Our future – Consumer Directed Care for people with Dementia

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A Good Life for All

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Drivers for change

• Aged Care Reforms: Consumer Directed Care

• National Disability Insurance Scheme: Self Determination & Self Direction

• Economic rationalisation and user pays principles

• Clients and their families: transparency, informed decision making, outcome focus and value for money

• Identifying our competitive advantage
People at Centre Stage (PACS) Research

Principles:
Choice, Control and Flexibility

Aim:
To develop a flexible and responsive, yet safe, community aged care model that empowers and enables older people and their carers to shape and direct the services they receive with the aim to improve overall care outcomes.
What is CDC Approach?

CDC Model starts with the person, identifies who they are, their interests, capabilities and priorities.

Before care planning, Case Manager works WITH Client and their families to find what will help them to move towards their goals /dreams so that the supports they get help them get where they want.

Once the objective is clear Case Manager and Client/their families work together to identify the people, activities and community links needed.

Resources identified and pathways discovered to help support the person in the fulfilment of their dreams.
• Co-production model
• Partnership approach
• Person centred co-assessment and planning
• Aspirational and restorative health goal setting
• Enable informed decision making
• Self direction and capacity building
• Shift from “case management’ to coaching-mentoring
Independently evaluated outcomes

PACS CDC intervention group participants were:

✓ 5 x more satisfied with their overall care;
✓ 5 x more satisfied with their treatment;
✓ 3½ x more satisfied with their care options;
✓ 5 x more satisfied that they had a say in their care;
✓ 3 x more satisfied with the information they received and
✓ 3½ x more likely to state that the service changed their view on what they can achieve in their lives.
Consumer Directed Care (CDC) Model

Shared understanding of CDC
what is CDC, what CDC means to clients, how to apply CDC in practice and how does CDC look like in service delivery

Workforce

Quality Management

Audits and Evaluations

Workforce Development

Systems

Workflows and Tools

Finance

IT

Marketing
LifeAssist's Journey (Cont.)

- Support from CEO/Executive level based on the PACS Research as the blueprint for LifeAssist’s CDC model.
- Engage whole organisation to develop a CDC implementation plan.
- Communicate/Educate staff about CDC, plan and timelines.
- Organise working groups to work on “systems” and “workforce”.
- Self assessment - CDC readiness.
- CDC Trial and Evaluation.
- Implementation of a CDC transition plan.
- Maintain high quality services, regular monitoring & quality control.
- Embed and consolidate CDC model into “business as usual” within LifeAssist.
Challenges

• CDC as a catalyst for efficiencies and reducing red tape.

• Expect to re-visit, renew and refresh organisational systems.

• Live records of spending & budget and transparent monthly statements.

• Workforce development and capacity building for staff re CDC, challenging their traditional practices.

• Improve outcomes for our clients and enhance their capacities to make informed decisions.

• Reinforce the links between clients and their local communities.

• Strengthen marketing strategies to promote our services.
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