

Having trouble reading this? [View it in your browser](#). Not interested? [Unsubscribe](#) instantly.



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Caring for Cognitive Impairment

Newsletter No 8

MONDAY 25 JUNE

In this issue

- [Message from the Commission's CEO](#)
- [Summary of the feedback survey](#)
- [State initiatives: Preparing, sharing and caring for cognitive impairment in South Australia](#)
- [Watch now - Improving the hospital environment for people with cognitive impairment](#)
- [Webinar - Setting up a volunteer program in hospitals for patients with cognitive impairment](#)
- [Supporters](#)
- [Events](#)
- [Resources](#)

Forward to a friend

Know someone who might be interested in the email? Why not [forward this email](#) to them.

Unsubscribe

Don't want to receive these emails anymore? You can [unsubscribe](#) instantly.

Message from the Commission's CEO

The [Caring for Cognitive Impairment campaign](#), now in its third year, continues to focus on providing better outcomes and experiences for patients with cognitive impairment in hospitals, and for their loved ones and staff who care for them. By improving our knowledge and care practices, we can reduce the risk of harm in hospitals.

We continue to have nationwide engagement with the campaign. At the time of writing the campaign has:

- 2050 individuals signed up to the campaign
- 218 hospitals across Australia committed to improving care for their patients
- 35 organisations supporting the campaign
- 1343 monthly website hits.

To better understand how we are travelling and where we might go next, in the March 2018 newsletter we invited you to participate in a feedback survey. The highlights of the survey results are shared in this newsletter. If you have any additional feedback, you are always welcome to email cognitive.impairment@safetyandquality.gov.au

The survey reinforced our understanding that you find the webinars very useful, and we will continue to run bimonthly sessions. Webinar 8 is [now available to watch](#) and I invite you to sign up for the next webinar: '[Setting up a volunteer program in hospitals for patients with cognitive impairment](#)'.

So, where next for the campaign? The campaign will run for another year, until June 2019 to continue to support the implementation of the second edition of the National Safety and Quality Health Service (NSQHS) Standards

which health service organisations will be assessed to from January 2019.

The Commission will continue to produce resources to support you to improve to the care of people with cognitive impairment in hospitals. We will let you know through this newsletter and on the website when these are available.

Finally, we will continue to keep you up to date with resources, events and news through the quarterly newsletters.

Regards

Adjunct Professor Debora Picone AM

[Back to top](#)

Summary of the feedback survey

The recipients of the March 2018 newsletter were invited to participate in a feedback survey to assist with our understanding of the impact of the campaign, how respondents interact with it and what additional resources respondents would find beneficial. Thank you to the 29 responders who took the time to provide their feedback.

Highlights of the survey

- **22 of 29 (76%)** of responders agreed that the campaign has increased their knowledge of cognitive impairment

Thanks to the resources available through the campaign, responders stated they have an increased awareness and understanding of cognitive impairment and that they have altered how they interact and communicate with consumers.

- **16 of 25 responses (64%)** agreed that the campaign is assisting their hospital in implementing the NSQHS Standards

The campaign is raising awareness with staff in hospitals of the NSQHS Standards and cognitive impairment. Responders stated the resources and guidance available from the campaign are helping their hospital implement the NSQHS Standards.

- **25 of 27 responses (94%)** find the webinars useful in some way
- **26 of 27 responses (96%)** find the newsletters useful in some way.

[Back to top](#)

State initiatives: Preparing, sharing and caring for cognitive impairment in South Australia

This feature of the newsletter highlights initiatives that are happening at a state or territory level. South Australia (SA) is our third state to feature. SA Health has provided the following summary:

SA Health is committed to the improvement of outcomes for hospitalised patients with cognitive impairment. On 9 March 2018 SA Health, in partnership with the Commission and the Hospital Research Foundation, successfully convened the inaugural SA statewide Preparing, Sharing and Caring for Cognitive Impairment Conference at the Royal Adelaide Hospital.

The conference showcased current and innovative practices across SA through presentations and panel discussions, providing an opportunity for SA local health networks, private health services and not-for-profit organisations to share ideas and initiatives for improving the care of people with cognitive impairment. The 200 delegates included clinicians, managers, directors and decision makers.



The conference set the scene for SA health services to understand how local initiatives align with the direction of the Commission, as outlined in A better way to care resources, the cognitive impairment requirements in the second edition of the National Safety and Quality Health Service Standards and the Caring for Cognitive Impairment campaign.

The feedback from delegates was very positive, with many commenting that presentations were 'engaging and inspiring'. While the consumers' presentations stole the hearts and minds of attendees, excellent presentations were given by the keynote presenters including Professor Sue Kurre (Curran Professor in Health Care of Older People Medicine, University of Sydney), and Associate Professor Mark Yates (Faculty of Health Deakin University, Ballarat Health Services). Video recordings from the two keynote presentations are available [here](#).

It is recognised that the inaugural Preparing, Sharing and Caring for Cognitive Impairment Conference will only be effective as the action and activity it inspires, and SA is fortunate to have sound bases to build from.

In 2016, following the national launch of the Caring for Cognitive Impairment campaign, the Central Adelaide Local Health Network (CALHN) officially launched their campaign at the Royal Adelaide Hospital. Since then, CALHN has been proudly championing the Caring for Cognitive Impairment campaign as a wonderful way to raise awareness of cognitive impairment, and to promote positive culture and practice change in the care of patients with memory and thinking difficulties, and engagement with their carers.

The campaign strengthened the messages and lessons learnt from the Dementia Care in Hospitals Program (DCHP), a national pilot program launched at the Queen Elizabeth Hospital (TQEH), CALHN in April 2015, and being implemented in other CALHN acute and rehabilitation services. Since 2017, other local health networks, including Country Health SA and Southern LHN (subacute division) are planning to action DCHP in their sites.

The key elements of the DCHP model of care are well aligned with the NSQHS Standards. Carer satisfaction with the impact of the DCHP on hospital care is high. More than 70% of staff at TQEH (doctors, nurses, students, pharmacists, physiotherapists, social workers, speech therapists, occupational therapists, dieticians and ancillary staff, domestic, kitchen and security) completed the DCHP pilot education training in 2017. The rates for cognitive screening rates for patients aged 65 years and over admitted to TQEH reached 90%.

Currently, SA Health is leading a process to agree and embed preferred screening and assessment tools for cognitive impairment across the state.

Success so far has depended on strong consumer engagement, executive leadership support and strong partnerships between SA Health and partners in education, including Dementia Australia and Dementia Service Centre Hammond Care. Importantly, SA Health has a long association with Dignity in Care, and the 10 Dignity in Care Principles underpin care.

[Back to top](#)

Watch now - Improving the hospital environment for people with cognitive impairment

Webinar 8 was aimed at those working in hospitals who would like tips and advice on how to improve the hospital environment for people with cognitive impairment.

Richard Fleming, the Executive Director of Dementia Training Australia discussed environment design principles and provided examples of success at different levels, including whole hospital builds, modifications, renovations and simple changes to a person's room. Jill Marjoram from Lithgow Hospital shared her experience of implementing some of these principles.



The webinar is available to watch now by clicking [here](#).

[Back to top](#)

Webinar - Setting up a volunteer program in hospitals for patients with cognitive impairment

Register [here](#) for the next webinar from the Caring for Cognitive Impairment campaign titled, "Setting up a volunteer program in hospitals for patients with cognitive impairment".

Our ninth webinar will be of interest to those who would like to understand how to set up and implement a person centred volunteer program within their hospital to support patients with cognitive impairment or who are at greatest risk of developing delirium.

The webinar will provide an overview of key requirements and activities of a well-structured volunteer program, the lessons learnt in implementation and the experience of the program from a volunteer's perspective.

Date: Tuesday 26 June 2018

Time: 2:00pm – 3:00pm AEST

Venue: Webinar will be broadcast across Australia

[Register now](#)

CARING FOR COGNITIVE IMPAIRMENT

Webinar No.9

Setting up a volunteer program in hospitals for patients with cognitive impairment

Date: Tuesday 26 June 2018

Time: 2:00pm – 3:00pm AEST

Venue: Webinar will be broadcast across Australia

Our ninth webinar will be of interest to those who would like to understand how to set up and implement a person centred volunteer program within their hospital to support patients with cognitive impairment or who are at greatest risk of developing delirium.

Presenter: Cath Bateman, Dementia Delirium Clinical Nurse Consultant, Southern NSW Local Health District

Presenter: Dianne van Clarke, Cognitive Impairment Project Officer, WA Country Health Service - Central and Great Southern

Presenter: Helen Hallett, volunteer at South East Regional Hospital, Bega NSW

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

Overview of presentation:
The webinar will provide an overview of key requirements and activities of a well-structured volunteer program, the lessons learnt in implementation and the experience of the program from a volunteer's perspective.

Join the campaign and make a difference
cognitivecare.gov.au #BetterWayToCare

There will an opportunity to ask questions of the presenters.

Please go to <https://attendee.gotowebinar.com/register/2803105230382609155> to register

Any questions, please email cognitive_impairment@safetyandquality.gov.au

cognitivecare.gov.au #BetterWayToCare

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



[Back to top](#)

Supporters

Dignity in Care Australia proudly supports the Caring for Cognitive Impairment campaign. With its partners, the Dignity in Care Australia champions and Ms Maggie Beer as the patron, it aims to change the culture of health services by reinforcing the importance of treating patients with dignity and respect.



Dignity is concerned with how people feel, think and behave in relation to the value of themselves and others. To treat someone with dignity is to treat them in a way that is respectful of them and as valued individuals. In a care situation, dignity may be promoted or lessened by physical environment, organisation cultures, attitudes and behaviour of the nursing team or others. When dignity is present, people feel in control, valued, confident, comfortable and able to make decisions for themselves.

To learn more about Dignity in Care Australia and the 10 Dignity in Care Principles, please visit:

www.dignityincare.com.au

[Back to top](#)

Events

[Australian and New Zealand Society for Geriatric Medicine's scientific meeting](#), to be held in the International Sydney Convention Centre on **27 - 28 June 2018** with the theme, 'Cutting edge: Optimising the Journey for Older Surgical Patients.'

[ANZICS Safety and Quality 2018 conference](#), to be held at the Sofitel Melbourne on Collins from **30 - 31 July 2018**.

[2018 Declared conference](#), to be held at the Melbourne Convention and Exhibition Centre, starts with a Delirium 101 Workshop on 5 September followed by the conference days **6 - 7 September 2018**.

[The Australian College of Nurse Practitioners National Conference](#), to be held in Canberra from the **10 - 13 September 2018**.

[Alzheimer's WA Community Services Symposium](#), The 'We' in Dementia, to be held at the Perth Convention and Exhibition Centre on **16 October 2018**. Further information is available online or call 1300 66 77 88. Tickets are available [here](#).

If you would like your event featured in the next newsletter, please email cognitive.impairment@safetyandquality.gov.au.

[Back to top](#)

Resources

The following are links to resources uploaded on the campaign website to improve environments for people with cognitive impairment:

[Dementia and delirium – Providing a safe and supportive environment in hospital](#), a video produced by the Commission, includes clinicians providing useful suggestions for creating a calm, safe supportive environment for people with cognitive impairment in hospital.

Dementia Training Australia provides [an environmental design education service](#) to all states and territories.

[The Dementia Enabling Environment Project \(DEEP\) virtual information centre](#) provides practical tips, guides and resources to modify homes, care environments, gardens and public buildings to help a person with dementia to lead as full and independent a life as possible.

[Key Principles for improving healthcare environments for people with dementia](#), produced by NSW Agency for Clinical Innovation provides design guidance for new and refurbished inpatient units and is an update of the Adapting the Ward for People with Dementia booklet first published by NSW Health in 2003.

[Back to top](#)

Follow us



Contact Us t: 02 9126 3600 e: mail@safetyandquality.gov.au
www.safetyandquality.gov.au