



DHHS Dementia Pathways Project

Campaspe Primary Care
Partnership

Phase 2 - Project Evaluation
Report

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1. Executive Summary

In 2016 the Victorian Department of Health and Human Services funded Loddon Mallee Primary Care Partnerships to promote regional dementia pathways. Phase one of the project was implemented by Central Victoria PCP on behalf of the five Loddon Mallee PCP's and phase two was undertaken by each PCP individually taking into consideration the findings of phase one and developing actions relating to local context.

The DHHS Dementia Pathways project (phase 2) was implemented over a nine month period in 2017 with the aim to improve and then promote an appropriate and accessible dementia pathway for consumers and their carers within the Campaspe Primary Care Partnership catchment.

Project Objectives

The project objectives were to:

1. Identify local service provision access points with service providers linking to the dementia pathways and
2. Improve carers access to relevant local information via support groups, printed resources and appropriate online platforms.

The project took into consideration the findings of phase one which were related to:

- The availability and accessibility of dementia related information,
- Acknowledgement of General Practice as a key contact for assessment, referral and health information, as well as
- Identification of gaps within service provision at the point of diagnosis/post diagnosis support.

Project Initiatives

The initiatives of the project in Campaspe included:

- Engagement with local service providers to determine local application of dementia service access points and identify barriers to accessing these service access points
- Engagement with local consumers and carers impacted by dementia to determine access to relevant information
- Development and dissemination of a local resource to support service access
- Advocacy for Dementia Australia to deliver information sessions in Campaspe.

Project Achievements

Project achievements include:

- Consultation with **73** individual clinicians and community service professionals and **45** PCP Campaspe PCP member organisations along with **21** community members impacted by dementia
- Dissemination of **750** local Campaspe Dementia resources to **10** GP clinics, **6** Aged Care Facilities, **5** Health Services, **5** Neighbourhood Houses, **3** planned activity groups, **4**

Carer support groups, participants at **3** community education sessions and **1** Regional library service

- Advocacy and support to **5** Service Providers to update National Health Service Directory listings
- Delivery of dementia education to **51** community members
- Establishment of a Dementia Support Group Facilitators network.

Key learnings

Key learnings of the project included:

- Consumers and carers rely on GPs as a key information source at the time of diagnosis with dementia and when requiring access to support services
- Dementia Australia is a key conduit for the provision of information and counselling support to consumers and carers
- Carer Support groups provide critical support to carers and enable linkages to services if group members and facilitators have accurate information
- Consumers and carers obtain information regarding dementia from a wide range of sources including radio, online courses and word of mouth; these sources can however be difficult to find and does not necessarily provide local context
- Consumers value printed information that can be accessed readily in a time of need
- Partnering with organisations who have strong links with the community to promote training is effective
- Community education sessions should be frequent and in multiple locations across the local government area.

Evaluation of this local project

The evaluation focused on measuring the achievements of and processes in which the project was effective in meeting its two objectives, through quantitative and qualitative enquiry.

The project achieved its objectives of identifying dementia service provision access points across Campaspe and improved carer access to relevant local information through development and dissemination of a local dementia resource.

The project also provided service providers with a resource that assisted them to identify local service access points and enable them to advise consumers of relevant local supports.

2. Introduction

The Shire of Campaspe is located in north central Victoria and covers approximately 4,500 square kilometres, with an estimated population of 36,747. Of the population in Campaspe 16.2% are aged 70 years and over with 3.1% of the population aged 85 years and over. Compared to regional Victoria, Campaspe has a higher proportion of population in both these age groups (ABS, 2016).

The Dementia prevalence in Campaspe in 2013 was 658 which is projected to increase to 2,193 by 2050, an increase of 233% (Deloitte Access Economics, 2013).

In 2016 The Department of Health & Human Services (DHHS) funded the Loddon Mallee Primary Care Partnership (LMR PCPs) to promote the use of the dementia pathways located on the Collaborative Education and Research Centre (CHERC) website. On review, the existing information was found to be comprehensive and rich in information orientated to service providers but not accessible to consumers and carers due to the language, health literacy level and web interface features.

The project undertaken by the LMR PCPs consisted of two phases- the first phase was a regional approach to promote the use of dementia pathways and the second phase was undertaken by individual PCPs at a local level.

Campaspe PCP prioritised the following key areas to work on during phase 2 of the project using the [Dementia Services Pathway Project Workshop Scoring Matrix](#), developed in 2014;

- *Awareness, recognition and referral*
- *Initial assessment, diagnosis and post-diagnosis support.*

Overall, the project aim was to improve, and then promote an appropriate and accessible Dementia pathway for consumers and their careers for the Campaspe PCP catchment, with consideration of the findings from the Stage 1 project which related to;

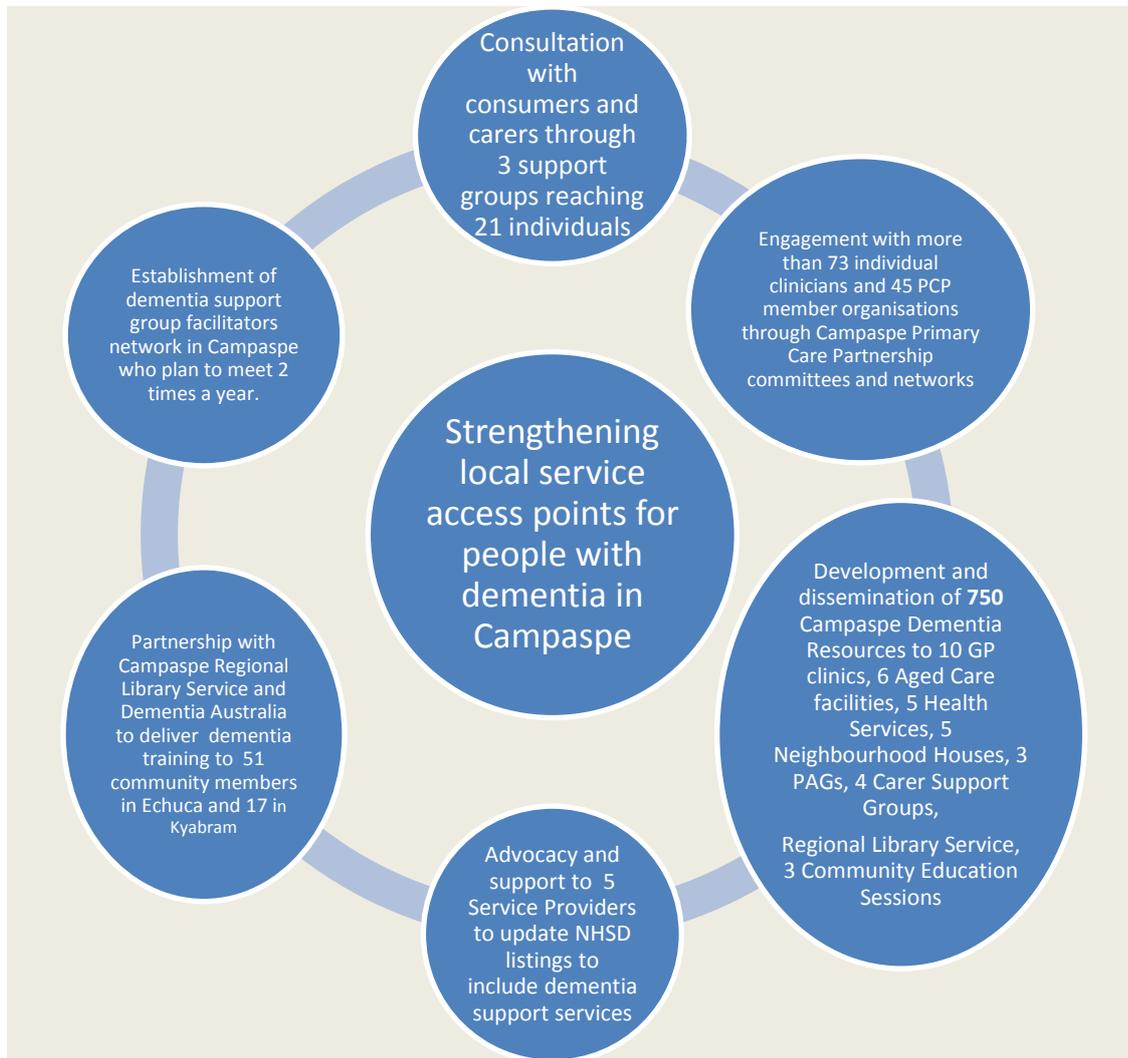
- The availability and accessibility of dementia related information,
- Identification of General Practice as a key contact for assessment, referral and health information, as well as
- Identification of gaps within service provision at the point of diagnosis/post diagnosis support.

3. Project activities

The specific actions that were undertaken in the project were:

- Recruitment of the PCP Service Coordination Project Manager to the role of project manager
- Communication of the project aims and requirements with Campaspe PCP member organisations and networks
- Review of the Campaspe services listed in the National Health Service Directory, (NHSD) to ensure currency for local service access and completion of an environmental scan to identify additional dementia services in the local area that were not listed
- Provision of advice to local service providers who were not listed as a dementia service provider in the NHSD to update their service listings
- Attendance at Service Provider meetings and engagement with local service providers to determine local application of service access points and to promote CHERC dementia pathways
- Service Provider Survey was completed to ascertain gaps in service provider knowledge of dementia supports in Campaspe. A further audit to determine current organisation practices based on the pathway components was not undertaken due to the individual nature of the dementia journey and the multiple service access points for people with dementia. This led the project to focus on consulting with consumers and carers to better reflect their experience rather than auditing at an organisation level.
- Engagement with carers/consumer who are impacted by dementia, primarily via support groups and service providers, to determine the best local platforms to ensure access to relevant information.
- Advocacy to Dementia Australia to conduct two local training/information sessions for consumers and carers in Campaspe
- Delivery of two training sessions by Dementia Australia in partnership with Campaspe Regional Library Service and Campaspe PCP
- Development and dissemination of a local Campaspe dementia resource to GPs, Service Providers, Consumers and Carers within Campaspe
- Provision of a copy of Dementia Australia's "Dementia Guide" to local service providers with information on how to access copies for their organisation
- Establishment of a network of Dementia Support Group facilitators to strengthen the capacity of support groups to meet the needs of participants.

4. Key achievements



Consultation with consumers and carers

Consultation occurred with consumers and carers through attending three carer support groups. Two of these groups were dementia specific groups, these were both located in Echuca and the third was a general support group located in Rushworth. The members of the two Dementia Support Groups provided rich data regarding their individual experiences throughout the dementia journey identified key service access points, their information sources and their need for a resource that would assist them to access local support. See appendix 1.

Attendance at support groups and staff from Alzheimer's Australia were seen as the most useful source of information for both support groups, and while all participants in group 1 identified GPs as where they would expect to get most of their information from, participants did not always find the information from GPs to be sufficient.

There were 1,000 resources printed, and to date 750 have been disseminated to a wide range of settings across Campaspe since its launch at the Rochester & District Health Service Planned Activity Group on September 25, 2017.

Through the process of design, printing and dissemination of the resource the limitations of printed resources in maintaining currency was highlighted as during this time Alzheimer's Australia changed its name to Dementia Australia.



Launch of the Campaspe Dementia Resource at Rochester & Elmore District Health Service, September, 2017

Dementia Resource Distribution	
Setting	Town
GP Clinics	Rochester (2)
	Echuca (4)
	Kyabram (2)
	Rushworth (2)
Planned Activity Groups	Echuca (2)
	Rochester
	Kyabram
Aged Care Facilities	Rochester
	Echuca (3)
	Kyabram
	Tongala
Health Services	Rochester (Primary Care & District Nursing)
	Echuca (Primary Care & Rehab/TCP)
	Kyabram (Primary Care)
	Goulburn Valley Health (Community Nursing/District Nursing)
	Njernda Aboriginal Corporation
Echuca Regional Library	Campaspe wide
Bendigo Health (Carers Support Service)	Campaspe wide
Dementia Support Groups	Echuca (2)
	Kyabram
	Rushworth
Campaspe PCP	Service Co-ordination Network

	Service Integration Committee
	All networks through newsletter
	Social Media (facebook)
Dementia Forum	GV Health (Waranga)
Aged Care Expo	Echuca
Dementia Education	17 participants (Kyabram) 51 participants (Echuca)

Feedback on the resource from service providers and consumers was very positive.

"The resource was found to be logical, easy to use and understand by consumers and staff who were also providing support to clients and their families.

We will be certainly using these resources within our health service going forward and they have been particularly valued in TCP where there is a high percentage of consumers on an annual basis with various forms of dementia."

- Primary Care Manager

"It is a great resource. I have given the resource to a few families and they have appreciated having something to follow that gives them some direction"

- District Nurse

Delivery of dementia education /information sessions

Consultation with Dementia Australia determined that a public dementia information session had not been held in Campaspe during the past 12 months. Through a partnership arrangement between Dementia Australia, the Campaspe Regional Library and Campaspe PCP two education sessions were conducted by Dementia Australia in Echuca (51 attendees) and Kyabram (17 attendees). These sessions were promoted by flyers in the libraries and through Campaspe Regional Library, and Campaspe PCP social media.

Positive feedback was received after the dementia education sessions.

"The sessions were both really well received and supported. The Kyabram session though smaller (17) was received really well. Echuca's session today also went really well (51) with a waiting list of interested persons.

There was keen interest after both sessions for further information and workshops to help people develop skills to better understand and handle dementia situations.

The verbal feedback following both sessions was excellent and Simone, Lisa and Katie did a great job presenting the information.

We are very keen to be part of future partnership opportunities to continue to provide these learning opportunities for our communities, and would be only too happy to further discuss options.

Again, our thanks for the opportunity and support to provide these sessions"

- *Community Outreach Coordinator, Campaspe Regional Library Service*

Advocacy and support to Service Providers to update NHSD listings

Comparison between the information listed on the NHSD listing of Campaspe Service providers and the environmental scan conducted determined that five service providers did not have their dementia supports listed on the directory. These providers were contacted and were shown the listing of their services and were recommended to make changes to the listing. Support was offered to assist services in this process.

Establishment of dementia support group facilitators network

Through discussions with the individual facilitators of the various carer's support groups in Campaspe it was identified that there could be value in networking between the facilitators and that this could strengthen their capacity as group leaders. This resulted in two meetings between the facilitators throughout the project and intent for the facilitators to meet at least twice a year to discuss planning and share ideas and resources.

The support group facilitators found the connections they developed to be useful and plan to work together around a joint carers week activity in 2018.

"It was great to meet other group facilitators, network and get ideas from each other. We plan to meet soon and work together to plan a joint activity for carer's week in 2018"

- *Support group facilitator*

5. Project partners

- Campaspe PCP Early Intervention and Integrated Care Steering Committee
- Campaspe PCP Management Group
- Loddon Mallee PCP Network
- Loddon Mallee Dementia Steering Committee
- Bendigo Health Collaborative Health Education and Research Centre
- Dementia Australia/Alzheimer's Australia
- Murray Primary Health Network
- Department of Health and Human Services, North Division
- Campaspe PCP Member organisations
- Campaspe based Dementia support groups
- Bendigo Health Dementia Nurse consultancy service
- Campaspe Regional Library

6. Governance Structure

The project was overseen by the Campaspe PCP Early Intervention and Integrated Care Steering Committee which met bi-monthly over the duration of the project. At each meeting the committee received reports and discussed progress of the project.

Day to day management was provided by the Campaspe PCP Executive Officer, supported by regular reporting of the project to the Campaspe PCP board/Management Group at quarterly meetings.

The Loddon Mallee PCPs continued to support the project through the LMR PCP Network quarterly meetings and bi-monthly Executive Officer meetings. The project was also monitored by the Loddon Mallee Dementia Steering Committee.

7. Budget report

	Amount (excl. GST)
Phase 1 contribution (shared amount for each LMR PCP)	\$ 1,790
Project manager @ \$90/hr (including on costs)x 4hrs/month x 10 months	\$ 3,600
Project coordination @ \$76/hr (including on costs) x 6hrs/week x 6 months	\$ 11,856
local forum costs	
catering	\$ 223.40
Dementia Australia facilitator	\$ 400.00
Design of resource	\$ 370.00
Printing of resources	\$ 846.36
Travel	\$ 914.24
Total	\$20,000

8. Conclusion

Evaluation of the project determined that it achieved its objectives of identifying dementia service provision access points across Campaspe and improving carer access to relevant local information primarily through development and dissemination of a local dementia resource. Dissemination of the dementia resource to GPs, health and community service professionals, neighbourhood houses and directly to members to the public has maximised its exposure and has provided consumers and carers in Campaspe multiple opportunities to receive a copy of the resource.

The project also provided service providers with a resource that assisted them to identify local service access points which has improved their knowledge of the services available to assist people with dementia.

Community education sessions facilitated by Dementia Australia were very well attended with participants expressing an interest in attending future information sessions to better their understanding and develop skills to support someone with dementia.

The project outcomes have demonstrated the value supporting the many ways that consumers and carers access information included printed and other resources, support groups and community education.

9. Appendix 1

Information sources of dementia supports for consumers and carers as identified at dementia specific carer support groups in Echuca.

Group 1	Group 2
Alzheimer's Australia/Dementia Australia (presentations at support group and individual consultations)	Alzheimer's Australia/Dementia Australia (presentations at support group and through individual consultations)
General Practice	Bendigo Health Service
Carers support group- other participants, facilitator and guest speakers	Carers Support Service
Case Managers	Case Managers
Shire of Campaspe staff	Neighbourhood House
Palliative care walking group at local health service	My Aged Care
Residential Care Staff	Presentation at the library by Alzheimer's Australia/Dementia
Massive Open Online Course (MOOC)- "Understanding Dementia" University of Tasmania https://www.mooc-list.com/course/understanding-dementia-university-tasmania	
Norman Swann- The Health Report, ABC radio	

10. Resources/References

Australia Bureau of Statistics, Australian Government <http://www.abs.gov.au/>

Deloitte Access Economics (For Alzheimer's Australia), Dementia Across Australia: 2011-2050
https://www.dementia.org.au/sites/default/files/20111014_Nat_Access_DemAcrossAust.pdf

Financial Resources from Department of Health & Human Services.

Supporting resources, toolkits, groups and programs include:

- [Rural Social Inclusion Framework](#)
- [Dementia Friendly Community toolkit](#)
- [Alzheimer's Australia](#) – Dementia Guide, additional online and printed resources
- Bendigo Health – CADMS, Carer Support Services, DBMAS
- CHERC – [Dementia Management Strategy](#) website
- [National Health Service Directory](#)