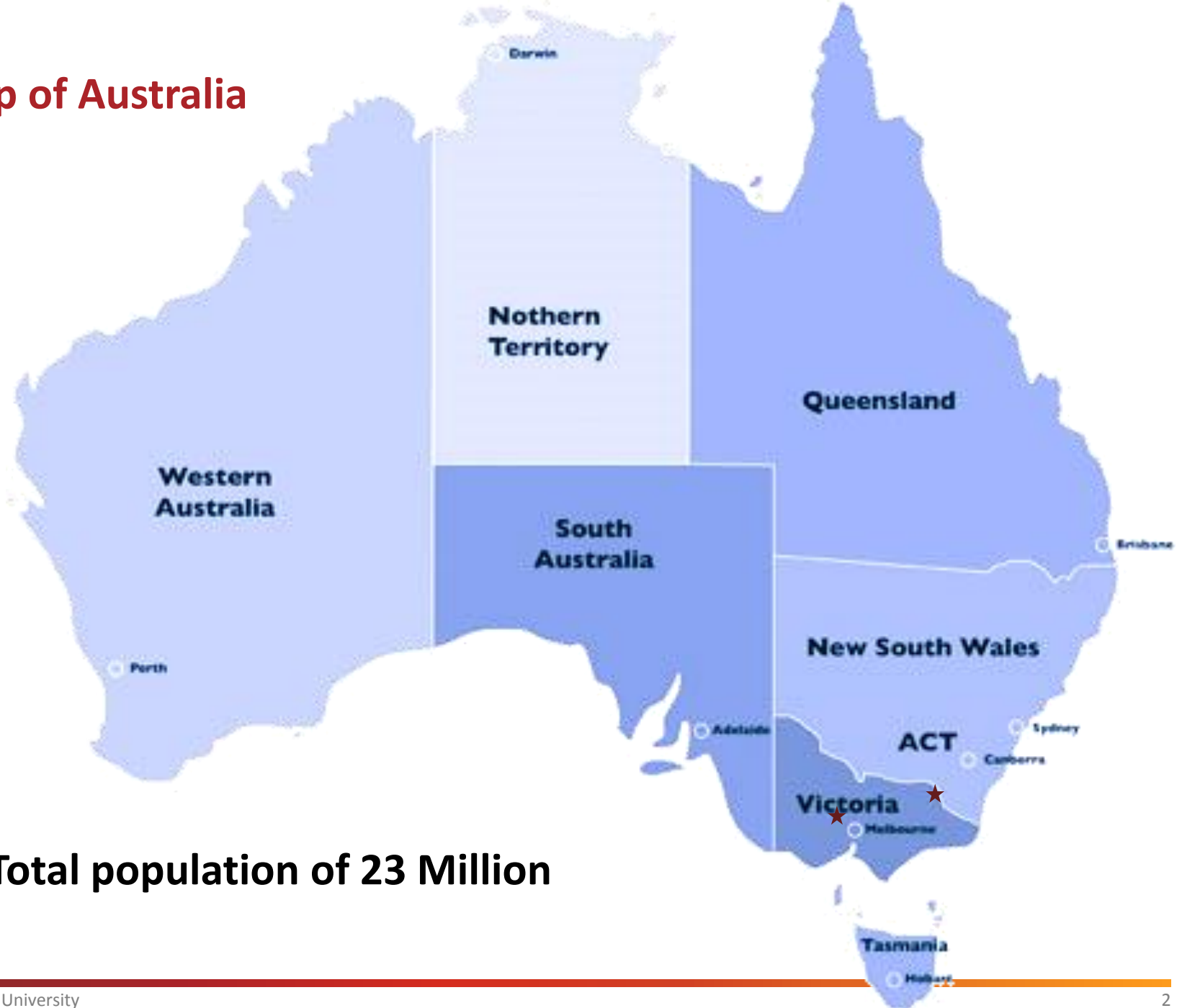


# Innovative models of enhanced dementia care in rural communities

Irene Blackberry and Jane Farmer

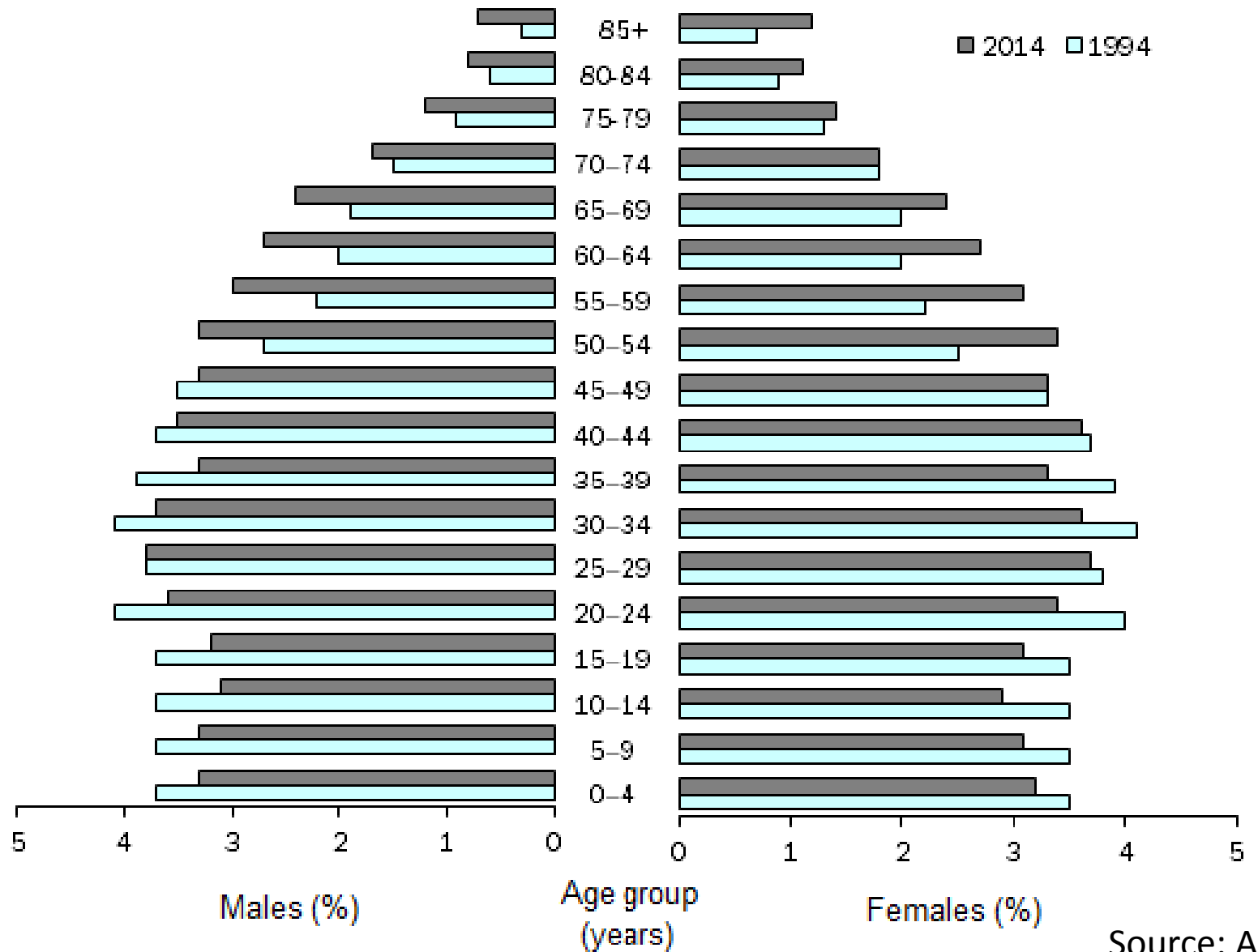
CRICOS Provider 00115M

# Map of Australia



**Total population of 23 Million**

# Australian Population Pyramid



Source: ABS

## Definition

What is dementia?

- *Dementia describes a collection of symptoms that are caused by disorders affecting the brain. It is not one specific disease.*
- *Dementia affects thinking, behaviour and the ability to perform everyday tasks. Brain function is affected enough to interfere with the person's normal social or working life.*

Source: Alzheimer Australia

**342,800**

in Australia

**44,000,000**

worldwide

**\$604 billion**

worldwide

**DEMENTIA**

Source: Alzheimer's Australia

## Background

Recent government/NHMRC funding in dementia research

- Focus on innovation/commercialisation, new drugs and treatments, genetics
- Immediate areas often overlooked – e.g. role of consumers, carers, health services

Our literature review found:

- New technologies such as brain games for dementia prevention, tracking devices, monitoring (Martino-Perez et al)
- Locating appropriate services within our fragmented health system can be challenging and frustrating for rural dementia service users, carers and providers due to lack of knowledge on local services (Gorska et al).
- Rural older people face travel long distances to access services (Umstatted et al).

# Innovative Rural Dementia Care Research (2016-2019)



- Participatory Action Research
- Iterative process, reflective, action
- Empowerment
- Phase 1: Adapted Delphi to identify key priority areas
- Phase 2: Best practice evidence
- Phase 3: Co-design solution
- Phase 4: Pilot and evaluation

## Key interest in health services in rural dementia care

About one-third of Australia's older people live in rural regions and have poorer health outcomes than their urban counterparts.

Our consultation with rural health services suggested:

- Difficulties around service navigation
  - What services are there? Where? Which ones are best, appropriate, convenient, accessible?
  - How do you provide best services for people with dementia and their carers in rural places where actual numbers may be small (due to sparse population), % are actually high, staff recruitment and retention issues, generalist staff, travel and mobility issues
  - A lot of the local services are not listed on National Health Services Directories and myagedcare website and info are often outdated

This is the gap our research addressed in partnerships with Rural NorthWest Health VIC, School of Engineering at Latrobe Uni and AAV



## Preliminary results from community consultation:

- Accessibility
- Navigation hub
- Training and updates for health professionals
- Early diagnosis
- Community awareness and training
- Day care and respite care
- Carer support
- Carer training
- Carers as partners
- Greater role for volunteers
- Care coordination

# SENDER app

## Service Navigation for Dementia in Rural communities

To develop a tailored prototype app that is

- assistive, supportive and will build knowledge of, and between, service providers; as well as
- giving people objective (i.e. which service is available) and more qualitative (reviews and reflections about services) knowledge rather than a replacement for, discussion with health and other support practitioners.

## A user story of SENDER app:



Jean and John have lived in rural Victoria for over 50 years. Jean has dementia and John is her carer. John needs a respite care for Jean and would like to connect with other local carers. His GP is new to the area and is not familiar with local services and suggests he searches myagedcare website.

Next month, John needs to take Jean to Melbourne for her appointment at the Memory Clinic. He would like to obtain some information about transportation/travel options for Jean, where they can stop for toilet breaks etc.

## What is SENDER app?

An application software for mobile phones and websites to:

- Help carers and service providers of people with dementia
- Navigate and connect with local services and communities
- Use information and web resources to create virtual community network

## What are some key features of SENDER app?

- Quick Search
- Advance search with postcode, service category, distance and name
- View map location and find direction
- Contact local service providers
- Download list of service providers for offline browsing

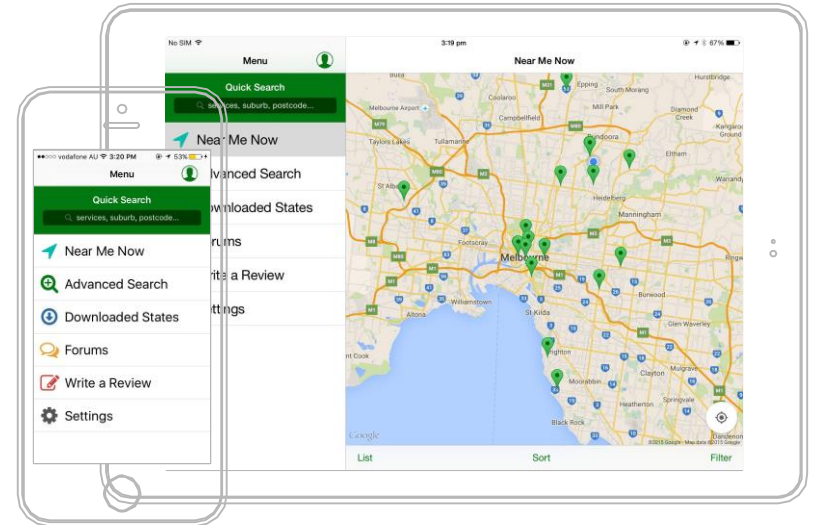
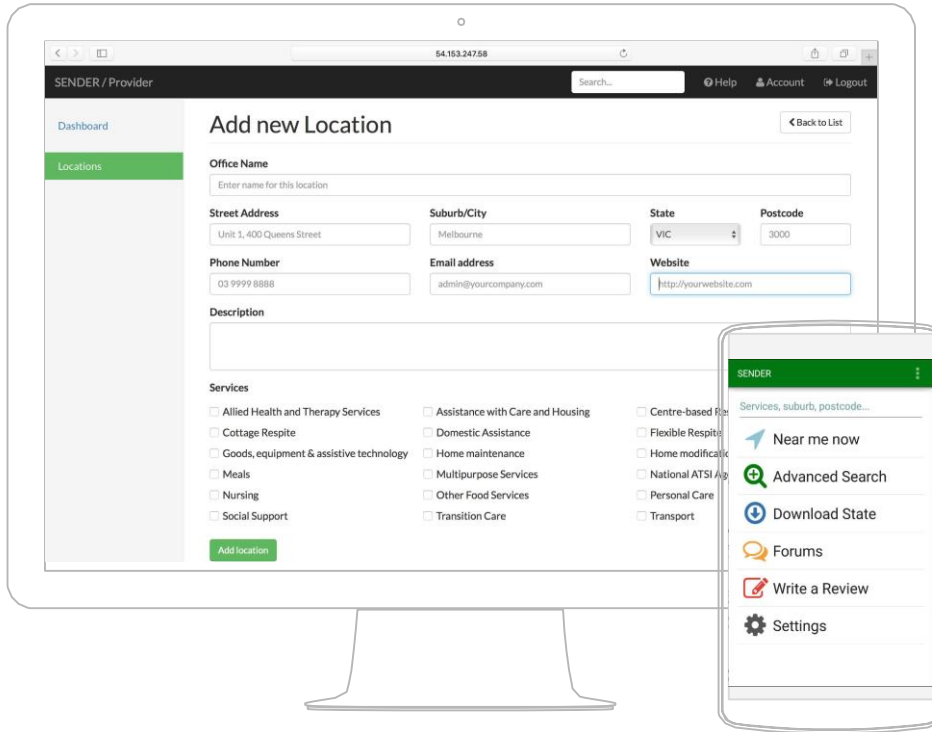
# Considerations

## Benefits

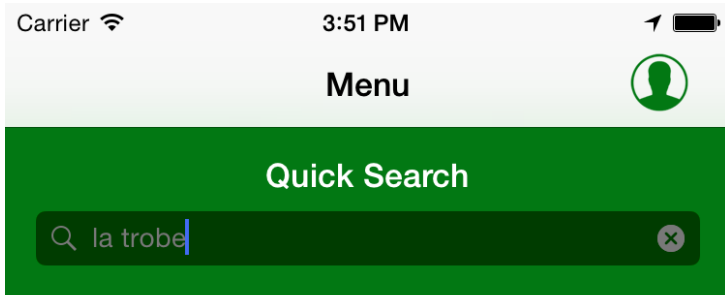
1. Service Searching
2. Map / Navigation
3. Social Networking






## Constraints

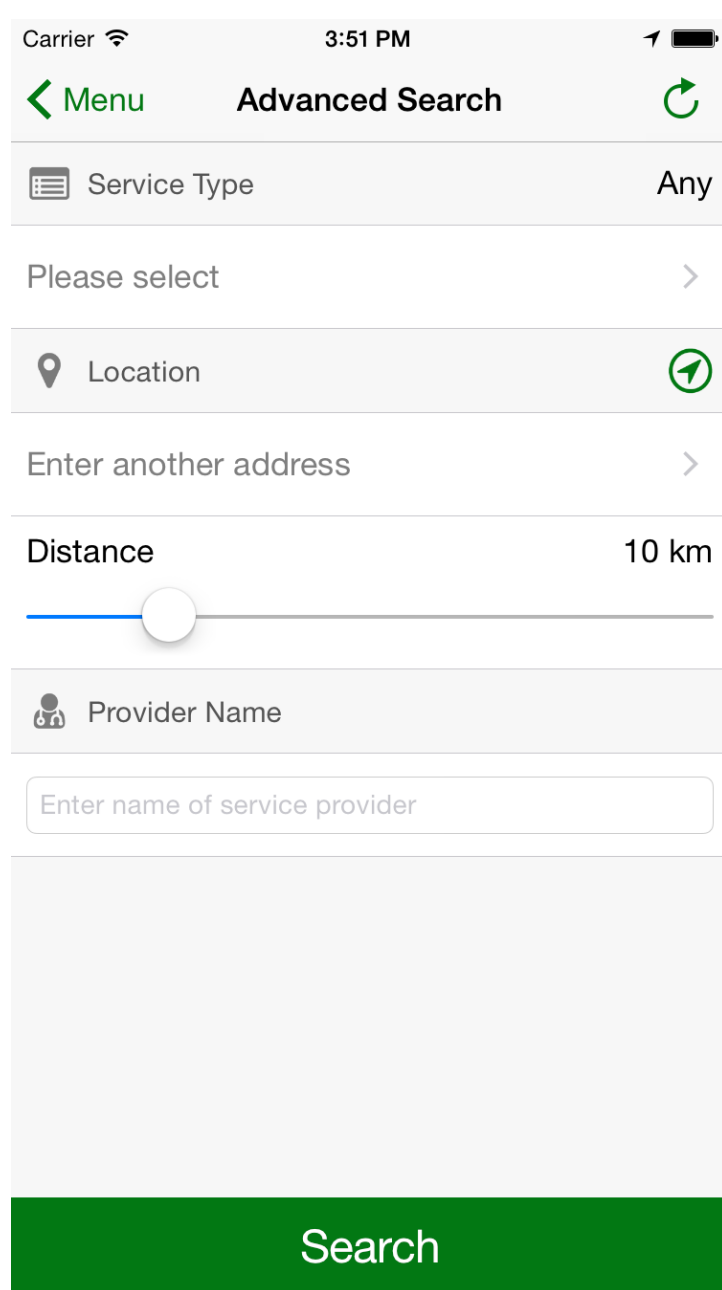
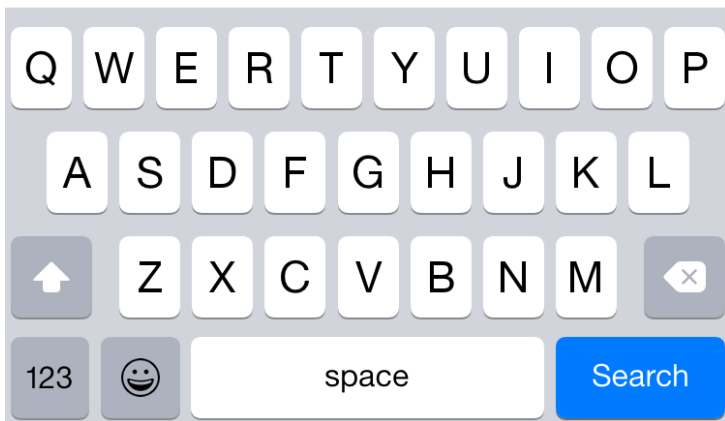
1. Interface Consistency
2. Internet Connectivity
3. Usability



# WHAT DOES IT LOOK LIKE?



-  Advanced Search
-  Downloaded States
-  Forums
-  Write a Review
-  Settings



### La trobe Medical Center



73 Reviews

City Bundoora, VIC

#### Services

Personal Care, Nursing

### Dementia Care

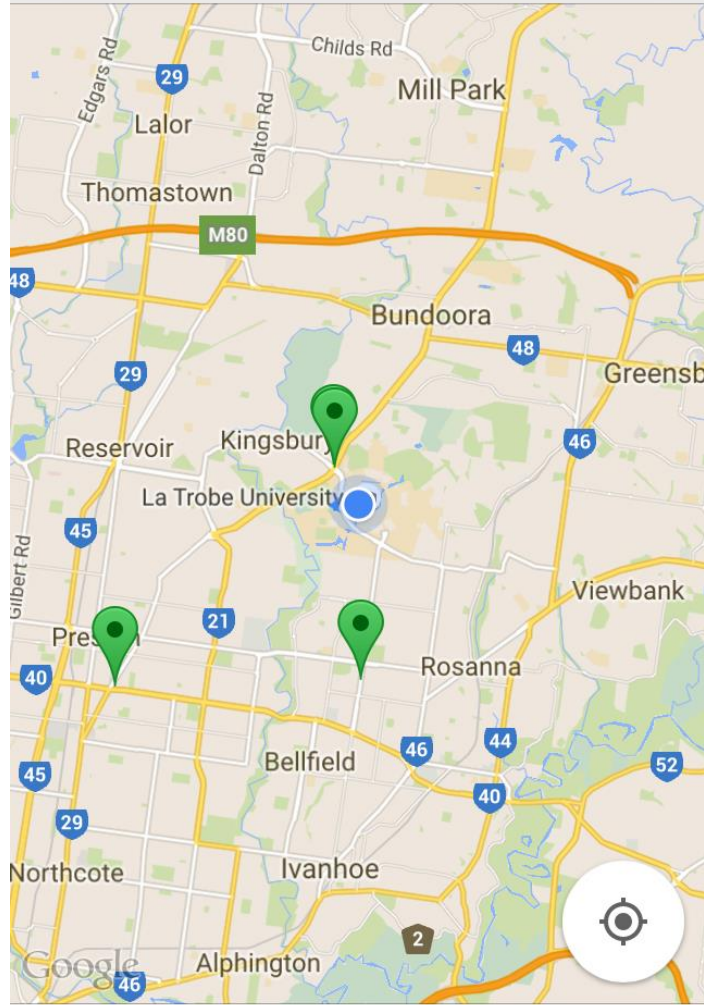


658 Reviews

City Bundoora, VIC

#### Services

Home maintenance





Carrier 3:52 PM

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## La trobe Medical Center

★★★★★ 930 Reviews

Description

La Trobe University Medical Centre is located in the northwest corner of the campus next to the Health Sciences building. Note that it is a private company and is not run by La Trobe University.

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Carrier 4:01 PM

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| Northern Territory<br>Australia           | 840 |
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| Tasmania<br>Australia                     | 169 |
| Victoria<br>Australia                     | 709 |
| Western Australia<br>Australia            | 157 |

# WHAT'S NEXT?

- ❑ Partnerships with RNW, Heathcote Health Services, AAV and University of Saskatchewan Canada
- ❑ Pilot and evaluate feasibility and acceptability
- ❑ Enhance user-friendly function
- ❑ Potential to map other services/conditions
- ❑ Design tiered/complex model of health services response to dementia in rural communities



**LA TROBE**  
UNIVERSITY

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SMARRT partnerships

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