MANAGING CHALLENGING BEHAVIOURS IN OLDER PEOPLE WITH COGNITIVE IMPAIRMENT

28-29 MAY 2009

VENUE:
SOFITEL MELBOURNE ON COLLINS
25 COLLINS ST, MELBOURNE
VICTORIA, AUSTRALIA
*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/respite/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
Web: www.changechampions.com.au
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

SESSON 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
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
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, 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
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
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:

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Given Name</td>
<td></td>
</tr>
<tr>
<td>Company/Organisation</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Postcode:</td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Facsimile</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Preferred Name for Badge</td>
<td></td>
</tr>
<tr>
<td>Special Diet</td>
<td></td>
</tr>
<tr>
<td>Disability Assistance</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Given Name</td>
<td></td>
</tr>
<tr>
<td>Company/Organisation</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Postcode:</td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Facsimile</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Preferred Name for Badge</td>
<td></td>
</tr>
<tr>
<td>Special Diet</td>
<td></td>
</tr>
<tr>
<td>Disability Assistance</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surname</td>
<td></td>
</tr>
<tr>
<td>Given Name</td>
<td></td>
</tr>
<tr>
<td>Company/Organisation</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Postcode:</td>
</tr>
<tr>
<td>Country</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
</tr>
<tr>
<td>Facsimile</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Preferred Name for Badge</td>
<td></td>
</tr>
<tr>
<td>Special Diet</td>
<td></td>
</tr>
<tr>
<td>Disability Assistance</td>
<td></td>
</tr>
</tbody>
</table>
SECTION A – TWO DAY REGISTRATIONS FOR 28 and 29 MAY 2009

**Early Bird:** 2 days before 15 May 2009 $580.00 (inc GST) per person $ __________
**Standard:** 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 (You must pay at the time your register*)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Bird</td>
<td>$535.00 (inc GST) per person</td>
<td>$565.00 (inc GST) per person</td>
<td>$660.00 (inc GST) per person</td>
</tr>
</tbody>
</table>

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

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

**Early Bird:** 1 day only before 15 May 2009 $350.00 (inc GST) per person $ __________
**Standard:** 1 day only after 15 May 2009 $400.00 (inc GST) per person $ __________

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

**Early Bird:** 1 day only before 12 March 2009 $295.00 (inc GST) per person $ __________
**Standard:** 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.
If you can’t make it Melbourne, join us by Webinar from anywhere in the world. Register online 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:

<table>
<thead>
<tr>
<th>SYSTEM COMPONENT</th>
<th>MINIMUM REQUIREMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Resolution</td>
<td>• Required: Super VGA 800x600</td>
</tr>
<tr>
<td></td>
<td>• Recommended: Super VGA 1024x768 or higher</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Microsoft® Windows® XP Tablet PC Edition mode is supported.</td>
</tr>
<tr>
<td>Operating System</td>
<td>• Windows Vista™ operating system, 32-bit</td>
</tr>
<tr>
<td></td>
<td>• Windows XP Professional with Service Pack 1 (Service Pack 2 recommended)</td>
</tr>
<tr>
<td></td>
<td>• Windows XP Professional x64 Edition in 32-bit mode</td>
</tr>
<tr>
<td></td>
<td>• Windows 2000 Professional with Service Pack 4</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2003 with Service Pack 1</td>
</tr>
<tr>
<td>Computer/Processor</td>
<td>• Data and Voice: 500-megahertz (MHz) or higher processor,</td>
</tr>
<tr>
<td></td>
<td>• Intel Pentium-compatible</td>
</tr>
<tr>
<td></td>
<td>• For Webcam video: 1 GHz or higher</td>
</tr>
<tr>
<td></td>
<td>• For Microsoft RoundTable™: 1.8 GHz or higher</td>
</tr>
<tr>
<td>Memory</td>
<td>• 256 megabytes (MB) of RAM</td>
</tr>
<tr>
<td></td>
<td>• Recommended: 512 MB</td>
</tr>
<tr>
<td>Disk Space Needed for Installation</td>
<td>• 125 MB</td>
</tr>
<tr>
<td>Video Memory</td>
<td>• Video card with 64 MB of RAM (video RAM or VRAM) and Microsoft DirectX® application programming</td>
</tr>
<tr>
<td></td>
<td>interface generation</td>
</tr>
<tr>
<td>For Sending Video (only if you are asking questions)</td>
<td>• Webcam or Microsoft RoundTable device</td>
</tr>
<tr>
<td>Bandwidth Requirements for Data Only</td>
<td>• 56 kbps or better (Recommended: DSL or Cable high speed internet access)</td>
</tr>
<tr>
<td>Bandwidth Requirements for Video</td>
<td>• Voice 50 kbps (minimum) 80 kbps (high-quality)</td>
</tr>
<tr>
<td></td>
<td>• Webcam 50 kbps (minimum) 350 kbps (high-quality)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft RoundTable 100 kbps (minimum) 700 kbps (high-quality)</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The required and recommended bandwidth speeds are cumulative. For example, if you want to</td>
</tr>
<tr>
<td></td>
<td>use voice, webcam, and Microsoft RoundTable, the minimum bandwidth would be 50+50+100=200 kbps</td>
</tr>
</tbody>
</table>

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)
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)

__________________________

<table>
<thead>
<tr>
<th>MasterCard</th>
<th>Visa ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card No.</td>
<td></td>
</tr>
</tbody>
</table>

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)

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

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

Your registration will be confirmed by email.

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

EMAIL:
changechampions@bigpond.com
**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.

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/obtained/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
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

Mercure Melbourne (3.5 stars)
13 Spring St
Melbourne, VIC 3000
T: +61 3 9205 9999
W: www.accorhotels.com

Somerset Gordon Place
24 Little Bourke Street
Melbourne, VIC 3000
T: +613 9663 2888
W: www.somerset.com

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