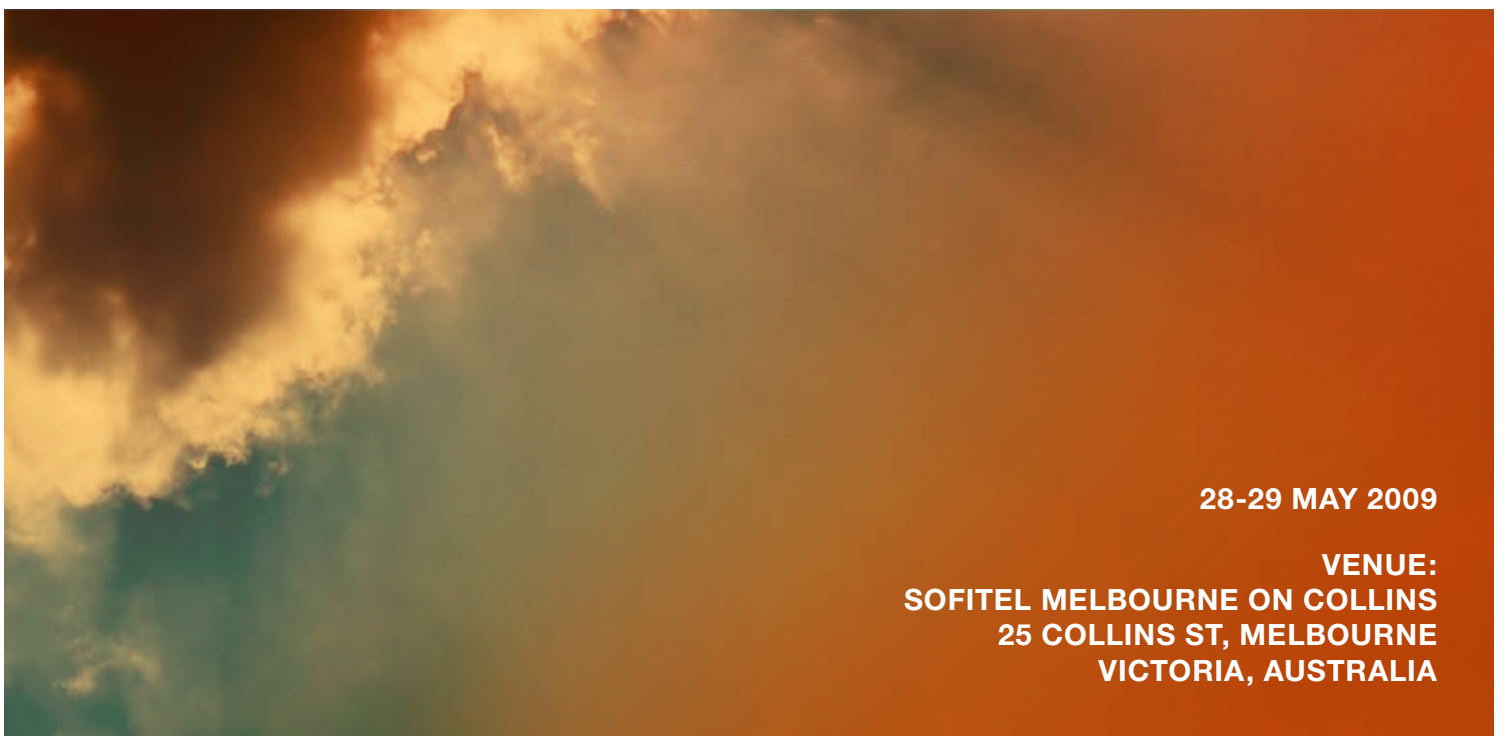




MANAGING **CHALLENGING BEHAVIOURS** IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT



28-29 MAY 2009

VENUE:  
SOFITEL MELBOURNE ON COLLINS  
25 COLLINS ST, MELBOURNE  
VICTORIA, AUSTRALIA



## MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

\*Please note that this program is subject to change.

Please check <http://www.changechampions.com.au> for updates.

### SEMINAR AIMS

- To highlight strategies for managing behaviours that affect access to and the delivery of services/care for older people with cognitive impairment, including what works well and what doesn't work so well.
- To showcase patient centred approaches, models of service delivery/care/respice/support, tools and techniques and other innovations that have been proven to be effective in managing behaviours that impact the care of older people with cognitive impairment.
- To demonstrate effective approaches to education and training for healthcare professionals to better enable them to delivery quality care for older people with cognitive impairment with challenging behaviour.

### AUDIENCE

Any health professional who is involved in strategy development and implementation, management and or delivering care to older people with cognitive impairment where there is a concern about the patient/clients behaviour as it relates to the delivery of their care either in hospital, residential care or in general practice.

### FURTHER INFORMATION:

Change Champions P/L

PO Box 668

The Junction NSW

Phone: 02 4963 5150

Fax: 02 4963 6656

Email: [changechampions@bigpond.com](mailto:changechampions@bigpond.com)

Web: [www.changechampions.com.au](http://www.changechampions.com.au)





## MANAGING **CHALLENGING BEHAVIOURS** IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

**THURSDAY 28 MAY 2009**

**SESSION 1**

- 8.40-8.50      **Welcome and Housekeeping**  
**Char Weeks**  
Managing Director  
Change Champions P/L
- 8.55-9.35      **Opening Address**  
**Challenging behaviours in older people with cognitive impairment – why they matter**  
**Prof David Ames**  
University of Melbourne Professor of Ageing and Health, VIC  
Director National Ageing Research Institute  
Editor International Psychogeriatrics
- 9.35-10.15    **International Perspective**  
**Challenging Behaviour and Cognitive Impairment – time to RESPECT**  
**(Respond to every challenge therapeutically)**  
**Nadine Schofield**  
National Lead  
Mental Health in Later Life  
MH National Delivery Unit, UK
- 10.15-10.45   **A case-specific approach to challenging behaviour associated with dementia**  
**Dr Mike Bird**  
Director Aged Care Evaluation Unit  
Greater Southern Area Health Service, NSW
- 10.45-11.00   **Questions to Speakers**
- 11.00-11.25   **Morning Tea**

## MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

### SESSION 2 PERSON CENTRED CARE

11.25-11.45 **Help is only a phone call away – improving service delivery through effective partnership**

***Kirsten James***

Behaviour Consultant

Dementia Behaviour Management Advisory Service (DBMAS) Vic  
St Georges Hospital (Karrimbi), VIC

Leanne Wenig, Coordinator Gateway Services  
Alzheimer's Australia, VIC

11.45-12.05 **Pilot Program for Clients with a Cognitive Impairment in Transition Care**

***Seema Desai***

Transition Care Co-Manager  
Eastern Health, VIC

***Kirstie O'Carroll***

Clinical Nurse Consultant  
Eastern Health, VIC

12.05-12.25 **Complex Behaviours in Acute Care: an Australian approach**

***Kelly Burns***

Clinical Nurse Consultant  
Peninsula Health, VIC

12.25-12.45 **A New Model Of Multidisciplinary Professional Development**

***Dr Helen McGowan***

Clinical Director

North Metropolitan Area Health Service  
Older Adult Mental Health, WA

Dr Keira Thomson, Senior Clinical Planning Officer, North Metropolitan Area Health Service,  
Older Adult Mental Health, WA

Dr Paul Long, Staff Development Coordinator, North Metropolitan Area Health Service, Older  
Adult Mental Health, WA

12.45-13.00 **Questions to Speakers**

13.00-13.45 **Lunch**

## MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

### SESSION 3 NEW APPROACHES TO MANAGING CHALLENGING BEHAVIOURS

- 13.45-14.05 **An Experiential Learning Challenge – Walk In Their Shoes**  
**Cathy Wynn**  
Clinical Nurse Educator  
Garrawarra Centre, NSW  
  
Leonie McManus, Nurse Educator, Garrawarra Centre, NSW  
Yvette McKenna, Clinical Nurse Educator/Quality, Garrawarra Centre, NSW
- 14.05-14.25 **Creative Ways to Care – A training program for family carers**  
**Virginia Creaser**  
Carer Support Worker Dementia and Behaviour  
Commonwealth Respite and Carelink Centre Southern Region, VIC
- 14.25-14.45 **Development of the First Psycho-Geriatric Nurse Practitioner in NZ**  
**Hazel Saville**  
Charge Nurse Manager,  
Mental Health Services for Older People (MHSOP),  
Dunedin Hospital, NZ  
  
Liz Langer  
Nurse Practitioner, MHSOP  
Dunedin Hospital, NZ
- 14.45-15.05 **Positive results from using electro-convulsive therapy (ECT) as a treatment option for managing challenging behaviours associated with severe behavioural and psychological symptoms of dementia (BPSD). Two case studies.**  
**Wendy Austin**  
NUM, CAM Unit,  
The Prince Charles Hospital, QLD  
  
Kirstie Hastie A/CN, Fiona Wilson A/CN, CAM Unit  
The Prince Charles Hospital, QLD
- 15.05-15.15 **Questions to Speakers**
- 15.15-15.40 **Afternoon Tea**

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### SESSION 4 INFORMATION AND COMMUNICATION TECHNOLOGIES

#### 15.40-16.00 **Dementia care in hospitals: will the Internet save us?**

***Dr David Lie***

Director of Older Persons Mental Health Service  
Princess Alexandra Hospital, QLD

#### 16.00-16.20 **From theory to virtual reality: An action research project to evaluate and improve standards of care for confused older people in acute general hospital settings, using computer software to develop decision making and problem solving skills regarding both mental health and physical problems**

***Bernie Keenan***

Senior Lecturer  
Birmingham City University, UK

Nigel Wynne, Senior Academic Birmingham City University, Debbie Talbot, Assistant Director of Nursing Sandwell & West Birmingham NHS Trust, Diane Rhode, n Project Lead Sandwell & West Birmingham NHS Trust, Margaret Harries, Lead Nurse Older Adults Medicine University Hospital Birmingham NHS Foundation Trust, Louise Denner, Practice Development Nurse Medicine University Hospital Birmingham NHS Foundation Trust, Margaret Garbett, Matron Elderly Medicine University Hospital Birmingham NHS Foundation Trust, Tim Marquis, Learning Technologist Birmingham City University, Janine Dantzie, Learning Technologist Birmingham City University, UK

#### 16.20-16.40 **Using the Wii with people with BPSD**

***Alissa Westphal***

Occupational Therapist  
St Vincent's Aged Psychiatry Service  
St Vincents Health Melbourne, VIC

**Robyn Attoe, St Vincents Health Melbourne, VIC**

***Danielle Harris***

Recreational Therapist  
St Vincent's Aged Psychiatry Service  
St Vincents Health Melbourne, VIC  
Hazel Sargeant, St Vincents Health Melbourne, VIC



## MANAGING **CHALLENGING BEHAVIOURS** IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

16.40-16.55 **Questions to Speakers**

16.55-17.15 **Brief Interval with Canapes and Refreshments**

### **SESSION 5      INTERNATIONAL PERSPECTIVE PRESENTATION VIA WEBINAR ST ANDREW'S HEALTHCARE, NORTHAMPTON, UK**

17.15-17.35 **Managing Challenging Behaviours in Older People: Evidence for the Prevention and Management of Aggression in a Specialist Service**

***Dr Inga Stewart***

Clinical Psychologist  
St Andrew's Healthcare, UK

Dr Graeme Yorston, Consultant Forensic Psychiatrist and Associate Medical Director, St Andrew's Healthcare, UK

Dr Caroline Knight, Consultant Clinical Neuropsychologist and Clinical Lead, St Andrew's Healthcare, UK

17.35-17.55 **The use of the SASBA in the Assessment of Inappropriate Sexual Behaviour in Neurological Impairment**

***Dr Inga Stewart***

Clinical Psychologist  
St Andrew's Healthcare, UK

Dr Graeme Yorston, Consultant Forensic Psychiatrist and Associate Medical Director, St Andrew's Healthcare, UK

Dr Caroline Knight, Consultant Clinical Neuropsychologist and Clinical Lead, St Andrew's Healthcare, UK

Prof Nick Alderman, Consultant Clinical Neuropsychologist and Associate Director, St Andrew's Healthcare, UK

17.55-18.15 **Managing Challenging Behaviours: Forensic Psychiatry and Older people – A UK Perspective**

***Dr Graeme Yorston***

Consultant Forensic Psychiatrist and Associate Medical Director  
St Andrew's Healthcare, UK

Dr Inga Stewart, Clinical Psychologist, St Andrew's Healthcare, UK

18.15-18.30 **Questions to speakers**



## MANAGING **CHALLENGING BEHAVIOURS** IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

18.30      **Close**

### FRIDAY 29 MAY 2009

#### SESSION 6

- 9.00-9.40      **Opening Address**  
**Non-pharmacological treatments of challenging behaviours in dementia:  
do they work – and how much**  
*Prof Daniel O'Connor*  
Professor of Old Age Psychiatry  
Monash University, VIC  
Aged Persons' Mental Health Service  
Southern Health, VIC
- 9.40-10.10      **Improving outcomes for persons with dementia through Person Centred Care**  
*Lynn Chenoweth*  
University of Technology Sydney  
South Eastern Sydney Illawarra Area Health Service, NSW
- 10.10-10.40      **Challenging behaviour or loneliness, helpless & boredom? Practical ways to overcome  
everyday challenges**

## MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

**Chris McMahon**

General Manager  
Eden in Oz, VIC

10.40-10.55 **Questions to Speakers**

10.55-11.20 **Morning Tea**

### **SESSION 7 CHALLENGING BEHAVIOURS IN AGED CARE SETTINGS AND PRIMARY CARE**

11.20-11.40 **Managing behavioural symptoms of fronto-temporal dementia using a non-pharmacological approach**

**Robyn Attoe**

Registered Nurse  
St Vincents Health Melbourne, VIC

Alissa Westphal, St Vincents Health Melbourne, VIC

11.40-12.00 **Using spontaneous activity opportunities to promote engagement of people with BPSD in residential care**

**Alissa Westphal**

Occupational Therapist  
St Vincent's Aged Psychiatry Service  
St Vincents Health Melbourne, VIC

Robyn Attoe, Danielle Harris, Hazel Sargeant  
St Vincents Health Melbourne, VIC

12.00-12.20 **Behaviour Management Strategies for People Living with Alcohol Related Brain Injury (ARBI)**

**Dr Alice Rota-Bartelink**

Research Manager  
Wintringham, VIC

Bryan Lipmann, Helen Small, Wintringham, VIC

12.20-13.00 **Medication Management and Challenging Behaviour – or When to Call the Doctor**

**Dr Wayne Herdy**

General Practitioner  
Moreton Bay General Practice Network, QLD

13.00-13.15 **Questions to Speakers**

13.15 **Close**

# REGISTRATION FORM

## Managing Challenging Behaviours in Older People with Cognitive Impairment

### Delegate No.1 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname:

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Given Name:

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Company/Organisation:

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Position:

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Address:

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State:

Postcode:

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Country:

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Telephone:

---

Facsimile:

---

Email:

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Preferred Name for Badge:

---

Special Diet:

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Disability Assistance:

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### Delegate No.2 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname:

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Given Name:

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Company/Organisation:

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Position:

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Address:

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State:

Postcode:

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Country:

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Telephone:

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Facsimile:

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Email:

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Preferred Name for Badge:

---

Special Diet:

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Disability Assistance:

---

### Delegate No.3 Details Prof/Dr/Mr/Mrs/Ms/Miss:

Surname:

---

Given Name:

---

Company/Organisation:

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Position:

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Address:

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State:

Postcode:

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Country:

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Telephone:

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Facsimile:

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Email:

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Preferred Name for Badge:

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Special Diet:

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Disability Assistance:

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**SECTION A – TWO DAY REGISTRATIONS FOR 28 and 29 MAY 2009**

<b>Early Bird:</b> 2 days before 15 May 2009	\$580.00 (inc GST) per person	\$ _____
<b>Standard:</b> 2 days after 15 May 2009	\$710.00 (inc GST) per person	\$ _____

**DISCOUNTS IF YOU BOOK ONLINE AND PAY WITH A CREDIT CARD ON LINE at [www.changechampions.com.au](http://www.changechampions.com.au) (You must pay at the time your register\*)**

<b>before 15 March 2008</b>	\$535.00 (inc GST) per person
<b>before 15 May 2009</b>	\$565.00 (inc GST) per person
<b>after 15 May 2009</b>	\$660.00 (inc GST) per person

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**SECTION B – ONE DAY REGISTRATIONS FOR EITHER 28 OR 29 MAY 2009**

**Register for one day only – Thursday 28 May 2009**

<b>Early Bird:</b> 1 day only before 15 May 2009	\$350.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 15 May 2009	\$400.00 (inc GST) per person	\$ _____

**Register for one day only – Friday 29 May 2009**

<b>Early Bird:</b> 1 day only before 12 March 2009	\$295.00 (inc GST) per person	\$ _____
<b>Standard:</b> 1 day only after 12 March 2009	\$340.00 (inc GST) per person	\$ _____

To facilitate networking, we add each delegate's email address to the delegate list for this seminar.

Tick the box if you do not want your email address on the delegate list which will be circulated to all delegates.

## SECTION C – PARTICIPATE BY WEBINAR –online registration only

If you can't make it Melbourne, join us by Webinar from anywhere in the world.

Register on line with payments only by credit card in advance. All presentations will be in English.

You must be able to confirm that can meet the system requirements:

SYSTEM COMPONENT	MINIMUM REQUIREMENTS
<b>Display Resolution</b>	<ul style="list-style-type: none"> <li>• Required: Super VGA 800x600</li> <li>• Recommended: Super VGA 1024x768 or higher</li> </ul> <p><b>NOTE:</b> Microsoft® Windows® XP Tablet PC Edition mode is supported.</p>
<b>Operating System</b>	<ul style="list-style-type: none"> <li>• Windows Vista™ operating system, 32-bit</li> <li>• Windows XP Professional with Service Pack 1 (Service Pack 2 recommended)</li> <li>• Windows XP Professional x64 Edition in 32-bit mode</li> <li>• Windows 2000 Professional with Service Pack 4</li> <li>• Windows Server 2003 with Service Pack 1</li> </ul>
<b>Computer/Processor</b>	<ul style="list-style-type: none"> <li>• Data and Voice: 500-megahertz (MHz) or higher processor,</li> <li>• Intel Pentium-compatible</li> <li>• For Webcam video: 1 GHz or higher</li> <li>• For Microsoft RoundTable™: 1.8 GHz or higher</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>• 256 megabytes (MB) of RAM</li> <li>• Recommended: 512 MB</li> </ul>
<b>Disk Space Needed for Installation</b>	<ul style="list-style-type: none"> <li>• 125 MB</li> </ul>
<b>Video Memory</b>	<ul style="list-style-type: none"> <li>• Video card with 64 MB of RAM (video RAM or VRAM) and Microsoft DirectX® application programming interface generation</li> </ul>
<b>For Sending Video (only if you are asking questions)</b>	<ul style="list-style-type: none"> <li>• Webcam or Microsoft RoundTable device</li> </ul>
<b>Bandwidth Requirements for Data Only</b>	<ul style="list-style-type: none"> <li>• 56 kbps or better (Recommended: DSL or Cable high speed internet access)</li> </ul>
<b>Bandwidth Requirements for Video</b>	<ul style="list-style-type: none"> <li>• Voice 50 kbps (minimum) 80 kbps (high-quality)</li> <li>• Webcam 50 kbps (minimum) 350 kbps (high-quality)</li> <li>• Microsoft RoundTable 100 kbps (minimum) 700 kbps (highquality)</li> </ul> <p><b>NOTE:</b> The required and recommended bandwidth speeds are cumulative. For example, if you want to use voice, webcam, and Microsoft RoundTable, the minimum bandwidth would be 50+50+100=200 kbps</p>

Registrations are charged per site/per session and the number of participants per site is unlimited.

**Sessions 1, 5 & 6 (from within Australia)** \$225.00 (inc GST)

**Sessions 1, 5 & 6 (from outside Australia)** \$350.00 (inc GST)

**Sessions 2,3,4,7, (from within Australia)** \$199.00 (inc GST)

**Sessions 2,3,4,7, (from outside Australia)** \$300.00 (inc GST)

# MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

## Payment Methods

Change Champions P/L

ABN: 67 093 954 413

### 1. PREFERRED Register Online at <http://www.changechampions.com.au>

Simply visit <http://www.changechampions.com.au> and scroll down the home page to the seminar of your choice and click on REGISTER. It's easy.

When you register on line, you can select your preferred payment option of:

- Generate an invoice that will be instantly emailed to the nominated responsible person
- Pay by EFT or cheque
- Pay online with a credit card (ie Mastercard, Visa and AMEX **only** if you are paying on line)

### OR Fax or mail the registration form and

### 2. Pay on your Credit Card

Cardholders Name (PLEASE PRINT)

\_\_\_\_\_

MasterCard  Visa ONLY

Card No.

Expiry Date: \_\_ / \_\_ Amount to be charged \$ \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_

Date: \_\_ / \_\_ / \_\_

### 3. Pay by Cheque/money order

Please make cheques/money orders for your **registration fees**  
**only payable to Change Champions P/L**

### 4. Request for an invoice

Name of person responsible for payment of invoice: \_\_\_\_\_

Email address: \_\_\_\_\_

Contact phone number: \_\_\_\_\_

All invoices must be paid prior to the seminar.

### 5. EFTPOS

**Account name:** Change Champions P/L

**Bank:** Westpac

**BSB:** 033058

**Account number:** 198 743

**Ref no:** CB (Your surname)

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#### MAIL

Change Champions P/L  
PO Box 668, The Junction NSW 2291

#### FAX

From Australia 02-4963 6656  
From overseas + 61 2 4963 6656

#### PH:

02-4963 5150  
From overseas: +61 2 4963 5150

#### EMAIL:

[changechampions@bigpond.com](mailto:changechampions@bigpond.com)

Your registration will be confirmed by email.

**\* CONDITIONS APPLY**

You must pay on a credit card at the time you register if claiming a discount for online registration and payment. We reserve the right to charge you the full standard registration fee if you register online, claim a discount for an online payment and then choose to not pay by credit card online as per the offer.

**Cancellation Policy**

Delegates are completely responsible for checking the cancellation policies for this seminar before they register. See Terms & Conditions on the home page at <http://www.changechampions.com.au>

**Delegate Cancellations**

A refund will be offered for cancellations received before 28 April 2009.

No refunds will be given after this date. However, an alternative delegate name may be submitted. There are no refunds on the dinner bookings. Applications for cancellations and substitutions of delegates are only accepted in writing by email to [changechampions@bigpond.com](mailto:changechampions@bigpond.com).

I have read and understand the conditions and delegate cancellation policy.

\_\_\_\_\_ signed \_\_\_ / \_\_\_ / \_\_\_ date.

**Webinar Delegate Cancellations**

Change Champions P/L will accept cancellations from webinars with a 90% refund up to 7 days prior to the seminar.

Change Champions P/L will do its utmost to ensure that its webinars run smoothly and to our service delivery standards. We will refund your registration fees if you are not able to join a webinar or you exit early due to a technical fault at our end during our service delivery. If you are claiming a refund for not being able to access our service, you must contact our support team immediately (ie during the webinar) you discover the fault and our team must have a reasonable opportunity to rectify the fault.

Change Champions P/L will not refund registration fees for the following:

- If you contact us after the webinar to advise that you were unable to access the service
- If you use faulty/outdated/slow equipment or your equipment/technology fails for any reason whatsoever
- If you have provided us incorrect or inaccurate information
- If you have missed your session ie wrong day, date, time, too busy etc
- If you decide to leave the webinar session early
- Or any other reason beyond proven technical fault at the service provider end.

## **ACCOMMODATION**

Download booking form at <http://www.changechampions.com.au>

### **Sofitel Melbourne on Collins**

25 Collins St  
Melbourne

T: +61 3 9653 7755

W: [www.sofitelmelbourne.com.au](http://www.sofitelmelbourne.com.au)

Classic King Room at \$280.00 per night

### **Suggestions for accommodation (Note we have no arrangements with these hotels)**

#### **Rydges Melbourne**

186 Exhibition Street  
Melbourne, VIC 3000

T: +61 3 9662 0511

W: [www.rydges.com](http://www.rydges.com)

#### **Mercure Melbourne (3.5 stars)**

13 Spring St  
Melbourne, VIC 3000

T: +61 3 9205 9999

W: [www.accorhotels.com](http://www.accorhotels.com)

#### **Somerset Gordon Place**

24 Little Bourke Street  
Melbourne, VIC 3000

T: +613 9663 2888

W: [www.somerset.com](http://www.somerset.com)

For other accommodation options eg hotels and apartments, we suggest that you visit <http://www.wotif.com.au>