

## Hospital and home

Supporting people to age in place and maintain their independence



**‘We know that 80 percent of Australians want to maintain their independence and remain at home for as long as possible as they age. To support this goal, the NCHA is working hard to identify new tools, care models, and innovations in health care to enable Australians to not just age well, but to thrive in place.’**

Professor Velandai Srikanth,  
Director, NCHA



### References

Royal Commission into Aged Care Quality and Safety, (2021), Aged Care Royal Commission Final Report: Summary, p.66. Available at: <https://www.royalcommission.gov.au/system/files/2021-03/final-report-executive-summary.pdf>.

Australian Institute of Health and Welfare (AIHW). Available at <https://www.aihw.gov.au/>

## The challenge

The experience of ageing varies widely. While some remain healthy into their 80s, others face cognitive decline, comorbidities, and frequent hospitalisations, often without timely access to the necessary care. Emergency departments are overwhelmed with older patients, including those with dementia, and our health systems are not equipped to provide person-centred care.

**To support ageing (and thriving) in place, innovative health and care models are essential**, including improving service capacity, upskilling of those involved in care delivery, and enhancing person-centred care across both hospital and community settings.

### Ageing in Australia



**80%** of Australians want to **age in place** for as long as they can\*



**40%** of hospitalised patients are **over 65 years** of age

## Our impact

Our Living Labs research program is working across hospital and home settings to make meaningful change a reality. By developing new interventions, tools, and solutions, we are supporting people to age in place and maintain independence for as long as possible.

Our project impacts include: **a novel digital health passport capturing a patient’s healthcare values, needs and preferences; an improved, person-centred model of emergency care; multimedia resources to support the needs of CALD carers during transitions from hospital to home; and improving the hospital experience of people living with dementia through new and innovative tools.**

## How the NCHA is impacting change

### Some of our leading hospital and home researchers and projects



L–R: A/Prof Chris Moran, A/Prof Jacqui Allen, Ms Rebecca Barnden, Dr Rosamond Dwyer

#### Improving support for culturally and linguistically diverse carers during transition of older adults from hospital to home

This project addressed a gap in resources for culturally and linguistically diverse (CALD) informal carers by co-designing web-based multimedia tools with Greek, Italian, and Chinese carers and older adults. Incorporating lived experience, the resources aim to enhance understanding of their needs when interacting with health professionals and care providers.

**A key impact:** Multimedia resources supporting the needs of carers from CALD backgrounds during transitions of older adults from hospital to home.

#### Mental health and emergency care for people aged over 65 years

Busy hospital emergency departments need to respond to a wide range of health issues, including a person's mental health contributing to them seeking emergency care. This project is exploring how the experience of being a patient in the Frankston Hospital emergency department may impact on a person's psychological and emotional wellbeing and how healthcare professionals are responding to the patient's needs. These findings will help inform an improved, person-centred model of emergency care.

**A key impact:** Informing an improved, person-centred model of emergency care that considers the physical, psychological, and emotional needs of each patient.

#### Digital Health Passport: Capturing consumers' values, needs and preferences in their journey through hospital care

A co-designed digital health intervention captures a patient's values, needs, and preferences, ensuring seamless, person-centred care across different settings. The digital 'health passport' embeds the consumer voice into systems and processes, adapting to also be inclusive of people living with disability. The passport received positive feedback during feasibility testing at Frankston Hospital's acute medical and inpatient rehabilitation wards, leading to further upscaling of the tool.

**A key impact:** The digital 'health passport' is to be tested in a multi-site trial involving six health services in Victoria and for further upscaling.

#### Improving the hospital experience of people living with dementia

People with dementia often receive suboptimal hospital care due to difficulties communicating their needs and preferences. Existing tools had limited uptake by health professionals. This study brought together health professionals, people with dementia and their carers to develop a solution to enhance hospital care.

**A key impact:** Co-designing a Hospital Admission Readiness Toolkit (HART) and model of care that can be embedded into hospital practice to ensure better, person-centred care for patients.



### Looking ahead

**Working together through partnerships, collaborations, and investment, we can have a greater impact in transforming health and care for all Australians.** Our world-class researchers are creating impactful change by developing innovative solutions to the most pressing issues in healthy ageing.

**Connect with us today and help change people's lives!**