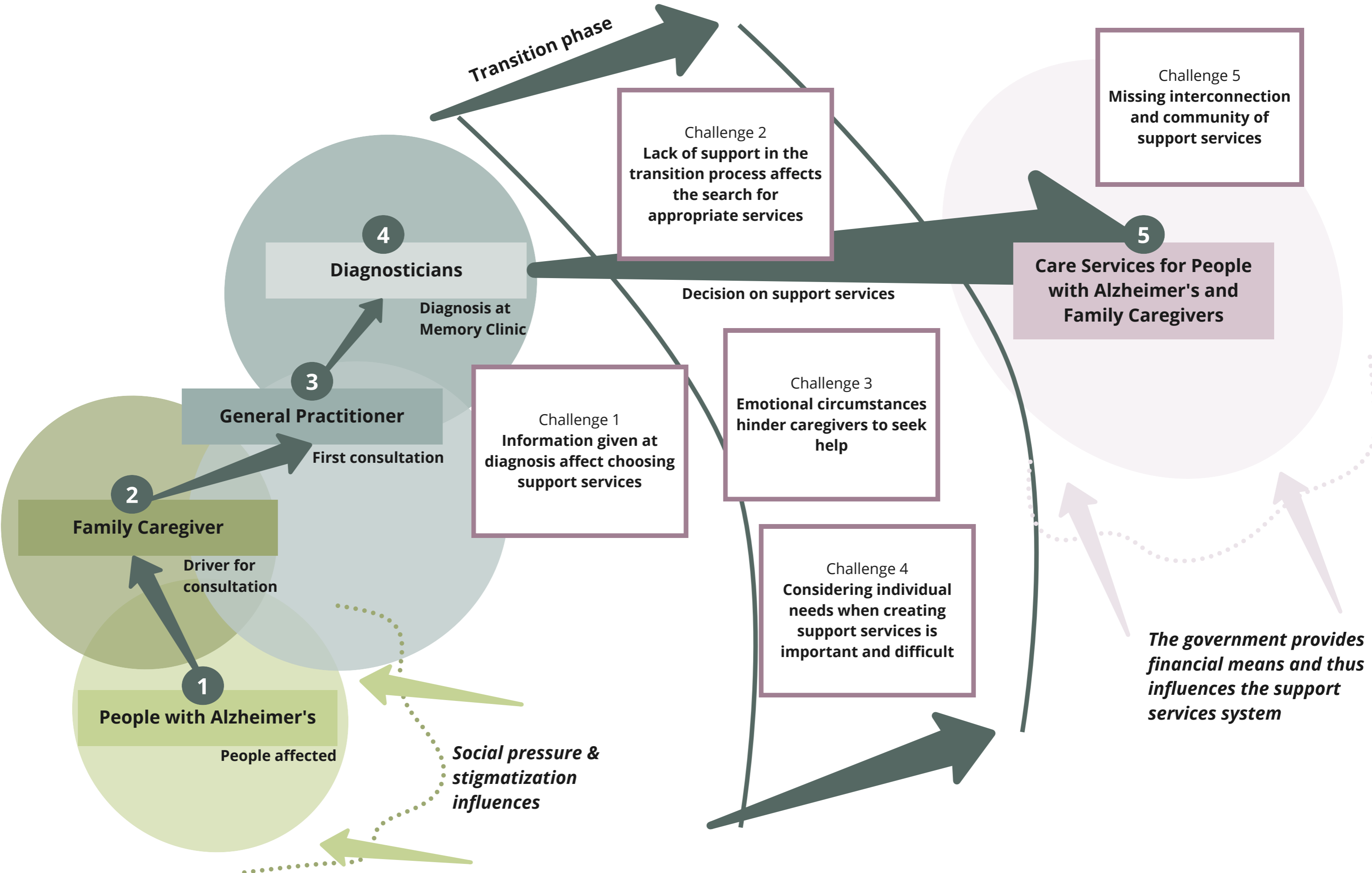


# Alzheimer Transition Process & Systemic Challenges from Diagnosis to Acceptance



# Occuring Needs from Systemic Challenges

## Quotes

*Child of a person with Alzheimer's*

*"You have to get the information and contacts yourself, wherever you need help."*

*Grandchild of a person with Alzheimer's*

*"I felt relatively left alone by the physicians and not taken by the hand enough."*

*Representative of a support service in Lucerne*

*"It takes a lot of strength from caregivers to admit that relief and help are needed."*

*Representative of a Memory Clinic in Zurich*

*"It is important to put emphasis on individual counselling."*

*Nurse and ward manager at Spitex*

*"The effort for caregivers to find the right support services is enormous."*

## Challenges

Challenge 1  
**Information given at diagnosis affect choosing support services**

Challenge 2  
**Lack of support in the transition process affects the search for appropriate services**

Challenge 3  
**Emotional circumstances hinder caregivers to seek help**

Challenge 4  
**Considering individual needs when creating support services is important and difficult**

Challenge 5  
**Missing interconnection and community of support services**

## Needs

Actionable information and recommendations at diagnosis.

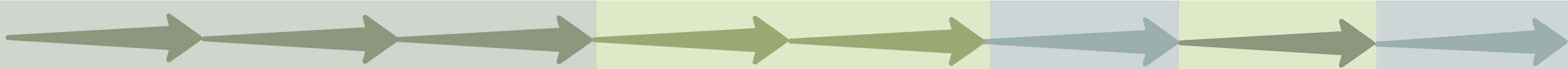
Guidance and support in navigation and coordination of support services.

Reduce helplessness and insecurity on the journey.

Emphasize the individual needs of people.

A network that facilitates and fosters connections among support services.

**Proposed Concept | Process Optimization**



<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Recognizing Symptoms</b>	<b>Initial Medical Assessment</b>	<b>Alzheimer Diagnosis</b>	<b>Process Guidance</b>	<b>Coping with new Reality</b>	<b>Follow-Up Information</b>	<b>Taking Action</b>	<b>Offering Expertise</b>

<p>Due to Greti’s increasing forgetfulness and disorientation, Peter schedules an initial medical assessment with the nearby general practitioner to address his concerns.</p>	<p>The general practitioner conducts initial tests on Greti’s cognitive abilities and refers the couple to the Memory Clinic to gain a deeper understanding of the situation and confirm the diagnosis.</p>	<p>Regrettably, the suspicion of the general practitioner is confirmed. Greti is diagnosed with early-stage Alzheimer’s dementia by the Memory Clinic physician.</p>	<p>In addition to discussing the report, Peter and Greti are provided with an informational brochure that offers guidance on possible next steps. They are also encouraged to reach out for assistance whenever they have questions.</p>	<p>Peter and Greti find the brochure and online platform to be valuable resources that facilitate their acquisition of initial information and guide them through the transition process.</p>	<p>After two weeks, the Memory Clinic reaches out to Peter, inquiring about the couple’s well-being and offering to pass on their contact details to the inbound counselling service to reach out to them for process support.</p>	<p>With the support and guidance of the online platform and the inbound counselling service in their canton, the couple slowly comes to terms with the diagnosis.</p>	<p>Recently, Peter has been considering ways to support other families facing similar challenges by sharing his personal story. As a result, he decides to volunteer at the upcoming „What Next“ workshop.</p>
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### Digital Services



#### Alz-Guide

The Alz-Guide serves as a comprehensive platform that provides an overview of all available support services in Switzerland.



#### Matchmaking Service Guide

The matchmaking offer guide utilizes the support service overview from the Alz-Guide to match people's needs and applied filters, resulting in specific organizational options being proposed.



#### Book Appointments

Once people have identified the suitable support services that align with their specific circumstances, they have the option to conveniently schedule appointments through the online platform.

### Analogue Services



#### Matchmaking Counselling Guide

The matchmaking counselling guide pairs individuals' needs and applied filters with the nationally available counselling services, ensuring a personalized and tailored match.



#### "What Next" Workshop

The workshop's aim is to get first-hand information about how to approach the process of acceptance and the journey of Alzheimer's. Caregivers have the opportunity to attend the workshop and listen to speeches or to help as volunteers and actively engage by sharing their personal journey and experiences.



#### Alzheimer's Companion

The existing inbound counselling service, currently available in limited cantons, is dedicated to supporting individuals through all stages of the disease journey. The Alzheimer's companion's vision is to become a nationally regulated companionship service accessible to people across Switzerland in the future.

# Design Process

