

# Strengthening consumers' decision making control

A presentation by Gerard Mansour  
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- ❑ Changing attitudes to 'ageing' and 'seniors'
- ❑ Changing nature of drivers:
  - ❑ 'Cost' to 'Benefit'
  - ❑ Regulation and Care Quality
  - ❑ Growing Focus on 'Quality of Life'
  - ❑ Growing Focus 'Consumer Decision Making'
- ❑ Empowering Seniors
- ❑ Reviewing Professional Practice

# Age Friendly Society

*‘the gap between the aged care services we have now and the services we want in 2020 can be closed. .... To achieve this, our whole community will need to be involved.... Nothing less than a wholesale change of attitudes is required if we are to develop an ‘aged friendly society’ rather than purely an aged care system.’*

(p.2 The Myer Foundation – A Vision for Aged Care in Australia)

# A Journey of changing attitudes

## *A JOURNEY OF CHANGING ATTITUDES*

*“Internationally, the World Health Organization (WHO) is leading a process of rethinking ageing, longevity and the life course. It has identified the need to reconceptualise the life course and integrate greater flexibility into people’s individual life patterns. Integral to this rethinking is the importance of revising attitudes towards later life and what it means to get older”.*

# Key drivers for change

- ❑ Consumer fees will change landscape
- ❑ Increased consumer choice
  - Of 'provider'
  - Increased control over 'where'
  - Over nature of 'in home' care
  - Add on residential care 'services for a fee'
- ❑ More information to enable effective decision making
- ❑ Healthy ageing and 'restorative' approaches
  - Independence as long as possible
- ❑ Better organised consumer voice

- ❑ Changing attitudes to ‘retirement’
  - More ‘phasing out’ rather than ‘cold turkey’
- ❑ Expectation of baby boomers impacting now
  - Decision about their parents care needs
- ❑ Perceptions of ‘nursing homes’
- ❑ In my community drivers:
  - ‘Place’ as a strong driver
  - Community of interest (e.g. Church; sport; culture)
- ❑ Crisis access – last minute decisions
  - ‘Low’ level of planning for “MY FRAIL YEARS”

- Regulation to protect the vulnerable
- Oversighting organisations
- Independent oversight eg Commissioners
- Regulation from consumer perspective
- Do we have the right balance?

**Regulation and compliance**

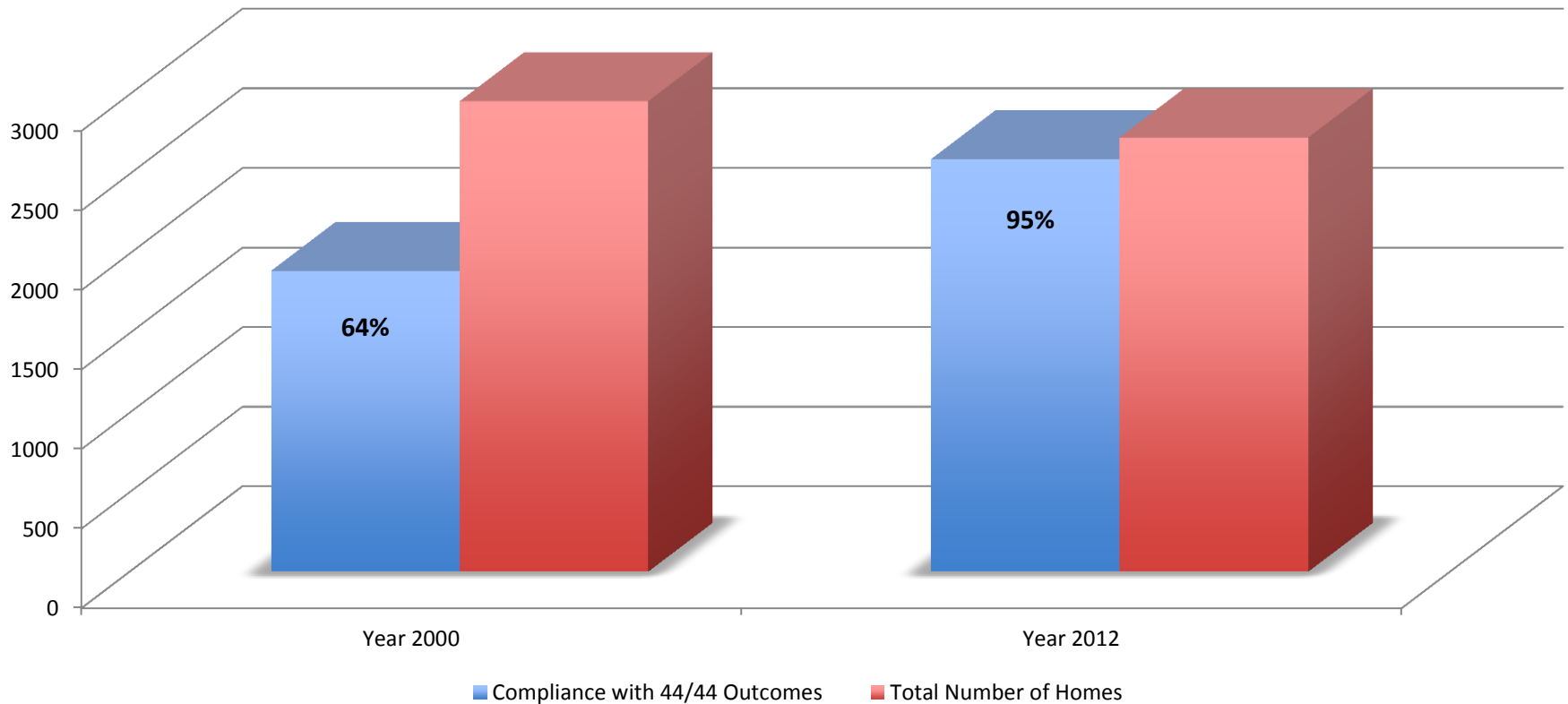
**Vs**

**Professional practice aiming at  
'empowerment'**

# Impact of Accreditation in Residential Aged Care From 2000 to 2012

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## Percentage of homes compliant with 44/44 outcomes in Year 2000 & Year 2012

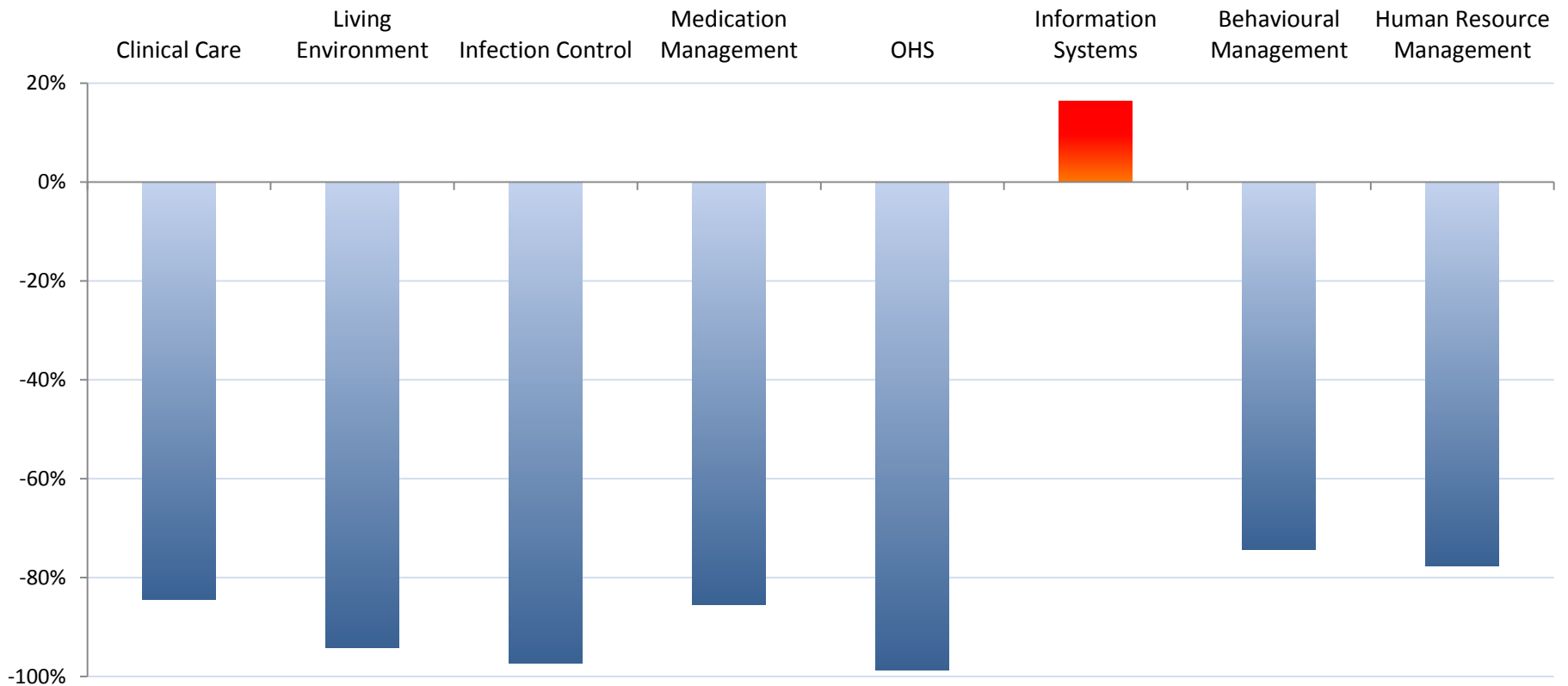




# Impact of Accreditation in Residential Aged Care From 2000 to 2012

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## Percentage change of number of homes from Year 2000 to Year 2012



# Outcome of Regulations

- ❑ Set 'base-line' standards
- ❑ Protective Role
  - ❑ Protect individuals – frail or vulnerable
  - ❑ Protect Community Interest
- ❑ Significant community benefit
- ❑ Enhance 'minimum standards over time'
- ❑ Drive 'organisational' and 'professional' standards and accountability

# Opportunity for Change

- ❑ Restorative approaches
  - ❑ Eg home care and active service model
- ❑ Consumer Directed Care – ‘in home’
- ❑ Paradigm shift – ITC opens a ‘new way’
- ❑ Care Continuum & Graduated Care
- ❑ Life Transition Points
  - ❑ eg Aged Care / Hospital / Health Interface
- ❑ Alternate Housing, service & care models

- Integrate health and social care to *'live longer at home'*
- Seniors are involved as *'leading decision makers'*
- Cross sector ICT enables social innovation to remain at home, *'as long as they wish'*
- Personal health management
- Prevention of functional decline
- Age-friendly environments

## Individual benefits

- Clarity about what gets us up in the morning
- Clarity about our 'role' as we age
- Willingness to 're-define' ourselves

## Social and community benefits

- Contribute to social capital & community
- Significant volunteer contribution

## Economic and workforce benefits

- Paid, and unpaid, work
- Carer contribution
- Contribute financially

- ❑ Maximise self management and informed decision making
  - ❑ Goal setting - “LIFESTYLE and CARE planning”
  - ❑ Regular Points of Review – 3, 6, 12 months
- ❑ Integrate client perspectives in decision making & design
  - ❑ Seniors supported to influence decisions about them
  - ❑ Education; Advice; Information; Enablers
  - ❑ Views clear before professional decisions made
- ❑ Communication is understood & documented
  - ❑ Plans, Activity clear and appropriate
- ❑ **Special Focus: high needs individuals/groups**

- Not owning your own home
- Disability issues
- Mental health issues
- Responsibility of being a carer
- Accessibility of services or buildings
- Financial insecurity
- Elder abuse
- Special Needs
  - Indigenous
  - CALD
  - Homelessness
  - Rural or remote

# Continuum of consumer decision making

## The changing face of 'decision points'

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- ❑ Example 1 – Advance Care Planning
  - ❑ Guiding the 'conversation'
  
- ❑ Example 2 – Shared Clinical Decision Making
  - ❑ Active participation of the patient
  
- ❑ Example 3 – Consumer Directed Care
  - ❑ Willingness to 're-define' ourselves



# Example 1 - Advance Care Planning

## Guiding the conversation

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- Think about your 'advance care' wishes
- Have the conversation – family and friends
- Consider appointing someone to make decisions on your behalf – if the need arises
- Write your wishes down
- Given your 'advance care plan' to key others
- Review regularly and if care needs change

- ❑ Outline benefits and risks of intervention/action
- ❑ Understand & discuss patient values & preferences
- ❑ What would happen if we waited and did nothing
- ❑ Go thru each Option
  - ❑ Identify benefits and harms from each option
  - ❑ How do benefits and harms weigh up for you?
- ❑ Cross check patient understanding & capacity to decide
- ❑ What is right for this person at this time?

**Great opportunity to ‘re-define’ practice!**

# Strive to review and refresh professional practice - “it won’t happen by itself!”

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## ❑ Paradigm shift – actively empower consumer/client

❑ ‘Do for’ --- ‘Support to do’ --- ‘Do with’ ---

❑ Who makes the decision?

**Professional ---- Shared ----- Consumer**

## ❑ Gap Analysis

❑ Current Practice v’s Desired Practice

## ❑ Professional Learning & Development

❑ Strategy to modify professional practice

## ❑ Plan --- Act ---- Assess --- Review

❑ Skills and Competency base