

What is the key communication message?



Printed on the back of the identifier are nine key communication points, considered by people with dementia and their carers as the most important to take into account when speaking to someone with memory and thinking difficulties.

1. Introduce yourself
2. Make sure you have eye contact at all times
3. Remain calm and speak in a matter of fact way
4. Involve carers
5. Keep sentences short and simple
6. Focus on one instruction at a time
7. Give time for responses
8. Repeat yourself..... don't assume you have been understood
9. Don't give too many choices

Where can I get more information about the Cognitive Impairment Identifier?

For more information contact:

Clinical Nurse Consultant Cognition

Ballarat Health Services
PO Box 577
Ballarat 3353

Phone: 5320 3652



Ballarat **Health** Services
Putting your health first

Author: Cognition CNC Date: June 2014

Cognitive Impairment Identifier



Ballarat **Health** Services
Putting your health first

What is the Cognitive Impairment Identifier (CII)?

The Cognitive Impairment Identifier is a bedside identifier used by Ballarat Health Services to alert staff to memory and thinking difficulties such as dementia, delirium and cognitive Impairment.

Why a cognitive Impairment Identifier?

At any given time, over one third of the hospital's patients will have difficulty with their memory and thinking.

Hospitals are unfamiliar environments which can be confusing to many people; and even more confusing for people with memory and thinking difficulties.

If hospital staff are aware a patient has memory and thinking difficulties they can take extra time when speaking with that patient to ensure they are being understood.

Why this design?



People living with dementia and their carers were asked through a series of interviews if they

- a) would accept the use of a Cognitive Impairment Identifier (CII).
- b) what design would they prefer?

The majority of those interviewed agreed that the use of the CII would be very beneficial in the provision of holistic care for a person living with dementia.

Those interviewed indicated that the design should be abstract, non-intrusive, reflect an image of inclusiveness, and portray a warm calming effect.

Through an extensive elimination process the final design was selected.

Where will I see the Cognitive Impairment Identifier?

The Cognitive Impairment Identifier is used at Ballarat Health Services Base Hospital and Queen Elizabeth Centre.

You will see the identifier displayed above a patient's bed.

What should I do when I see the Cognitive Impairment Identifier?

The reason Ballarat Health Services uses this symbol is to promote effective communication between the patient with memory and thinking difficulties and all hospital staff.

This symbol should prompt you to take a little extra time to communicate clearly with the patient.