

# MDT Roundtable for Older Persons' Health

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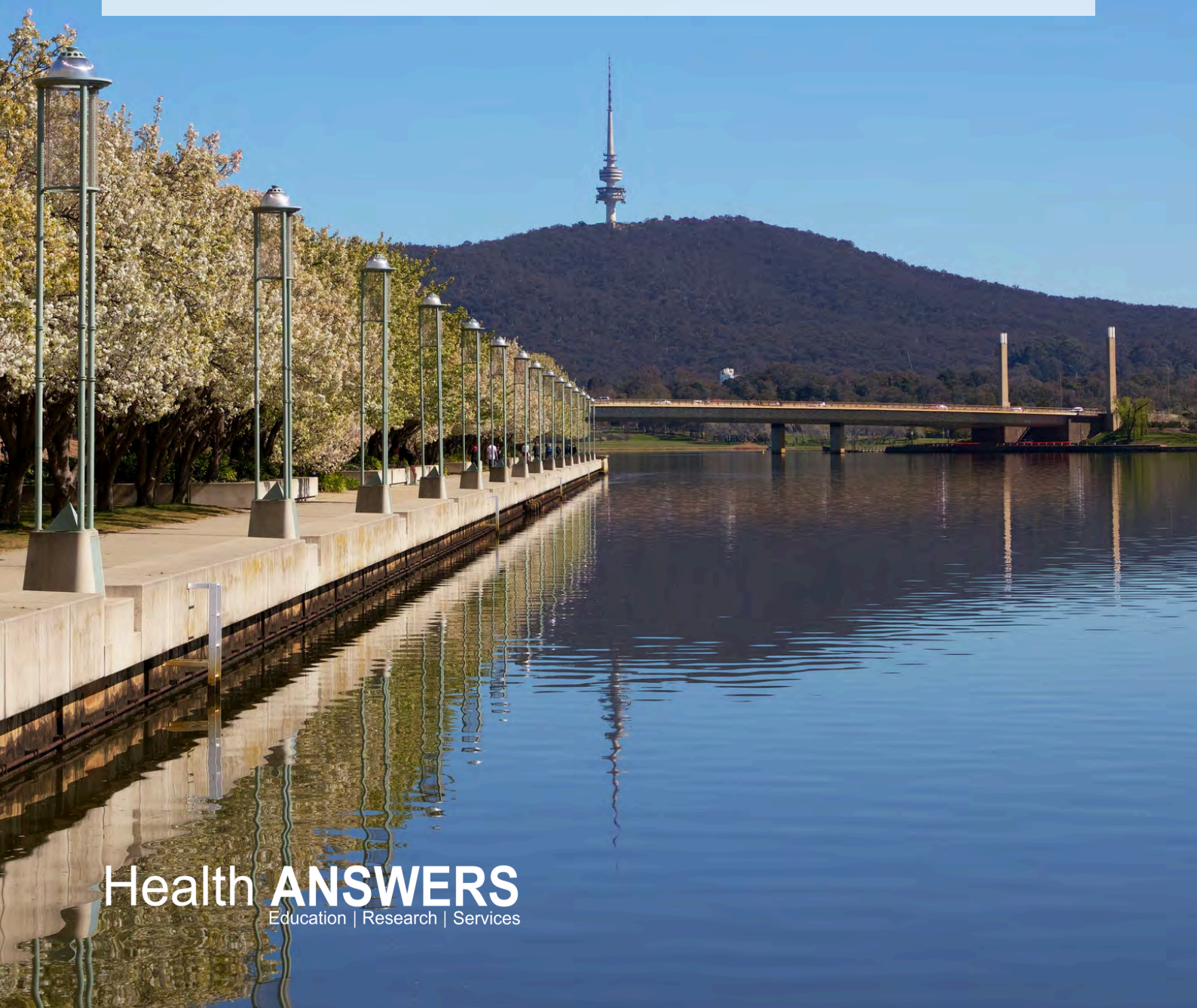
Thursday, 25 September 2025  
Greenway Views, Greenway, ACT



# ACKNOWLEDGEMENT OF COUNTRY:

Health ANSWERS acknowledges the Aboriginal and Torres Strait Islander peoples as First Australians, and their deep connection to the lands, waters, seas and communities.

Health ANSWERS region spans across the Wiradjuri, Yorta Yorta, Baraba Baraba, Wemba Wemba, Nari Nari, Ngunnawal, Ngambri, Gundugurra, Ngarigo, Yuin, Jerrija, Wandia Wandian and Dharawal lands. We acknowledge Traditional Custodians of these lands and pay our respect to their Elders past, present and emerging, and extend this respect to all First Nations Peoples.





# ABOUT HEALTH ANSWERS

Health ANSWERS (Health in NSW and ACT Education, Research and Service) is a rural and regional research translation centre that unites health services, universities, government agencies, and consumers to embed research into practice across Southern NSW and the ACT with the aim of providing equitable, high-quality, and culturally appropriate healthcare. Health ANSWERS is intending to apply for accreditation as a NHMRC Research Translation Centre (Regional, Rural, Remote) in the next round expected to be announced in late 2026.

Headquartered in Bega, NSW, the partnership serves a population of over 1.2 million people, including Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse groups, and socioeconomically disadvantaged populations.

Our focus is on translating research into equitable, high-quality, and locally relevant healthcare solutions for rural and regional communities delivering measurable improvements in health outcomes, workforce sustainability, and service innovation.

## OUR PARTNERS



# EXECUTIVE SUMMARY

In September 2025, Health ANSWERS hosted the ACT Multidisciplinary Roundtable for Older Persons' Health, expanding on the Older Person Nursing Roundtables established in 2020. The event brought together professionals across health disciplines, industry, government and consumer advocacy. Professor Kasia Bail outlined the Roundtable's evolution, and Dr Michelle Moscovia facilitated the session.

Presentations highlighted leading initiatives in gerontological care, including RADAR, GRACE, dementia-care innovations such as SPICE-at-home, challenges in geriatric trauma evaluation, and dementia-friendly hospital design.

## **Two workshops explored:**

1. **Digital discharge documentation** - identifying inconsistent transition-of-care processes and opportunities for streamlined, standardised approaches.
2. **Future sector challenges** - with participants identifying three grand challenges: service fragmentation and variable quality; aged-care workforce shortages; and affordability and viable funding models. Proposed solutions included stronger community engagement, process redesign, workforce skill development, aged-care hubs and expanded respite options.

The Roundtables continue to provide a safe, collaborative forum for multidisciplinary teams to build capability and co-create solutions that improve outcomes for older people in the ACT.

Health ANSWERS acknowledges and warmly thanks Roundtable sponsor LDK Seniors' Living for their generous support and hospitality, they have been supporting and hosting this event throughout 2023-2025.



## *Discover The LDK Difference®*

### We stand for Love, Decency & Kindness.

Our vision is for every senior Australian to be treated with love, decency & kindness in their ageing journey. Creating villages that our residents can call their own, our communities have become known for their atmosphere and vibrancy, with a true sense of belonging.

The promise we make is that when residents move into an LDK Seniors' Living Village, they won't have to move again. We provide a genuine continuum of care — from no or low care through to high and dementia care — where couples stay together and pets are welcome.

For further information, contact 1300 535 000  
or [hello@ldk.com.au](mailto:hello@ldk.com.au) [LDK.com.au](http://LDK.com.au).





# PROGRAM

See Appendix A for slides and a link to the video recording of presentations

TIME	TOPIC	PRESENTER
13:00 – 13:20 (20 min)	Arrival, Registration & Networking over catered lunch. Workshop sign-up	
13:20 – 13:25 (5 min)	Acknowledgment of Country	
13:25 – 13:30 (5 min)	Welcome to LDK	Michelle Bennett and Pete
13:30 – 13:35 (5 min)	Introduction to Health ANSWERS	Michelle Moscova
13:35 – 13:40 (5 min)	ACT Older Person Nursing Roundtable History	Kasia Bail, CARAT, University of Canberra

## PRESENTATIONS AND QUESTIONS

13:40 – 14:40 (60 min)	Introduction to the Local Network	Claudia Walmsley, Department of Health, Disability and Ageing
	Enhanced RADAR (Rapid Assessment of The Deteriorating Aged at Risk) Service	Stephany Thuleau, Canberra Health Services
	Trauma Care in Aged Patients	Rebecca Brown, Canberra Health Services
	GRACE Complex Care and Capacity building in RACH	Nazgol Jalalian, Canberra Health Services
	Is Universal Access in Emergency Departments Enough? Exploring Dementia- Friendliness with Audits and Interviews with Staff	Sally Nicholls, CARAT, University of Canberra



# PROGRAM (CONTINUED)

See Appendix A for slides and a link to the video recording of presentations

TIME	TOPIC	PRESENTER
13:40 – 14:40 (60 min)	Dementia care and engagement at SCC – the way forward	Samantha Tosh & Abbi Dawson, Southern Cross Care
	Sustainable Personalised Interventions for Cognition, Care and Engagement (SPICE) at home	Clare Stephenson, CARAT, University of Canberra and Canberra Health Services
	Exploring RAC providers' perception of improved digital discharge paperwork	Shrijana Gautam, Warrigal Aged Care - Stirling

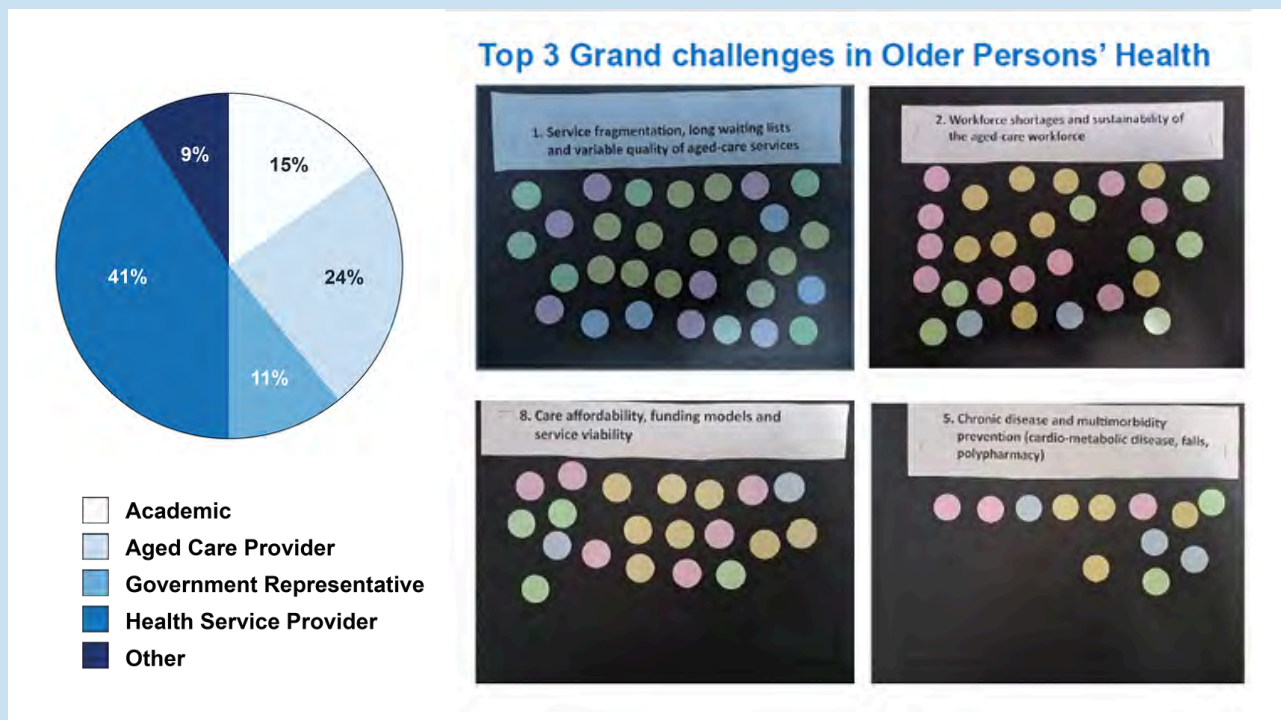
## AFTERNOON TEA AND WORKSHOPS (CONCURRENT)

14:40 – 15:55 (75 min)	<b>WORKSHOP 1:</b> Exploring Residential Aged Care (RAC) providers' perceptions of improved digital discharge documentation	Kate Gorell, Canberra Health Services
	<b>WORKSHOP 2:</b> The future of older persons' health: grand challenges and opportunities	Michelle Moscova, Health ANSWERS

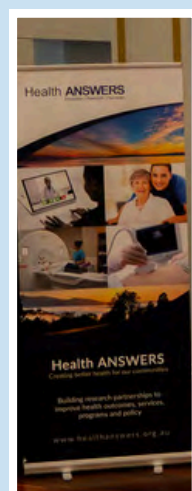
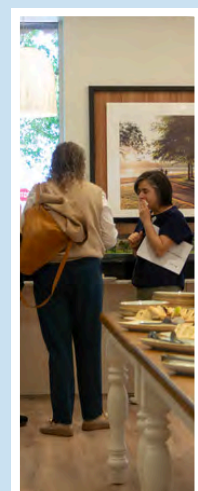
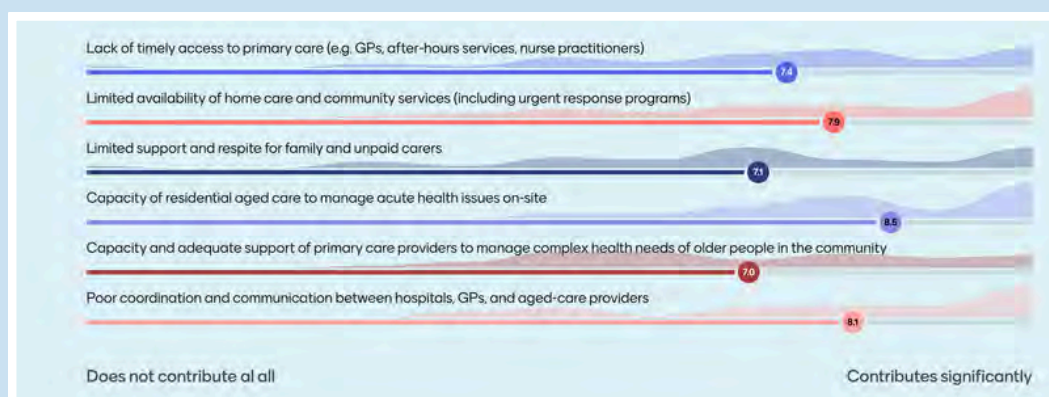
## WRAP-UP AND NETWORKING DRINKS



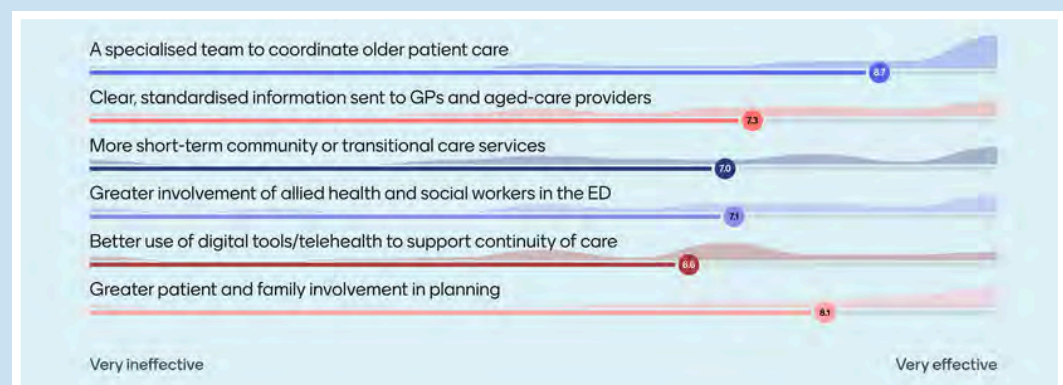
# ROUNDTABLE PARTICIPANTS & FOCUS



How much does each of the following factors contribute to older people making unnecessary trips to the ED?



How effective would each of the following be in improving safe and timely transition of older patients out of the ED?





# MDT ROUNDTABLE FOR OLDER PERSONS' HEALTH: SHARING PRACTICE





# WORKSHOP 1 SUMMARY

## Exploring Residential Aged Care (RAC) providers' perceptions of improved digital discharge documentation

Facilitator: Kate Gorell, Canberra Health Services

**SUMMARY:** Our focus group explored the experiences of RAC staff with discharge paperwork from Canberra Health Services. Through discussions in small groups, participants examined ideas for improvement from both the hospital and aged care providers' perspectives.

Consistently throughout the discussion, a focus was placed on inconsistent processes involving transitions of care. This was explored further, discovering that each area of Canberra Health Service has a different process for a RAC discharge, whilst each RAC provider has a different admission process.

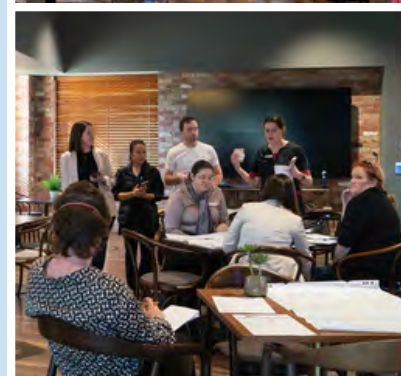
RAC staff were asked to discuss if they have had experience with the digital discharge documentation package and if this has any demonstrated change within the aged care environment. **Consistent themes were seen, as below:**

- Reduced medication errors due to incorrect medications and illegible handwriting.
- More effective care planning from day 1.
- A reduction in resident/carer stress.
- A more streamlined admission process.

**Further areas to explore were established, including:**

- Wider CHS implementation.
- Clarification of restrictive practice documents and replicability across sectors.
- Exploring General Practitioner access and barriers
- Exploring barriers to implementation in larger organisations governed across Australia.

Staff in this focus group explained the trial process as "a game changer to providing care".





# WORKSHOP 2 SUMMARY

## The future of older persons' health: grand challenges and opportunities

Facilitator: Michelle Moscova, Health ANSWERS



**SUMMARY:** This workshop focused on validating the top grand challenges identified by the Roundtable participant on the day.

**Top three grand challenges in Older Persons Health:** were considered to be:



Service fragmentation, long waiting lists and variable quality of aged care services



Workforce shortages and sustainability of the aged care workforce



Care affordability, funding models and service viability

Small group discussions focused on identifying some potential solutions and what was necessary to address these challenges. **Key solutions discussed:**

- Promote service integration and coordination through improved communication, clear agreed outcomes and integrated systems (IT, medication management, etc)
- Reduce demand for residential aged care through education and empowerment of carers / people, changing community expectations, retirement education planning, and better post diagnostic support and referral pathways.
- Improve skills and competencies for workers through upskilling of aged care staff, cross-sector learning, training programs for health workforce, quality placements and reduction of stigma
- Build aged care hubs integrated with communities and social services
- Increase respite care and sub-acute hospitals
- Increase nurse-led MDT care



# MDT ROUNDTABLE FOR OLDER PERSONS' HEALTH: SHARING PRACTICE AND WORKSHOPS





# FUTURE TOPICS SUGGESTIONS

## Person-centred care and lived experience

A discussion panel of older people talking about what matters to them, their experiences and what we should be focusing our improvements /research/energy on

Involvement of family/carer in care for elder people.

More consumer/ advocate voice

Respite services

Managing psychotropics medication realistically

Palliative care and end of life care services

Social isolation

Nutrition

## Practice sharing and innovation

Innovative ideas from RAC providers

Shared resourcing opportunities

Challenges and success stories in application of new standards

Evaluation of programs presented today in reducing burden of diseases for elder people

Presentation around funding models

Initiatives currently underway within health services

## Health practitioner education

How can we alter the education provided to student nurses across NSW and the ACT to prevent misunderstanding, stereotyping and stigmas surrounding older peoples nursing?

Education providers to improve our teaching about caring for older patients

Strategies to enhance nursing to learn about aging

How can education providers improve our teaching about caring for older patients?

# FUTURE TOPICS SUGGESTIONS

## MDT care

More MDT involvement

More collaboration with non-geriatric focused specialties on how to work with the geriatric population

Further information about community based support services, allied health, link in with these programs/services

## Dementia care

Dementia-specific topics

Delirium management

Inclusion opportunities for older people with dementia in regional communities

Speech pathology services in patients with dementia

## Discharge documentation

Standardisation of discharge processes and documentation beyond the ACT to promote person centred care.

Giving more information when taking on new admissions

Delayed discharge - any findings/update



# FINAL COMMENTS:

Please feel free to share the insights and discussions from this Roundtable with your networks. We encourage you to circulate any documentation or links to the session recordings to help promote the ongoing work and opportunities to enhance the health and wellbeing of older people. If you would like us to share information with the Roundtable contacts on your behalf, or if you would like to be introduced to someone who may support your leadership work, please let us know. We also welcome your suggestions for new members or future Roundtable topics, please forward these to Michelle Moscova.

Health ANSWERS warmly invites you and your team to connect with us to explore how our research-translation programs may support your organisation. Whether you are considering a partnership, looking to contribute to our mission, or simply wish to learn more about opportunities for involvement, our team would be delighted to hear from you.

Thank you for your continued commitment, dedication, and inspiration in advancing the complex and vital work of caring for older people. We can continue making a meaningful and positive impact together.

## CONTACT HEALTH ANSWERS



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[www.healthanswers.org.au](http://www.healthanswers.org.au)

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## Appendix

### Presentation Recordings and slides



# MDT Roundtable for Older Persons Health

[Link to a recording of the presentations](#)

<b>0:00</b>	Welcome to LDK
<b>8:27</b>	Introduction to Health ANSWERS partnership
<b>12:07</b>	History of the Older Persons Roundtable
<b>18:03</b>	Introduction to the Local Network
<b>20:04</b>	Enhanced RADAR Service
<b>31:41</b>	Trauma Care in Aged Patients
<b>42:33</b>	GRACE Complex Care and Capacity building in RACH
<b>55:57</b>	Exploring Dementia-Friendliness with Audits and Interviews with Staff
<b>1:07:52</b>	Dementia care and engagement at SCC – the way forward
<b>1:17:15</b>	SPICE at Home
<b>1:25:14</b>	Exploring RAC providers' perceptions of improved digital discharge paperwork