


Integrated Pathways of Dementia Care in Action

Early learning from three acute hospitals in Ireland

10.00am – 1.00pm, Wednesday 14th December 2016

Ashling Hotel, Parkgate Street, Dublin 2.



HSE & GENIO DEMENTIA BRIEFING 2016



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



The
ATLANTIC
Philanthropies



Welcome

We are delighted to welcome participants and delegates from across the health and social care sectors, the research community along with government and philanthropic representatives.

Today provides an opportunity to learn from pioneers in the acute sector in Ireland who are exploring and testing models of best practice for pathways of integrated dementia care. This briefing comes at the mid-way point in a three year programme and offers an opportunity to share early learnings, describe the initiatives developed and inform how these initiatives are impacting service delivery for people with dementia.

Did you know?

- ➔ Up to 29% of all patients in a typical acute hospital may have dementia.
- ➔ People with dementia have a significantly longer length of stay in hospital than those without dementia.

About this briefing

As part of the HSE & Genio Dementia Programme three hospital projects (St. James's Hospital, Mercy University Hospital and Connolly Hospital) are developing integrated care pathways for people living with dementia to support planned and appropriate access to acute services and to improve their experience while in hospital.

Key topics include:

- ➔ The hospital projects will present on their **progress to date** outlining the challenges they have encountered, the responses that have been developed and early learnings on how these initiatives are impacting service delivery for people living with dementia.
- ➔ **Pathway initiatives** supporting diagnosis, quality of experience, hospital avoidance and supported discharge.
- ➔ **Integrated working approaches** between hospital and community.
- ➔ The **underpinning enablers** of education, environmental change and change management.

09.15 - 10:00 Registration & Tea/Coffee		
Morning Session	Welcome from Madeleine Clarke, Executive Director, Genio	
10:00 - 10:20	Michael Fitzgerald <i>Head of Operations and Service Improvement Services for Older People, HSE</i>	Introduction
10:20 - 10:30	Dr Fiona Keogh <i>Director of Research and Evidence, Genio</i>	Overview of the Integrated Pathways of Dementia Care Programme
10:30 - 10:50	Dr Anne Marie Brady <i>Assoc Professor/Director TCPHI, School of Nursing & Midwifery, Trinity College Dublin</i>	Integrated Pathways of Dementia Care in Action - initial findings
10:50 - 11:15 Tea/Coffee Break		
Mid-Morning Session	Chaired by Dr Siobhán O'Halloran, Chief Nursing Officer, Department of Health	
11:15 - 11:35	Prof Brian Lawlor <i>Director of the Memory Disorders Clinic, Mercers Institute for Research on Ageing, St. James's Hospital</i>	Development of an Integrated Care Pathway for People with Dementia' (DemPath), St. James's Hospital.
11:35 - 11:55	Dr Suzanne Timmons <i>Consultant Physician in Geriatric Medicine</i>	Cork Integrated Dementia Care Across Settings (Cork-IDEAS): Mercy University Hospital and Cork Community Partnership to Improve Dementia Care.
11:55 - 12:15	Dr Siobhán Kennelly <i>Consultant Geriatrician, Connolly Hospital; National Clinical Advisory Group Lead, Social Care Division, HSE</i>	Connolly Hospital Integrated Care Pathways for People with Dementia.
Panel Discussion	Chaired by Dr Colm Henry, National Clinical Advisor and Programme Lead for Acute Hospitals, HSE	
12:15 - 13:00	Prof Brian Lawlor Dr Suzanne Timmons Dr Siobhán Kennelly	Q&A Panel Discussion
13:00 End & Lunch		

Michael Fitzgerald

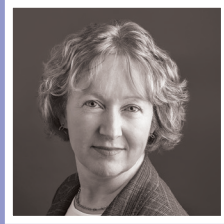
Head of Operations and Service Improvement Services for Older People, HSE



Prior to his current role in the National Social Care Division, Michael was the Integrated Services Manager for Kerry ISA, with responsibility for Kerry General Hospital and all Kerry Community Services. In addition he held the lead role for Services for Older People across the HSE South region. Previous roles included - General Manager and Local Health Manager Kerry Community Services, Regional Specialist for Older People Services HSE South, Medical Manpower Manager Kerry General Hospital, Manager of Kerry CWO services.

Dr Fiona Keogh

Director of Research and Evidence, Genio



Dr. Fiona Keogh is Director of Research and Evidence with Genio. Fiona has over 20 years' experience in conducting health services research and evaluation in Ireland, in mental health, disability and dementia. Her special interest is supporting and implementing change in complex systems. She has also carried out significant work in health policy, contributing to the Value for Money and Policy Review of Disability Services in Ireland (2012) and writing much of the government's current mental health policy A Vision for Change (2006). Most recently she was a member of the working group which developed Ireland's National Dementia Strategy (2014).

Madeleine Clarke

Executive Director, Genio



Madeleine Clarke is Founding Director of Genio which develops cross-sector collaborations to reform social services in a context where many countries are confronting shortfalls to provide current levels of services to future populations. Awareness is increasing that standardised social services that are not tailored to meet individual needs are expensive and unsustainable. Genio has developed a model to bring about reform using private funding as a catalyst to reconfigure public spending to demonstrate and scale service improvements. Genio is currently exploring the application of this model within an international context. Prior to establishing Genio, Madeleine worked in the social sector for thirty years as a professional psychologist, senior manager and independent consultant working with statutory, philanthropic and non-governmental agencies. Madeleine is the current Chair of the European Venture Philanthropy Association, a membership association consisting of over 200 organisations interested in, or practising, venture philanthropy and social investment across 29 countries in Europe. She holds an M.A. psychology, University College Dublin and M.Sc. [Econ.] University of Wales.

Dr Anne Marie Brady

Director of Centre for Practice and Healthcare Innovation & Associate Professor in the School of Nursing & Midwifery, Trinity College Dublin



Dr. Brady is Director of Centre for Practice and Healthcare Innovation & Associate Professor in the School of Nursing & Midwifery at Trinity College Dublin. She has over 30 years of clinical practice, education

and research experience in nursing and health care management and has gained extensive international experience working in health care systems in Ireland, United Kingdom and the USA. Funded by Health Research Board (HRB), Genio, Asthma Society, St. James Hospital, European Union, Intel, and Health Services Executive (HSE) Dr. Brady's research has focused upon the development of quality improvement, healthcare systems, and workforce development. She has conducted research studies in collaboration with health services providers to examine issues around service improvement, patient related outcomes measures, workload measurement, patient safety and competency among health care workers. Currently she is leading on multi-site evaluation of Genio Dementia programme across a number of hospital and community sites.

Dr Siobhán O'Halloran
Chief Nursing Officer,
Department of Health



Siobhán has had a distinguished career in nursing spanning over thirty years. Since 1999 she has held several key positions in the Irish health service with the Department of Health (DOH), the HSE and in the nursing education sector. These include Nursing Adviser (DOH); Executive Director, National Implementation Committee (DOH), where she oversaw the transfer of all undergraduate nursing education to the third level sector; Executive Director, Health Reform (DOH); Nursing and Midwifery Services Director (HSE) advising the HSE Management Team and Board on policy direction regarding nursing and midwifery issues; Head of the School of Nursing, Midwifery, Health Studies and Applied Science at Dundalk Institute of Technology. In January 2011 Dr O'Halloran

was appointed HSE Assistant National Director with lead responsibility for Acute Services. Most recently she was tasked with establishing the Programme Management Office within the Department of Health to implement the Government's health reform programme, Future Health.

Prof Brian Lawlor

Director of the Memory Disorders Clinic, Mercers Institute for Research on Ageing, St. James's Hospital



Professor Lawlor is Conolly Norman Professor of Old Age Psychiatry at TCD, consultant psychiatrist and Director of the Memory Clinic at St. James's Hospital, Dublin. His research interests are in the early detection, diagnosis and treatment of Alzheimer's disease, the neurobiology and treatment of behavioural and psychological symptoms in dementia and the study of mental disorders in the community dwelling. The overarching aims of his research programmes are to develop clinical, neuropsychological and biological markers of Alzheimer's disease at the earliest possible stage and to test promising new interventions in clinical populations. His research involves collaborative partnership with disciplines from basic science (developing animal models of Alzheimer's disease) through to health service development, clinical trials and implementation. His current research activity is focused on CSF biomarkers for Alzheimer's disease as part of BiomarkAPD, coordinating NILVAD (www.nilvad.eu), a major investigator driven clinical trial of nilvadipine in Alzheimer's disease, an exercise intervention trial in mild cognitive impairment and caregiver stress, loneliness and social connection in older people.

Dr Suzanne Timmons

Consultant Physician in
Geriatric Medicine



Dr. Suzanne Timmons qualified from UCC and trained in Ireland, the UK and the US. She is a geriatrician and senior lecturer in the Centre for Gerontology and Rehabilitation in UCC. She works 50% clinically, in the acute hospital setting and in rehabilitation. Her academic commitments include being programme coordinator for the MSc in Older Person Rehabilitation, as well as the supervision of MSc and doctoral students. She has a keen interest in postgraduate interdisciplinary education and research. Her research interests focus on neurodegenerative disease in older people.

Dr Siobhán Kennelly

Consultant Geriatrician,
National Clinical Advisory
Group Lead, Social Care
Division, HSE



Dr Siobhán Kennelly is a consultant geriatrician in Connolly Hospital, Dublin and Honorary Clinical Senior Lecturer in the Royal College of Surgeons, Ireland. Her areas of clinical and academic interest are integrated care of the older person, management of frail older persons in community and domiciliary settings and end of life care. She has collaborated with other healthcare professionals on a number of national educational initiatives (www.inecma.org) to promote interprofessional collaboration on care of the older person. She is the project lead for the Genio Connolly Dementia Pathways Project. She has recently been appointed National Clinical Advisor Group Lead for the Social Care Division and Clinical Strategies and Programme Division in the HSE.

Dr Colm Henry

National Clinical Advisor
and Programme Lead for
Acute Hospitals, HSE



Dr Colm Henry is the National Clinical Advisor and Programme Lead for Acute Hospitals in the HSE. Prior to this appointment, he was the National Lead for the Clinical Director Programme from 2012 to 2014 and Clinical Director of the Mercy University Hospital in Cork from 2009 to 2012. He was appointed as Consultant Geriatrician to the same hospital in 2002.

The Acute Hospital Division is currently overseeing the implementation of extensive hospital reform as part of the wider national health system reform programme. In his role as National Clinical Advisor and Group Lead to the National Hospitals Office, Dr Henry provides the clinical guidance and support required to navigate this redesign process ensuring national clinical agendas reflect the requirement for the provision of safe patient care across the entire hospital system.

About the HSE & Genio Dementia Programme

The HSE & Genio Dementia Programme, with support from the Atlantic Philanthropies and the Health Service Executive (HSE), is developing and testing new service models which will improve the range and quality of community-based supports for people with dementia; inform public policy and investment in this area; and build the leadership in the field that is necessary in order to capitalise on the potential of the National Dementia Strategy.

The programme has developed incrementally since 2012 and has three main elements:

1. **Community-based supports for people with dementia.**

- a.** Developing community-based supports for people with dementia across a geographical area - four projects have been working over three years to develop an integrated range of services and supports that are determined by the needs and preferences of people with dementia.
- b.** Developing individualised supports for people who are at a more advanced stage of dementia - five projects are working to design and provide supports for individuals who present with more complex needs, which will enable them to remain in their own home or similar setting through the provision of flexible, responsive supports to the person and their family.

2. **Integrated care pathways (ICP) in acute hospitals for people with dementia.**

The focus of this programme is on the acute hospital sector to develop an integrated care pathway for people with dementia so that there will be capacity to avoid inappropriate admissions, supported discharges from

hospital and diversion of patients from presenting to Emergency Departments through advance planning with community based health and social care supports. The integrated care pathway should ensure that when access to acute hospital care is required that the experience for the person with dementia is informed and appropriate, that access is planned (whenever possible) and that there are clearly defined pathways into and out of acute care.

3. **Supporting the implementation of the National Dementia Strategy**

This part of the programme builds on the learning from the earlier phases and is focused on two main tasks. Firstly providing technical support to the HSE to roll out Intensive Home Care Packages (IHCPs) for people with dementia. This support will focus on the development of indicators to monitor the quality and effectiveness of IHCPs.

The second area of work is focused on sharing learning from the experience around the country in implementing IHCPs and enhancing the integration of services for people with dementia.

Learning sites have been identified and are located in:

- ➔ Dublin North
- ➔ Dublin North City
- ➔ Dublin South West
- ➔ Dublin South East
- ➔ Waterford
- ➔ Cork
- ➔ Limerick
- ➔ Galway

Roll out of these learning sites will commence on a phased basis at the end of 2016 and into 2017.

Development of an Integrated Care Pathway for People with Dementia (DemPath), St. James's Hospital.

The DemPath project is based in St. James's Hospital, Dublin 8 and the surrounding community catchment area of Dublin South Inner City. It is the largest and busiest teaching hospital in Ireland with approximately 1000 beds and provides many of the core clinical services for people with dementia living in the area. As documented by the 2011 Census there is a higher than average number of the oldest old living in the area and a high level of social deprivation. Data provided to St. James's Hospital by the CSO indicate that there are 15,145 people over the age of 65 in the Dublin South Central Constituency and based on prevalence estimates, 1,095 of these individuals will have dementia (CSO 2012).

A dementia consortium was developed to deliver the DemPath project with broad representation from a range of stakeholders from within the hospital and the local community. A steering group, an expert advisory group and a number of working groups were also constituted to deliver the project. The overarching aim of DemPath is to create an effective 'dementia friendly' integrated care pathway for all people with dementia, irrespective of age, who are admitted and discharged from St. James's Hospital by improving the care environment, and by increasing awareness of dementia and associated care needs through education and training.

The key objectives for this project are:

- ➔ To develop an ICP for people with a cognitive disorder admitted to the hospital, via establishing a clearly defined pathway into and out of the acute sector, facilitating admission avoidance where appropriate, standardising assessment, early intervention, timely discharge and improving 'in-reach'/'out-reach' linkages.
- ➔ To facilitate 'dementia-friendly' environmental adjustment to key areas within the hospital; the Emergency Department (ED), a number of general wards, and the Hollybrook Lodge LTC facility; and to design dementia friendly signage for the new Mercer's Institute for Successful Ageing, which opened in 2016.
- ➔ To provide education and training in dementia to all face-fronting staff throughout the hospital, as well as targeted training to specific staff groups, to improve awareness and knowledge among staff in contact with people with dementia.

Cork Integrated Dementia Care Across Settings (Cord-IDEAS)

The Mercy University Hospital is a voluntary hospital with approximately 350 beds and 1,200 staff located in the heart of Cork City treating about 19,000 inpatients and 22,000 Emergency Department (ED) patients annually. The main catchment area of Mercy University Hospital is the north side of Cork with a population of approximately 190,000.

A dementia consortium has been developed to deliver the Cork Integrated Dementia Care Across Settings (Cork-IDEAS) project. Membership of this consortium includes: Lead Physician, Dementia Nurse Specialist, Senior Clinicians/Heads of Department for Occupational Therapy, Physiotherapy, Dietetics, and Social Work, Hospital CEO, Director of Nursing, Clinical Director, Patient Liaison Officer, Discharge Coordinator, Bed Manager, Nursing Education Lead, Geriatricians, Emergency Physician, Clinical Nurse Manager for Elderly Care ward, Advanced Nurse Practitioners for Older Persons Services and Emergency Department, Community Dementia Care Coordinator, Area Manager Family Carers Ireland, Service Manager Alzheimer Society of Ireland, General Practitioners, Consultant Psychiatrists of Old Age, Head of Social Care for Cork and Kerry, Director of Public Health Nursing, Family Carer, Directors of Nursing/Medical Directors of Local Nursing Homes, Home Support Managers, Cork South Lee Community Work Department.

Project Aims:

- Develop an Integrated Care Pathway for people with dementia across the hospital site including sub-pathways and links to other relevant pathways.
- Provide alternatives to unnecessary hospital admission for people with dementia and improve the community hospital interface.
- Improve the experience of people with dementia and informal carers during hospital admission including early recognition, ED avoidance/limitation, environmental changes, training and education, continuity of care.
- Facilitate discharge support and linkages to community.
- Provide a template for other areas to replicate or adapt the process.

Connolly Hospital Integrated Care Pathways for People with Dementia

Connolly Hospital is located in Blanchardstown, a suburb of Dublin in the North West of the city, serving a population of 331,000. The hospital's catchment area is one of the fastest growing in the country and comprises the local urban health area of Dublin North West (including Finglas West and Lucan) and extends into large rural and semi-urban areas in South Meath and North Kildare. Connolly Hospital is a public hospital run by the Irish Health Service Executive (HSE) and currently offers 205 acute beds. It provides for a range of specialist inpatient, outpatient and day care, diagnostic and support services.

A dementia consortium has been developed to deliver the Connolly Hospital and Integrated Care Pathway for People with Dementia project. Membership of this dementia consortium includes: Consultant Geriatrician, Director of Nursing (Hospital), Director of Public Health Nursing, Assistant Director of Nursing, Assistant Director of Public Health Nursing, General Practitioner, Community Welfare Officer, Director of Nursing (Nursing Home), Community Liaison Nurse, Case Manager of Older Persons, Pharmacist, Dementia Nurse Specialist, Royal College of Surgeons Ireland.

The key objectives for this project are:

- ➔ Develop an integrated care pathway with a clear governance framework between acute hospital and community services specific to the needs of all people with dementia including those with complex disease.
- ➔ Create opportunities for appropriate acute hospital avoidance and supported discharge through creation of key nursing support roles in acute hospital and community and linking these with existing community supports (Dementia Outreach-Inreach Team, DO-IT).
- ➔ Development of a hospital area that will facilitate complex ambulatory care for people with dementia.
- ➔ Implementation of a Dementia Care Bundle (DCB) on nominated ward to include the introduction of a person-centred communication tool, enhance delivery of key evidence-based interventions that improve outcomes for people with dementia when hospitalised.
- ➔ Implement environmental modification.
- ➔ Drive educational initiatives across community and acute hospital to enhance care and treatment of people with dementia.

Thank you



We would like to thank all the speakers and participants for the enormous effort they made not only in participating in today's event but also in the days and weeks of preparation.

We would like to take this opportunity to acknowledge the fantastic work being undertaken by all of those involved in supporting these three projects. The multidisciplinary membership of each dementia consortium and the many supporting allies across hospital and community are contributing to the real outcomes of improved care for people with dementia. We also wish to acknowledge the support of The Atlantic Philanthropies.

Our event today on Integrated Care Pathways is just one part of a joint programme by the HSE & Genio which has been underway since 2012. Opportunities to share the emerging learning from demonstration projects such as the three hospitals that we have heard from today are vitally important in informing the potential for wider roll out of these initiatives. Collaborative working as described by the projects and as demonstrated by the HSE & Genio within this programme illustrate the greater impact that can be achieved when two or more organisations with a shared vision work together.

Mary Manning

Mary Manning, General Manager,
National Dementia Office

Madeleine Clarke

Madeleine Clarke, Executive Director,
Genio

Resource Guide

Dementia Research Papers, Learning Papers & Guides

HSE & Genio Dementia Programme

www.genio.ie/dementia-programme



Community Supports Model - Service Design Summary

www.genio.ie/community-supports-model



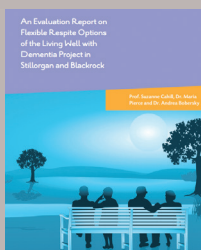
Genio Dementia Programme - Evaluation Year 1 & 2

www.genio.ie/dementia-year1
www.genio.ie/dementia-year2



An Evaluation Report on Flexible Respite Options

www.genio.ie/dementia-respite



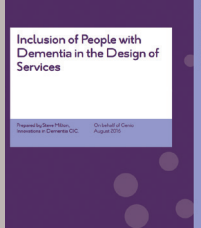
Economic analysis of a Community-Based Model for Dementia Care in Ireland

www.genio.ie/economic-analysis-dementia



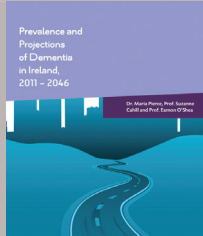
Inclusion of People with Dementia in the Design of Services

www.genio.ie/inclusion-service-design



Prevalence & Projections of Dementia in Ireland 2011 -2046

www.genio.ie/dementia-prevalence-report



Learning Paper on Dementia and Risk

www.genio.ie/dementia-risk-paper



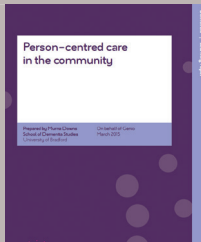
An Evaluation Report on the Dementia Support Worker Initiative

www.genio.ie/dementia-support-worker-report



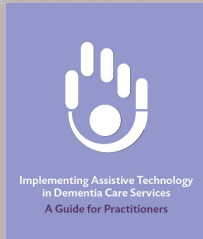
Person-centred Care in the Community

www.genio.ie/person-centred-care-paper



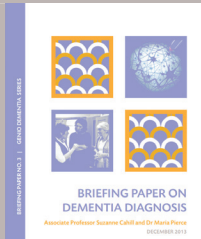
Implementing Assistive Technology in Dementia Care Services

www.genio.ie/AT_Guide



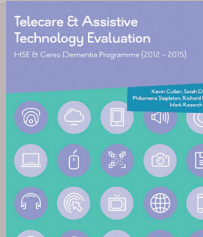
Briefing Paper on Dementia Diagnosis

www.genio.ie/dementia-diagnosis-paper



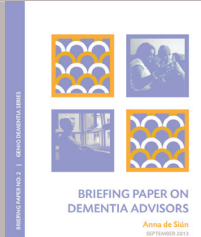
Telecare and Assistive Technology Evaluation

www.genio.ie/AT-evaluation
www.genio.ie/AT-evaluation-summary



Briefing Paper on Dementia Advisors

www.genio.ie/dementia-advisors-paper



Film resources

Volunteers Supporting People with Dementia

www.genio.ie/dementia-volunteers-film



Assistive Technology

www.genio.ie/dementia-AT-film



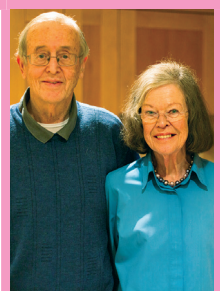
Working in a Consortium

www.genio.ie/dementia-consortium-film



Families' Experiences of Dementia

www.genio.ie/families-and-dementia



Personalised Supports

www.genio.ie/personalised-supports-film
www.genio.ie/personalised-supports-family-film



Including People with Dementia in the Community

www.genio.ie/including-dementia-community-film



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Genio, Unit 19 – 21 Westland Square,
Pearse St., Dublin 2.
Tel: +353 (0)1 7071700
Email: info@genio.ie | Web: www.genio.ie