Developing Expertise in Dementia Care in Hospitals: The Dementia Champions Project

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Aims

• Encourage sustainability of dementia care skills in hospitals in Western Australia

• Promote transfer of information between health professionals and care staff

• Promote hospital ownership of best practice dementia care
Rationale

• The number of people with dementia admitted to hospital is increasing

• People with dementia have longer hospital stays (King et al 2006)

• Families and carers report dissatisfaction

• Insufficient training in dementia at tertiary level

• Work-based professional development is ad-hoc
Strategy

• Facilitate a process for developing Dementia Champions in the acute care sector by:
  – Adopting a train-the-trainer approach
  – Providing ongoing support in the workplace
WA Hospital System

Metropolitan
- Three tertiary teaching hospitals and several smaller acute hospitals (public and private) in metropolitan Perth
- Limited number of sub-acute hospitals in Perth

Regional
- Many regional hospitals are small and provide multipurpose services including respite and permanent beds
Project Outline

- Needs analysis
- Industry Engagement
- Resource and workshop development
- Pilot
- Evaluation
- Recommendation
Industry Engagement

• Engagement with reference panel from metropolitan and regional hospitals

• Reference panel assisted with:
  – Identification of topics for a resource kit
  – Recruiting participants for pilot workshops
  – Promoting the project in hospitals
  – Developing ownership of dementia care education in hospitals
Dementia care resource kit:

- Contents
  - Teaching and learning skills
  - Key dementia care topics
  - Teaching scenarios
  - Example documents
  - Additional references

- Workbook with audit tool
Dementia Champions’ training

- Day 1 – Teaching and learning skills and review of fundamentals of dementia care
- Day 2 – Presentation of resource topics by Dementia Champions
- Work-based activities:
  - audit of work environment
  - two activities (presentation, mentoring, introduction of new resource)
Recruitment Process

• Prerequisites
  – Evidence of previous dementia learning
  – Experience in dementia care
  – Letter of support from workplace manager

• Workshop numbers limited (6-8) to allow ongoing support and mentorship for Champions
Participant Demographics

• 2 pilot groups in 2008, total number = 15
  – 2 x Clinical nurse managers
  – 3 x Clinical nurses
  – 1 x Staff development nurse
  – 1 x Occupational therapist
  – 8 x Registered nurses

• 10 metropolitan hospital participants
• 5 regional hospital participants
Evaluation of Workshop

• Great networking opportunities (5)

• The resource kit will help facilitate and promote effective and efficient delivery of care

• “I was anxious about presenting on the second day”

• “More information on expectations might be important for Unit Managers and future participants”
Work-based Activity Type

- Formal teaching session 11
- Informal (at staff handover) 4
- Mentoring one to one 5
- Opportunistic teaching 2
- Activity introduction 2
- University tutorial facilitation 1
- Health Promotion 1
- Toilet tutorial 1
<table>
<thead>
<tr>
<th>Work-based Topics</th>
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<tbody>
<tr>
<td>• Delirium</td>
<td>8</td>
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<tr>
<td>• General dementia topics</td>
<td>5</td>
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<tr>
<td>• Communication</td>
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<td>• Activity boxes</td>
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<td>• Environment</td>
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<td>• Nutrition</td>
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Reflections on Activities

• Activity was successful  – 100% Agreed

• Activity was well received – 100% Agreed

• Most felt they could make improvements, including:
  – more preparation time
  – providing more evidence-based research
  – using more examples from the work-place
Final evaluation

Benefits of being a Dementia Champion:

• Feeling empowered to improve attitudes and care
• Networking opportunities with like-minded colleagues
• Seeing staff put education into practice
Final evaluation

Examples of changes in dementia care practice

• “Increased awareness and management of delirium”

• “Staff are using activity boxes and activities rather than relying on surveillance personnel”

• “There has been a reduction in incidents of aggression”
DVD

“Dementia Champions evaluation interview”
Ongoing Project

• Recruit and train more Dementia Champions
• Develop additional topics for the resource kit
• Liaise with hospital management to clarify expectations
• Improve access to teaching resources
• Promote expansion of the Dementia Champion’s role
Recommendations for the future

• Modify the training package for use beyond WA

• Adapt the package to a three-day training program, with Day I focusing on underpinning knowledge of dementia

• Explore options for adapting the model for residential and community workplaces

• Increase time and resource allocation for Dementia Champions (a career pathway)
Acknowledgements

• This project was funded by:
  – WA DTSC as part of the Australian Government’s Dementia Initiative
  – Department of Health, WA