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**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

## Caring for Cognitive Impairment

Newsletter No 4

FRIDAY 5 MAY

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## Caring for Cognitive Impairment

Your commitment to the Caring for Cognitive Impairment campaign is making a positive difference to the experience of many people with cognitive impairment in hospitals around the country.

Please encourage your colleagues to take part in the campaign and get in touch with us to share the details of their local experience.

The National Safety and Quality Health Service (NSQHS) Standards (second edition) will be released later this year. Cognitive impairment items are included, so it is exciting to hear about related initiatives happening in hospitals and elsewhere.

The Australian Commission on Safety and Quality in Health Care (the Commission) is at the forefront of efforts to bring this safety and quality issue into sharper focus. We receive invaluable feedback and input from teams

around Australia that are coming together to review their current systems and implement improvements in the recognition and care of people with cognitive impairment. Our campaign provides a national platform for exchanging ideas and information.

I encourage you to visit the campaign website and join the dozens of [hospitals](#) participating in the campaign and sharing their stories. [Barwon Health](#) is a great example.

In this newsletter, we also have a feature about the two cognitive impairment forums held in Western Australia. The Western Australian Country Health Service (WACHS) held a cognitive impairment forum recently, followed by a metropolitan forum last month. These gatherings are great examples of how to agree priorities and share information and actions that benefit patients.

Hospitals of course are part of their wider communities. This newsletter features two examples of partnerships between Primary Health Networks and health services that are designed to improve the health outcomes and quality of life for people living with dementia, their carers and families.

There was a record attendance for our recent 'Alert to Delirium' webinar. It will be up on our [webinar page](#) soon. Read on for details about the next webinar, 'Responding to Distress'.

Regards,

**Adjunct Professor Debora Picone AM**

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## Western Australian Cognitive Impairment Forums

### Cognitive Impairment Forum with WA Country Health Service

Activities across Western Australia's country regions were at the top of the agenda at a cognitive impairment forum held by the WA Country Health Service recently.

Using the three focus areas from A Better Way to Care, participants agreed on key priority areas and future actions, identified leaders and established a network to progress work on strategies for addressing issues around cognitive impairment. Future actions included:

- Identify one screening tool to streamline and standardise screening processes, then trial, evaluate and implement this tool across WACHS
- Develop and implement a pathway for delirium patients across WACHS that aligns with NSQHS Standards (second edition)
- Seek funding opportunities for education, identify educational tools and progress a communication and education campaign
- Establish a community of practice about cognitive impairment within WACHS.

Representatives of the Commission spoke about the Caring for Cognitive Impairment campaign and the benefits of participating.



Participants from the WACHS Cognitive Impairment Forum providing feedback on suggested actions

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## WA Metropolitan Cognitive Impairment Forum

The WA Department of Health also hosted a cognitive impairment forum that brought together metropolitan health services. Leon Flicker, Professor of Geriatric Medicine at the University of Western Australia, provided an overview of dementia and delirium and participants were informed of the inclusion of cognitive impairment items in the NSQHS Standards and the campaign.

The session was also an opportunity to highlight the exciting cognitive impairment work that has been happening in local hospitals, including the Royal Perth Bentley Group, Sir Charles Gairdner Hospital and WACHS initiatives. A carer's shared experiences of her husband's hospital admissions helped to highlight ways in which recognition and care of cognitive impairment can be improved.





Participants at the WA metropolitan Cognitive Impairment Forum

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## Campaign Updates

### Save the Date – Responding to Distress Webinar: Wednesday 3 May 2017

**CARING FOR COGNITIVE IMPAIRMENT**

**Webinar No. 4**  
**Responding to distress**

**Date:** Wednesday 3 May 2017  
**Time:** 12:00pm – 1:00pm AEST  
**Venue:** Webinar will be broadcast across Australia

Our fourth webinar will focus on what clinicians can do to help reduce the distress that is often experienced by people with cognitive impairment in hospital.

**Facilitator:**

- Anne Cumming, Principal advisor, Cognitive Impairment, Australian Commission for Safety and Quality in Health Care

**Presenters:**

- Glenys Petrie, whose husband has dementia and who experienced delirium in hospital
- Catherine Bateman, Dementia Delirium Clinical Nurse Consultant/Research Project Coordinator, Dementia Delirium Volunteers Project and Quality Residential Aged Care Project, Aged Care Evaluation Unit, Southern NSW Local Health District
- Professor Leon Flicker, AO, Professor of Geriatric Medicine, University of Western Australia, Director of Western Australian Centre for Health and Ageing.

**Overview of presentation:**  
 The webinar will explain what clinicians can do to help reduce the distress that is often experienced by people with cognitive impairment in hospital. Our panel will present consumer, nursing and medical perspectives and provide an opportunity for participants to ask questions.

Join the campaign and make a difference  
[cognitivecare.gov.au](https://cognitivecare.gov.au) #BetterWayToCare

Please go to <https://attendee.gotowebinar.com/register/2525452146929970179> to register

Any questions, please email [cognitive\\_impairment@safetyandquality.gov.au](mailto:cognitive_impairment@safetyandquality.gov.au)

[cognitivecare.gov.au](https://cognitivecare.gov.au) #BetterWayToCare

Our next webinar will focus on what clinicians can do to help reduce the distress that is often experienced by people with cognitive impairment in hospital. [You can register for it here.](#)

#### Webinar

Topic: Responding to Distress

Date: Wednesday, 3 May 2017

Time: 12 pm to 1 pm (AEST)

Venue: Broadcast across Australia

#### Presenters:

- Glenys Petrie: whose husband has dementia and who experienced delirium in hospital
- Cath Bateman: Dementia Delirium Clinical Nurse Consultant/Research Project Coordinator, Dementia Delirium Volunteers Project and Quality Residential Aged Care Project, Aged Care Evaluation Unit, Southern NSW Local Health District
- Professor Leon Flicker, AO, Professor of Geriatric Medicine

University of Western Australia, Director of Western Australian Centre for Health and Ageing.

The webinar will be facilitated by Anne Cumming: Principal Advisor, Cognitive Impairment, Australian Commission on Safety and Quality in Health Care.

You can [register for the webinar here](#). Or, for more information, to download the flyer, or to view the other webinars in the series, visit the [Caring for Cognitive Impairment website](#)

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## Share your story

The [Caring for Cognitive Impairment website](#) features a number of stories from carers that provide insight into what makes a positive difference to people's experiences in hospital.

We welcome case studies from health service managers, clinicians and care support staff highlighting how they have been able to improve the experience for people with cognitive impairment in hospital. If you work in primary, community and residential care, we would love to hear about ways to improve transitions to and from hospital.

### [Training, more training and empathy: A carer's story](#)

Linda's mother Gloria, who has moderate dementia, experienced an extended stay of several weeks in hospital for rehabilitation and assessment.

Linda found one episode particularly disturbing.

[Read more](#)

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## Supporting organisations

### Featured supporters

In this issue we feature two Primary Health Networks that are campaign supporters and highlight the exciting and important role they have played in improving the health outcomes and quality of life for people living with dementia, their carers and families through partnerships and collaboration.

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## The New England Dementia Partnership

The New England Dementia Partnership in NSW is a collaboration between HealthWISE New England North West, Hunter New England Local Health District (HNELHD) and the Hunter New England Central Coast Primary Health Network (HNECC PHN).

The partnership received seed funding from the NSW Agency for Clinical Innovation (ACI) through the Building Partnerships Program and has built a strong, sustainable working relationship that has achieved:

- Identification of clinicians who are able to do an initial, brief screening and those who can then complete more a comprehensive dementia assessment

- A single, standardised referral form and referral pathway for memory assessment services
- A [New England North West Dementia Care Information booklet](#) for clinicians and health workers that contains general information about dementia, as well as information specific to the region.

The booklet, [New England North West Dementia Care Information for Clinicians and Health Workers](#) is available on Hunter New England and Central Coast Primary Health Network website.

Planned work includes training in the use and interpretation of comprehensive dementia assessments and a recommended suite of resources for those who are newly diagnosed with dementia and their carers.

[Read More](#)



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## Better Journeys for People with Dementia in Northern Sydney

Better Journeys for People with Dementia in Northern Sydney is a collaboration between the Northern Sydney Primary Health Network (NSPHN), Northern Sydney Local Health District (NSLHD), Alzheimer's Australia NSW and Community Care Northern Beaches (CCNB), as well as a consumer representative. The collaboration was also supported by the NSW Agency for Clinical Innovation's (ACI) 'Building Partnerships' Program to strengthen access to, and navigation of, dementia services.

Achievements include:

- A new hospital discharge referral service, through two providers commissioned by NSPHN, that supports people with dementia after leaving hospital
- A GP-referred social work service across the region for patients with chronic or complex health conditions
- Creation of an information booklet about memory problems for consumers and health professionals.

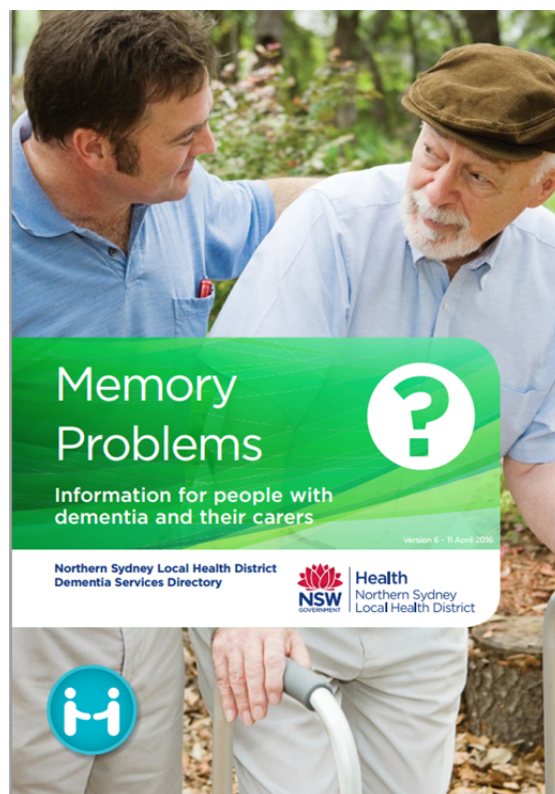
The booklet [Memory Problems](#) is available on the [North](#)

[Sydney Local Health District website.](#)

Work in progress includes:

- Collaboration with the Improvement Foundation on a set of dementia quality indicators to support best practice in early detection, diagnosis and management of dementia in primary care
- Building a Dementia HealthPathways.

[Read more](#)



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## Events

### Coming Up

[Australian and New Zealand Society for Geriatric Medicine \(ANZSGM\)](#)

- [Annual Scientific Meeting](#): 10–12 May 2017, Rotorua, New Zealand

[Australian Healthcare & Hospitals Association](#)

- [Access to quality end-of-life services workshop](#): 22 May 2017, Melbourne, Victoria
- [Think Tank on reducing avoidable hospitalisations](#): 23 May 2017, Melbourne, Victoria
- [Mental Health Network Meeting](#): 28 June 2017, Perth, Western Australia

[Australian College of Nurse Practitioners](#)

Australian College of Nurse Practitioners has two upcoming state events with sessions relevant to Caring for Cognitive Impairment:

- [NSW/ACT Symposium](#): Neurology Across the Lifespan: 25 May 2017, Newcastle



- [SA Symposium](#): 25 May 2017, Ridleyton

#### [Australasian Delirium Association](#)

- [Delirium Masterclass](#) with international expert, Professor Sharon Inouye: 23 October 2017, University of New South Wales, Sydney

#### [Australian Association of Gerontology \(AAG\)](#)

- [50th AAG Conference](#) – Ageing the Golden Opportunity: 8–10 November 2017, Perth, Western Australia
- Pre-Conference Workshops/Masterclasses: 7 November 2017, Perth, Western Australia

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## Resources

### New Acute Care eLearning Course for dementia

Dementia-specific education for the acute care workforce will soon be available through an online course developed by the former Queensland Dementia Training Study Centre, now part of Dementia Training Australia (DTA).

The View from Here: Skills in Dementia Care for Acute Settings is a flexible, self-paced, evidence-based learning course. It was designed to help nurses and other health professionals develop the knowledge and practice skills they need to care for people with dementia in hospitals.

The course covers nine topics:

- Neuropathology
- Delirium and delirium superimposed on dementia
- Person-centred care and theoretical models
- Communication strategies
- Information-gathering and bedside tests
- Approaches to pain assessment
- Activities for the Acute Care Setting
- The environment: sensory, physical, social
- Care planning and interventions



Each topic in The View from Here uses images and videos depicting real-life hospital scenarios.

Participants can download a certificate on completion of the course to obtain CPD recognition.

This program uses the patient's perspective to underscore the experience, and therefore the specific needs that may arise, for a person with dementia when they find themselves in the unfamiliar environment of a hospital. The



View from Here has been developed and reviewed by clinicians and academics with expertise in dementia care in acute care settings, delirium management and learning design.

Keep an eye out for this course at: [www.dementiatrainingaustralia.com.au](http://www.dementiatrainingaustralia.com.au)

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