



Public Sector Residential Aged Care Bulletin

This bulletin provides information on current and important issues for Public Sector Residential Aged Care sector. Previous editions are available at: www.health.vic.gov.au/agedcare/publications/newsletters/index.htm

ACFI - opportunity for excellence

The first quality improvement seminar for 2008 had a specific focus on supporting Public Sector Residential Aged Care Services with the transition to the new Aged Care Funding Instrument (ACFI) that comes into effect on 20 March 2008. There was a record attendance of over 230, with most participants being middle and executive nurse managers. In response to feedback from the sector speakers over the two days explored issues around use of the Cornell Scale for Depression and the Psychogeriatric Assessment Scale and their links with evidenced based practice and improving outcomes for residents.

The experts responsible for the ACFI development; Dr Richard Rosewarne and Ms Janet Opie (Applied Aged Care Solutions), presented the background to ACFI, good practice principles and management issues associated with linking good care and the ACFI. Other expert presenters over the two days included Professor Rhonda Nay, Professor Daniel O'Conner, Dr Wendy Bissinger and Professor Simon Crowe.

Recurring messages throughout the seminar from the experts were that:

- ACFI is NOT a comprehensive health assessment but it DOES provide essential information about care needs.
- ACFI is NOT a tool that drives care planning but DOES provide relevant information.
- ACFI is NOT designed to monitor the quality of care provided but DOES fit into a quality improvement approach.

Further information will be available in the next bulletin addressing some of the key questions that were raised and answers from the experts.

Presentations from this seminar can be viewed at:
www.health.vic.gov.au/agedcare/publications/seminar.htm

The next seminar in the Quality Improvement series will be on the 25th and 26th of June. The seminar will focus on **managing common and challenging issues in residential aged care**. Contact Cora Castens on (03) 9096 6964 or email cora.castens@dhs.vic.gov.au to register your interest.



Dr Richard Rosewarne and Ms Janet Opie, Applied Aged Care Solutions

New Help for Seniors who Suffer Abuse - Seniors Rights Victoria

Victorian seniors who seek information on, or suffer any form of abuse, mistreatment or neglect will get help from a free and confidential new telephone service, from Monday 28 April 2008.

The service is called **Seniors Rights Victoria** and will provide support and referral for older people, professional service providers, and family and community members.

Seniors Rights Victoria will work closely with professionals who regularly deal with the financial, medical and legal affairs of older people to ensure they understand the issues and can respond appropriately.

Elder abuse can be financial, physical, emotional, social or psychological. It can involve mistreatment or neglect, as well as instances where families pressure elderly relatives for their money, forcing them to sign documents they do not understand or restricting their contact with friends.

With the risk of elder abuse rising as our population ages, this service combines the resources and experience of the Council on the Ageing Victoria, two community legal centres and the Public Interest Law Clearing House.

Attorney General Rob Hulls said with the support of Victoria Legal Aid, the new service would provide strong legal backing to prevent and respond to incidents of abuse.

The establishment of **Seniors Rights Victoria** is one of a number of strategies funded by the Victorian Government to address elder abuse and to ensure senior Victorians can lead healthy, active and independent lives.

Anyone seeking assistance or information about elder abuse can phone

Seniors Rights Victoria on 1300 368 821, Monday to Friday from 10.00am to 5.00pm.

'Safe Steps' National Campaign

From April 2008, workplace health and safety inspectors will be auditing hospitals nationally as part of the *Safe Steps – National Hospital Intervention and Compliance Campaign*.

This campaign focuses on the control of manual handling and slip and trip risks, and will assist in informing future directions for workplace health and safety in the health care sector. Inspectors will also be able to provide

practical guidance and information during these visits.

Information on this campaign can be found on the Heads of Workplace Safety Authorities (HWSA) website at www.hwsa.org.au (see current activities/current campaigns). Further information on managing risks associated with manual handling and slips and trips in the health and residential care sectors is at Worksafe Victoria's website at www.worksafe.vic.gov.au (eg. The *Residential Aged Care Checklist* provides information used by Worksafe in a compliance project in residential aged care.).

- travel and accommodation costs (if required to travel more than 30km from place of residence)
- course materials and text books
- paid study leave
- costs incurred from providing backfill to cover staff attending training.

Outcomes and costs of the transition of younger people from residential aged care

Over the next three years Di Winkler (Monash University & Summer Foundation) will be inviting younger people living in aged care or at risk of admission to aged care to participate in a research project. The purpose of this project is to determine the impact of moving from residential aged care on the individual's health and well-being. This will involve measuring health and well-being whilst the individual is living in residential aged care and then conducting a follow-up interview to measure the health and well-being of both people who move and people who remain living in residential aged care. The overall aim of this research is to foster the development of alternate accommodation options for younger people who are currently in aged care or at risk of admission to aged care.

This research is independent of the Victorian government my future my choice initiative. It will not have any impact on the type of support received through the my future my choice initiative.

If you would like further information about this research, please contact Di Winkler

Phone 8812 2511

Email di.winkler@summerfoundation.org.au.

The Centre for Cultural Diversity in Ageing

The Centre for Cultural Diversity in Ageing provides training services to the aged care industry. Our training supports Victorian aged care providers to deliver culturally responsive services and addresses cultural diversity across all levels of service design and delivery.

The Quality Client Outcomes & Cultural Diversity: Seminar & Expo aims to enhance participants' knowledge of the ageing population from culturally and linguistically diverse backgrounds. Speakers will provide examples of culturally responsive strategies that have been implemented in aged care services, while more than 15 Victorian community-based organisations will showcase resources and services to help aged care providers meet the needs of clients from specific ethnic communities.

Quality Client Outcomes & Cultural Diversity: Seminar & Expo: Thursday 24th April 2008
Melbourne University Private, 442 Auburn Road, Hawthorn. To register online please go to www.culturaldiversity.com.au.

Medicare Aged Care Online Claiming information kit

Medicare Australia will be sending all aged care Providers and Services an Aged Care Online Claiming information kit and a demonstration CD to raise awareness and interest in Medicare Australia's online claiming solution. Providers and Services should receive these by the first week in June.

Medicare Australia's Aged Care Online Claiming is a fast and secure solution that allows you to easily lodge forms online and claim directly with Medicare Australia. It was introduced to streamline current business processes supporting the payment of aged care subsidies by Medicare Australia, replacing paper forms with electronic lodgement of data.

Medicare Australia has identified a range of benefits for all Providers and Services associated with online claiming :

- significantly reducing staff time required to prepare and submit paperwork
- reducing the time taken to prepare monthly claiming - participants can make adjustments to claims themselves
- improving the accuracy of payments and related data
- providing acknowledgment that forms and information have been received and processed by Medicare Australia

- reducing the need of paper forms and their storage
- providing overnight business processing with outcomes available within 24 hours.

For further information regarding Aged Care online claiming please visit Medicare Australia's Aged Care website
www.medicareaustralia.gov.au/aged

Coming Events & Key Dates

2008 Aged Care Quality Improvement Seminars

25th & 26th June 2008

17th & 18th September 2008

Contact Cora Castens on (03) 9096 6964 or email cora.castens@dhs.vic.gov.au to register your interest.