.
- Dr. Sabrina Derksatyan, A WellQor licensed clinical psychologist, was tasked with assessing the underlying causes for Carol's behavior. Dr. Derksatyan was also tasked by the community Social Services Director with developing a treatment plan to mitigate Carol's symptoms, and re-assessing the level of care required for sustaining her long-term health.
- Dr. Derksatyan was able to determine that Carol was "high functioning" and could benefit from greater independence and reduced levels of care. However, community staff were having trouble communicating this information to Carol, who was sensitive to change due to previous forced relocations. Despite the possibility for more independence, Carol refused to move to assisted living or cooperate with staff.

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When Carol came to see me, she was in a highly agitated state. She was unable to cooperate with the staff and fellow residents. During our therapy sessions I was able to connect with her in a fairly short time and develop techniques with the staff to help mitigate conflict. Eventually we were able to create some harmony and now it's seems every one is in a better place.

~ Dr. Derksatyan

The Solution:

- Dr. Derksatyan was able to identify that Carol's antagonistic and uncooperative behavior came with stress and anxiety related to the move from independent living to skilled nursing. Having previously lived alone, Carol was not accustomed to following directions, accommodating roommates, or maintaining healthy relationships with community members.
- Continued therapy sessions aimed at mediating interpersonal conflict and relieving symptoms of bi-polar disorder were added to Carol's treatment plan. Dr. Derksatyan served as a liaison between Carol and staff, mediating conflict and ensuring staff instructions were understood and followed.



The Results:

- Dr. Derksatyan was able to effectively communicate staff instructions and recommendations to Carol. As such, levels of interpersonal conflict have been reduced, and staff are better able to perform their duties without interference.
- Following Dr. Dertsakyan's intervention, Carol has agreed to move from her skilled nursing facility to an assisted living facility.