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AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

# Caring for Cognitive Impairment

Newsletter No 2

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## Caring for Cognitive Impairment

Thank you for committing to improving care for people with cognitive impairment through our [Caring for Cognitive Impairment campaign](#).

I am pleased to announce that this campaign has been given a special boost with the recent release of the Commission's *Delirium Clinical Care Standard*. This Standard provides clear guidance to clinicians and health services on improving the recognition and care of people with, or at risk of, delirium in hospitals. It also provides patients and carers with information about what care they can expect in hospital. The initial feedback from carers, patients and health professionals to the Standard has been very positive.

In this newsletter we promote our next webinar, showcase one of our supporting organisations – the NSW Agency for Clinical Innovation, feature a carer story the Chief Executive of Alzheimer's Australia, Ms Carol Bennett, and highlight a number of new resources.

You are part of the one thousand-plus individuals and hospital executives who have confirmed their commitment to the Caring for the Cognitive Impairment campaign.

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Supporting organisations also continue to grow, with almost 30 organisations pledging their commitment to date.

Please share your commitment, join the conversation and encourage others to commit to the Caring for Cognitive Impairment campaign. Together we can raise awareness and share solutions to improve the care and treatment of those experiencing cognitive impairment.

Regards,

**Adjunct Professor Debora Picone AM**

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## Launch of the Delirium Clinical Care Standard

The [Delirium Clinical Care Standard](#) was launched last month as part of a special event during the Australasian Delirium Association's 3rd biennial conference, which attracted experts in delirium from across Australia, New Zealand and Canada – to name a few.

Welcoming over 200 guests to the launch, the Commission's Board Chair, Professor Willis Marshall AC said:

*“The Delirium Clinical Care Standard is an important national approach for improving care for people with, or at risk of, delirium in hospitals. The Standard promotes early detection and treatment of delirium, as well as preventative measures for those at risk of developing delirium while they are in hospital.”*

The *Delirium Clinical Care Standard* has been included in the draft version 2 of the Commission's National Safety and Quality Health Service Standards. Videos of the launch will soon be available on the Commission's YouTube channel

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Highlights of the launch included speeches that emphasized the importance of early recognition of patients at risk of delirium and a personal story of younger-onset dementia and episodes of delirium.

Image, left to right: Dr Carolyn Hullick, Ms Joan Jackman, Mr Abel MacDonald, Associate Professor Gideon Caplan, Ms Sophie Scott, Professor Willis Marshall AC and Ms Meredith Page at the *Delirium Clinical Care Standard* launch.

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## Launch highlights



Professor Rakesh Arora shares his support at the launch: *“The Delirium Clinical Care Standard work presented here today is incredibly important and will serve patients immensely.”*

Professor Rakesh Arora is a cardiothoracic surgeon based in Winnipeg, Canada. He is a previous president of the American Delirium Society.

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## Commitment in action



ABC’s Medical Reporter and launch MC, Ms Sophie Scott, take a moment at the launch to commit to the Caring for Cognitive Impairment campaign, alongside Commission staff member Ms Amee Maroney.

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## Launch moment



Associate Professor Gideon Caplan, Chair of the Commission's *Delirium Clinical Care Standard* working group, and Ms Sophie Scott present the new *Delirium Clinical Care Standard* to a full room.

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## \*Register now,\* new webinar, 30 August 2016

Signing up to the campaign means you get advance notifications of webinars relating to Caring for Cognitive Impairment. Our first webinar, [All about Caring for Cognitive Impairment](#), was held in May, and can now be viewed from our website.

Our second webinar, **Getting started: Lessons from the field** will focus on the process of improving the care of people with cognitive impairment in hospital. If you are just getting started, or would like to build on your current approach, join us to find out tips from others about caring for cognitive impairment.

### Getting started: Lessons from the field

**Date:** 30 August 2016

**Time:** 3pm to 4pm (AEST)

**Venue:** Webinar will be broadcast across Australia

### Presenters:

Mr Fred Graham, CNC Dementia and Delirium, Princess Alexandra Hospital, Brisbane

Ms Sharon Strahand, CNC Aged Care, Hornsby Ku-ring-gai Hospital, Sydney

Associate Professor Mark Yates, Dementia Care in Hospitals Program (DCHP), Ballarat

### Facilitator:

Ms Anne Cumming, Principal Advisor, Cognitive Impairment, Australian Commission on Safety and Quality in Health Care

Register [here](#).

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## Supporters, success of CHOPs

In every newsletter, we showcase a supporting organisation and the work they are doing to support our Caring for Cognitive Impairment campaign.

The NSW Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. In collaboration with the National Health Medical Research Council Cognitive Decline Partnership Centre, the ACI has supported 13 hospitals to implement the [Care of Confused Hospitalised Older Persons](#) (CHOPs) program.



Image: Ms Karen Longworth, CHOPs Program Lead, Coffs Harbour Health Campus, using our Caring for Cognitive Impairment campaign [resources](#)

CHOPs focuses on three aspects:

1. Improving care and reducing harm for older people and their carers
2. Giving health professionals skills and confidence in caring for people with cognitive impairment
3. Supporting system and cultural changes to make hospitals safer places for people with cognitive impairment.

Evaluation of the first three hospitals that participated in CHOPs showed improvements in key risk areas, including:

- Increased and consistent screening for cognitive impairment and delirium risk
- Increased staff knowledge and confidence in caring for people with cognitive impairment, including improved confidence in communicating with carers

- Positive changes to the physical environment, for example, by introducing orientation clocks, suitable toilet signs and contrasting coloured toilet seats.

The Commission recently partnered with the ACI for the CHOPS Sharing Forum. The forum showcased achievements from CHOPS pilot sites and was a first point in discussing how the program can maintain momentum. See specific examples of the ACI's innovative work, which are regularly updated on their [website](#).

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## A carer's story

The Chief Executive of Alzheimer's Australia, Ms Carol Bennett, shares her story about her late mother's experience of living with dementia. Carol outlines the importance of implementing an advance care plan and says:

*"Having an advance care plan saved a lot of extra distress for my Mum and I. Often both the patient and carer are pushed from pillar to post, arranging a number of things, and they don't need extra layers of complexity."*

Read Carol's full story [here](#).

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## Share your story

Anyone can submit a [story](#) for the campaign website.

Patients, carers and families play a vital role in driving change by informing us about what is important and what hospitals can do to make the hospital stay a safer and more positive experience.

We welcome comments, experiences or case studies from health service managers, clinicians and care and support staff in hospitals, highlighting how you have been able to improve the hospital experience for people with cognitive impairment. We also hope to hear from people working in primary, community and residential care about ways to improve transitions to and from hospital.

Stories can be a simple paragraph or a more detailed story of up to a page (400 words maximum). Stories can be about the whole hospital experience or focus on a particular aspect.

The following headings are provided to help you structure your story:

- Introduction (about you, the person, the setting)
- Issues/problems faced
- Strategies that made (or could have made) a difference to your experience
- Tips for others
- Outcome.

Stories can be submitted on the [website](#).

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Your submitted story will be reviewed and edited, key points highlighted and then sent back to you to make sure you are happy with it. With your permission, the edited version will be uploaded on the website. If you would prefer to tell your story over the phone, [email the Commission](#) to arrange a time.

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## Events

Every newsletter, we will provide details of upcoming events from our supporting organisations.

### **Leading Age Services Australia (LASA)**

#### [LASA National Congress 2016: Australia's biggest age services event](#)

Date: 9 – 12 October 2016

Location: Gold Coast, Qld

### **Occupational Therapy Australia**

#### [2016 Dementia Forum](#)

Date: 26 October 2016

Time: 9:00am to 5:00pm

Location: Adelaide Pavilion, Cnr South Terrace and Peacock Road, Adelaide, SA

Theme: Forward thinking, innovatively working with people with dementia

### **Australian Association of Gerontology (AAG)**

#### [49th AAG Conference](#)

Date: 2 – 4 November 2016

Location: National Convention Centre, Canberra, ACT

Theme: Capitalising on the ageing dividend (includes a concurrent symposium on cognitive care in hospitals)

### **Federation of Ethnic Communities' Councils of Australia (FECCA)**

#### [The inaugural National Multicultural Women's Conference 2016](#)

Date: 3 – 4 November 2016

Location: Parkroyal Parramatta, Sydney, NSW

Theme: Influencing change, vision and impact.

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## Resources

To help you initiate strategies and tips for caring for cognitive impairment, see the below online resources.

To mark the release of the *Delirium Clinical Care Standard*, we draw your attention to the excellent evidence-based e-learning resource [Learn about Delirium](#) from the School of Nursing, Faculty of Health at the Queensland University of Technology. Designed to help improve awareness and recognition of delirium in older hospitalised persons, it encourages clinicians to build on their prior clinical knowledge and use their thinking and problem solving skills.



NPS MedicineWise and Alzheimer's Australia have developed a new consumer resource, [Medicines & Dementia](#) which includes:

- [Strategies to address distress](#)
- [Other conditions with dementia](#)
- [Tips for good medicine management.](#)

A [new report on advance care planning](#), funded by the National Health and Medical Research Council's Partnership Centre, has been released. The report provides seven key findings to improve the uptake and quality of advance care planning for individuals with cognitive decline, each supported with a number of specific recommendations and actions for government, organisations and individuals.

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## We want to hear from you!

We welcome your ideas on what you would like included in future newsletters and webinars, or suggestions for the "learn more" section of our [website](#). Email us at [cognitive.impairment@safetyandquality.gov.au](mailto:cognitive.impairment@safetyandquality.gov.au) with your ideas.

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