

# Public Sector Residential Aged Care Leadership Committee

February 2017

The Public Sector Residential Aged Care (PSRAC) Leadership Committee (the Committee) is an initiative that brings together Executive Directors of Nursing to focus on achieving high standards of evidence-based care in residential aged care public sector facilities across Victoria. The Committee has been in operation since 2010 and now has a strong reputation for its role in influencing for improvements in Public Sector Residential aged care.

**The membership of the PSRAC Leadership Committee as of January 2017 is:**

Name	Position	Organisation
Don McRae	Director of Clinical Services	Wimmera Health Care Group
Cheyne Chambers	Executive Director Residential and Support Services/ Chief Nursing and Midwifery Officer	Monash Health
Vicki Farthing	Executive Director of Nursing	Gippsland Southern Health Service
Chloe Keogh	Director of Clinical Services	Kerang District Health Service
Sue Gervasoni	Deputy Chief Executive Officer	Hepburn Health Service
Bernadette Hammond	Director of Nursing, Midwifery and Aged Care	Bairnsdale Regional Health Service
Francis Kinnersley	Executive Director of Care Services	Moyne Health Service
Lisa Pryor	Director Clinical Services	Beechworth Health Service
Sue Morrissey	Executive Manager Service Integration	Hepburn Health Service
Wendy Walters	Warracknabeal Campus Manager, Aged Care	Rural North West Health
Katrina Sparrow	Director of Nursing/Manager	Maldon Hospital
Kathleen Fair	Executive Director of Nursing	Castlemaine Health
Amanda Edwards	Director of Nursing and Midwifery	Djerriwarrh Health Services
Lisa Allen	Director of Nursing	Tallangatta Health Service

The Committee decided at the end of 2016 to promote and better communicate its discussions and outcomes to the whole public sector via bi-annual Communiques. This is the first of these communiques and summarises the work of the Committee throughout 2016.

### About the Public Sector Residential Aged Care Leadership Committee

The Committee meets bi-monthly throughout the year and aims to lead strategic, planned and sustainable approaches, to ensure safe high quality care for residents and help address the issues and concerns specific to the PSRAC sector.

The Committee is funded by the Department of Health and Human Services and supported by the Victorian Healthcare Association. The Committee is also an associate member of the National Aged Care Alliance providing a voice for PSRAC services in the national policy arena.

In 2009 the various Directors of Nursing (DON) Committee's identified aged care as a priority area, prompting the formation of a sub-committee focusing specifically on aged care issues. This committee has identified a number of priority areas for the PSRAC sector including workforce, the image of aged care nursing, quality of care and mentorship.

More information on the Committee and their work is available on their website at: [www.agedcareleadership.org.au](http://www.agedcareleadership.org.au)

### Objectives of the Committee:

- Provide nursing leadership across health/aged care interface by being advocates for quality care, collaborate, mentor, communicate role model and be visionary.
- Provide executive nursing leadership through the development of strategic, planned and sustainable approaches and outcomes, which ensure safe high quality care for residents and help, address the issues and concerns raised by members. These outcomes could be applied at a state-wide, regional or individual agency level.
- Coordinate and develop responses to state-wide and national ageing and aged care related issues and work collaboratively with other aged care service providers and/or professional bodies to achieve suitable outcomes.
- Provide a supportive forum for Executive Directors of Nursing (or equivalent title) with governance responsibility for public sector residential aged care services (PSRACS) to meet and discuss residential aged care issues, projects, policy directives, and legislative changes/implications relating to PSRACS.
- Implement the committee's strategic plan and stated key priority areas.
- Promote and share best practice.

A strategic planning day was held on November 27th, 2015 to progress strategic actions of the group (2016-2018). The Committees previous strategic planning events, the leadership committee sought wider stakeholder input from across the state in planning for 2016-2018. Approximately 65 senior nurse leaders from health services across the state were able to attend and contribute to the planning day.

The Committees Strategic Directions for 2016-18 can be found on the PSRAC leadership Committee website or via the link below:

[http://agedcareleadership.org.au/cms\\_uploads/docs/attachment-2--2016-2018-strategic-direction--map--psrac.pdf](http://agedcareleadership.org.au/cms_uploads/docs/attachment-2--2016-2018-strategic-direction--map--psrac.pdf)

The Committee is currently undertaking a number of projects and activities to support progress and innovation across these activities. These projects are supported by sub-committees. In 2016 these projects included:

### **Better Care Better Aged Care Funding Instrument (ACFI)**

**Chair: Cheyne Chalmers**

One of the key priorities for the Committee is to improve the Aged Care Industry's Workforce by ensuring there is an adequately skilled and equipped workforce to care for our rapidly ageing population.

The Committee has worked closely with Applied Aged Care solutions (AACS) to develop the Better Care Better Aged Care Funding Instrument (BCBA) project. The BCBA is a two day training program that targets enrolled/registered nurses that can lead change in services. Training is designed for nurse managers, educators and other nursing staff accountable for resident assessment, care planning and ACFI co-ordination.

The Aged Care Funding Instrument (ACFI) assesses the relative care needs of residents and is the tool used to allocate Government funding to aged care providers for delivering care to residents.

The training supports great care to residents and ensures ACFI claims are appropriate, accurate and matched to resident care needs.

At the end of the training participants have the knowledge to implement a system that:

- supports high quality care and quality of life for individual residents and
- improves the accountability for care documentation and ACFI claims.

AACS has developed eight video assessment tutorials and an E-learning website is currently being reskinned and reformatted to make these videos publically available via the PSRAC Leadership Committee website.

The training notifies the participant of their success using an evidenced-based clinical assessment toolkit which aims to imbed ACFI into the work practices of assessment and care planning by making the process more streamlined and to promote better documentation.

Upon confirmation of continued funding, the sub-committee will continue its work in 2017. The planned next steps for this project will be to drive utilisation of these training videos in the sector and to organise ten two day training sessions throughout Victoria.

### **Resident Acuity workforce modelling for Residential Care**

**Chair: Don McRae**

The Committee makes an ongoing effort to improve the quality of care and services in residential aged care facilities. The resident acuity workforce modelling for residential care project focusses on the current methods for assessing staffing adequacy and developing evidence based model to estimate the number, type and competencies of staff required to care for a specific group of residents in aged care settings.

The Acuity Staffing Model was developed to strengthen clinical Governance and provide a guide of staffing requirements to care for a specific group of people with certain needs living in low care aged care facilities. The model aims to imbed a person centred care approach within roster development. The Committee has engaged Applied Aged Care solutions (AACS) to lead this project and with three organisations are participating in the pilot study.

A Literary review that is in its final stages of editing, and a financial analysis is also underway to better understand the costs associated with care provision.

The aim is to have a report of the model and trials completed in early February 2017.

**Consumer Journey**  
**Chair: Vicki Farthing**

The Consumer journey project aims to improve quality of care in residential aged care. It focusses on understanding the consumer's decision making process when entering residential aged care.

The decision to enter care is often made at a time of great stress for consumers, and the choice of facility is often surpassed by the older person's desire to remain at home, even when this is no longer practically possible. As such, new aged care residents tend to leave decisions about where they are going to live until last minute, and usually only when they are faced with a crisis and it is critical for them or their family.

The process of choosing an aged care facility therefore frequently becomes hurried and does not necessarily play out as effectively or efficiently as it could. This lack of planning means that managers of aged care residences need to approach the communication of both information and service options in a different way than in most other service industries.

The Committee employed Dr Paul Harrison from Deakin University to conduct further research on the consumer decision making process. Dr Harrison and his team developed a report that outlines in detail the findings from discussions with more than 40 new residents and family members in aged care homes, as well as provide advice and recommendations on how aged care residences can better respond to consumer needs.

The report was finalised in 2016 and was sent out to Public sector CEO's with particular interest in residential aged care. The Committee is now looking for opportunities to present the findings at upcoming CEO health conferences/forums in 2017.

**Celebrating Aged Care Week**  
**Chair: Vicki Farthing**

A core priority for the Committee is improving the image of aged care nursing, to both recognise the important contribution that those in aged care make, and to drive recruitment and retention within the sector. To this end, since 2012 the Committee has delivered the Celebrating Aged Care Week campaign, which has prompted public sector residential aged care services to dedicate a day of a designated week in October to recognise the contribution of their residential aged care staff and volunteers.

The aim of Celebrating Aged Care Week is to recognise the positive impact that dedicated public health workers make within residential aged care. The Committee host these celebrations to highlight the rewarding and crucial work of those caring for our valuable older people living in public sector residential aged care.

The 2016 campaign ran from Monday 17 October – Sunday 23 October and was a great success, with a number of Victorian public residential aged care facilities reported putting

on a variety of events to help celebrate the contribution made by aged care workers and volunteers. The Celebrating Aged Care campaign information can be found on the Committee website.

The 2016 campaign included the first ever state-wide Celebrating Aged Care event, 'Delighting the senses: Eat Well, Smell the Roses and Live Longer'. The day was funded and delivered by the Victorian Healthcare Association and co-hosted with the Committee. This day saw workers from PSRAC workers form around Victoria come together and celebrate with Maggie Beer. Other speakers include Gerard Mansour, Commissioner for Senior Victorians, Professor Caryl Nowson from Deakin University and Vasili Kanidiadis, a Greek-Australian television personality.

The 2016 campaign also saw the launch of the first ever Celebrating Aged Care Week Awards. The Committee developed these awards, highlighting the extraordinary contributions that the PSRAC workforce makes in the Victorian public aged care sector.

The Awards acknowledged those workers and volunteers committed to Victoria's aged care sector through their recognised initiatives in leadership, passion-driven and voluntary capacities. The awards were well received with 22 nominations across the three categories. Three finalists in each category were invited to attend the Aged Care Forum – 'Delighting the senses: Eat Well, Smell the Roses and Live Longer'. Winners received their award from Don McRae the Chair of the Committee and Maggie Beer.

The award winners in 2016 were:

- Janet Smart, Lorne Community Hospital, Aged Care Leadership Award
- Glenys Brennan, West Gippsland Healthcare Group, Aged Care Volunteer Award
- Miriam Sinclair, Swan Hill District Health, Passion for Aged Care Award

More about the awards and 2016 winners can be found on the Committees website.

### **Productive workplace – Planning day/ Expression of Interest (EOI)**

**Chair: Vicki Farthing**

The aim of productive workplace project is to introduce practical, easy to implement approaches to improve quality and efficiency. In implementing these approaches it will build capacity and capability of core staff in order to drive improvements in an ongoing and self-sustaining way.

In order to ensure approaches that produce the best possible outcomes for all public sector facilities, the Committee has decided to undertake and ensure its full implementation. This will allow the Committee to determine the exact outcomes and areas for action for this project and – upon confirmation of continued funding – to open an Expression of Interest process to continue this work throughout 2017.

#### **For further information, contact:**

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