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Voorhies & Associates Reflects on *The Oregonian's* Series on Memory Care

FOR IMMEDIATE RELEASE

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Voorhies & Associates has been closely following *The Oregonian's* series on memory care. Over the past two weeks, our team has been having on-going discussions regarding the article findings. While the stories described are not reflective of the daily experiences we have in senior care communities throughout Oregon, Voorhies & Associates' role as a third party consulting group—working side-by-side with providers to improve their operations and care—gives us a unique perspective into the challenges facing memory care communities. We know, firsthand, how undefined staffing and nursing ratios, unlicensed and overwhelmed caregivers, the overuse of psychotropic medication, and the complexity and progression of dementia contribute to the multidimensional and demanding care environment described by *The Oregonian*.

As a third party specialist in community-based care facilities, Voorhies & Associates is also uniquely situated to help tackle these memory care challenges. When we partner with a senior care community, whether as part of a proactive quality assurance program or as a state-mandated consulting relationship, we provide bold, unbiased, forward-thinking initiatives in an effort to improve care delivery and operational systems. In



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particular, our health services and operations assessments evaluate facility staffing, training, medication administration practices, and the physical environment to ensure gaps are minimized and quality of care and safety of residents is the first priority. Our interim services provide expert leaders—nurses, administrators, operations specialists, and caregivers—to communities struggling with staffing vacancies. Our instructional services provide essential trainings on nurse delegation, non-pharmaceutical interventions, individualized service planning, medication administration and documentation, dementia education, and best practices in memory care. Most-importantly, Voorhies & Associates provides, at all times, experienced leaders with proven results who are passionately committed to both quality care and open and honest communication between all stakeholders, including owners/operators of facilities, memory care staff, state regulators, doctors and medical professionals, and residents and their families.

*The Oregonian's* series on senior care has raised public awareness of the complex care environment in memory care communities. While many of the concerns in the series are presented to the public as new issues, the fundamental challenges facing memory care communities have existed for decades and have only become more visible as state-mandated reporting requirements for facilities have heightened. The unfortunate reality is that these challenges can be expected to increase as Alzheimer's and dementia cases are predicted to double by 2060 and staffing shortages and training deficits continue to be major hurdles in the industry. The solutions, like the problems, are complex and cannot be decided upon and implemented



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overnight or in the absence of rigorous research and on-going conversation and evaluation. The solutions to these challenges and their implementation should be debated, studied, and discussed with *all* stakeholders. Any solution that fails to include the ideas and feedback of frontline staff, family members, nurses, and facility administrators—the indispensable individuals involved in the daily care decisions of memory care residents—is a solution that is destined to be unsuccessful. *The Oregonian's* research has shown us the power of listening to the voices who can best speak for our beloved elders. Inclusive conversations about the future of senior care in Oregon are essential. It is then, and only then, that we can bring positive and lasting change to Oregon's memory care communities.

Link to *The Oregonian* series:

[https://www.oregonlive.com/health/index.ssf/page/elder\\_abuse\\_and\\_neglect\\_in\\_oregon\\_nursing\\_homes.html](https://www.oregonlive.com/health/index.ssf/page/elder_abuse_and_neglect_in_oregon_nursing_homes.html)

Voorhies & Associates is a senior living management and consulting company based in Redmond, Oregon.

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