

Aged Care Quality Improvement Seminar

Managing common and challenging care issues in residential aged care

Wednesday 25 June and Thursday 26 June 2008

The Celebrity Function Room 1st floor of the Grandstand
Moonee Valley Racing Club
McPherson Street, Moonee Ponds
Melbourne, Victoria

The effects of ageing and congregate living means that older frail people residing in aged care facilities are at an increased risk of **falls, dehydration,** and infectious diseases such as **gastroenteritis** and **influenza**. An increased prevalence of Methicillin Resistant Staphylococcus aureus (**MRSA**) and Vancomycin Resistant Enterococcus (**VRE**) in the broader community also means an increased incidence of these within aged care facilities.

This two day Department of Human Services Aged Care Branch seminar is presented in conjunction with the Public Health Branch and the Statewide Emergency Program.

Recognised experts will explore some of the operational and organisational considerations for managing some common and challenging issues in residential aged care facilities.

The seminar is designed for Executive Management, Directors of Nursing, Residential Aged Care Managers, Quality Managers and other interested staff in residential aged care facilities in Victoria.

Keynote speaker:

Mr Peter Baines

'Leadership Matters'

Commander of National and International Forensic and Disaster Victim Identification teams following the Bali bombings, the Waterfall train disaster and the Boxing Day Tsunami.

This seminar aims to:

- Increase understanding and improve responses to the management of gastroenteritis and influenza outbreaks, falls and dehydration
- Explore the development of an organisational risk management framework
- Promote positive engagement and partnerships between aged care facilities and general practitioners
- Consider important approaches to effective leadership



"This Activity has been endorsed by AFRC number 070209374 as authorized by Royal College of Nursing, Australia according to approved criteria"

**9.5
CNE
Points**

Attendance at both days of the Aged Care Quality Improvement Seminar earns you 9.5 Continuing Nursing Education (CNE) points as part of the Royal College of Nursing, Australia Life Long Learning Program (3LP)

Part of the **Beyond Compliance Strategy**

Aged Care Branch
Department of Human Services

A Victorian
Government
initiative



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Day 1 Wednesday 25 June 2008

8.00 am	Registration
9.00 am	<p>Welcome and Introduction Dr Chris Brook Executive Director, Rural and Regional Health and Aged Care Services Department of Human Services</p>
9.15 am	<p>The Role of Emergency Departments and the Treatment of Urgent Medical Problems in Older People Dr Margaret Grigg Manager, Statewide Emergency Program Access and Metropolitan Performance, Metropolitan and Aged Care Services Department of Human Services</p> <p>An effective health system keeps people healthy, as well as treating them when they are sick. As the seasons change, so does demand on the health system. While care was never compromised, 2007 saw an increase in winter demand that affected emergency departments with higher levels of hospital bypass and longer waiting times.</p> <p>Dr Grigg will talk about demand pressures on emergency departments and the lessons learned about older people from aged care services who present at emergency departments. This presentation will feature new Government initiatives aimed at improving and extending emergency access and responsiveness to the care needs of older people.</p>
10.00 am	<p>A Reason to Panic or Business as Usual? - Communicable Diseases in Aged Care Facilities Dr Rosemary Lester Acting Chief Health Officer for Victoria Department of Human Services</p> <p>In recent times the media spotlight has been well and truly focused on gastroenteritis outbreaks in aged care facilities in Victoria. Older frail people are more susceptible to illnesses such as gastroenteritis and influenza. Dr Lester will tell the real public health story about these and multi-resistant organisms such as VRE and MRSA in aged care facilities.</p>
11.00 am	Morning Tea (provided)
11.30 am	<p>Managing Acute Infections in Aged Care – A Clinicians View Dr Patrick Charles, Physician, Infectious Diseases Department Austin Health</p> <p>Older frail people with multiple co-morbidities are likely to get sicker, quicker if they contract illnesses such as gastroenteritis or influenza. Early identification and prompt management can improve resident comfort, prevent complications and reduce the need for hospitalisation. There are myths about the risks of caring for residents who have multi-resistant organisms such as VRE and MRSA – What is the reality?</p>

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	<p>Managing Acute Infections in Aged Care (continued)</p> <p>Dr Charles will talk about early identification of gastroenteritis and influenza and present some of the current thinking about acute management options and considerations for caring for residents with these in aged care facilities. He will also talk about the admission and management considerations for effectively caring for residents with VRE and MRSA.</p>
12.30 pm	Lunch (provided)
1.30 pm	<p>Infection Control – Everybody’s Business Miss Michele Cullen Infection Control Consultant, Department of Human Services</p> <p>Effective and appropriate systems for infection control are critical for the prevention and management of infectious disease outbreaks in aged care facilities. Do the infection control measures in your facility comply with current recommendations?</p> <p>Miss Cullen will explore standard and additional infection control precautions and the management implications for implementing a ‘whole of organisational’ approach to these in aged care facilities.</p>
2.00 pm	Break
2.30 pm	<p>Dehydration – The Hidden Epidemic Professor Joseph E Ibrahim Aged Care Medicine Monash University</p> <p>Frail older people are particularly susceptible to the risk of dehydration and the consequences can be catastrophic. Prevention, early identification and management of dehydration should be a key consideration when caring for residents in aged care facilities.</p>
3.30 pm	<p>Communicating with the Media Mr Rob Hudson, Manager Mr Bram Alexander, Media Officer Media Unit, Department of Human Services</p> <p>Increased public interest in stories about residential aged care means that it is important to know how to effectively communicate with the media.</p> <p>On Saturday, September 15 last year a little girl from New Zealand was abandoned by her father at Southern Cross station in Melbourne. Days later the body of her mother was found in the boot of a car outside the family home in Auckland. An international manhunt ensued - and ended in February near Atlanta, USA with her father being flown to New Zealand to face a murder charge.</p> <p>The story of little ‘Pumpkin’ captured the imagination of the world - and in this presentation Mr Hudson and Mr Alexander, both experienced journalists explain the role of the Department of Human Services in the case and they will illustrate the importance of working with the media when coordinating organisational responses to issues and incidents.</p>
4.15 pm	Close

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Day 2 Thursday 26 June 2008

8:00 am	Registration
9.00 am	<p>Welcome and Introduction Ms Jane Herington Director, Aged Care Branch Rural and Regional Health and Aged Care, Department of Human Services</p>
9.10 am	<p>Falls prevention – Fact, Fiction and the Future Dr Jenny Schwarz Consultant Geriatrician Sunshine Hospital, Western Health</p> <p>Aged related functional decline means that older people are more susceptible to de-conditioning, reduced mobility and falls. The outcome of a fall and the implications for the older person are significant.</p> <p>Dr Schwarz is a leading expert in falls prevention and management and will discuss the latest evidence around immediate responses to falls, implementing best practice falls-prevention strategies and management approaches for people who fall.</p>
10.10 am	Morning tea (provided)
10.40 pm	<p>What Risk? Dr Heather Wellington Consultant to the health law team at DLA Phillips Fox Former member of the Australian Council for Safety and Quality in Health Care</p> <p>The risks in your organisation – have you got them covered? Dr Wellington is a leading expert in quality and safety in health care. In this presentation she will challenge the effectiveness of current risk management frameworks in organisations and provide a solution based approach to implementing a clinical governance framework for mitigating known risks in aged care facilities.</p>
12.00 pm	Lunch (provided)
1.00 pm	<p>Positive GP Partnerships – Rhetoric or Reality Dr Wendy Bissinger Deputy Chair, General Practice Victoria Chair of State Reference Committee for Aged Care Panels project</p> <p>Positive collaborative partnerships with general practitioners are essential to providing effective, timely and appropriate medical responses for the care of residents in aged care facilities. Dr Bissinger brings a practical 'can do' approach to this presentation which explores how to improve relationships with GPs and get the best outcomes for residents.</p>
2.00 pm	Break (stretch)

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2.10 pm	Leadership Matters Mr Peter Baines Detective Inspector – Forensic Services Group (NSW Police) Appears by arrangement with Claxton Speakers International Effective leadership is recognised as a key component of highly successful organisations. Peter Baines has led teams in the investigation of some of the world’s most horrendous crimes and disasters. He has applied effective leadership techniques whilst facing some of the most confronting natural disasters, accidents and acts of terrorism in our region. Peter will share with you the invaluable learning from his experiences in crisis management and the application into all areas of business and life. Through ‘Leadership matters’, this session will explore the critical aspects of making decisions without deliberation, focusing on results and not excuses, through three platforms of leadership and how they impact on individuals, teams and direction of your service.
3.30 pm	Close

Acknowledgements:

- Austin Health
- Claxton Speakers International
- DLA Phillips Fox
- General Practice Victoria
- Monash University
- Western Health

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This seminar has been endorsed by APEC number 070209374 on behalf of the Royal College of Nursing, Australia according to approved criteria.

A record of attendance throughout each day is required to accurately award the relevant CNE points.

DISCLAIMER

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Venue Details

The Celebrity Function Room
First floor of the grandstand

Moonee Valley Racing Club
Gate 1, McPherson Street
Moonee Ponds

Melways reference: 28 K7 / 29 A7

Free car parking available onsite



GETTING THERE

By Car - Outbound

From Melbourne city, proceed via Elizabeth Street to Flemington Road, and then branch left onto Mt Alexander Road. Follow the road to Moonee Ponds junction; turn right into Kellaway Avenue, right into Pascoe Vale Road and left into Coats Street and into McPherson Street. Proceed to Members Gate 1.

Alternatively, from Melbourne city, you can follow Citylink north and exit at Moreland Road. At the end of Moreland Road, turn left into Pascoe Vale Road. Follow Pascoe Vale Road and turn left into Coats Street and into McPherson Street.

By Car – Inbound

From Tullamarine, take Citylink towards Melbourne city. Exit at Brunswick Road turnoff, and then turn right at Stuart Street, left into Dean Street and right into McPherson Street.

Tram & Bus

Terminals are located at the Moonee Ponds Junction (off Puckle Street and Pascoe Vale, Mt Alexander and Ascot Vale Roads). Tram No. 59 departs from Elizabeth Street every 10 minutes and arrives directly at the Junction terminal (Tram stop #33). Duration of tram trip is 25-30 minutes. Zone 1 ticket. From there it is a 250m walk to the entrance on McPherson Street.

Train

The Broadmeadows line train departs from Flinders Street railway station (Platform 4 / 5) every 10 minutes with a stop at Southern Cross railway station (platform 11). Duration of trip is 15 minutes. Zone 1 ticket. Disembark at Moonee Ponds railway station. The Racing Club is a 10 minute walk (700m) down Puckle Street, across Moonee Ponds Junction to Dean Street, and turn left into McPherson Street for main entrance.

By Taxi

Taxis are able to enter via the Member Gate 1 on McPherson Street. There is also a taxi rank 250m on Alexandra Avenue (off McPherson Street, towards Pascoe Vale Road).