

# Emerging Health Policy Research Conference 2011

## Abstract Submission

### Presenters Details

**Name of Author(s) – asterisk the presenting author:**

Liz Gill\* and Ian Douglas Cameron

**Presenter's institution/organisation, address, email, and telephone:**

Pharmacy Management  
Faculty of Pharmacy  
The University of Sydney  
NSW Australia 2006  
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**Short Biography of presenter (maximum 50 words):**

Liz's qualifications include a Dip PT, BSc PT, MBA and MA. Liz has worked as a health professional at the direct service provision, the health system design, the policy and consulting levels. Liz has completed her PhD with a thesis titled "Factors influencing participant interaction in the service co-creation process: A triadic study" at the University of Sydney.

Ian works with Aged Care and Rehabilitation Services from clinical, research, educational and administrative perspectives. His professional background is in Rehabilitation and Aged Care Medicine.

### Presentation Details

**Presentation Title (up to 10 Words):**

Interaction in community-based aged healthcare: Perceptions of people with dementia

**Keywords: (up to 5 to assist organisers in streaming papers):**

Interaction; Service Experience; Community-based Aged Healthcare; Client-centred Care.

**Research Details (250 word limit)**

**Introduction/Background:**

Clients with dementia are one of the most excluded groups from services research despite increasing research evidence that the views of clients with dementia can be accessed, and that this is essential to understanding their service experience and the resultant quality of the service which is provided.

**Research Question:**

How do people with dementia perceive interaction in the context of their community-based aged healthcare service experience?

**Methodology:**

Using the client data from a qualitative study that was conducted over three years and employed both inductive and deductive techniques, the data from 22 client interviews were consolidated and then analysed.

**Findings:**

Seven themes related to service experience were identified: Awareness; Communication; Dependency; Expectations; Experience; Position; and Relationship. These themes provide insights that could assist service providers to better understand and facilitate interaction with their clients.

**Policy Implications:**

The study highlights that clients with dementia wish to be given the opportunity to have input to the creation and evaluation of their service. It provides policy makers with key insights that can assist with the development of policies which will promote the realisation of client-centred services for people with dementia. It points out that service organisations need to develop tailored mechanisms that will allow this to occur; and it provides information that could be used to facilitate the achievement of a responsive, client-centred community-based aged healthcare service.

**N.B. All presenters will be asked to include a final slide in their presentations that summarises the policy recommendations and/or implications that can be drawn from the research presented.**

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## Abstract Submission

### **Presenters Details.**

***Dr. Bamini Gopinath B. Tech (Hons), PhD (Senior Research Fellow)***

*Dr. Julie Schneider BAppSc OT (Hons) PhD (Project Manager)*

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### **Biography of Bamini Gopinath**

Bamini is a Senior Research Fellow at the Centre for Vision Research. She is working with data from the Blue Mountains Eye and Hearing Study and the Vision Hearing Project. Her research interest is hearing loss epidemiology, and novel risk factors, including dietary parameters, associated with age-related hearing loss.

## **Vision Hearing Project- Exploring dual sensory impairment among older Australians.**

**Keywords: dual sensory loss; elderly; vision; hearing; Australia.**

### **Introduction/background:**

The Vision and Hearing project, a practical extension of findings from the Blue Mountains Eye Study, pilots a hearing screening model and collects data on the efficacy of this model to inform health policy decisions. This is a two phase study, currently commencing the follow-up phase.

### **Research Question:**

In the baseline phase, we explore the following:

1. What is the prevalence of dual sensory impairment among older clients attending low vision clinics?
2. What are the unmet needs for hearing services among those with dual sensory impairment?

In phase two we will assess:

1. Does screening promote the use of services and aids?
2. Does screening lead to positive improvements in quality of life?

### **Methodology:**

Clients aged 65+ years attending Vision Australia clinics are invited to attend a questionnaire interview and hearing screening test. Clients

who fail the test are advised to attend hearing services for a complete assessment and will be followed up within 12 months to assess their uptake of services / aids and how this has impacted on quality of life.

**Findings.**

Emerging trends from the baseline data on the unmet needs of clients with dual impairment will be discussed.

**Policy Implications:**

Implications for policy at local and national level will be highlighted. This will include policy implications regarding service provision for clients with dual sensory loss within vision rehabilitation centres, and broader policy implications regarding use of 'complex client' criteria for those with dual sensory loss within Office of Hearing Services funding structure.

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## Abstract Submission

### Presenters Details

**Name of Author(s) – asterisk the presenting author:** Angela Beaton, Beverley Essue, Cathie Hull\* and James Gillespie.

**Presenter's institution/organisation, address, email, and telephone:** Menzies Centre for Health Policy, University of Sydney NSW 2006. Email: Cathie.hull@sydney.edu.au

### Short Biography of presenter (maximum 50 words):.

Cathie Hull has degrees in arts, education and clinical medicine, and a background in social sciences, health promotion, emergency medicine, medical education and health policy. Apart from the Calvary Health Care Bethlehem project, she works for NSW Health in medical workforce policy and is an Associate of the Menzies Centre for Health Policy

### Presentation Details

**Presentation Title (up to 10 Words):** Specialist palliative care: current and future service challenges.

**Keywords: (up to 5 to assist organisers in streaming papers):** palliative care; models of care; interdisciplinary teams; qualitative research.

### Research Details (250 word limit)

**Introduction/Background:** Those working in palliative care face several current challenges, including: to reach beyond cancer and the physical to other dimensions of care; to start much earlier than at terminal stages of illness; to extend from specialist services to generalists; and to support primary carers.

**Research Question:** How well does the Calvary Health Care Bethlehem (CHCB) model of specialist palliative care tackle these challenges?

**Methodology:** We conducted a mixed-method, multi-perspective study in which thirty palliative care patients and their nominated carers and health care professionals (HCPs) were interviewed over a six month period. HCPs also participated in focus groups. Results were analysed using a thematic content analysis framework. HCP accounts of the CHCB service were used to construct a narrative description of the CHCB model of specialist palliative care.

**Policy Implications:** Recent policy reports from the National Health and Hospitals Reform Commission and the Productivity Commission's draft report *Caring for Older Australians* advocated greater use of coordination and teamwork in palliative care. This study helps define what this might mean in practice.

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