

Improving responses to dementia through system design

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Overview

- Discuss the context
- Provide an overview of this national project to address system issues that have been identified as impacting people that experience dementia accessing the services that they need
- Discuss stakeholder responses from a systems design perspective

Context

- About 1% of the New Zealand population currently experiences dementia and this is expected to rise to 1.5% by 2026
- 40, 746 in NZ with dementia (2008)
- 39.8% were male
- 60.2% were female
- Dementia maybe complicated by behavioural and psychological symptoms
- Often present with other health and social problems

- Access Economics(2008). Economic Impact of Dementia in New Zealand report;
- Tobias, at al (2008) Burden of Azheimers disease: population based estimates and projections for New Zealand, 2001-2031.

Accessing health care

- Currently people with dementia access health care through a range of services delivered by a number of different sectors using pathways and access criteria influenced by age, diagnosis and referring practices.

- Melding, P and Osman, N. (2000). The view from the bottom of the cliff. Old age psychiatry services in New Zealand: the patients and the resources. *New Zealand Medical Journal*, 113, 439-442
- .Ministry of Health (2004) "A Snapshot of Older People's Assessment, Treatment and Rehabilitation Services and Mental Health Services 2003". Wellington: Ministry of Health. Available from: [http://www.moh.govt.nz/moh.nsf/0/A5E159A99F531BABCC256F5B007231D6/\\$File/snapshot-olderpeople.pdf](http://www.moh.govt.nz/moh.nsf/0/A5E159A99F531BABCC256F5B007231D6/$File/snapshot-olderpeople.pdf) [Accessed 12 February 2007].

System challenges

- This system presents challenges for people with dementia who have significant need but do not fit the established pathways or fulfill specific eligibility criteria
- There appears to be confusion about how to access services and from whom

- Perkins, C (2004). *The New Zealand Dementia Guide*. Glenfield, New Zealand
- Ministry of Health (2008) Stakeholder feedback, unpublished



Ministry of Health Project

- Foundation of strategic documents
- Commenced project last year to explore the issues and develop guidance for DHBs.
- Structured project management approach engaging the sector, internally and externally with establishing reference groups

- Mental Health Commission (1998). *Blueprint for Mental Health Services in New Zealand: How things need to be*. Mental Health Commission
- Ministry of Health (2002c). *The New Zealand Health of Older People Strategy*. Wellington: Ministry of Health ■
- Ministry of Health (2005). *Te Tahuhu – Improving Mental Health: The Second New Zealand Mental Health and Addiction Plan*. Wellington: Ministry of Health.
- Ministry of Social Policy. (2001). *The New Zealand Positive Ageing Strategy*. Wellington: Ministry of Social Policy



Capturing the issues

- Exploring the Literature
- DHB Questionnaire
- Key informants
- Stakeholder Workshops
- Focus groups with Service Users
- Focus groups with Family and whanau
- Friends of the Project

- Ministry of Health (2008) Stakeholder feedback, unpublished

Understanding the system

- The system was made up of services categorised and funded in a number of ways
 - Stakeholders suggested that services needed to focus on the person and their family first
 - Strengthen person and family centred care
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- Fitzgerald and Associates. (2007). *WDHB Dementia and Delirium Service Provision – An Issues Paper*. Waitemata District Health Board.
 - Ministry of Health (2009) Service user consultation, unpublished



Entering the system

- Primary care provider not always clear who to refer to
- Communication issues
- Issues not unique to New Zealand
- Stakeholders suggest a single triage point for referrals to services for dementia
- Clear guidelines to assist referrer

- Ministry of Health (2008) Stakeholder feedback, unpublished

System components

- Person and family first
- Health promotion and prevention
- Primary care
- Secondary services
- Home based options
- Care and support in residential settings

- Ministry of Health (2008) Stakeholder consultation, unpublished



Person and family centred care

- Holistic approach
- Memory book
- Photo book
- Life Story
- Individual care planning

- Career Force, 2008. *Provide person-centred care when supporting a person living with dementia*. Christchurch
- Perkins, C. (2004). *The New Zealand Dementia Guide*. Glenfield, New Zealand: Random House



Whanau ora

- Life expectancy of Maori people improving with chronic disease management
- How best to meet the needs of Maori
- Valuing Kaumatua- wealth of knowledge and experience
- Kaupapa Maori service models

- Ministry of Health (2008). *Te Puawaiwhero: The second Maori mental health and addiction national strategic framework, 2008-2015*. Wellington: Ministry of Health
- Ministry of Health (1997). *The Health and Wellbeing of Older People and Kaumatua: the public health issues*.

Wellington: MoH.

Health prevention and promotion

- Family relationships
- Social connections
- Activities
- Pets
- Maintaining wellness

■ World Health Organisation (2004).

What is the effectiveness for old age mental health services

WHO Regional Office for Europe's Health Evidence Network (HEN).

<http://www.euro.who.int/document/E83685.pdf> [accessed 07/09/08]



Primary Care

- Primary care provider more likely to have an established relationship
 - Well positioned to coordinate requirements
 - Knowledge of dementia and related services at primary care level
 - Needs assessment services
- Karlin, B.E. & Fuller, J.D. (2007). Meeting the mental health needs of older adults: Implications for primary care practice. *Geriatrics*, 62(1), 26-35.

Specialist Services

- Currently specialist services grouped
 - Needs don't always fit specific service groupings
 - Suggestion of shared/colocated/integrated specialist services
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- **Lingard, J. & Milne (2004). *Integrating Older Peoples Mental Health Services; Community Mental Health Teams for Older People. A commentary and resource document.* London: Department of Health.**
 - **Melding, P. (2005b). Integrated service delivery and quality of care. In Draper, B., Melding P. & Brodaty, H. (Ed's). *Psychogeriatric Service Delivery: An International Perspective.* Ch 17, pp 251-280. New York: Oxford University Press.**
 - **Draper, B. & Melding, P. (2001). *Geriatric Consultation Liaison Psychiatry.* Oxford: Oxford University Press**

Care and support at home

- Home based support options
 - Day programmes
 - Respite options
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- Ref to NZ research & developments

Residential care

- According to need
 - Age appropriate settings
 - 4 levels of care
 - Secure environments
 - Pharmacological interventions
 - Non- pharmacological interventions
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- Snowdon, J. (2007). Psychogeriatric services in the community and in long term care facilities: needs and developments. *Current Opinion in Psychiatry*, 20, 533-538.
 - Snowdon, J., Arie, T. & Chiu, E. (2001). Psychiatric care in nursing homes: more must be done. *Australasian Psychiatry*, 9(2), 108-112

Supporting the system

- Caring and support for carers
- Workforce: recruitment, retention, training
- The level of skill for the level of need in the appropriate setting
- Facilities- age appropriate, cognisant of the needs of residents



Carers

- Studies have shown that Caring for the carers is worthwhile
 - Identifying appropriate models and supports that benefit the whole family and whanau
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- Luscombe, , G., Brodaty, H. & Freeth, S. (1998). Younger people with dementia: diagnostic issues. Effects on carers and use of services. *International Journal of Geriatric Psychiatry*, 13, 323-330.

In conclusion

- We are raising awareness of the needs of people that experience dementia and their family and whanau
- We are generating interest and drawing together information about dementia and sharing that information
- We are preparing actions in a guidance document for DHBs

Thank you

- For further information contact Roz Sorensen on roz_sorensen@moh.govt.nz