Improving journeys for people with dementia in northern Sydney

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For the Northern Sydney Dementia Collaborative

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A PARTNERSHIP APPROACH BETWEEN ALZHEIMER’S AUSTRALIA, COMMUNITY ORGANISATIONS, GENERAL PRACTITIONERS AND PRIMARY HEALTH CARE, AND THE PUBLIC HEALTH SYSTEM
Partnership Established 2015

- **Partnership between:**
  - Northern Sydney Local Health District (Aged Care and Rehabilitation Network)
  - Sydney North Health Network (general practitioners and Primary Care)
  - CCNB Ltd (Community Care Northern Beaches)
  - Alzheimer’s Australia (both consumer representative and staff member)
  - With funding support from NSW Health Agency for Clinical Innovation
Northern Sydney
Northern Sydney
Current system and services available for people with dementia
Aim of Partnership

• Improve journey for people with dementia by:
  – Consulting with people with dementia and carers (“consumers”) through focus groups, workshops and interviews to understand the current patient journey and what is needed
  – Mapping currently available services
  – Developing service directory
  – Developing information brochure for consumers
  – Educating general practitioners with development of care pathways for people with dementia
Ideal journey: carer presenting to GP

1. **CONDUCT CONSULTATION**
   - Carer with concerns presents to GP
   - GP CMS (detailed Hx)
   - GP CMS
   - Medicare reimbursement
   - 6.5.1 New MBS item for Carer consult
   - 6.1.1, Advise carer about carer education repository
   - 6.3.2, Discuss dementia in appropriate language

2. **RECOMMEND APPROPRIATE TREATMENT FOR CARER**
   - Support Group referral
   - Prescription
   - Counseling Options
   - Education resources
   - Online resources

3. **DISCUSS PATIENT ATTENDANCE WITH CARER**
   - Carer may not think GP visit for patient necessary after own consultation
   - Tpt: 15-30mins

4. **Further Action required?**
   - Yes
     - MAKE APPOINTMENT FOR PATIENT
     - CONDUCT PT CONSULTATION (general discussion)
     - Dementia possible?
     - SCHEDULE REVIEW (return to make appointment for pt)
     - GP APPT SYSTEM (PraSoft)
     - On pretext of conducting regular checkup/meds review
     - Tpt: 2-5mins

   - No
     - Tpt: 30-45mins

5. **GP CMS (detailed Hx)**
   - Carer
   - Person
   - Person
   - Carer
   - GP Admin
   - GP

6. **GP CMS**
   - Person
   - Carer
   - GP

7. **GP CMS (PracSoft)**
   - Carer

8. **Person**
   - GP Admin
   - GP

9. **Carer**
   - GP

10. **MEASUREMENTS**
    - Tpt: 15-30mins
    - Tpt: 2-5mins
    - Tpt: 30-45mins
ORDER TESTS/Ax (as appropriate)

GP CMS (physical exam, med review, test & referral details)

CONDUCT Ax & COLLABORATE RESULTS (as appropriate)

REVIEW ALL RESULTS/REPORTS

Dementia cannot be excluded?

MAKE APPOINTMENT FOR PATIENT

PROVIDE INFO/DISCUSS OPTIONS / AGREE NEXT STEPS

MAKE APPROPRIATE CLINICAL REFERRALS

MAKE REFERRAL TO WEAVER SUPPORT GROUP

The GP may make a diagnosis and a referral may be made for:
- an ACAT assessment
- Geri / Neuro
- Memory Clinic

6.1.1 Std Carer info pack & Central carer education repository
6.2.2 Hand-out and discuss visual dementia journey tool & direct to online version
6.2.1 New volunteer support group for navigating pt journey

Tpt: 2-5mins
Tpt: 20-30mins

6.3.4 Improve GP education around Ax & testing
6.3.3 Std order set prior to referral
6.7.1 Dependant upon Practice, some of these assessments may be carried out by the Practice Nurse
Key issues identified from mapping

- Warning signs of dementia being dismissed by GPs as old age
- An overwhelming number of services to interact with and no clear pathway to navigate the journey
- Difficulty accessing services & lengthy delays
- Carers felt overwhelmed by their responsibilities leading to their own poor health outcomes
- Language used towards people with dementia and carers is often unclear
- Attitudes towards people with dementia are often unhelpful
Development of GP Dementia Pathway

Pre-diagnosis:
- Discuss Memory issues
- Screening at 75+ Health assessment
- Patient/family raise concerns
- Assessment with RMS check-up
- Exclude Depression
- Identify Reversible Causes

Assessment tools:
- Geriatric Depression Scale
- Memory assessment, MMSE
- GPCOG
- Blood Tests
- CT Scan

Diagnosis:
- Dementia diagnosis accepted
  - Referral for assessment by specialist/clinic
  - Review by GP with report/treatment from specialist/clinic
  - GPMP/TCA developed
  - 14 Essentials for Good Dementia Care
  - Clinical Practice Guidelines and Principles of Care for People with Dementia.

- Dementia Advisory Service
  - 9998 2900

- Diagnosis not accepted
  - Support for carer/family
  - Alzheimer's Australia
    - www.fightdementia.org.au
    - 1800 100 500
  - Carers Support Services
    - www.ncarersupportservices.com.au
    - Dementia Advisory Service
      - 9998 2900

Post Diagnosis:
- Medical
  - 3 monthly review
  - Medication
  - Behaviour
  - Mood
  - Progress

- Legal
  - Advance Care Directive
  - Power of Attorney
  - Enduring guardianship
    - www.start2talk.org.au

- Carer Support
  - Carer support service
    - www.ncarersupportservices.com.au
  - My Aged Care
    - www.myagedcare.gov.au
  - Respite services

- Patient Support services
  - Behaviour – DBMAS- 1800 699 799
  - Mental Health – SMHOPPS-1800 011 511
Development of Memory Problems Brochure

- 45,000 brochures printed and distributed to general practices, community centres, public and private hospitals
Development of Discharge Service for patients with dementia leaving hospital

• Developed as a result of problems expressed by patients and by health care professionals
• Specifically for people with a diagnosis of dementia
• Service commissioned and funded by Sydney North Health Network
• Provides transport home, shopping, attendance at GP and pharmacy for medications for up to 1 week
Impact to date 2016 to 2017

• Implementation of a plan which has had substantially greater impact than if one organisation had undertaken this work alone

• Excellent uptake and feedback for all outputs:
  – Workshop attendance for GPs and health care professionals (NSLHD and PHN hosted)
  – Brochure distribution
  – Discharge Service usage

• Continuing as the Northern Sydney Dementia Collaborative
Resources

- Memory Problems Brochure:

- 14 Essentials of good dementia care in general practice:

- Clinical Practice Guidelines for Management of People with Dementia:
Acknowledgments to the Northern Sydney Dementia Collaborative Team
Thank you