

“Research and Aged & Community Care Collaborations Workshop

ACS NSW & ACT State Conference Sydney Convention and Exhibition Centre 6 June 2007

Workshop Participants

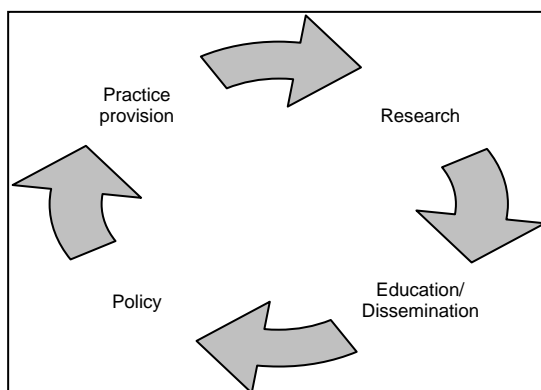
Name	Organisation
Ms Jane Bell	The Benevolent Society
Mrs Lynette Bruce	Sisters of St Joseph Aged Care Services (NSW)
Ms Viktoria Butler	The Benevolent Society
Prof Julie Byles	The University of Newcastle
Dr Matthew Carroll	ARC/NHMRC Research Network in Ageing Well, The University of Sydney
Mrs Deila Cole	UnitingCare Ageing North Coast Region
Ms Vicki Dean	St Joseph's Villiage Limited
Dr Andrew Fleming	Southern Cross Care (NSW & ACT)
Mrs Jan Foster	Nambucca Valley Care Ltd
Mr Dale Hunt	Richmond Club Ltd & Hawkesbury Living Ltd Pty
Mrs Karen Jordan	Hornsby Ku-ring-gai Care Association
Prof Hal Kendig	ARC/NHMRC Research Network in Ageing Well, The University of Sydney
Mr Michael Kennedy	Department of Health and Ageing (NSW Office)
Dr Elizabeth Latimer Hill	Ageing and Health, Macquarie University
Ms Gillian McFee	UnitingCare Ageing
Ms Nieve Murray	Illawarra Retirement Trust
Ms Jacki Payer	The Benevolent Society
Dr Robert Pedlow	Faculty of Health Sciences, The University of Sydney
Ms Jill Pretty	Aged and Community Services
Ms Eliza Pross	Community Care (Northern Beaches)
Mr Graham Reed	Living Care
Ms Colleen Rivers	Anglican Care Aged Services (Chesalon)
Ms Prue Sky	Community Care (Northern Beaches)
Mr George Smith	Nambucca Valley Care Ltd
Ms Barbara Squires	The Benevolent Society
Mrs Kimberly Talbot	Richmond Club Ltd & Hawkesbury Living Ltd Pty
Mr Ken Thompson	Royal Freemasons' Benevolent Institution of NSW
Mr Kros Van Eyk	Southern Cross Care (NSW & ACT)
Mr Steve Walkerden	United Protestant Association NSW
Ms Catherine Wallace	The Benevolent Society

Brief Workshop Summary

1. Introductory comments

- **Hal Kendig** welcomed participants to the workshop on behalf of the Ageing Well Network and thanked them for participating in a discussion aimed at bringing the research and practice communities together. Hal noted that the research picture is changing with funding bodies now needing to show outcomes in line the National Research Priorities. Hal gave thanks to the workshop organisers (Matthew Carroll, Elizabeth Latimer-Hill, Andrew Fleming and Jill Pretty).
- **Jill Pretty** welcomed participants on behalf of Aged and Community Services NSW & ACT (ACS). Jill noted that the current ACS strategic plan focussed on research involvement and linking ACS members to research informed practice. Jill acknowledged the work of former ACS CEO Paul Sadler who undertook an inventory of research participation in ACS members which identified the level of participation and barriers to participation which led to collaborations with the Ageing Well Network, including a workshop on this topic at the BARC Policy and Practice on Ageing Colloquium in 2006 and the current workshop.

- **Barbara Squires** gave an outline of the operations of the Ageing Well Network and the role of the Advisory Group in providing a connection point to policy and practice. Barbara outlined the “Virtuous Cycle” research model proposed by the late Gary Andrews which depicts the ongoing communication between research, policy and practice (see below) and called for greater input to be taken from the service providers who are aware of the issues faced by older people and their carers and families. Barbara remarked on the major shift towards involvement in research in the previous year with a range of workshops being conducted and research positions being created within service provision organisations.



2. University perspectives and research mechanisms

- **Hal Kendig** provided an overview of research from the university perspective and guidance to participants on how to get involved in collaborative research. A copy of the presentation is provided below:

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ARC/NHMRC Research Network in Ageing Well

Hal Kendig
University Perspectives

RESEARCH AND AGED & COMMUNITY CARE COLLABORATIONS WORKSHOP
6 June 2007


www.ageingwell.edu.au

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How to find a researcher to collaborate with


- **Via the Ageing Well Network**
 - By searching our member lists as follows:
 - 50 Participants - www.ageingwell.edu.au/net_mem_participant.htm
 - 300 Members - www.ageingwell.edu.au/net_mem_associate.htm
 - Or send us an e-mail at ageingnet@usyd.edu.au.
- **Via the Ageing Research Online website**
 - www.aro.gov.au includes a searchable database of research projects
- **Via Expert Guide**
 - www.expertguide.com.au provides details of academics & professionals
- **Approach your local universities**
 - please see handout for details of web-based search facilities


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Research involving students (1)

- The general aim of research involving students is to build skills and experience necessary to allow them to take up employment within research, policy or practice arena.
- The level of engagement with the industry partner and the potential benefits increases in proportion to the duration and complexity of the research project.
- Undergraduate and Honours projects do not involve any costs for the industry partner whereas Masters and Ph.D projects will usually involve some direct costs for the industry partner.
- If you are interested in a student researcher undertaking a specific project within your organisation you should approach a relevant university or senior researcher


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Research involving students (2)

- The table below gives an overview of the major types of research involving students and the approximate duration of the research project.

Degree type	Degree duration	Project duration
Undergraduate degree	3 years	Short-term specific projects.
Honours	1 year fulltime following 3 year undergrad. degree	Approx 6 months active research.
Masters by Coursework	1.5 year fulltime or 3 years part-time	Approx 3-6 months active research often limited scope such as literature reviews
Master by Research	1 year fulltime or 2 years part-time	Approx 9 months full time
Professional Doctorate	3-4 years fulltime or 6-8 years part-time	Approx 2 years full time
Doctor of Philosophy (Ph.D)	3-4 years fulltime or 6-8 years part-time	Approx 2 years full time ear

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Gerontology and Aged Care Courses Available in NSW

- Please refer to your handouts for more information on the specific courses available across the state
- In addition to these courses, there is a focus on aged care in health and other allied professions

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Research funding arrangements

- **Internal University-based research**
 - no longer as common as was previously the case with researchers now seeking more external funding
- **Industry-based research**
 - Action research
 - Contracts/consultancies
 - Research partnerships (the theme of the workshop)
- **Government funded research**
 - The government has two main funding bodies that support research within Australia
 - Australian Research Council (ARC)
 - National Health and Medical Research Council (NHMRC)
 - The most relevant funding opportunity for this workshop are the Linkage Project grants provided by the ARC

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Research funding arrangements: Linkage Projects summary

- The *Linkage Projects* scheme supports collaborative research between higher education organisations and other organisations, including within industry
- Linkage Projects aim to:
 - encourage and develop long-term strategic research alliances between higher education institutions and industry
 - support collaborative research on issues of benefit to regional and rural communities
 - foster opportunities for postdoctoral researchers within organisational setting and provide industry-oriented research training
- Applications for funding are processed twice a year.
- More information is available from the ARC website www.arc.gov.au








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Some tips for where to next

- Find the right academic for you (OK to shop around)
- Start early and plan ahead
- Clarify timeframes, scope, resource requirements, responsibility areas and when and where the research is made available
- Get agreements in writing (emails OK)

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Other references of interest

- Statement on Consumer and Community: Participation in Health and Medical Research by the NHMRC and Consumers' Health Forum
- Quine and Browning (in press) Methodological and Ethical Issues in Conducting Research with Older
- Tinker (2003) Older People and Ethics

All of the above are available at http://www.ageingwell.edu.au/links_resources_3.htm

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- Hal's encouraged participants to drive the process and select the researcher best suited to them.
- Hal also encouraged participants to look at the ARC Linkage Project scheme as one of the most appropriate ways to seek external funding for research collaborations with universities.

3. Research Collaborations- an industry perspective

- **Gillian McFee** gave an overview of research from the UnitingCare Ageing (UCA) perspective and highlighted 4 key messages:
 1. The importance of evidence
 - ◇ Gillian noted that good policy and practice comes from evidence and that organisations need quality frameworks that focus on continuous improvement
 - ◇ Millions are being invested in changing systems within service organisations so the availability of credible information is crucial.
 2. The need to link research to the goals of the organisation
 - ◇ Gillian outlined the UCA's Inspire strategy which is a 5-year strategy built around 3 key elements:
 - i. Change from residential care to person focus in line with the shift to community care
 - ii. Integration across organisation
 - iii. Achieving sustainability
 - ◇ Six strategic challenges were also identified within the Inspire framework, each of which can generate specific research questions, some of which are outlined below:
 - i. Putting the "spirit" back into care – results in questions to do with differences in quality of life in faith-based not for profit care versus for profit care.
 - ii. Putting the client first – which leads to questions on current and future expectations of care, what triggers changes in expectations and what are the experiences of service provision for older people and the implications of this for their long-term outcomes (would require longitudinal research).
 - iii. Securing our future – leads to cost-benefits analyses, program evaluations, consideration of the asset profile of current and future care cohorts etc.
 - iv. Compassion – leads to questions on what contributes to staff satisfaction and the relationship between housing type, location and employment and care provision.
 3. Research needs to be seen as a service to the client
 - ◇ It is critical that research partnerships meet the needs of both sides. There is a lot of competition for access to service providers so researchers need to make a clearer argument about the potential benefits of collaboration.

4. Governance issues

- ◇ A step forward in the industry would be to develop procedures to simplify ethical review procedures within organisations and to develop more cross-faculty research collaborations

- **Andrew Fleming** outlined a range of research collaborations that he was involved in. He highlighted the following key points:

1. For research to work it is important that organisations must recognise the value of research and the value it can add to service provision.
2. Education is required to demystify the research process and make staff informed consumers of research
3. It is important to involve service staff in the research process, either as consumers, participants or as co-researchers (will require release from standard duties)
4. The benefits of leading a research team are many as it increases the level of expertise, ensures relevant research topics, increases ownership of the research and provides an opportunity to inform the university sector of service issues.

3. Case Studies of existing partnerships

- **Julie Byles** outlined the drivers for university researchers (publications, citations, research funding etc) and highlighted the need to work together with industry in order to ensure that research has a purpose.
- Julie gave an overview of her own move towards ageing research and the development of the Research Centre for Gender, Health and Ageing which brings together a diverse group of researchers across a number of disciplines.
- Julie made the point that ageing research is not just focussed on aged care and that it covers health as people age and that we are all on the same trajectory.
- The need to partner with service provision was highlighted through the provision of training on best practice and research, participating on service provision meetings and developing research partnerships.
- Julie outlined the range of research topics that can be considered and gave an example of a current collaboration on falls across 88 residential care facilities which is currently providing falls incidence data that is relevant to policy makers and will be providing data that will lead to the development of a best practice approach for reducing the risk of falls.

4. Small group break out sessions

- Participants were asked to join four small groups to discuss their chosen topics in more detail and consider how best to structure collaborative research arrangements and disseminate and translate the outcomes of research. The outcomes of each group discussion are summarised below:
 1. **Residential aged care** – facilitated and presented by Andrew Fleming. The group came up with the following priority areas:
 - i. Quality of life – how to measure it and translate it into best practice for workforce issues and for models of care
 - ii. What is the role of pastoral care in aged care
 - iii. Workforce issues – NESB and rural and remote issues; recruitment and retention (current and future)
 - iv. Access to research results – improving access for smaller organisations
 - v. Nurse practitioners and shared RN models – impact on care; validation of model; demonstrate best practice to legislative authorities, unions etc.
 - vi. Person-centred care – the move from task-centred to person centred; gender issues
 - vii. Depression
 - viii. Funding models – do they deliver what they promise?
 - ix. Environment/building design – what works for staff and improves quality of life
 - x. Palliative care – perceptions of family; future needs
 - xi. IT – how can it help improve care outcomes

2. **Community Care** – facilitated by Prue Sky (Community Care (Northern Beaches) and presented by Michael Kennedy (DOHA). The group made the following points:
 - i. Organisations don't have to be big to be involved in research
 - ii. All providers have valuable sources of data and this must be captured at all stages of care from community-based to acute or residential care.
 - iii. Practice improvement needs to be based on evidence and this should be based on multiple sources rather than a single study
 - iv. There is a need to collaborate across industry groups by sharing data, developing better service outcome measures rather than on outputs etc however the competitive marketplace makes this cooperation difficult
 - v. Research is needed on the link between service provision and quality of life
 - vi. More comprehensive assessment tools are required to develop best practices that achieve the best outcomes for the individual, the organisation and inform government policy and funding.
 - vii. Greater emphasis is needed on gathering together all the available information and disseminating it more widely.

3. **Healthy Ageing** – facilitated by Elizabeth Latimer Hill (Macquarie University) and presented by Matthew Carroll (Ageing Well Network). The group made the following points:
 - i. Genetics only accounts for 20% with our environment (lifestyle, exposures etc) accounting for the remaining 80% so we need to focus on environmental issues.
 - ii. A critical issue is the perception of ageing e.g.
 - Self-perceived age can differ from functional status e.g. why are some chronically ill people more resilient and still see themselves as ageing well
 - Why are we so afraid of getting old? It is inevitable and should be embraced. This will require a cultural change within organisations and in the community.
 - Research is needed on how to modify aids so that they look more attractive and are more likely to be utilised
 - iii. Healthy ageing doesn't stop and interventions should be valued at any age
 - iv. Longitudinal research is needed on expectations of care and how they change with time and on how experience of care on entering the system relates to outcomes.
 - v. The current care system emphasises disability and illness and a change to a health promotion focus is needed – in line with the shift to community care. This will reduce the need for residential and high dependency care.
 - vi. Providers should get involved in the wider research community – e.g. join a research advisory group, undertake higher education, join together across organisations to review research applications etc – i.e. take more control.

4. **Community Care** – facilitated by Catherine Wallace and summary presented by Jane Bell (both from The Benevolent Society). The group focused on The Benevolent Society (TBS) as a service provider model and made the following points:
 - i. Organisations need to make a firm commitment to research such as hiring dedicated research staff and building internal research capacity and research partnerships including creating PhD places within organisations.
 - ii. To help achieve its purposes, TBS has recently revised its organisational structure and teams are now defined on a regional basis rather than based on the type of services being delivered. This has resulted in networking across previously different areas of childcare, community and residential aged care.
 - iii. The following research challenges were identified:
 - How to measure impact of organisational change in the absence of adequate baseline data.
 - Collecting data from community based services as opposed to a "captive" residential care population.
 - What are the appropriate issues to research in the context of organisational change?
 - How to achieve balanced research on aged care in the context of government policy that favours community based care.

- The need for organisational commitment to sharing research findings both within the organisation and to the broader community.
 - Support required to nurture the involvement of direct service providers in research.
 - Ensuring research is relevant to practice.
- iv. The following research questions were also identified:
- How is specialised knowledge best mobilised across teams that are geographically defined? Implications here for knowledge management systems.
 - Appropriate distinctions between aligned services: The challenges of harnessing common themes and shared objectives (the reason for instigating cross functional teams) whilst still maintaining appropriate distinctions. For example the commonalities and distinctions of addressing abuse of the ageing and the young.
 - How is a good idea at the board level translated to staff at the front line?
 - What are the ethical issues associated with community based aged care?
 - What has been learned from the experience of residential aged care and how does this inform options for community based aged care?
 - What are the key issues of control and choice in community based aged care?
 - How do key responsibilities for a spectrum of service providers shift when aged care transfers from residential to community based model?
 - What are the positive and perverse incentives of the funding model related to levels of dependency? What are alternative options and their impact?
 - How do incentives to aged care providers that are based upon level of dependency affect quality of life issues?

5. Summing up of key themes and discussion of next steps

- **Hal** thanked participants for their contribution to the workshop and that the discussion would be distilled into a set of summary notes and provided to them along with an evaluation form. The workshop presentations will be made available on the Network website. Participants are also asked to send in relevant details from their strategic plans and research activities so that a knowledge base can be built.
- Hal suggested that participants get involved in research and inform the academic community of the issues relevant to service providers and encouraged working with ACS on big picture research priorities which could be facilitated by the Ageing Well Network.
- The Network will also consider the possibility of a targeted workshop on ARC Linkage grant applications for those with specific research ideas and seeking to set up partnerships.
- Participants were encouraged to approach researchers directly with burning questions they need the answers for.
- **Jill** commented on the range of research questions and offered the assistance of ACS in helping to coordinate research in these areas.
- Jill added that there should be a constant reminder to staff that they are always doing research and that all information is valuable and should be built upon to make a larger impact.
- Given the success of today, the possibility of a similar workshop at the ACSA National Conference will be considered.