

Speaker information



Jim Harrowell AM

The Chairman will open the conference and make preliminary comments about the importance of the conference topics and how these link with quality care and accreditation.



Dr Lynn Arnold AO

As chairperson, Dr Lynn Arnold, Chief Executive of Anglicare SA will make links and draw out key messages. With his vast background and current industry experience, he will bring an insightful approach to the conference.



Dr Cathy Balding

Measurement is often seen as a dull and difficult area of ensuring quality care. But it doesn't need to be! Data becomes interesting when it informs improvement decisions that are of benefit to residents. This session will look at how to identify what you need to measure, how to get the data you need and what to do with it to drive high quality care.



Greg Adey

This presentation will provide a practical perspective on how the ACH Group implemented person-centred care. This presentation will highlight the key factors that led ACH to person-centred care, the challenges encountered and how they were overcome, the business model and most importantly what person-centred care has meant for residents.



Maree Cameron

Quality systems in organisations need to 'fit' within the context that they operate so they are effective for driving quality outcomes and innovation. 'Beyond Compliance' is a strategy being implemented to support Victorian Health Services provide safe high quality care in residential services. It includes a focus on governance and leadership underpinned by clinical risk management and use of quality indicators.



Professor Henry Brodaty

The media revel in bad news stories about nursing homes. Witness the Sun-Herald on 31st May 2009 and ABC TV's Four Corners on 1st June, 2009. What about some good news? Person Centred Care, the SMILE project and the Positive Living in Aged Care Awards exemplify innovative programs that reduce agitation and improve quality of life for people in residential aged care homes.



Cynthia Payne

A private providers journey in achieving business excellence-great outcomes within current constraints. This presentation will outline how investing in organisational development produces results for residents and improves financial viability.



Professor Rhonda Nay

Does your Board know what person-centred care is, do you know how to measure it, can you sell it to them so they commit to making the changes required from Boardroom to bathroom? This session will challenge those who say 'we do person-centred care'. Come and share ideas for embedding it in your workplace.



Dr June Heinrich OAM

Baptist Community Services, not-for-profit Christian organisation has long recognised that investment in care leads to long term gains financially and benefits to residents. This presentation will outline initiatives such as staff retention strategies, risk management strategies and systems development that resulted in tangible benefits across the organisation.



Dr James Grealy

This 'how to' session of the conference will bring together the conference themes and explore how to implement that 'new idea' in a cost effective way. It will address how to measure the impact of the changes you are leading and explore the difference between leadership and management.

Session information

1a – Playgroup treasures

Bupa Bellarine has integrated a playgroup into the home thus enabling positive intergenerational relationships. The playgroup, the Bupa Treasures has strengthened our ties with the community and has brought fun, laughter and spontaneity into the home. This presentation identifies the processes used to establish and sustain the playgroup.

Helping care staff to understand the person behind their dementia symptoms

In this project the concept of life-story work in dementia care is extended to focus upon the benefits of genuine conversations and the building of 'positive connections' between staff and residents. The special needs of older people who have lived such interesting lives are able to be acknowledged respectfully and incorporated into daily conversations with staff.

1b – Within the limits: legal boundaries around restraint

This presentation will look at the legal boundaries around the use of restraint that protects and promotes both residents' rights and health carers' best practice.

Physical restraint reduction with a focus on the use of technology

Staff will and can argue for the use of safety devices (restraints) to protect residents from harm. Management and staff have traditionally found ways to justify restraint use by using terms as safety belts. Breaking the embedded culture of restraint use can be a challenging and unrelenting. Uniting Care Ageing – Mayflower Village Gerringong has implemented a restraint minimisation program using the Joanna Briggs Institute Evidence based guidelines with great success. With bequest funding for the project and a proactive project team, restraint use at Mayflower is now a thing of the past.

1c – Following the trend - what do you do with performance measurement?

This session focuses on performance measurement and monitoring in residential aged care homes. How do you identify what to measure, when and how? What do you do with the information gathered from performance measurement and monitoring? How does it assist you provide better care and services for your residents? We'll look at some case studies and follow the trends to identify the problems and develop solutions.

Drug Use Evaluation (DUE) in aged care homes

Drug use evaluation (DUE) is a form of medication use audit. DUE promotes optimal drug therapy by monitoring drug use through comparisons with specific standards. NPS provides the DUE toolkits free of charge. The project goal is to support improvements in the quality use of medicines in aged care homes.

2a – Physio matters in aged care

Aged care is changing. Residents have increased their risk of falls, contractures, depression, and decreased mobility and

independence. The aged care workforce is ageing and having increased manual handling injuries. Physiotherapy is able to provide cost effective programs to maximise resident outcomes and prevent staff injuries. Physiotherapy matters in aged care.

Changing behaviour through self-worth and purpose

In an effort to counter an unnecessary dependence upon staff, loneliness and depression, a voluntary cost-neutral sustainable program was put in place that encourages residents to exercise their dependence and become more actively involved in the life and well-being of village life. The program has led to many positive outcomes, expected and unexpected.

2b – Outsourcing verses 'in-house' services

This session focuses on comparing outsourced and in-house services. It will highlight the key factors to consider in making this decision, the advantages and disadvantages and the strategic and operational implications.

2c – A holistic approach to nutritional management within an aged care home

We at Bowden Brae Retirement Village acknowledge research highlighting issues surrounding weight loss and our ageing population. We have developed a person-centred approach to nutritional management. Some of the key elements are ongoing assessment, graphing of weight trends, allied health input, menu sampling for residents, resident focus groups and audit programs monitoring quality.

Better oral health in residential care

The 'Better oral health in Residential Care' project is an evidence based model which involves four key processes; oral health assessment, care planning, daily oral hygiene and dental treatment using a team approach. The education and training modules developed through this project will be implemented in all Australian residential aged care homes by the end of 2010 by the Department of Health and Ageing as part of its Nursing Home Oral and Dental Health Plan. Hear the program developers highlight the key processes and explain six of the best ways to protect residents' oral health.

3a – Are psychotropic drugs the answer to managing behaviours

The reduction of Psychotropic Medication Program is a quality activity undertaken at Simpkin House with formal planning, assessment, monitoring and evaluation. Why do this, quite simply because we care, staff would rather see the real person behind the mask that psychotropic drugs produce. To see the people we care for have some joy in their lives. Not difficult, having the course to start is often the issue.

Behaviour as communication: reading the message and responding effectively

This presentation will use brief vignettes to illustrate clear, compassionate and effective responses to a selection of behavioural communication events within the

framework of the need-driven behaviour model.

3b – Improving resident outcomes using clinical IT

This session will explore the journey from a paper-based quality care management system to an electronic care system, highlighting how information systems can be used to enhance the care management process and improve resident outcomes.

IT projects in aged care

The aged care sector, like any other industry and business, recognises that Information Technology (IT) can play a positive and essential role in everything from administration, communication between staff, training and development to the treatment and care of its residents. The IT projects funded in aged care are examining ways to improve the quality of aged care delivery and communication through the use of IT in Australian aged care homes.

4a – The beneficial effects of aromatherapy products on residents

A well-established aromatherapy program has been running at the Thompson Health Care Homes for over five years now. The following aspects of the program will be discussed in depth. The history of the aromatherapy program – how it started and how it has changed over the years, the role of the Aromatherapist and the various programs introduced to benefit residents needs such as the sundowners program, the sleep program, the palliative care program and the pain management program.

The role of leisure in creating meaning in one's life

Leisure is an important element that can contribute significantly to the lives of the people we work with. This session will explore how services can maximise the benefits of leisure through thoughtfully planned and implemented leisure programs.

4b – The 4Rs strategy of building and maintaining a successful workforce

This looks specifically at recruitment, retention, recognition/reward and the recycling of staff. The strategy has not only produced cost savings to the organisation but has also had an impact on the reduction in the number of recruitment advertisements, the need for Agency staff, the turnover of staff and subsequently a reduction in education and training costs associated with new staff. There has also been an improvement in the quality of care of the residents in that the calibre of staff is higher and the residents receive consistency of care.

A mentor model for aged care

Mentoring is the new buzz word in human resource development. A customised mentoring model was implemented to meet the pressure filled environment of working in the aged care industry. This model has developed leadership, team work and pride of workmanship into significant improvement in staff satisfaction and staff retention.