# Brain Health Navigator (BHN)





# Affiliation/Sponsorship/Disclosures



About the DAC Healthcare System Preparedness Program
The Davos Alzheimer's Collaborative Healthcare System Preparedness
(DAC-SP) Program addresses the readiness of our healthcare systems
worldwide for a global aging population, with an initial focus on improving
rates of early detection and the timely and accurate diagnosis of Alzheimer's
disease. DAC-SP applies implementation science methods to turn research
breakthroughs into lasting improvements in clinical practice. To accelerate
and scale the delivery of cutting-edge treatments and innovations globally,
DAC-SP shares learnings and best practices through Learning Laboratory
meetings and its Early Detection Blueprint. In collaboration with our partners
around the world, DAC-SP serves as a catalyst for transformative
improvement within healthcare systems.

Eisai Inc. is a funder of the Davos Alzheimer's Collaborative and provided funding for this program. To learn more about the public, private, and philanthropic support that make this project and other DAC programming possible, please visit <u>davosalzheimerscollaborative.org</u>.



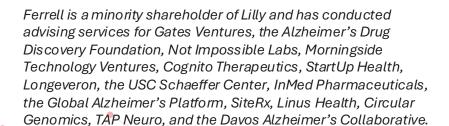
To learn more about DAC, please scan this QR code



#### Disclosures









Donna Wilcock

Paid consultant / SAB member: Vigil Neurosciences, Longeveron, SynapsDx.

Collaborator – Eli Lilly and InMune Bio

Research funded by extramural grants from NIH (NIA and NINDS), BrightFocus Foundation, Alzheimer's Association.

Editor-in-Chief: Alzheimer's & Dementia: The Official Journal of the Alzheimer's Association



# System Preparedness: Addressing the Persistent Adoption Gap

"Classic studies indicate that it takes 17–20 years to get clinical innovations into practice; moreover, fewer than 50% of clinical innovations ever make it into general usage"





The goal of DAC-SP is to catalyze healthcare system transformation that allows Alzheimer's patients and their families quicker access to life-changing innovations. DAC-SP uses implementation science methods to turn research breakthroughs into lasting improvements in clinical practice.

Bauer, Mark S. & Kirchner, JoAnn (2020). Implementation science: What is it and why should I care? Psychiatry Research. Volume 283, 2020.

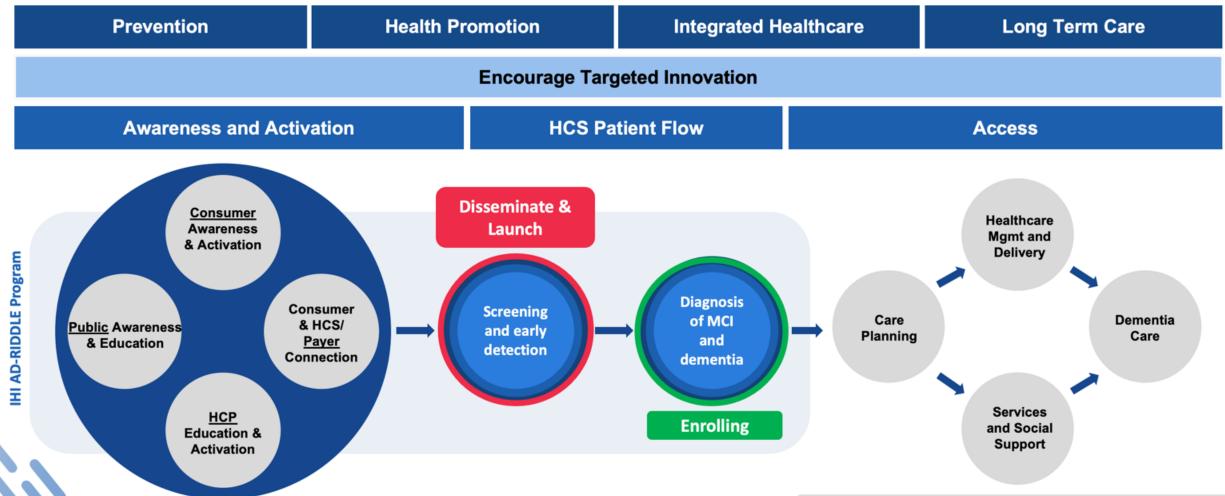


## **DAC Healthcare System Preparedness Framework**





"When I kicked off the Global Action Against Dementia during my G8 Presidency in 2013, we had a vision of creating a worldwide collaboration to tackle the growing challenge of Alzheimer's disease. The framework and programmes being launched by the Davos Alzheimer's Collaborative are critical to ensure collective global action for preparing health systems around the globe,"

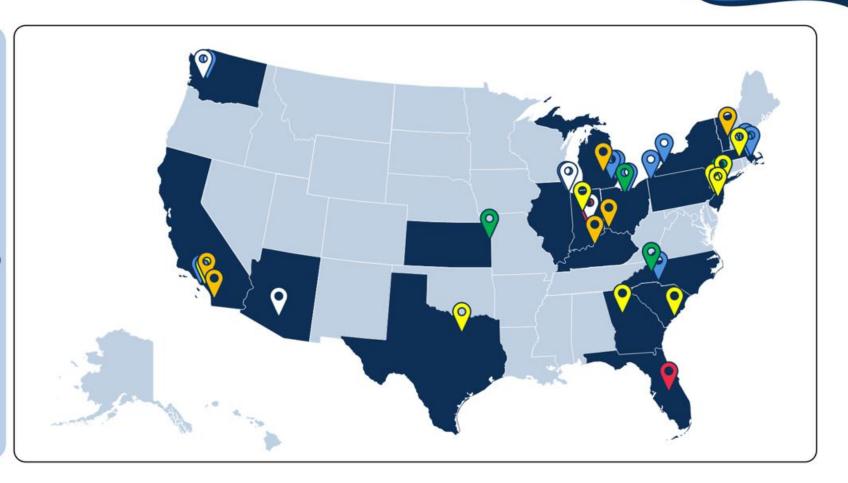


Ball, D. E., Mattke, S., Frank, L., Murray, J. F., Noritake, R., MacLeod, T., ... & Ferrell, P. (2022). A framework for addressing Alzheimer's disease: Without a frame, the work has no aim. *Alzheimer's & Dementia*.

# **US Footprint**



- Farly Detection Flagship Program (2021-2023)
- Parly Detection Grant Program (2022-2024)
- Accurate Diagnosis Program (2023-2026)
- Ocatalyzed Activity (Ongoing)
- OU.S. Early Detection Fellowship Program (2024-2026)
- OU.S. Brain Health Navigator Program (2024-2025)





# Catalyst for the Brain Health Navigator Program





# PCPs need simple solutions and incentives

- Under immense time pressure, PCPs treat conditions where they can make the most impact on their patient(s) with the least effort
- PCPs lack confidence in their ability to screen for cognitive decline and lack a formal structure to do so
- They believe significant work is required to assess cognitive decline for limited payoff, literally and figuratively

"What I've heard repeatedly from [PCPs] is they want an 'easy button.' They want something they can just click that then sends the referral and it gets dealt with somewhere else."



# Many patients are lost in the system

- Most patients in cognitive decline do not follow up with primary care visits or specialty referrals and are frequent "noshows"
- They frequently reappear in the system at ERs accompanied by families or first responders
- Health care systems (HCSs) are unable to track these cases in the community



# Families desperately need help

- PCPs feel the most stress when they see entire families struggle
- Patients and care partners can be easily connected to local and national support programs, but many PCPs are unaware of what is available

"The system doesn't know they have mild cognitive impairment cases. If they have dementia, **the health care system misses 80% of them**."

"If I had a BHN, I would use them **to connect** families to community resources, get them the emotional support and education."

—Dr Donna Wilcock

—Dr Malaz Boustani

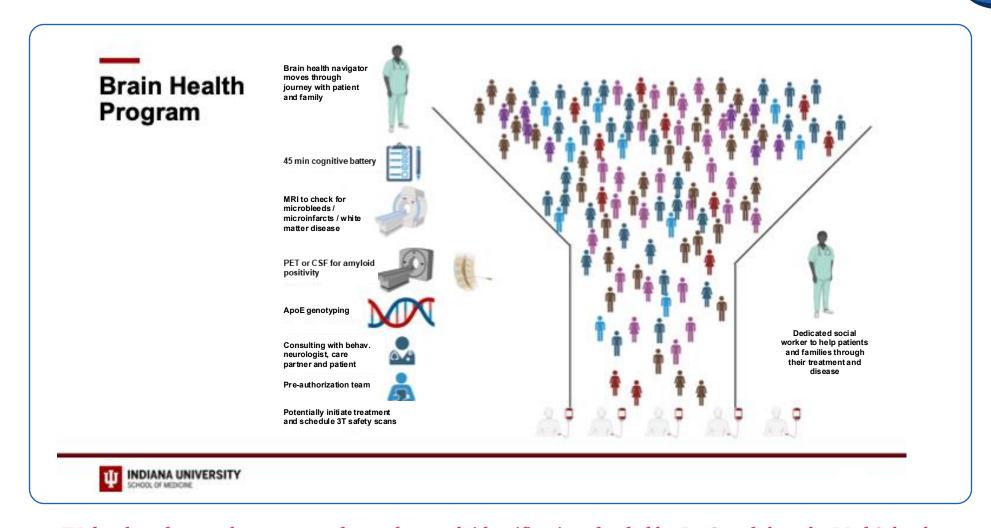
—Dr Jackie Raetz

There is a need for boundary spanning role(s) to benefit patients and systems



# Davos Alzheimer's Collaborative

# Indiana University Early Prototype from Early Detection Flagship





## Brain Heath Navigator: Program Overview



#### **Program Objectives**

To improve the pre-diagnosis journey by developing a brain health navigator program modeled after oncology and diabetes and piloted with existing forward-leaning health systems, which have had some contemporary real-world experience.

- Empower US health systems to rapidly identify causes of cognitive decline in the frontline setting
- Streamline the diagnostics journey for patients and health systems to specialty care, where applicable
- Connect patients experiencing cognitive decline to appropriate care and support
- Develop & evaluate a model that is both scalable and sustainable nationally, in a wide variety of settings



#### BHN Site Selection and Sites

DAC recruited a diverse range of Practices to ensure wide applicability across the US health care system

#### **SELECTION CRITERIA**

Program Leadership and Change Management - team composition and stakeholders

**Contemporary Experience –** of the diagnostic journey for new DMTs, including BBMs, PET, CSF, and MRIs

**Patient Diversity** – race, ethnicity, social determinants of health

Implementation - Readiness and Capability

Sustainability - of program beyond the grant period

# ADDITIONAL CONSIDERATION FOR SELECTION:

- a. Variety of Health System Archetypes/Geography
- b. GUIDE sites
- c. Rippl Sites
- d. Variety of DCA and BBM tools/experience with advanced diagnostic tools





# Site Presentations



Karen Blackmon Dartmouth Health



Cara Leahy Memorial Healthcare



Greg Cooper Norton Healthcare



Rhonna Shatz University of Cincinnati



Soo Borson Keck School of Medicine of University of Southern California

All clinical decision making should be done at the discretion of the local licensed providers and any billing decisions should be made with local coding experts

# Dartmouth Health BHN Team

Creating a sustainable brain health navigator model to improve the diagnostic journey for people with Alzheimer's disease: the experience of one health care system in New Hampshire

Poster number 101261



Corie Crane,
DNP, APRN, PMHNP
Geriatric Psychiatry Nurse Practitioner
Brain Health Navigator & Provider



Karen Blackmon, PhD., ABPP-CN Clinical Neuropsychologist



Dax Volle, MD Geriatric Psychiatrist

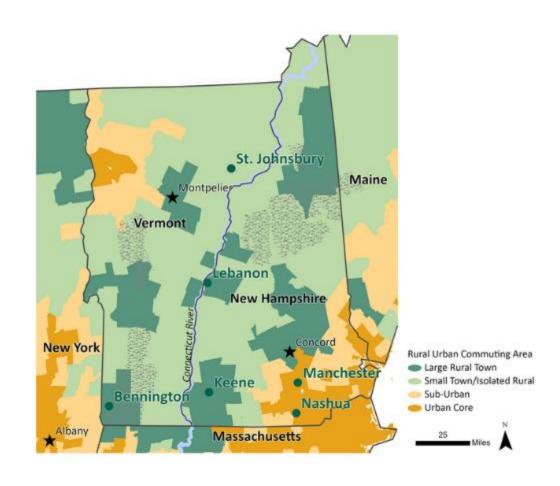
Dartmouth has received research funding from the Davos Alzheimer's Collaborative



# DH Brain Health Navigator Model

- Largest healthcare organization in NH
- Serves rural populations in NH, Vermont, & Maine highest per capita senior population
- BHN housed within Geriatric Psychiatry, Dartmouth Hitchcock Medical Center
- Partners:
  - Department of General Internal Medicine (Internal Medicine)
  - Heater Road Primary Care (Family Medicine)

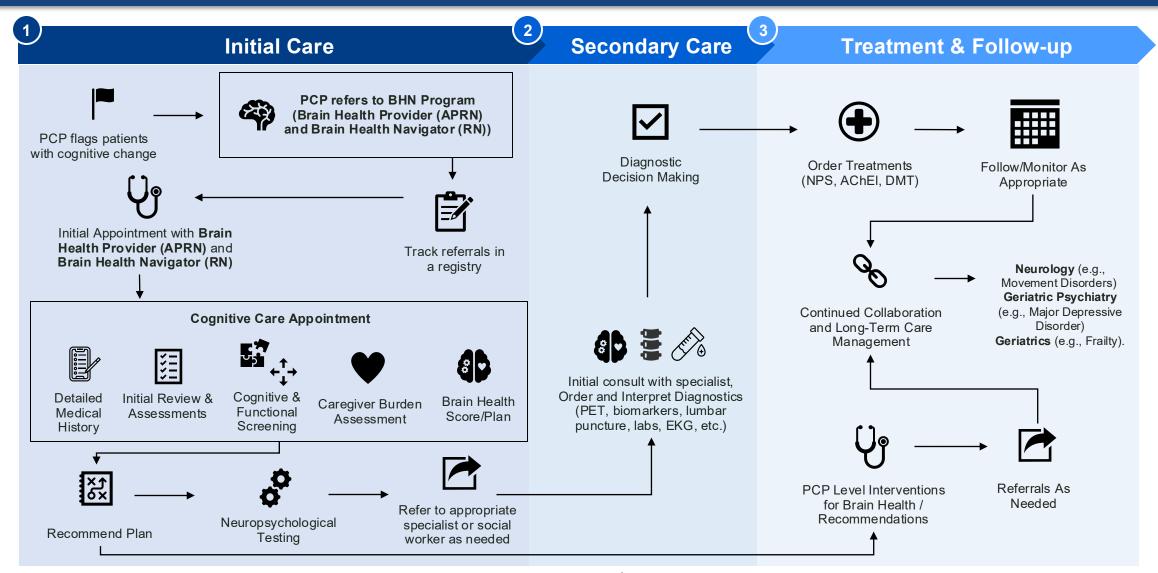
One Common Pathway through specialty diagnostics to arrive at early and accurate ADRD diagnosis







# **Dartmouth Health BHN Model Care Pathway**



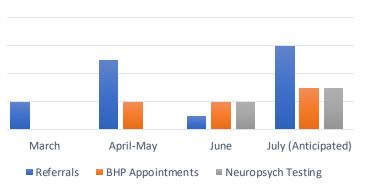


# **DH BHN Learnings**

#### **Opportunities and Successes**

- Integration of referral & smartforms into Epic
- Expedited referrals to specialty care
- Stacking of cognitive care and neuropsychological evaluations
- Achieved system buy-in for sustainability & growth
- Community interest through outreach
- Steady increase in referrals

#### **Referrals During Pilot Phase**



#### **Challenges and Problem-Solving**

- Early administrative support burden (scheduling template builds, longitudinal billing models)
- Overlapping roles between BHN and other care team members
- PCP referral educational materials
- Need to bridge cognitive care silos

#### **Twin Goals**

**Skilled Navigator** 

+

Easier-to-Navigate Health System





## Memorial Healthcare

Creating a Sustainable Brain Health Navigator Model to Improve the Diagnostic Resources for Alzheimer's Disease: The Experience of One Health Care System in Rural Michigan

Poster number 101272



Cara Leahy, DO Director for Cognitive Disorders



Phincy Arangattu, MD Family Medicine



Sarah Veith Family Medicine BHN



Stacy Ordway Neuro Operations Manager



Tina Archambault Neurology BHN



Shaelyn Warren Neurology BHN

Dr. Leahy has received personal compensation for serving a consultant for Eisai, Lilly, and Biogen. She serves as a scientific advisor for Neurogen Biomarking. The institution of Dr. Leahy has received research support from C2N, Neurogen, Davos Alzheimer's Collaborative and Eisai.



# Memorial Healthcare Navigator Model

Independent community hospital serving rural Michigan

Serves rural populations in Michigan with highest concentration in Shiawassee County – sole hospital provider for county residents

#### **Partners:**

- King Street Family Medicine
- Memorial Medical Associates (100+ physicians)
- Institute for Neuroscience Memory Care Clinic
- 30+ primary care providers across 8 cities in 3 counties

BHN housed within King Street Family Medicine primary care site, coordinating with Institute for Neuroscience and the neurology post diagnosis BHNs

**Specialty:** Only neurologic services within 20+ mile radius





**Central Michigan Rural Catchment Area** 

Primary Service Area:
Shiawassee County
Genesee County
Livingston County



# Memorial Healthcare Brain Health Navigator Model

# **OP**Program Overview

Place a registered nurse with understanding of the diagnostic and therapeutic pathway for memory/AD care in a pilot primary care setting. Facilitate appropriate referrals to neurology and provide immediate evaluation and resources when concerns arise.

# Staffing Evolution

Initially planned for part-time RN already in the office, but quickly realized a dedicated full-time RN focused solely on memory care would better serve patients.

## **Education & Training**

RN with primary care experience and complex care billing knowledge.

Two weeks neurology training, MMSE/MoCA certification, custom history templates, & community organization meetings (AA, respite volunteers, county aging council).

# High Level Strategy

Increase cognitive screening in primary care, improve referral quality to neurology, and alleviate time and knowledge constraints on primary care physicians.

# **M**Administrative Role

Secured approval for Brain Health Navigator position and obtained support for clinicians' time dedicated to grant implementation.

#### **M**Governance Structure

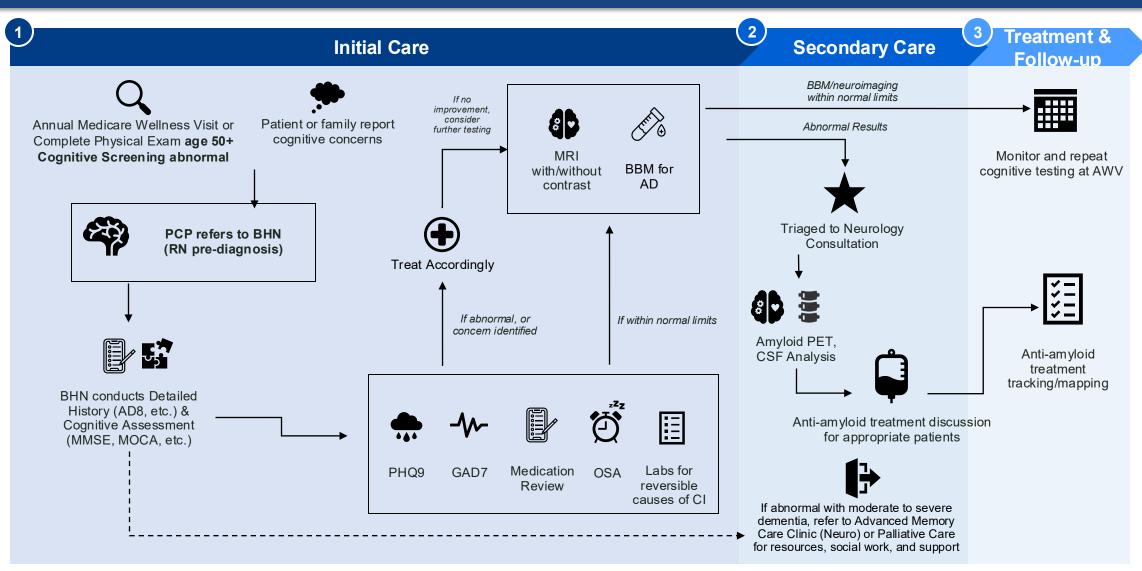
The Brain Health Navigator reports directly to the primary care clinic manager for clear accountability and integration.





### Memorial Healthcare BHN Model Care Pathway





# Memorial Healthcare BHN Learnings

#### **Opportunities and Successes**

- Engagement of primary care
- Improved intradepartmental communication
- Increased cognitive screening in primary care
- Triaging of referrals early to treatment
- Education to primary care leading to interest in expanding cognitive assessment and testing for AD.

#### **Challenges and Problem-Solving**

- Engagement of primary care
- Understanding of BHN vision is based on understanding of quickly changing AD landscape
- Financial sustainability of BHN intradepartmental budgeting
- Logistics: space, IT/documentation
- Expansion to more clinics in rural setting and travel



# Norton Healthcare

Implementation of Brain Health Navigation in a Community Healthcare Setting
Poster number 101274



Greg Cooper, MD, PhD, MBA Norton Healthcare



Steven Patton, DO Norton Healthcare



Stephanie Freeman, MSSW Norton Healthcare



Deborah Lockridge, RN BSN CCRC Norton Healthcare

Disclosures: Research support from Eisai, Lilly and Davos Alzheimer's Collaborative



# Norton Healthcare Navigator Model

Largest healthcare system in the region - Louisville, KY metro area

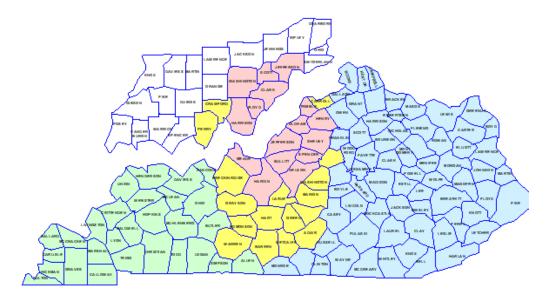
Serves **urban**, **suburban**, **and rural populations** across Kentucky and Southern Indiana

BHN housed within **Norton Neuroscience Institute Memory Care Center** 

#### **Partners:**

Norton Community Medical Associates—Preston (Primary Care) Norton Medical Group (40 primary care clinics) Norton Neuroscience Institute Memory Care Center

Systematic screening and navigation through primary care to specialty diagnostics for early and accurate ADRD diagnosis



#### **Geographic Coverage:**

- •Kentucky and Southern Indiana
- •54% market share in primary service area
- •Jefferson County represents 69.6% of cases

1.5MPopulation Served

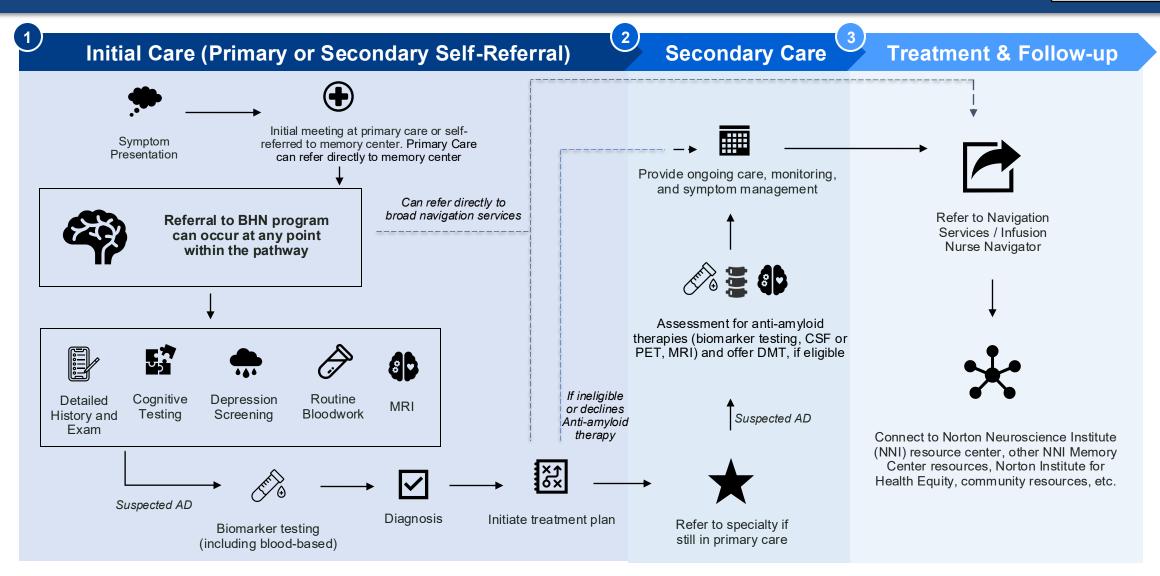
**16**Counties Covered

400+Care Locations





# Norton Healthcare BHN Model Care Pathway



# Norton Healthcare Brain Health Navigator Model

## All our roads lead to the Brain Health Navigator

Focus on ease of referral and use of services

#### **Brain Health Navigator roles:**



Care coordination/navigation



Education/support



Interdisciplinary collaboration



Advanced care planning



Liaison between PCP/Specialist and internal/external resources



# Supports referrals from both primary and specialty care

Flexibility is emphasized to allow for varied practice patterns



# Utilization of billable navigation codes stressed

PIN and PCM codes

Can be billed under primary or specialty care



# Norton Healthcare BHN Learnings

- Identify stakeholders (and create team)
- Communicate with stakeholders early and often
  - Identify current gaps in care
  - Identify opportunities to create value
  - Create roles and definitions
  - Establish best processes/pathways
- Determine appropriate billing codes early
  - Understand CMS guidelines for documentation
  - Create processes for billing/coding
- Communicate value to patient/family



# Norton Healthcare BHN Learnings

#### **Opportunities and Successes**

- Elevated care and increased satisfaction for patients and families
  - Initial feedback has been very positive
- Referral process within EHR
- Improved multi-disciplinary coordination
- Improved early recognition/more efficient evaluation

#### **Challenges and Problem-Solving**

- Definition of navigation
  - Evolved through continued discussions
- Obtaining appropriate referrals
  - Improved with better definition of roles and responsibilities
- Revenue generation and sustainability
  - Identification of appropriate navigation codes
  - Development of templates and processes
  - >50 patients enrolled through July 2025 with good claims payment experience











# Brain Health at All Stages

Creating a sustainable brain health navigator model to improve the diagnostic journey for Alzheimer's disease

Poster number 101321



Rhonna Shatz, DO

Bob and Sandy Heimann Chair in Alzheimer's Disease
Director of the Memory Care and Brain Health Center
University of Cincinnati Dept. of Neurology and Rehabilitation

Anne Paul, MBA, MA
Learning Health System Lead
University of Cincinnati Gardner
Neuroscience Institute



Candace Burch, MGS, MSW, LSW

Care Consultant

Alzheimer's Association, Greater Cincinnati

#### **Disclosures**

UCB Tau Together Clinical trial Lilly Foundation Quality Improvement Grant Eisai BetterDx Grant: DCAs and BBB in primary care Davos Alzheimer's Collaborative



#### **Partners:**

Family Medicine, Internal Medicine, Geriatrics, Neurology

#### **Internal Medicine and Family Practice**

19 primary care clinics

85 Physicians, 10 Nurse Practitioners, 1 Physician Assistant

#### **Geriatrics**

5 Geriatricians and 1 Social Worker

#### **Memory Care and Brain Health Center**

**5 UCNS Behavioral Neurologists** 

2 Nurse Practitioner Specialists

**5 Social Workers** 

5 Psychometrists

- >500,000 annually
- Greater Cincinnati, Kentucky, Indiana
- Urban, Suburban, Rural, Appalachia





#### Local culture

#### Model: Enable PCP for AD

#### Innovation



PCP

BHN

AA MSW

Non-/atypicalAD

AAT eligible

Memory
Clinic



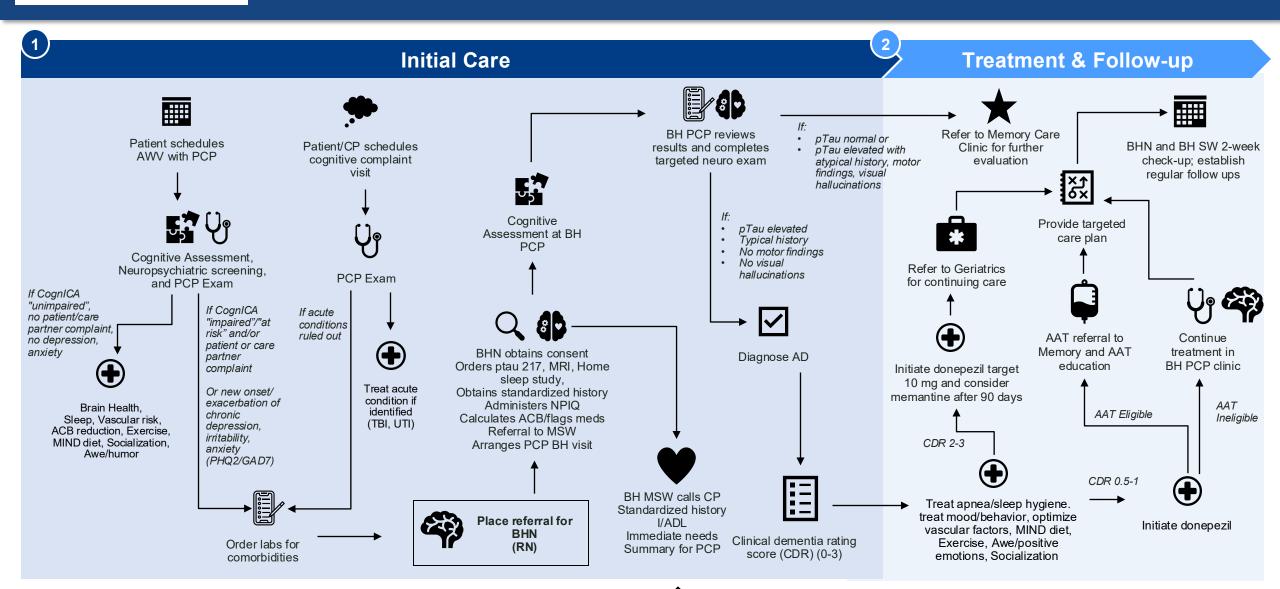
- Reliance on AWV, pt/CP report for CI led to <50% of estimated UCH MCI/dementia cases identified
- Multifactorial, modifiable contributors not assessed
- No systematic, culturally appropriate tools
- PCP survey: desire to tx CI in practices but gaps in
- clinical knowledge: clinical syndromes, biomarkers, comorbidities, new therapies
- structural systems: scheduling support, diagnostic tools, and post-diagnosis resources
- PCP residents lacked opportunity to evaluate CI
- · Memory clinic access 6-12 months
- Referrals often later in disease
- Desire to identify MCI/early AD dementia for AAT

- Learning Health System Specialist
- Business adm neurology, IM, family medicine
- Health system billing administrator
- Billing consultant (Davos)
- Epic IT specialist
- PCP in other health systems (Davos)
- Support from neurology chair

- Digital cognitive assessment: CognICA
- Epic smart sets for MRI (3T SWAN Icometrix),ptau217, home sleep studies, lab orders
- CDR standard interpretation, flowsheet for longitudinal tracking
- Epic smart set with specific AD diagnosis and staging
- Use of standard tools with data collected in flowsheets: I/ADLs, STOP-BANG/PSQI, NPIQ, CDR
- Attention to vascular, sleep, and medication comorbidities
- Embedded Alzheimer's Association MSW with standard cognitive MSW across departments
- PCP brain health specialist model
- Leveraging expertise: PCP, BH PCP, Neuro, Geriatrics



# **UC Health BHN Model Care Pathway**



# University of Cincinnati BHN Learnings

#### **Opportunities and Successes**

- PCP engagement –2 in initial phase
  - Aligned with IM AWS initiative (APNs, residents, MDs)
  - Use of ptau 217
  - Inclusion of non-neurodegenerative factors (sleep, vascular)
  - Use of standard tools/templates/dx /tx decision tree
  - Specific diagnosis and staging
  - Identified atypical cases and referred to neuro
  - Expedited neuro referral pathway for AAT, atypical/non-AD cases, and skin biopsy for alpha-synuclein

#### Epic tools

- BHN and specific neuro referrals for AAT, 2<sup>nd</sup> opinion, biopsy
- Smart sets
- Flowsheets and standard tools
- Standard templates for BHN, MSW, BH PCP optimized to meet billing requirements
- Brochure explaining the BHN process, billing issues (co-pay)
- Initial dashboard to track outcomes



- Making the business case
- Scaling to other 8 BH PCPs and residents
- CognICA (DCA) off-line while being sold; will be back July 15th
- FDG-PET ordered by PCP not covered by insurance
- PCP initiated skin biopsy for alpha-synuclein too time intensive
- PCP distrust of blood- based biomarker for early cognitive change
- Patient/CP advisory group not organized during pilot, starts
   July 2025
- Sustainability of Alzheimer's Association MSW undetermined







# Streamlining the Diagnostic Journey for Alzheimer's Disease: Developing a Brain Health Navigator Role

Poster number 101327



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Dr. Soo Borson declares no conflicts of interest. Disclosures: Funding from: Centers for Disease Control, National Institute on Aging, National Institute of Minority Health and Health Disparities, Health Resources and Services Administration, Patient-Centered Outcomes Research Institute, the Keck USC Department of Family Medicine, the Journal of the American Geriatrics Society, Davos Alzheimer's Collaborative. Paid consultant to Roche Genentech, Biogen, Eisai, NovoNordisk, Abbvie, and Lilly, and advisor to Dementia Care Aware, and contributed content for Medscape/WebMD. She is a former advisor to Linus Health.

# The Setting: A Comprehensive Academic Medical Center Serving Southern California

# Southern California Catchment Area 16 Million People

Los Angeles County
Orange County
Ventura County
Riverside County
San Bernardino County

#### **Partners:**

- Department of Family Medicine
- Department of General Internal Medicine
- Department of Neurology Memory and Aging Center
- USC Alzheimer Disease Research Center

BHN works within the Healthcare Consultation Centre 2 with co-located Family Medicine, Internal Medicine, and Neurology Clinics

**Integrated Pathway:** Primary Care → BHN/Linus Health Digital Platform → Specialty Diagnostics → Early and Accurate ADRD Diagnosis → Transition to Dementia-Informed Care

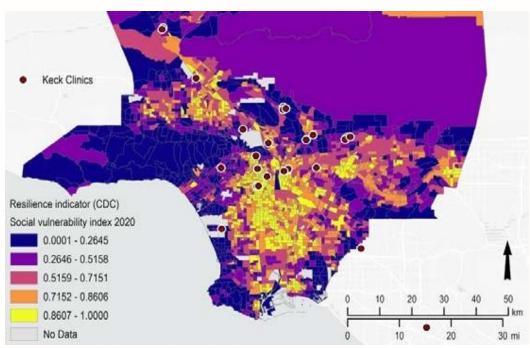


Figure 1: Keck clinics are located in diverse communities, with varied social vulnerability index scores. Possible scores range from 0 (lowest vulnerability) to 1 (highest vulnerability).

# Keck USC Brain Health Navigator Model

#### The role:

Designed for a non-clinical health care worker, e.g., Health Care Navigator.

Facilitates initial assessment of cognitive concerns on referral from a primary care clinician.

Acts as liaison between patients, caregivers, staff, and primary and specialty clinicians.

#### The path:

Starts with a concern in primary care (Family Medicine, Internal Medicine)
Referral placed to the BHN for first-stage assessment and coordination of next steps

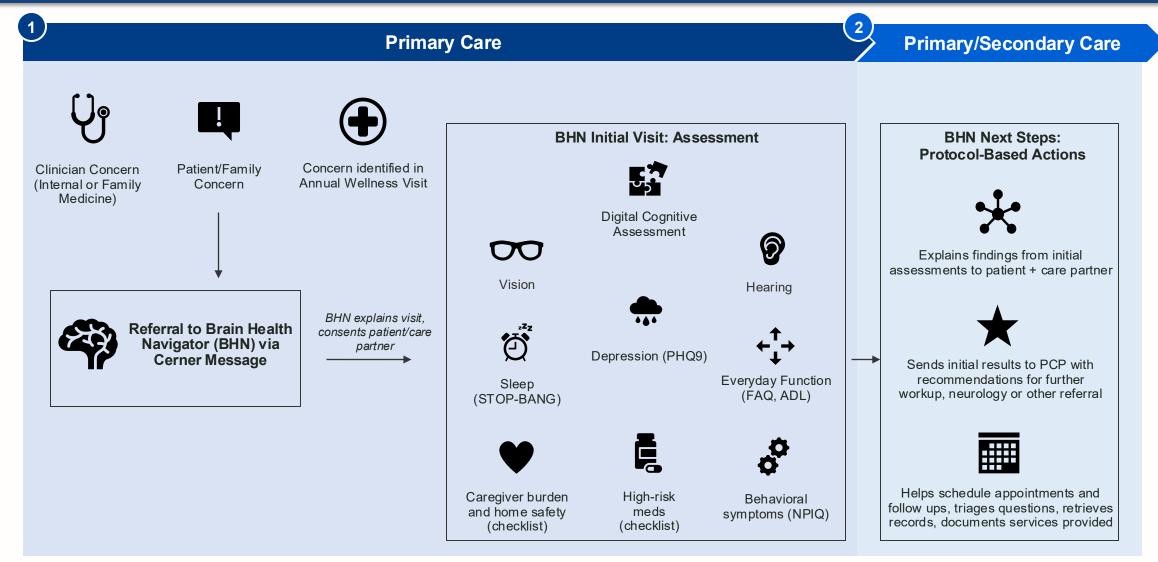
#### The goal: To support...

Primary care clinicians with protocolized initial evaluation;

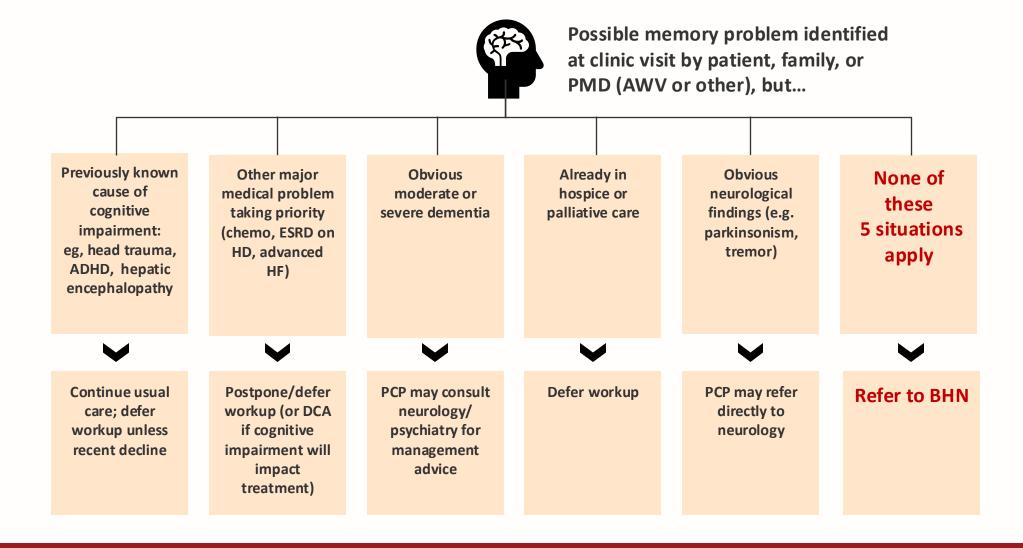
Patients and families with timely attention to emerging cognitive concerns, information and facilitation of diagnostic process; Memory specialists by pre-screening, ensuring appropriate and timely referrals, and early identification of potential candidates for disease-modifying treatments.



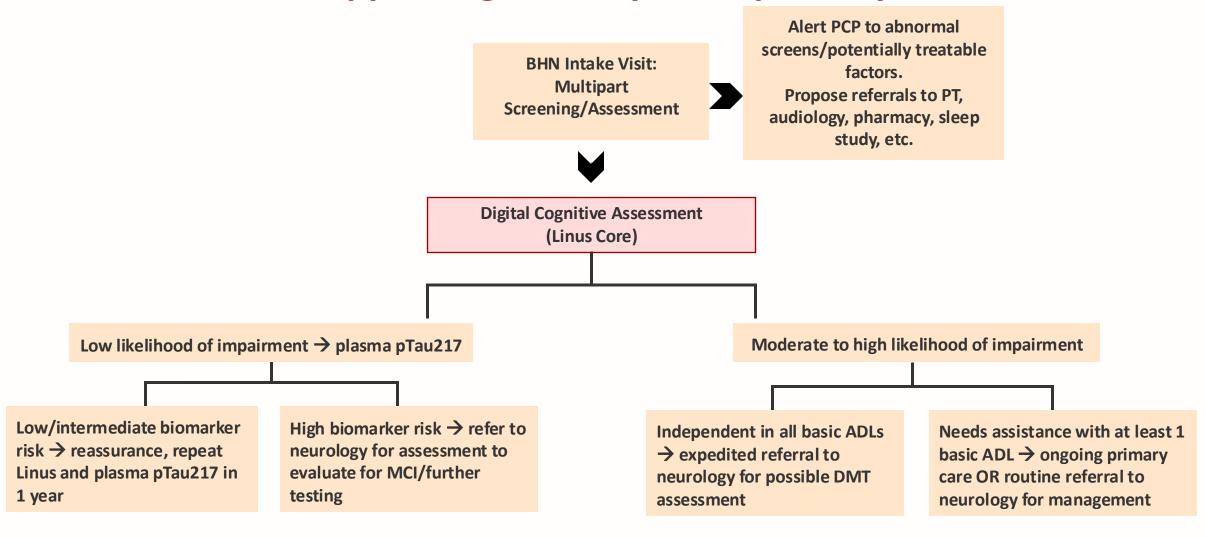
# **Keck Medicine of USC BHN Model Care Pathway**



# **Tailoring BHN referrals**



# **BHN Workflow: Supporting Primary and Specialty Care**



# Where We Are Now – and Where We Expect to Go

#### **Existing System Assets**

- Mature ADRC and cognitive neurology program
- Early adopter of disease-modifying antiamyloid therapies
- Highly qualified new BHN
- Leadership enthusiasm for DCA (Linus) contract/implementation
- Unified primary care leadership, enriched with new faculty expertise
- Momentum for primary care innovation and age-friendliness
- Active ADRD research across multiple disciplines, schools, and centers

### **Program Leverage/Opportunities**

- Lowers primary care barriers to early diagnosis
- Drives brain health and ADRD education/training
- Promotes new partnerships (departments, faculty, staff, and operations)
- Encourages clinicians' financial literacy
- Addresses ADRD as a population health concern
- Pushes brain health inclusion in health system planning
- Encourages data collection for 'learning health system' action: program refinement, outcome improvement, sustainable funding

# **Summary and Key Takeaways**



## **Summary Findings**

# Training and Education

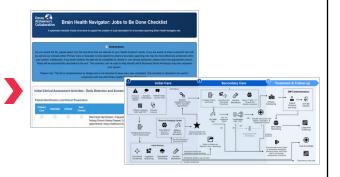
- >
- There is not a one-size-fits all solution
- A tenacious local champion is still the greatest criteria for success
- Front line staff need to understand and appreciate the value of early detection and accurate diagnosis and embrace the workflow



# Care Workflows



- Care pathways are critical because they allow for flexible patient identification strategies and help sites identify high-value opportunities for patient retention
- An aligned workflow provides clarity on roles and responsibilities, which is essential for billing





# Billing and Business Case

- Healthcare executives prioritize concrete operational benefits over abstract quality improvements, and most ADRD experts are not well-versed in these metrics
- Systemwide scaling requires executive buy-in beyond the initial champion
- Building a business case is essential for sustainability

"It's possible but it's all about the workflow!"

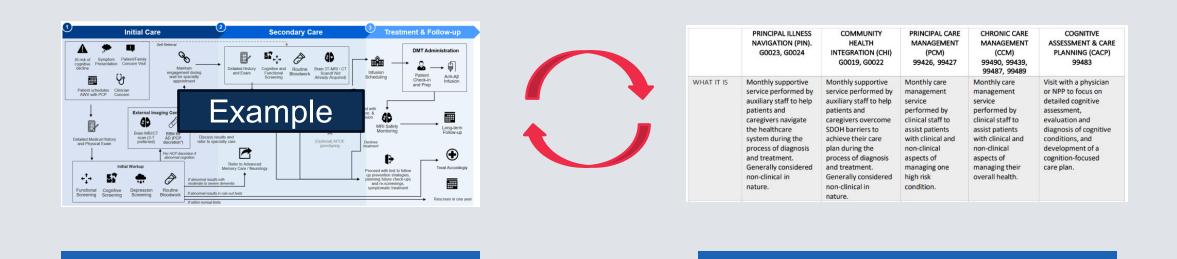




# While working with the practices, new archetypes are emerging to support brain health navigation, largely determined by clinical workflow strategies

**Evolved archetype characteristics are not a one-size-fits-all approach** 

Care pathway



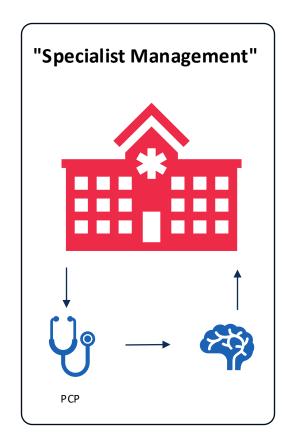
The intersection of the <u>care pathway</u> and <u>billing</u> is a better definition of BHN actionability

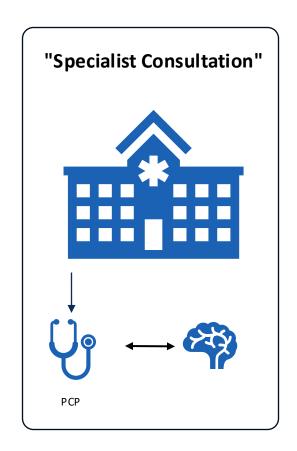


Billing codes

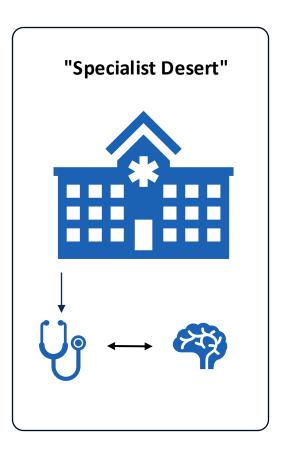
# Pilot care pathways have identified a variety of staffing strategies for BHNs based on billing and existing HCS structures



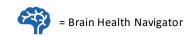








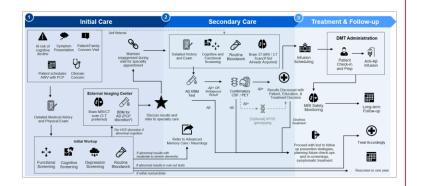
Regardless of clinical workflow strategy, sites identified health care positions that could potentially step into the BHN role, including **social workers**, **registered nurses**, **and medical assistants**.



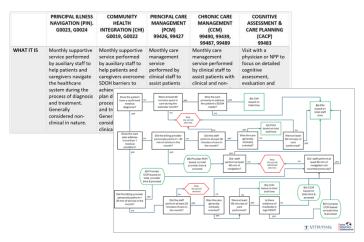
## **Brain Heath Navigator Model Toolkit**

The toolkit and all its resources will be open access and available alongside the DAC-SP blueprint for early detection

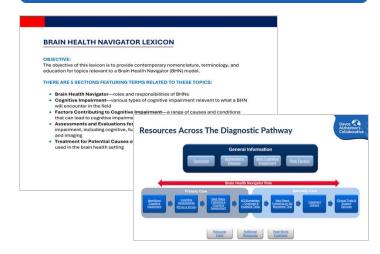
#### **CARE WORKFLOWS**



#### **BILLING & BUSINESS CASE**



#### **TRAINING & EDUCATION**



Durable BHN Model Toolkit Objectives

- Promote the adoption, dissemination, and sustainment of brain health navigation models in US healthcare settings
- Create a BHN toolkit containing the resources necessary to design, implement, and sustain a brain health navigation model in primary and/or specialty care settings in US healthcare systems.





# Thank You!



# Thank you to the teams



- Central Core Team (DAC: Ashley Hayden, Phyllis Ferrell, Mary Jo Koppenhofer, Mike Hornbecker, Amy Deckert, Katie Selzler, Tim MacLeod, Alissa Kurzman, Karen Weyrauch & Havas: Kelly Ofman, Matt Franowicz, Hannah Naccari, Daniel Rubin)
- Dartmouth (Karen Blackmon, Dax Volle, Corie Crane, Meggan Schmidt, Cassidy Smith)
- Memorial (Cara Leahy, Phincy Arangattu, Stacy Ordway, Jeanie Smeets, Amanda Carroll, Sara Veith, Tina Archambault, Amy Weir, Heidi Soos)
- Norton (Greg Cooper, Steven Patton, Deborah Lockridge, Stephanie Freeman, Deena Drexler)
- Sharp (John Clark, Jeremy Hogan, Janet Appel, Scott Heimer, Sara Pouliot)
- UC (Rhonna Shatz, Katherine Schmidt, Anne Paul, Angela Schoner, Rachel Helmers)
- USC (Michael Lee, Elizabeth Joe, Jennifer Marks, Jehni Robinson, Soo Borson, Bonnie Olsen)



# Check out the Brain Health Navigator Model Toolkit!



**SCAN HERE** 



# Q&A

Questions should be directed to the diagnostic journey and should be product agnostic. Any questions related to specific products should be directed to company representatives in attendance at their medical booth(s).



