



Agents of Change

Creating National Quality Collaboratives to improve dementia care

Newsletter #6

Welcome

Issue 6, August 2019

In a time where we see and hear of instances of poor quality of care of people with dementia in the media it is important to highlight where there are exceptional staff and where there is exceptional quality of care. Clinicians participating within this project fit this description of 'exceptional' and the project team have really enjoyed reading your quality improvement plans. Each of us can influence people's perceptions of care of people with dementia whether it be via social groups, presentations at a local Rotary club or the media. So our challenge this month is to tell someone something great about your service. You might tell a family member, one of your clients, one of your colleagues or a larger audience via a presentation. Keep up the amazing work that you are doing!

- Dr Kate Laver, project lead

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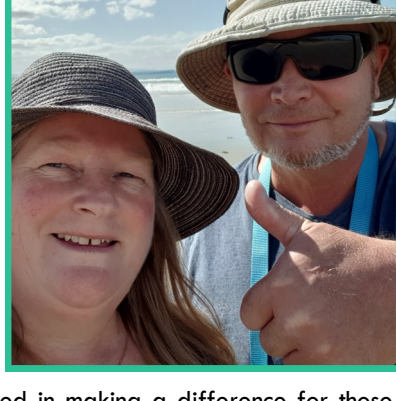
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Meet the team - Gary and Mae Collins

In each edition of our newsletter, we will introduce you to a new member of the Agents of Change team. Next up are Mae and Gary Collins, our consumer experts.



"We live in a beachside town called Dodges Ferry, just south of Hobart, in Tasmania and have been married for 33 years. We have two grown-up children, one who is married, and has given us a beautiful grandson Theo who is almost 4 years old. Theo was born the year Gary received his diagnosis of Alzheimer's Dementia and they have a strong bond. Through Gary's Younger Onset Dementia Group with Dementia Australia we heard about the Agents of Change Project and because of Gary's past nursing background he wanted to be involved in making a difference for those living with dementia, and any ongoing research, and so we decided to express our interest and we were accepted to be involved in this project. Due to Gary's limited skills with technology and his progressing dementia, I take on most of the coordinating role of responding to emails and completing feedback reports, with Gary's verbal input. We enjoyed meeting many of the team face to face at a recent conference in Hobart and learning more about dementia research that is happening within Australia and abroad. We hope that what we can contribute to this project may help others today and into the future."

Progress update

It was a busy time for the Agents of Change clinicians who were working hard through the online training package. Big commendation to all who managed to complete MOOC and who were eagerly working on their Quality Improvement plans. 90% of QI plans have been submitted and reviewed by our team of experts with only a few more waiting to be finalised. That is a fantastic achievement. Enactment of QI plans is in its full swing and clinicians are working hard on implementing the proposed changes within their workplaces.

	Nov 2017	Mar 2018	Jun 2018	Aug 2018	Oct 2018	Apr-Dec 2019	Dec 2019
Ethics approval	X						
Clinician recruitment		X					
Data collection begins			X				
Start up meeting				X			
Training package opens					X		
Implementation of plans						●	
Results dissemination							●

● = Expected X = Completed

Implementation Clinician Spotlight

We will be introducing you to our implementation clinicians in each issue of our Newsletter. Next up is Jenny Anderson from Victoria and Emily Caruana from New South Wales.

Jenny Anderson - Eastern Health (Exercise collaborative)



Tell us about yourself

I have worked for Eastern Health at the Angliss Hospital (near the Dandenong Ranges) for 10 years. I have been a physio for 26 years.

I am currently working in sub-acute on the GEM rehab ward. Our ward was made a hybrid ward at the end of last year and is made up of 10 acute beds and 10 rehab beds. I am only involved in the rehab beds.

Our patients have an average length of stay of 21 days.

Why did you choose to join Agents of Change?

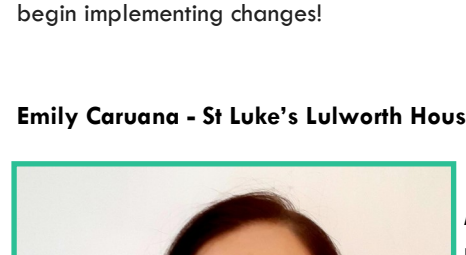
I joined the AoC project because I was interested in discovering how we could be more effective in our therapy for patients with dementia. Our service is very goal orientated so often patients with dementia are not given outlets to exercise but spend large periods of the day sitting in their rooms. I hope to increase their exposure to exercise in hospital and also upon their discharge.

How has your experience been so far?

I have really enjoyed being part of AoC. I have learnt a lot about the process of dementia and how patients with dementia and carers may be affected, as well as learning strategies to draw upon. I feel I am more likely to consider issues from a patient/ carer point of view rather than purely how they fit into our physio program.

I have found the project challenging at times especially finding the time to complete my plan. I have been fortunate with the support I have received from colleagues and look forward to begin implementing changes!

Emily Caruana - St Luke's Lulworth House (Exercise Collaborative)



Tell us about yourself

My name is Emily Caruana and I am a physiotherapist working full time in the community for St Luke's Care. My current role involves providing clients with physiotherapy in their home. I focus on reconditioning, falls prevention, maintenance of function and mobility, with the goal of maintaining as much independence in the home. As well as education and training for carers.

Why did you choose to join Agents of Change?

I decided to be a part of the Agents of change quality collaborative project to broaden my knowledge and expertise when treating dementia specific clients. I liked the idea of multidisciplinary services being a part of the collaborative to get a better understanding of other health professionals challenges and ideas. I also think it is very important for people with dementia to be encouraged to exercise on a regular basis.

How has your experience been so far?

So far my experience with AOC has been very positive. The team is very supportive, they have provided a wide range of resources to broaden my knowledge and develop an implementation plan. At times it has been a little challenging to find the additional time to complete different parts of the project but everyone has been very understanding. So far I have implemented a communication handout providing my recommendations to each individual client. I also have been able to begin some specific training for our carers to demonstrate the importance of exercise for our clients with dementia and ways to encourage them to participate in more physical activity. This is an ongoing part of my project and I'm looking forward to seeing the results.

The Importance of Checklists

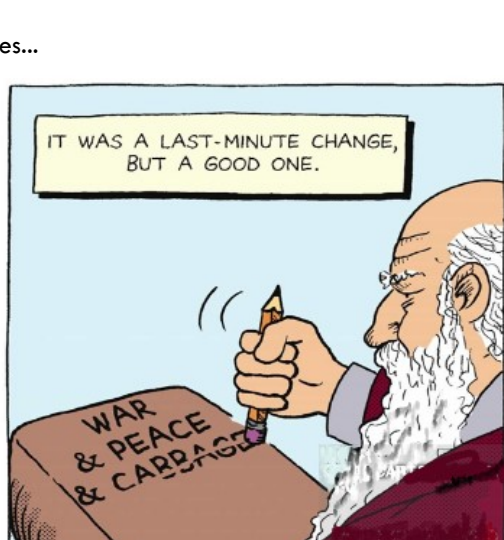
We still need your checklists! They allow us to examine any patterns, monitor the progress over time and give feedback. Clinicians can also utilise checklists to monitor any changes in their practice. Hence, it is very important to send them on a monthly basis regardless of the number collected. Big commendation to exceptional effort and diligence of clinicians who kept completing and sending their checklists regularly throughout the project. Keep up the good work! If you are one of our three top contributors, please check your mailbox in the coming weeks for a little reward. 😊

It is also necessary to regularly complete checklists to access the \$1000 stipend at the end of the project so **keep those checklists flowing!** We understand a few of you have barriers to providing checklists which is also fine. Let us know if this applies to you.

How would you like to utilize \$1000 stipend

You are already aware that at the end of the project you are entitled to utilise up to \$1000 in funding to share your results. We have given you some options and ideas about how to use the funding, so if you are interested in taking advantage of this opportunity, please let us know as soon as possible to allow enough time required to organise it.

Implementing changes...



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