出國報告(出國類別:開會)

# 參訪美國失智症服務及研究暨 參加國際失智症第 33 屆年度會議

服務機關:衛生福利部

姓名職稱:長期照顧司 崔道華科長

派赴國家/地區:美國芝加哥

出國期間:107年7月24日至7月31日

報告日期: 107年10月17日

# 摘要

我國是全球第13個、全亞洲第2個制定全國性失智症政策之國家,迄2017年底,推估失智人口已超過27萬人,為減輕失智症對社會及家庭的衝擊,提供失智症者及家庭所需的醫療與照護需求,並與國際失智照護潮流接軌,業參酌2017年5月29日世界衛生組織(WHO)公布的「2017-2025年全球失智症行動計畫」,依據全球失智症行動計畫七大策略,於2017年12月公布我國「失智症防治照護政策綱領暨行動方案2.0(2018-2025年)」,並於2018年6月公布具體工作項目。

為汲取各國對於失智症防治及照護之相關新興趨勢及推動經驗,本次參訪美國西北大學認知神經學及阿茲海默症中心(Northwestern Cognitive Neurology and Alzheimer's Disease Center)、若許大學阿茲海默症中心(Rush Alzheimer's Disease Center)及美國阿茲海默症協會(Alzheimer's Association),藉此了解美國失智症服務與研究之進展。另參與國際失智症第33次年會,學習世界各地學者專家及實務工作者分享的重要發現及心得、經驗,瞭解各國失智症之相關重要議題與解決對策,以助於落實推動與提升我國的失智症防治及照護政策,並與國際發展趨勢接軌。

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# 壹、目的

我國迄 2017 年底,推估失智人口已超過 27 萬人,為減輕失智症對社會 及家庭的衝擊,提供失智者及家庭所需的醫療與照護需求,業於 2013 年 8 月 公布「失智症防治照護政策綱領(2014-2016 年)」,並結合跨部會各機關訂定行 動計畫,於 2014 年 9 月公告執行,2016 年底已完成階段性任務。

我國是全球第 13 個、全亞洲第 2 個制定全國性失智症政策之國家,為持續與國際失智照護潮流接軌,參酌 2017 年 5 月 29 日世界衛生組織(WHO)公布的「2017-2025 年全球失智症行動計畫」,召集跨部會會議,邀請失智症者及家屬代表、失智照護相關團體與服務提供單位代表、專家學者及相關部會,依據全球失智症行動計畫七大策略,於 2017 年 12 月公布我國「失智症防治照護政策綱領暨行動方案 2.0(2018-2025 年)」,並於 2018 年 6 月公布具體工作項目。

為汲取各國對於失智症防治及照護之相關新興趨勢及推動經驗,針對此 次出國交流學習的目的及重點如下:

- 一、參訪美國西北大學認知神經學及阿茲海默症中心(Northwestern Cognitive Neurology and Alzheimer's Disease Center)、若許大學阿茲海默症中心(Rush Alzheimer's Disease Center)及美國阿茲海默症協會(Alzheimer's Association),藉此了解美國失智症服務與研究之進展。
- 二、藉由參與國際失智症會議,學習世界各地學者專家及實務工作者分享的重要發現及心得、經驗,瞭解各國失智症之相關重要議題,以助於落實推動與提升我國的失智症防治及照護政策,並與國際發展趨勢接軌。
- 三、透過國內民間組織及相關單位分享我國失智症照護服務模式及推動經 驗,提升台灣失智症防治於國際之能見度。

# 貳、過程

# 一、參訪行程

日期	行 程		
107.07.24	出發		
107.07.25	參訪		
	1. 西北大學認知神經學及阿茲海默症中心		
	(Northwestern Cognitive Neurology and		
	Alzheimer's Disease Center )		
	2. 若許大學阿茲海默症中心(Rush Alzheimer's		
	Disease Center)		
	3. 美國阿茲海默症協會(Alzheimer's		
	Association )		
107.07.26	參加第 33 屆國際失智症研討會開幕儀式		
107.07.27 - 07.29	參加第 33 屆國際失智症研討會		
107.07.30 - 07.31	返國		

# 二、參訪團員

No	Organization	Position	Name
1	Taiwan Alzheimer's Disease Association 台灣失智症協會	President 理事長	Te-Jen Lai 賴德仁
2	Taiwan Alzheimer's Disease Association 台灣失智症協會	Secretary General 秘書長	Li-Yu Tang 湯麗玉
3	Taiwan Alzheimer's Disease Association 台灣失智症協會	Deputy Supervisor 副組長	Ya-Chuan Chou 周雅荃
4	Department of Long-Term Care, Ministry of Health and Welfare 衛生福利部長期照顧司籌備辦公室	Section Chief 科長	Daou-Hua Tsui 崔道華
5	Department of Health, Keelung City Government 基隆市政府衛生局	Commissioner 局長	Che-Chen Wu 吳澤誠
6	Department of Health, New Taipei City Government 新北市政府衛生局	Commissioner 局長	Chi-Hung Lin 林奇宏
7	Department of Health, New Taipei City Government 新北市政府衛生局	Specialized Committee 專門委員	Yu-Che Chen 陳玉澤
8	Department of Social Welfare, Taoyuan City Government 桃園市政府社會局	Commissioner 局長	Tzy-Lung Kuu 古梓龍
9	Senior Citizen's Welfare Section, Department of Social Welfare, Taoyuan City Government 桃園市政府社會局老人福利科	Section Chief 科長	Shu-Tang Chao 趙樹堂
10	Zhongzheng District Health Center, Taipei City 臺北市立中正區健康服務中心	Section Chief 組長	Hui-Ya Lin 林惠雅
11	Taipei City Hospital Dementia Center 台北市立聯合醫院失智症中心	Director 主任	Chien-Liang Liu 劉建良
12	Social Work Offices, Taipei City Hospital 臺北市立聯合醫院社工室	Director 主任	Chun-Yi Yang 楊君宜
13	Department of Dietetics & Nutrition, Taipei City Hospital 臺北市立聯合醫院營養部	Director 主任	Hui-Ping Chang 張惠萍
14	Holistic Social Preventive and Mental Health Center, Taipei City Hospital 臺北市立聯合醫院全觀式社區預防暨心理健康中 心	Clinical psychologist 臨床心理師	Wan-Ling Lin 林宛玲
15	Division of Family Medicine, Taipei City Hospital 臺北市立聯合醫院家庭醫學科	Visiting Staff 主治醫師	Yun-Chen Ko 柯澐蓁
16	Division of General Medicine, Taipei City Hospital 臺北市立聯合醫院一般內科	Nurse Practitioner 專科護理師	Nai-Yu Lin 林乃玉
17	Holistic Social Preventive and Mental Health Center, Taipei City Hospital 臺北市立聯合醫院全觀式社區預防暨心理健康中 心	Clinical Psychologist 臨床心理師	呂宜峰
18	United Daily News Health Division	Marcom	Yun-Ju Chen

No	Organization	Position	Name
	聯合報健康事業部	企劃專員	陳韻如
19	Twin Cheng Care & Create 雙澄照顧創新工作室	Person in Charge 負責人	Ying-Hui Wu 巫瑩慧
20	Jian Shun Long-Term Care Institution 健順養護中心	Superintendent 院長	Huei-Yuan Liao 廖慧媛
21	Chang Gung Dementia Center 長庚紀念醫院失智症中心	Director 主任	Wen-Chuin Hsu 徐文俊
22	Chang Gung Dementia Center 長庚紀念醫院失智症中心	Occupational therapist 職能治療師	Huang-Ju Chi 紀皇如
23	School of Nursing, Chang Gung University 長庚大學護理學系	Associate Professor 副教授	Yi-Chen Chiu 邱逸榛
24	Chang Gung Memorial Hospital 林口長庚醫院	Registered Nurse 護理師	Jia-Ru Li 黎嘉如
25	Tri-Service General Hospital 三軍總醫院	Registered Nurse 護理師	Wan-Yi Liu 劉宛宜
26	National Taiwan University Hospital Hsin-Chu Branch 臺大醫院新竹分院	Chief of Physical Therapist department 物理治療師兼組長	Jung-Cheng Yang 楊榮真
27	National Taiwan University Hospital Hsin-Chu Branch 臺大醫院新竹分院	Physical Therapist 物理治療師	Yi-Chun Chein 陳怡君
28	National Taiwan University Hospital Hsin-Chu Branch 臺大醫院新竹分院	Physical Therapist 物理治療師	Jui-Chi Hsu 許瑞祈
29	Ming Chi University of Technology 明志科技大學	Department of Mechanical Engineering 機械工程學系	Bing-En Shie 謝秉恩
30	Department of Medical Sociology and Social Work, Chung Shan Medical University 中山醫學大學醫學社會暨社會工作學系	Assistant Professor 助理教授	Tsu-Ann Kuo 郭慈安
31	Chung Shan Medical University Hospital 中山醫學大學附設醫院	Physical Therapist 物理治療師	Yu-Fen Lai 賴郁芬
32	Chung Shan Medical University Hospital 中山醫學大學附設醫院	Physical Therapist 物理治療師	Hsiao-san Chien 簡筱姍
33	Division of Geriatrics Medicine, Taichung Hospital, Ministry of Health and Welfare 衛生福利部臺中醫院高年科	Director 主任	Miao-Yu Liao 廖妙淯
34	Taichung Hospital, Ministry of Health and Welfare 衛生福利部臺中醫院	Case Manager 個案管理師	Ching-Jung Tseng 曾靖容
35	Hsing Wu University 醒吾科技大學	Postdoctoral Researcher 博士後研究員	Chiao-Lun Chen 陳巧倫

# 三、參訪活動

在台灣失智症協會與美國阿茲海默症協會(Alzheimer's Association, AA)的安排下,台灣團員參訪芝加哥西北大學認知神經學及阿茲海默症中心(Northwestern Cognitive Neurology and Alzheimer's Disease Center, NCNADC)、若許大學阿茲海默症中心(Rush Alzheimer's Disease Center, RADC)及美國阿茲海默症協會(Alzheimer's Association)。

## (一) 西北大學認知神經科學及阿茲海默症中心

該中心(https://www.brain.northwestern.edu/index.html)與若許大學阿茲海默症中心雖然都隸屬於大學中的研究單位,但工作重點大不相同。西北大學的單位除了研究層面,也與社區、在地組織有較多的連結,並提供許多家庭支持與服務方案,開發創新服務,例如:The Buddy Program。

The Buddy Program 是一個醫學生訓練計畫,讓醫學生可以在非臨床環境與失智者建立關係,更了解失智症,大大提高對失智症的知識和態度。參與計畫的學員,必需在2個午餐會議上接受3小時的失智症教育和溝通技巧指導;在整個學年中定期訪問被分配到的"夥伴";參加每月小組會議和教育研討會。在年底時,學生將獲得醫學院的證書和費用補助。



與 NCNADC 講者及團員合影

# (二) 若許大學阿茲海默症中心

若 許 大 學 阿 茲 海 默 症 中 心 (RADC) (https://www.rushu.rush.edu/research/departmental-research/rush-alzheimers-disea se-center)是美國 29 個失智症中心之一,它同時為若許記憶診所(Rush Memory Clinic)中的病患提供照護服務,包括神經和心理評估以及與失智症專家的諮商。

該中心的調查人員專注於四個主要領域的研究,包括風險因素、疾病的神經基礎和改善診斷與治療。RADC實驗室接收、處理、診斷和儲存許多腦標本、腦脊液樣本、血清、DNA和白細胞。該中心實驗室的組織被用來支援許多外部資助的研究專案,並分發給美國各地的其他神經科學家。

若許大學阿茲海默症中心的重點特色是大腦研究,透過解剖大腦樣本進行研究以了解疾病相關機轉,我們在參訪時看到許多的大腦組織被保存在倉儲銀行中,也參觀了工作人員如何進行檢體切片及製作研究材料的過程,很珍惜與感謝有如此寶貴的機會可至其大腦解剖實驗室參觀。



與 RADC 講者及團員合影



Supporting Those with Younger Onset Alzheimer's Disease A Program of the Rush Alzheimer's Disease Center

### On a Local Level

Without Warning offers a free support program for the entire family living with younger onset Alzheimer's disease. Meetings are conducting for people with Alzheimer's disease, family members and friends, adult children and younger children.

For information contact 312-942-5359 or withoutwarning@rush.edu

### On a National Level

The Without Warning website shares the experience of group members with a wider audience. Through video clips, personal writings, drawings, and pictures, Without Warning members share their stories and experiences.

www.without-warning.net

Like us on Facebook

Without Warning: Supporting Those with Younger Onset Alzheimer's Disease®

Follow us on twitter @WithoutWarningR

Too Soon to Forget: The Journey of Younger Onset Alzheimer's Disease

Now airing on PBS stations across the country



Too Soon to Forget is a documentary which shares the experiences of those living with younger onset Alzheimer's disease and highlights the communities of support which should surround the families throughout the journey. No one should have to face this journey alone.

For information on the documentary, visit – www.TooSoonToForget.net



RADC 的宣導單張

### (二) 美國阿茲海默症協會

美國阿茲海默症協會(AA)與台灣失智症協會性質較相像,是失智症的照護、支援和研究的自願性健康組織。它成立於 1980 年,總部即位於芝加哥,為全美最具規模的失智症組織(https://www.alz.org/),據 AA 的推估,2017 年美國失智症人口已超過 500 萬人,2050 年將突破 1,600 萬人。而 AA 的願景是:一個沒有失智症的世界。

AA 的倡議與募款能力很強,它能支持提供全美國失智症關懷專線服務,並努力向聯邦政府倡議,透過募款及大型健走倡議活動,希望可以提高研究經費,迎向沒有失智症的未來。經過他們的努力,在 2011 年到 2018 年,失智症的研究經費成長四倍,包含 2018 年美國國家衛生研究院(NIH) 將投注 4.14 億美元於失智症研究。此外,它們承接全美失智症關懷專線的運作規模也讓我們十分敬佩。為因應美國 570 萬失智症人口之需求,關懷專線服務時間為全年無休,24 小時接聽,而在龐大需求下,也需聘僱百位專職與兼職人力,並且具系統化的數據監測系統,例如計算成功接聽率,了解求助者在撥打電話 10 秒內,專線接聽者成功接獲電話的比率,以確保專線之服務品質。



AA 講者說明組織運作情形



AA 接聽失智症專線之工作區



AA 懸掛於工作區牆上-呈現失智症專線之接線數據監測系統螢幕



AA 講者與團員合影

### 四、參加第33屆國際失智症研討會

# (一)會議過程

國際失智症協會是一國際性組織。目前全球共有90個會員國,皆 為支持失智者與家屬的非營利組織。國際失智症協會的願景是提升全 球失智者與家屬的生活品質;力求各國將失智症列為優先施政項目, 並致力於建立和強化各地失智症協會,以及促進全球對失智症的認識。

每年國際失智症協會皆會舉辦會員國大會,共同討論失智症議題,並持續舉行國際研討會,吸引全球超過 100 個國家參與。每一年度國際失智症研討會都會在不同的國家舉辦,今年 2018 年則是在美國芝加哥辦理。

第 33 屆國際失智症研討會包含 1 天的會員國大會及開幕儀式與 3 天的正式研討會,共 4 天。正式研討會首日為 7 月 27 日,主題討論環繞著兩方面(1)各國的失智症政策;(2)國際間針對失智症的科學研究進展。7 月 28 日主題包含針對失智的科技發展及創新、失智症的照護方式,論文發表及海報展示;7 月 29 日主題為社會心理的介入措施。第一及第二天上午皆為全體會議,而下午時段則分為兩部分,一部分是提供與會者參與且同時進行多場演講,另一部分則是提供 ADI 會員國代表參與工作坊。而第三天則為全體會議及工作坊各一場,研討會於第三天中午進行閉幕儀式。

今年我國除台灣失智症協會出席、參與攤位展示外,共有超過 50 位台灣夥伴一齊參加,為主辦國以外出席最多的國家,進行至少 7 場口 頭發表與 50 篇海報發表,篇數是歷年最多。



攝於美國芝加哥第33屆國際失智症研討會會場



台灣夥伴於台灣失智症協會攤位前合影



台灣夥伴與日本代表合影



台北市立聯合醫院伙伴們展出的海報成果

由於我國積極推動「失智症防治照護政策綱領暨行動計畫 2.0」以及失智照護服務計畫等工作,主講者國際失智症聯盟 (Dementia Alliance International, DAI)副主席 Jerry Wylie,在 7 月 27 日對全體出席者的特別演講中,特別邀請台灣代表起立並接受所有的與會者鼓掌致敬,並感謝台灣對於失智者人權的支持。由此可見我們過去在國際關係的長期經營、失智症政策的擬定與維護失智者人權上,得到國際的認同,這是我們國人的光榮,也是對國內長期投入失智照護相關工作的組織及服務單位的肯定。



國際失智症聯盟副主席於全體專題演講時邀請台灣代表起立 並接受所有的與會者鼓掌致敬

# (二)會議內容

# 1. 失智症全球概况

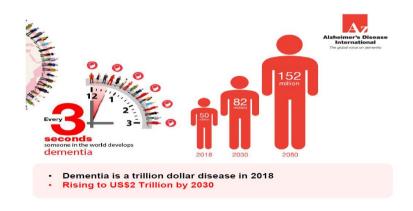
國際失智症協會(ADI)副執行長 Chris Lynch 於演講中說明,2018年全球有5,000萬名失智者,平均每三秒鐘新增一個病例,估計2030年將增至8,200萬人,在2050年將達到1億5,200萬人。而2018年花費在失智症的照護成本約1兆美元,2030年將上升到2兆美元。

世界衛生組織全球行動計畫因應失智症的願景,在於打造一個能預防失智症的社會,並確保患者及其照顧者有良好的生活,獲得發揮患者潛能所必須的、有尊嚴的、受尊重的、能自主及具平等的照護與支持。

全球行動計畫包含七個行動領域:

- (1) 失智症為公共衛生之優先要務
- (2) 對失智症之認識及友善態度
- (3) 降低罹患失智症風險
- (4) 失智症的診斷、治療、照護及支持
- (5) 協助失智症照顧者
- (6) 失智症資訊系統
- (7) 失智症之研究與創新

2018 年有 33 個國家已採取計畫將失智症列為公共衛生重點, 30 個國家正進行中。ADI 在 2025 年以前的行動策略,將與更多的協 會和合作夥伴鼓勵變革,招募更多的新成員加入 ADI。



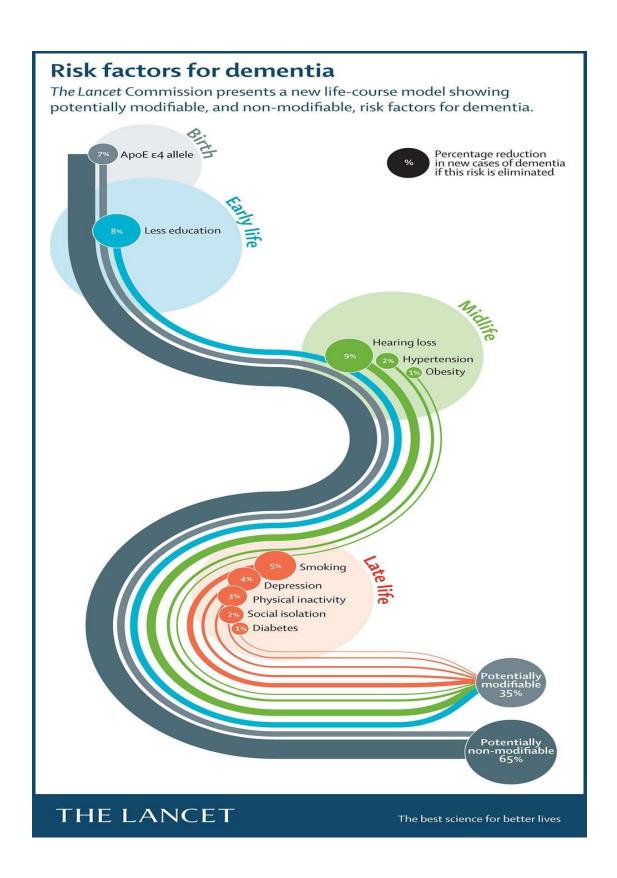
資料來源: Chris Lynch 演講內容

# 2. 失智症醫療-失智症危險因子分析

美國的 Alireza Atri 分享失智症的相關檢測、診斷及發病機制等新知,也說明了預防失智症可透過生活方式干預,及控制失智症的危險因素,減少罹患失智症的風險。另以下圖呼籲除了出生及潛在不可改變的因子占 65%之外,其他包括:早年的教育程度(8%);中年時期的聽力(9%)、高血壓(2%)、肥胖(1%);晚年時期的吸菸(%)、憂鬱(4%)、不活動(3%)、社交隔絕(2%)、糖尿病(1%),合計共 35%的危險因子是可以控制或降低失智症的發生,也是吾人可努力的目標。



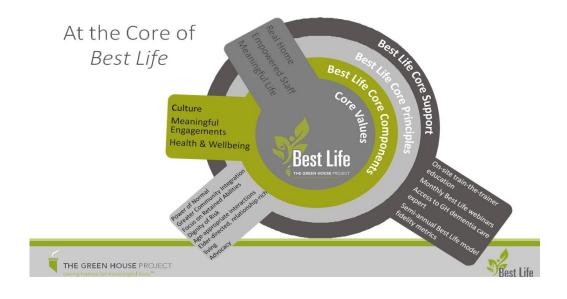
美國的 Alireza Atri 分享可控制失智症的危險因素



# 3. 失智症照護模式-The Green House Model

美國的 Susan Ryan 介紹 Green House 的環境設計理念是著重在對於長者的去機構化、去歧視化、以及提供人性化的照顧;依照 Best life 三大核心概念:有意義的生活、如同家裡居住的環境、充權的機構人員;透過正常化、普通化的生活,讓失智老人也能逐漸恢復正常。秉持著「信念」→「行為」→「系統」三階段的模式改變,從民眾的信念進行基礎的改變,再調整人們對於失智症照護的方式,最後達到系統性的改變。

「有意義的生活」指的是重視住民之間的照顧,把「生活」帶進 Green House 中。在這裡不只是提供照顧,也營造以老人的需求為導向的生活化方式,就如同在家中如何種植番茄;「如同家裡居住的環境」亦即整體環境布置的如同一般在家裡環境;「賦權的機構人員」是指機構人員以指導員身分與住民生活,包含協調者角色、支持系統、對住民負責等。



資料來源: Susan Ryan 演講內容



資料來源: Susan Ryan 演講內容



資料來源: Susan Ryan 演講內容

# 4. 友善失智社區

Catherine Hall 分享紐西蘭推動友善失智社區的相關策略:

- (1)讓失智者的聲音可以被聽見
- (2)協助受到失智症影響的人可以活得更好
- (3)提升照顧與支持的品質
- (4)協助建立資源、準備與能力

紐西蘭在 2017 年推出了針對企業和組織的失智症友善認知計畫,申請者需要滿足:以人為中心、領導、勞動力、物理環境、工作場所、網站和計畫審查等友善失智標準,以獲得作為失智症友善組織的認證。

# It's the people, it's the people, it's the people



A dementia friendly New Zealand | Aotearoa, he aro nui ki te hunga mate wareware

資料來源: Catherine Hall 演講內容

# 5. 失智友善網路資源

Cathy Conway 分享加拿大為失智症患者建立的安全社區計畫 FINDING Your Way 網站(http://findingyourwayontario.ca/zh-hant/),它主要是藉由教育、覺察和提供資源的方式,幫助失智症者、家人或照顧者對於失智症有更多認識,希望讓失智症患者在社區中生活得更安全。目前 FINDING Your Way 的網站已經翻譯成 12 種語言。

使用 FINDING Your Way 的三種主要客群,第一種為直接受失智症影響的人->希望協助讓他們知道這些風險,並盡可能處理與降低這些風險,為他們設計相關的計畫。另外二種客群為:在工作上可能會接觸到失智者的人,以及一般社會大眾->希望讓這兩類客群了解何謂失智症、以及可能的風險,協助教導他們溝通的方式,並學習如何用比較友善、適切的溝通方式來幫助因為失智症而迷路的人。此外,加拿大開發的"生活安全與失智症資源指南",旨在解決社區中的失智症患者的關鍵安全問題,以營造失智友善環境。



如果您患有失智症,或者n在照料失智症患者,有方有遉口可為您提供幫助。您將能在頁找到能幫助您或被您照料者在社區內安全生活的有用資源和資訊。在下面的章節中,我們將討論失智症的相關風險,如何減少X類風險,以及制定事故應急計畫等主題。我們的新編《失智症患者安全生活資源指南》是最佳起資料。

# 探索本資源指南!

雖然罹患失智症會帶來各種各樣的挑戰,但我們可以利用多種技巧和策略來確 保失智症患者的安全 生活。

請嘗試使用互動式 <<失智症患者安全生活資源指南>>,從九個不同方面探索失智症患者的安全生活 按巧。您也可以下載 <<失智症患者安全生活資源指南>> 的PDF版本!



嘗試使用交互式資源指南

資料來源: 加拿大 FINDING Your Way 網站



資料來源: 加拿大 FINDING Your Way 網站

# 6.韓國失智個案照護登錄平臺

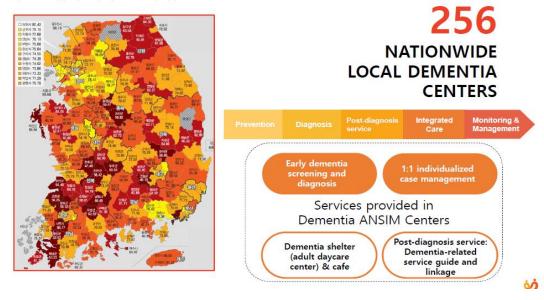
Seonjeong Byun 分享韓國失智症登錄平臺(The Korean Dementia Registry, KoDeR),係由國家失智症研究中心(National Institute of Dementia, NID)於 2017 年 12 月建立,目標是要進行失智症流行病學調查及研究、支持全國 256 個地區失智症中心有效運作,提供失智症個案預防、診斷及管理等相關服務,並監測全國失智症政策的執行成果等。

失智者登錄的資料包括:基本資料、婚姻狀態、居住狀態、照顧者資料、長照服務使用、診斷、用藥情形、罹病與健康狀態、走失紀錄等。家屬的登錄資料則包括:基本資料、居住狀態、與失智者的關係、照顧負荷等,並請登錄對象填寫「知情同意書」。登錄對象包含尚未被確診、參與預防失智症計畫的失智者;家人被診斷失智症後,使用服務的照顧者皆可登錄至 KoDeR。該平臺截至 2018 年 7月的登錄人數計有 91 萬多人,其中包括近 18 萬名的失智老人,每個月登錄在該平臺的個案以 10 萬人的成長速度增加。

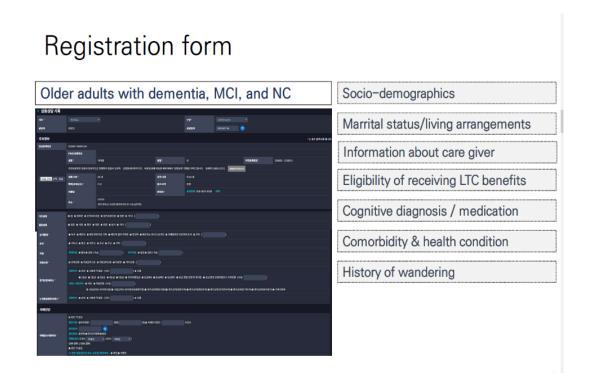
KoDeR 同步與 NID 和國家警察署的系統連線,為照顧者和失踪的失智症患者提供綜合服務,並且將與國民健康保險服務體系,及全國社會保障資訊系統同步。未來,KoDeR 將成為韓國失智症資料監測平台,以作為國家改善失智症防治政策及管理指導方針的重要參據。

# Dementia ANSIM\* centers

\*ANSIM means "relief" in Korean



資料來源:Seonjeong Byun 演講內容(256 個地區失智症中心功能)

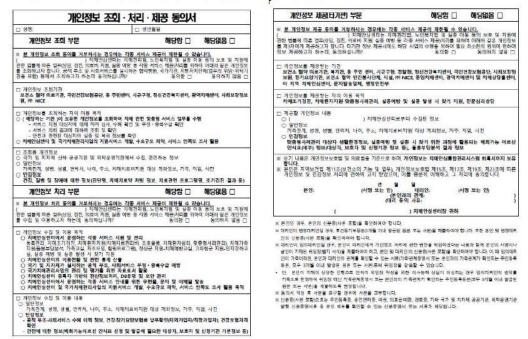


資料來源:Seonjeong Byun 演講內容(KoDeR 登錄資料內容)

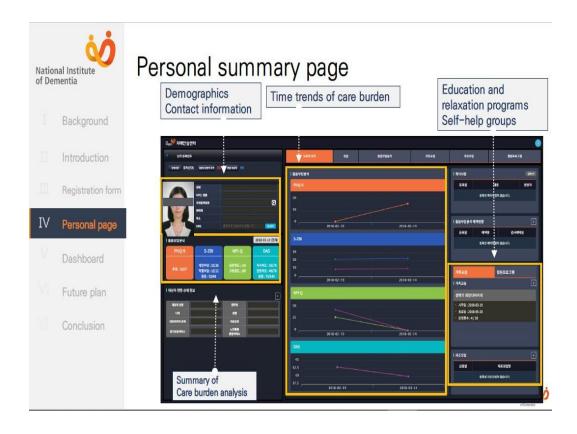
# Family member caring elderly with dementia Socio-demographics Living arrangements Relationship with patient Care burden Caring period Caring period

資料來源:Seonjeong Byun 演講內容(KoDeR 登錄資料內容)

# Informed consent templete



資料來源: Seonjeong Byun 演講內容(KoDeR 登錄知情同意書)



資料來源: Seonjeong Byun 演講內容(被登錄者個人資料頁面)



資料來源: Seonjeong Byun 演講內容

# 7.失智症照護科技-虛擬實境軟體

據估計,在澳大利亞約有 425,000 人罹患失智症,Maree McCabe 分享澳大利亞團隊在 2013 年 10 月推出,迄今已超過 4,000 人使用,以虛擬實境 virtual reality (VR)為工具的體驗教育,使照護工作者和家庭照顧者對失智症有更多的理解。該團隊將遊戲科技應用於失智症照護,即虛擬失智體驗(Virtual Dementia Experience™, VDE),開發創造出一種沉浸式、互動式的虛擬實境體驗,它將人們帶入失智者的生活世界中,感受他們的思維、恐懼和所面臨的挑戰,提升照顧者對失智者的同理心,進而提升照顧品質。該團隊並將 VR 科技運用到一套全面的學習項目中,藉以提高了失智症患者的照護品質。例如讓老人虛擬體驗森林景像,藉以放鬆心情,減少顫抖等,大大提高他們的生活品質,也助於延緩失智的惡化。



資料來源:Maree McCabe 演講內容(澳大利亞 Perc Walkley 失智學習中心)



資料來源:Maree McCabe 演講內容(學員使用虛擬實境裝置)



資料來源: Maree McCabe 演講內容(虛擬實境-森林景像)

# 8.失智症照護輔助科技

美國的 Michael Belleville 以企業觀點,提出失智症照護的輔助科技,可藉由下列幾個層面來思考,強調要著重在人本身,而非失智症。
(1)"柔軟"(人性化)技術:技術不需要機械,它可能是一個複雜的策略或技術,如:認知復健、認知再訓練、祈禱、諮詢、職能治療、跳舞、即興式戲劇等。

(2)毛茸茸的技術:例如動物的陪伴。

(3)智慧家居改裝:利用物聯網依失智者的個別需求,設計改造他的智能家居環境。

# 2) Furry Technologies







Support and Advocacy, of, by and for people with dementia

INTERNATION
The global voice of demanding the people with dementia in the global voice of demanding the global voice of demandi



資料來源:Maree McCabe 演講內容

# 參、心得及建議

從本次研討會中分享或報告的議題中可見,世界各國為因應面對失智人口的增加,對個人、家庭以至整體社會國家帶來的嚴重衝擊,不論在國家失智政策、照護模式及方法、照顧者訓練及支持協助、友善失智社區或環境、疾病治療及危險因子降低或預防、創新科技研發及建置失智症資訊蒐集分析平台等方面,均有許多值得我國借鏡學習與參考之處。茲提出以下對未來失智政策規劃與推動之建議:

# (一) 國家失智政策方面

我國失智人口日益增加,對患者本身、照顧者、家屬都是極為嚴峻的挑戰,本部雖於 2017 年公布「失智症防治照護政策綱領暨行動方案 2.0(2018-2025 年)」,並於 2018 年 6 月公布具體工作項目,但整體工作包括七大項策略,19 項行動方案,除衛生福利部外,亦有賴法務部、勞動部、教育部、交通部、退輔會、內政部、經濟部、科技部等相關部會各司其職,共同推動制定相關保障失智者人權的法規或規範、提升大眾對失智症的認識及友善態度、健全失智照護網絡、普及對失智家庭照顧者的支持與協助、推動失智症之研究與創新發展等工作,透過國家整體的力量,一起推動失智症防治及照護政策,建構失智友善台灣。

### (二) 失智照護模式方面

良好的失智照護環境,不僅在於建築物本身的規劃設計,也包含 提供服務人員的專業與素養、營造的照顧氣氛,以及照顧者與被照顧 者之間友善的關係與對待等,美國 Green House 的環境設計理念著重對 於失智長者的去機構化、去歧視化、以及提供人性化的照顧,營造類 似於在家安老、生活化的居家照顧環境等,可提供我國國內照顧機構 為失智住民設計機構內環境之參考。

# (三) 友善失智社區方面

多元非藥物介入來預防與治療失智症的重要性與療效已越來越明確,但目前世界各國普徧存在對於失智症的認知不夠,以致無法理解失智者可能因罹患該疾病,而導致個性與行為異常、認知功能降低及相關精神症狀行為產生,進而加以歧視,連帶的讓照顧者不僅因照顧失智者已肩負極大的照顧壓力,更需面對外界的質疑,往往讓部分民眾不願就醫確診,因而可能延誤讓失智者獲得非藥物性治療或延緩失智等協助方案的介入,家屬可能也因未得到相關的專業諮詢及照顧技巧指導等協助與支持,而更加重照顧負擔,因此,必需營造友善失智的環境,不僅是在社區生活環境上,對於仍有工作能力的年輕型輕度失智者而言,為免他們遭受工作歧視及家庭財務衝擊,營造職場的友善環境對於他們更是至關重要,這需要勞動部等相關部會,一起協力保障他們在職場的工作權。

紐西蘭針對企業和組織推動失智症友善認知計畫,並對於失智症 友善組織進行認證,本部國民健康署亦辦理失智友善天使/組織/社區認 證,另於部分縣市試辦失智友善社區,希逐步將失善友善社區推廣至 全臺。

### (四)降低失智風險方面

透過生活方式或習慣的改變,可以降低罹患失智症的風險,例如養成健康的飲食習慣、持續的運動、避免肥胖、糖尿病、高血壓、體能活動不足、吸菸、飲酒過量等,維持社會參與活動,而這些良好生活方式的養成,需要政府及民間組織一起努力,共同推動加強宣導民眾可改變的危險因子並進行介入。

### (五) 失智照護資訊揭露、宣導及學習網站

加拿大的 FINDING Your Way 網站藉由教育和提供資源的方式,幫助失智症者、家人或照顧者對於失智症有更多認識,希望讓失智症患者在社區中生活得更安全。反思本部的長照政策專區,雖公布了相當

多的長照相關資訊,但定位上較偏向於公布"政策性"長照資訊的網站,尚待針對一般民眾規劃設計更詳盡的"民眾版"長照服務資源網站,再進一步提供線上互動學習的軟體,讓長照服務需求或使用者、照顧者、潛在可能的長照預備軍,甚至是一般學生、年輕人或其他社會大眾都可藉由線上學習資源,瞭解長照服務的面貌,以及如何取得長照服務,亦可學習如何降低或預防失能或失智之危險因子等。

### (六) 失智照護資訊登錄管理平臺

我國自 2017 年起推動實施失智照護服務計畫,目前亦正積極建置 失智個案管理服務資訊系統,功能包括針對確診失智之個案、疑似失 智、家庭照顧者及使用該計畫服務之參與者資料,登錄於資訊系統; 未來亦規劃逐步與本部的「照顧管理資訊系統」、「預防延緩失能資訊 系統」介接,目標是以個案為中心,整合相關長照服務資訊網絡。

而韓國失智症登錄平臺登錄的對象,包含尚未被確診、參與預防 失智症計畫的失智者;家人被診斷失智症後,使用服務的照顧者皆可 登錄至該平臺;同步與國家警察署的系統連線,為照顧者和失踪的失 智症患者提供綜合服務,並且將與國民健康保險服務體系,及全國社 會保障資訊系統同步;未來更將成為韓國失智症資料監測平台,以作 為國家改善失智症防治政策及管理指導方針的重要參據。韓國的實施 經驗可作為我國失智個案管理資訊系統未來逐步建置完善的推動借鏡 與參考。

### (七) 失智照護創新科技研發方面

失智照護無論就照顧者或專業照護人員而言,都屬於人力密集照顧或服務的工作,因此,更需要持續不斷的科技創新,以研發出更有效率或創意的照顧模式,來輔助提升失智者本身的生活品質,減輕照顧者的負擔。澳大利亞透過虛擬實境 virtual reality (VR)為工具的體驗教育,使照護工作者和家庭照顧者對失智症有更多的理解與認識,也大為改善了失智者的生活品質。而美國的 Michael Belleville 以企業觀

點,提出失智症照護的輔助科技,要著重在人本身,而非失智症,建 議帶入人性化、結合物聯網科技設計個人化居家智能環境等,頗符合 目前我國朝向建構以人為本的連續性服務網絡的原則,這些都是我國 資訊科技業者未來可以持續努力的方向。

## 附錄

## 一、台灣口頭與海報發表列表

## (一) 口頭發表共7篇

No	Topic	Title
1	Awareness and stigma	"the Brain Strengthening Lohas Bus" - a Mobile Clinic to Strengthening People's Brain, Screening for AD and MCI and Educating People in Remote Country Side in Taiwan.
2	Rights of people with dementia	Exploring the Issues of Advance Directives in Person Diagnosed with Dementia in Taiwan
3	National Dementia Policy: Asia Pacific	How Non-Profit Organization Contribute to Change: Developing New Taiwan Dementia Plan in Response to the World Health Organization Global Action Plan
4	National Dementia Policy: Asia Pacific	New Taipei City Model
5	Engaging people living with dementia and care partners	The Fantastic Adventure - Having Fun with Farming!
6	Carer support and training	Holistic Caregiver Supporting Groups
7	Dementia friendly communities - B	Daily living activities with residents, families, and people with dementia in our friendly communities

## (二)海報發表共51篇

	(一)海報發表共分	/HI 
No	Topic	Title
1	Awareness and stigma	Factors Related to Health Seeking Intension in Elderly Dementia Caregivers
2	Well-being and quality of life	A Cognitive Promotion Course Focusing on Life for Dementia  Elders in the Community
3	Well-being and quality of life	The Relationship between Cognitive Impairment and the Quality of Life in Older Adults Who Live in Assisted Living Facilities in Taiwan
4	Well-being and quality of life	A Population-Based Cohort Study Comparing Potentially Avoidable Hospitalizations Among Older People with Dementia and without in Taiwan
5	Dementia friendly communities	The Effectiveness Evaluation of the Care Program Promotion to Delay Dementia in the Communities in Taiwan
6	Dementia friendly communities	Creating the Museum-Centered Dementia-Friendly Community to Enhance Social Engagement of People Living with Dementia
7	Dementia friendly communities	The Community-Based Support Center for Dementia Care in Taiwan Speed up the Diagnosis of Dementia: Yilan Experience
8	Dementia friendly communities	Daily Living Activities with Residents, Families, and People with Dementia in Our Friendly Communities
9	Dementia friendly communities	Environmental Construction of Dementia Unit Care Based on Environmental Behavioral Theory—Acase Study of Suang Lien Elderly Center, Taiwan
10	Engaging people living with dementia and care partners	Caring Experience of a Patient with Younger Onset Frontotemporal Dementia (FTD) Shared By His Daughter Who Is a Physical Therapist
11	Engaging people living with dementia and care partners	Dementia Care Communication Via Social Media Approach

No	Topic	Title
12	Engaging people living with dementia and care partners	The Achievement of Establishing a Community Care and Service Center for Dementia in Shilin District of Taipei
13	Engaging people living with dementia and care partners	Connecting to the World of People with Dementia through Familiar Music: Using Familiar Music to Support People with Dementia across Mild, Moderate, and Severe Stages in Communication and Interaction.
14	Models of care	The Role of Medical Social Workers in Multidisciplinary  Dementia Care Model in Taiwan
15	Models of care	Home/Community-Based Psychology Services for Persons Living with Alzheimer's Disease
16	Models of care	Patient- Centered Integrated Dementia Care Model
17	Models of care	Nutrition Care for People with Dementia in Hospital
18	Models of care	An Integrated, Comprehensive Center for Dementia in Taiwan: Efficiency and Efficacy
19	Models of care	"Perfect Ten": An Integrated Dementia Care Model Combining Medical and Social Care in Taiwan
20	Education and training of the workforce	An Investigation on the Core Competencies of Professional  Dementia Caregivers
21	Carer support and training	Exploring the Effectiveness of 'Value- Based Emotional-Supporting Group Program' for Families Living with Dementia
22	Carer support and training	Experience of Care about Male Caregivers for the Person Living with Dementia
23	Carer support and training	"10 Early Signs of Dementia" Indifferent Setting and Services in Community
24	Dementia policies and public policy initiatives	Establishing the Practical Model of Advance Care Planning for Persons with Dementia Based on the Implementation of Patient

No	Topic	Title
		Autonomy Act (policy) in Taiwan.
25	Dementia policies and public policy initiatives	Taking Vacant Spaces in School for Individual with Dementia  As Care Giving Place – an Example of Day-Care Centre
26	Dementia policies and public policy initiatives	Dementia Friendly Community in New Taipei City
27	Psychosocial interventions	Effectiveness of Cognitive Stimulation Therapy with Cultural Adaptations for Veterans with Dementia
28	Psychosocial interventions	The Effectiveness of a Community/Home-Based Cognitive Rehabilitation Program for People Living with Dementia
29	Psychosocial interventions	Pilot Testing the Effects of Somatosensory Game on Community-Dwell Elderly
30	Psychosocial interventions	Value-Based Mental Healthcare: A "Community-Based Grouped Cognitive Rehabilitation for People Living with Dementia"
31	Psychosocial interventions	The Art Therapy for People Living with Dementia
32	Prevention (risk reduction and risk factors)	Investigation of Physical Fitness Performance from a Preventive View in Community-Dwelling Elders with Mild to Moderate Dementia
33	Prevention (risk reduction and risk factors)	Synergistic Effects of A $\beta$ and $\alpha$ -Synuclein Neurotoxicity on Impairment of Insulin Signaling in Dementia with Lewy Bodies (DLB)
34	Prevention (risk reduction and risk factors)	Innovative Strategies Combining Exercise Modification and the Mediterranean Diets to Reduce the Risk of Dementia
35	Technology, innovation and entrepreneurship	Information Technology and Internet of Things to Improve Caretakers Efficiency and Reduce Information Asymmetry.
36	Environment and	The Bathing Environmental Factors Related to Aggressive

No	Topic	Title
	technology	Behavior in Residents with Dementia
37	Environment and technology	Exploration of Principles for Building a Small-Scale  Multifunctional Community for Indigenous People—a Case  Study in Taitung, Taiwan
38	Environment and technology	Comparisons of the Dementia Group Home in Taiwan and the Green House® in the USA: A Pilot Study
39	Environment and technology	Cue of Time Benefits Decision Making in Elderly While Crossing 2-Lane Traffic
40	Environment and technology	Research on the Application of Accessible Facilities to Assisting the Self-Reliant Behavior of Patients with Dementia - a Case Study of Group Home in Taichung
41	End of life care	Uncomfortable Signs and Symptoms of the Last 6-Month Life  Expectancy in the Long-Term Care Facility Residents with  Advanced Dementia in Taiwan
42	End of life care	Palliative Care in Long-Term Care Facility for Residents with Dementia: An Action Research
43	End of life care	Her Later Moments with Dementia before 98
44	Treatments and clinical trials	Effect of the Grouped Exercise Intervention in Community  Elders with Mild or Moderate Dementia
45	Treatments and clinical trials	The Effect of Group Exercise Intervention on Physical Function in Elders with Mild and Moderate Dementia
46	Treatments and clinical trials	Effects of Deep Touch Pressure Activities within  Light-Modulating Environment in Persons with Dementia.
47	Epidemiology	A Study on the Correlation between Hyperphagia and Agitation of Residents with Dementia in Dementia Special Care Units in Northern Taiwan
48	Mild cognitive impairment (MCI)	The Effect of Integrative Cognitive and Physical Training Program on Improving Cognitive Functions and Aspects of

No	Topic	Title
		Frailty of Older Adults with Mild Cognitive Impairment: A Pilot
		Study
49	Mild cognitive	Lived Experiences with Medicine for Persons with Mild
	impairment (MCI)	Cognitive Impairment in Taiwan: A Pilot Study
50	Mild cognitive	Efficacy of Gamification of Cognitive Training for Older Adults
	impairment (MCI)	with Mild Cognitive Impairment
51	Diagnosis and imaging	Person Centered and Community Based Timely Diagnostic
		Strategies of Dementia

## 二、失智相關宣傳單張



About us: Dementia Alliance International (DAI) is the first international group to provide support and advocacy of, by, and for people with dementia, where membership is comprised exclusively of people with dementia.

When you join DAI, you become part of a global community of people with dementia that offers support and encouragement to live beyond dementia, and which promotes education and awareness.

Please note, DAI does not provide medical advice.

DAI Vision: A world where a person with dementia continues to be fully valued and included.

In support of this vision, our mission is to build a global community of people with dementia that collaborates to:

- Provide support and encouragement to people with dementia to live positively with dementia
- Model to other people with dementia and the wider community what living beyond dementia with purpose looks like
- Advocate for people with dementia, and build the capacity of people with dementia to advocate for themselves and others living with the disease.
- Reduce the stigma, isolation and discrimination of dementia
- Ensure the human rights of people with dementia globally

#### Get Involved

DAI provides numerous opportunities for education, reducing stigma and isolation, building capacity, and socializing with new friends.

#### Services exclusive to people with dementia:

- · Weekly online support groups in numerous time zones
- · 24/7 online chat rooms
- · Discussion forum for members only
- Contribute to our weekly blog
- Add your story to our Members "Your Story Matters" page http://www.dementiaallianceinternational.org/ services/members-stories/
- · Brain Health Hub (including a private discussion group)
- · Facebook groups (private) offering peer to peer support
- · DAI Action Group; works on projects as required
- Develop your skills and discover your purpose by volunteering for DAI projects
- Participate as speakers and delegates at conferences
- Advocacy and public speaking support

#### Other services:

- DAI's A Meeting of the Minds educational webinars with professional speakers
- YouTube channel
- Fundraising activities
- Keep up-to-date on news and events that impact people with dementia with our weekly blog and regular e-News
- Active website includes resources with translation into many languages

"Never doubt that a small group of thou ghtful committed citizens can change the world; indeed, it's the only thing that ever has." Margaret Mead.



## Dementia friendly communities: the principles

#### Overview

A dementia friendly community can be defined as: a place or culture in which people with dementia and their carers are empowered, supported and included in society, understand their rights and recognise their full potential.

#### The cornerstones of a dementia friendly community

In addressing the twin objectives of reducing stigma and increasing understanding of dementia and empowering people with dementia, Alzheimer's Disease International suggests that the four essential elements needed to support a dementia friendly community are people, communities, organisations and partnerships.

#### People

#### Involvement of people living with dementia

Dementia friendly communities should be shaped around information about the social and economic impacts of dementia, the needs and opinions of people living with dementia, together with input from carers. Only by ensuring that initiatives are inclusive of people living with dementia at all stages of development, will we succeed in giving them the sense of respect, dignity and purpose they seek.

Some of the ways to achieve this include:

- Community consultations and workshops on strategies for the development of dementia friendly communities
- A charter of rights on the model of the Scottish Charter that identifies the rights of people with dementia and their family carers at every stage of the illness
- A consumer survey to seek feedback on the experiences of people living with dementia in their community and changes they would like to see put in place
- Resources (for example, how to communicate with people with dementia and information on dementia) to support the inclusion of the views and voices of people living with dementia in their community

www.alz.co.uk/DFC

#### Communities

#### The social environment

There is a need to tackle the stigma and social isolation associated with dementia through strategies to engage and include people with dementia in community activities. The availability of accessible community activities that are appropriate to the needs of people living with dementia, along with suitable transport options, are important for a community to become dementia friendly. The engagement of people living with dementia in existing community activities rather than only specialised activities is also important. Providing people with dementia the opportunity to remain in their homes and within their communities should be a guiding principle.

These are the opportunities we all have a right to expect: paid or unpaid activities, social opportunities though sporting activities such as golf and bowls, meeting with friends, participation in community activities such as choirs and walking clubs, access to retail, banking and other services.

Some of the ways to achieve this include:

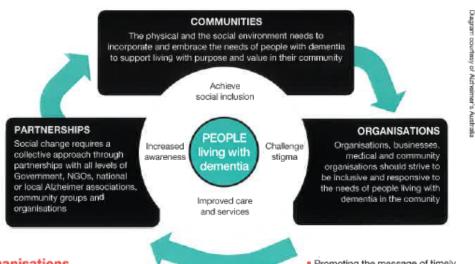
- A Dementia Friends initiative that builds community understanding of dementia
- Working with schools to raise awareness in younger people about dementia
- Showcasing the stories of people with dementia volunteering within the community
- Programmes to support people with dementia to remain in employment
- Collaborations with local community organisations to provide education on dementia in order to support continued involvement of people with dementia in community activities

#### The physical environment

A physical environment that supports the needs of people living with dementia is critical. It needs to be accessible and easy to navigate. Pathways, signage and lighting all need special consideration.

Some of the ways to achieve this include:

- An assessment of the local environment to identify key spaces and ways to improve them for people with dementia
- Identification of opportunities for collaboration with age friendly initiatives



#### **Organisations**

#### Dementia friendly organisations

For people living with dementia to remain engaged within their communities, businesses and organisations need to demonstrate awareness, respect and responsiveness. Encouraging organisations to establish dementia friendly approaches and implement strategies that help people with dementia will contribute to a dementia friendly society.

Some of the ways to achieve this include:

- Guidelines on the key principles of dementia friendly organisations
- Consultation on the possible use of a symbol to denote dementia friendly organisations
- Develop a dementia friendly symbol to support organisations that are working towards becoming dementia friendly
- Work with key government agencies, emergency services, retail and banks to encourage uptake of the programme
- Promote becoming dementia-friendly to mainstream businesses and provide advice and support to encourage uptake
- Develop a dementia friendly organisations resource kit, which includes an action plan to support the establishment of dementia-friendly organisations

#### Access to appropriate health care

A timely diagnosis of dementia and early treatment is a critical component of a dementia friendly community. Delivering dementia friendly services that respond to the unique needs of people with dementia at the right place at the right time.

Some of the ways to achieve this include:

- Activities that encourage total health and wellbeing
- · Timely diagnosis and post diagnostic support

 Promoting the message of timely diagnosis and treatment through appropriate professional bodies and primary health care professionals

· Seeking to make hospitals more dementia friendly

#### **Partnerships**

The establishment of dementia friendly communities as a social action initiative needs cross-sectoral support and collective action to effect change. It is no one organisation's sole responsibility to effect change of this scale, therefore the collective commitment to this cause and working in collaboration and partnership is critical. The strengths and focus of organisations within a community need to be identified and built into the plan for establishing a dementia friendly society.

Some of the ways to achieve this Include:

- Meetings with ministers, local governments, business organisations, consumer groups, service agencies
- Development of a partnership agreement template to assist communities to strengthen local partnerships
- Identify the critical partnerships at the national level to support this work and establish relationships through possible partnership agreements
- Explore opportunities to further represent the views and priorities of people living with dementia and the importance of creating dementia friendly communities

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Alzheimer's Disease International

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# **Global Information**

### Every 3 seconds someone in the world develops dementia.

There are 50 million people living with dementia worldwide, and this figure is set to increase to 152 million by 2050.

ADI provides reports and publications to advance understanding of dementia, as well as supporting research.

You can find and download all of our reports, free, from our website www.alz.co.uk/reports



Alzheimer's Disease International (ADI) is the international federation of Alzheimer associations throughout the world. Our vision is prevention, care and inclusion today, and cure tomorrow.

