

**WellQor Success Stories****By collaborating with PCP, correct diagnosis identified and delusional symptoms mitigated****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. Oftentimes health interventions include navigating misdiagnosis and underdiagnosis, which is frequently experienced by older adults with long medical histories and comorbidities.
- Barbara is an 87 year-old female diagnosed with Lewy Body Dementia. Dr. Amanda Smith, a WellQor clinical psychologist, had been using cognitive therapy to treat Barbara for Lewy Body Dementia. Dr. Smith, was alerted by family members and staff that her patient had been exhibiting changes in behavior possibly attributable to the progression of Dementia.
- Dr. Smith received multiple reports indicating that Barbara was recalling events that had never occurred. Previously, Barbara had never exhibited this behavior to clinical staff or family members.
- Nurses at Barbara's facility had recommended to family members that Barbara be moved from assisted living to a higher acuity memory care unit.



**Dr. Smith was instrumental in identifying the condition at an early stage. Someone like Barbara who has multiple comorbidities is at a high risk for complications. The timeliness of Dr. Smith's intervention greatly improved the potential outcomes for Barbara, likely preventing hospitalization.**

~ Dr. Sandra Petersen



## The Solution:

- Following reports from staff and family members, Dr. Smith conducted a therapy session with Barbara, and was able to confirm that Barbara was describing, in detail, events that had never occurred. Despite having no visitors, Barbara continued to describe her conversations and interactions with visitors. Dr. Smith determined that the patient was exhibiting symptoms of delusion and hallucinations.
- The sudden onset of symptoms absent in previous clinical evaluations, as well as the nature of the delusions themselves made Dr. Smith reluctant to attribute Barbara's issues to Lewy Body Dementia. Instead, Dr. Smith coordinated with Barbara's primary care physician in order to explore other potential causes, including a potential UTI.
- A urinalysis was conducted, the results of which indicated that Barbara was suffering from an untreated UTI. Barbara was put on medication in order to treat the UTI.
- Older adults often do not exhibit the same symptoms presented by younger adults for conditions such as UTI's. In this case, symptoms presented included delusions, hallucinations, and confusion. As a result, misdiagnosed or underdiagnosed physical and mental conditions can be left untreated. An untreated UTI would likely result in hospitalization.



## The Results:

- Following treatment for her UTI, Barbara is no longer presenting symptoms of delusion or experiencing hallucinations. At this time, Barbara is able to continue with cognitive therapy, and avoid psychotropic use.
- Because of proper diagnosis and treatment, Barbara was able to avoid hospitalization.
- With continued cognitive therapy and the absence of delusional thinking, Barbara is able to remain in assisted living.