

Quality of Services

What does good look like?

Lee-Fay Low

Prof in Ageing and Health

University of Sydney

lee-fay.low@sydney.edu.au



Facing Dementia Together

Domains of Healthcare quality (Institute of Medicine)



- Safe
- Effective
- Patient-centred
- Timely
- Efficient
- Equitable

<https://www.ahrq.gov/talkingquality/measures/six-domains.html>

Domains of Healthcare quality (Institute of Medicine)



- Safe
- Effective
- Patient-centred
- **Timely** - Reducing waits and sometimes harmful delays for both those who receive and those who give care.
- Efficient
- **Equitable** - Providing care that does not vary in quality because of personal characteristics such as geographic location and socioeconomic status.



Good dementia care is timely

Able to access

A: assessment/ diagnosis when notice symptoms

B: home based care when needed

C: aged residential care when needed



Facing Dementia Together

Australian living with Dementia survey



- 2025-2026
- n = 226 people with dementia, n = 1648 carers
- Convenience sampling, excluding people in nursing homes

ADNeT registry data found that 11% of participants had appointment with diagnostic services within 1 year of symptom onset

Figure 1.3a: Time between symptom onset and diagnosis as reported by people living with dementia

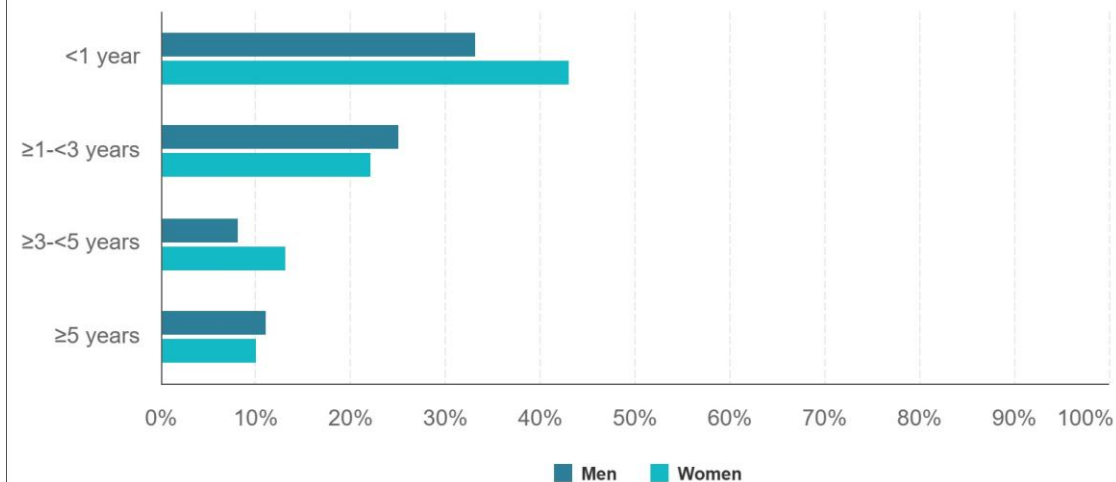
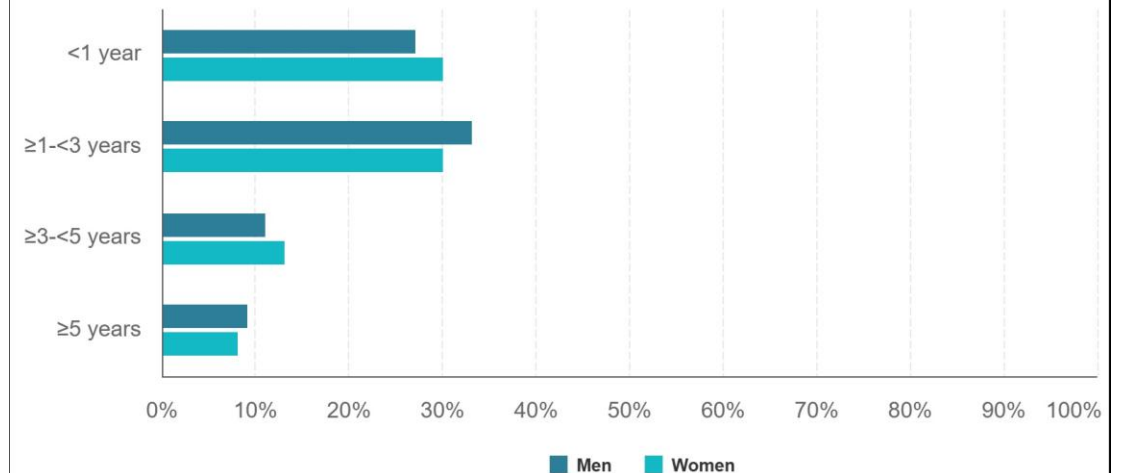


Figure 1.3b: Time between symptom onset and diagnosis as reported by carers



Living with dementia qualitative interviews



- 46 people with dementia and 24 of their carers
- 23 challenging experiences, 13 smooth experiences, 10 mixed

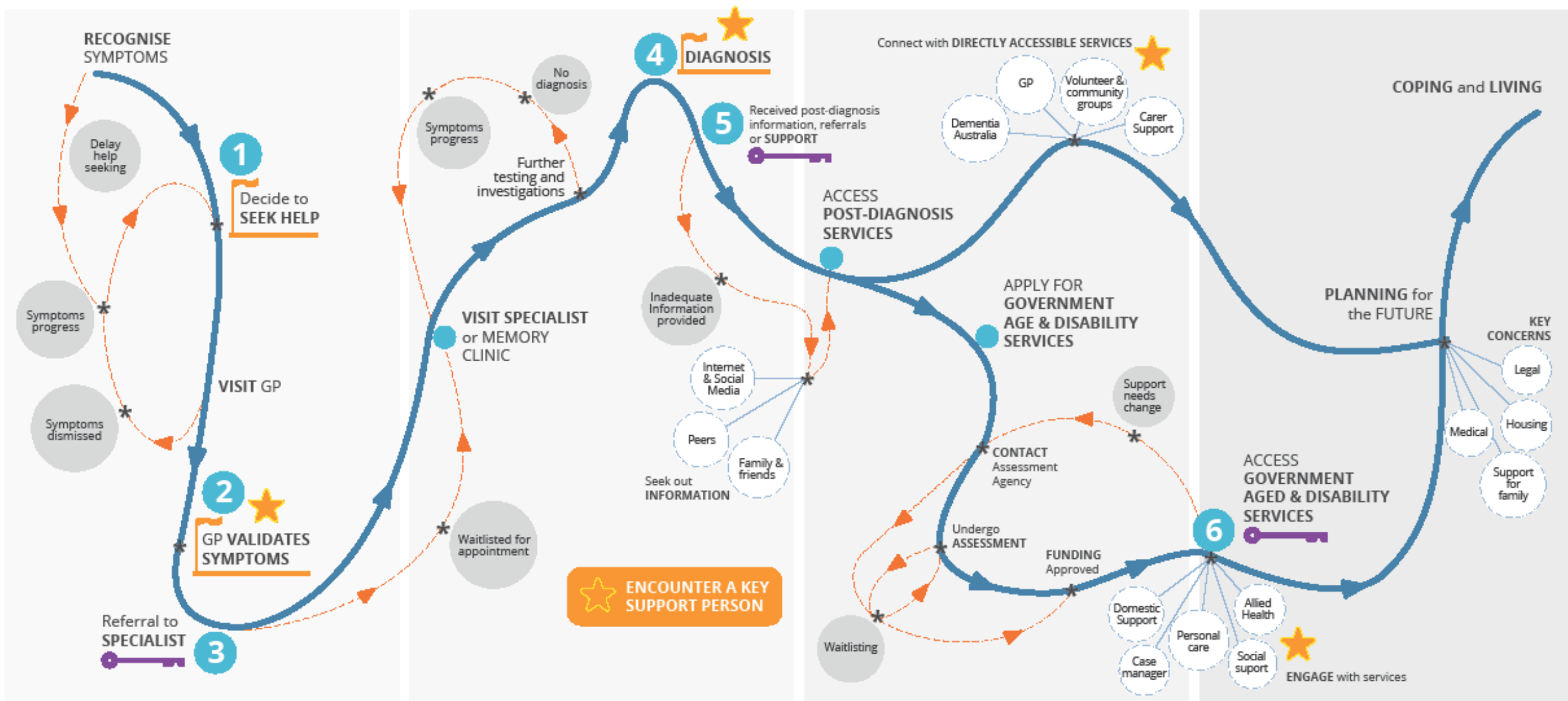
Navigating dementia in Australia: the care journey, barriers and support

AWARENESS

DIAGNOSIS

CARE after diagnosis

Ongoing MANAGEMENT



KEY

➔ **Direct path:** a direct route between touchpoints without significant delays or setbacks

AWARENESS

DIAGNOSIS

CARE after diagnosis

Ongoing MANAGEMENT

Australian wait for home care services



Facing
Dementia
Together

Time between application and commencement of services in a community setting (Sept 25- March 26)

Service Type	Measurement	Days	Months
Support at Home (ongoing)	Average	364	12
	Median	347	12
Assistive technology	Average	123	4
	Median	101	3
Home modifications	Average	123	4
	Median	102	3
End-of-Life Pathway	Average	35	1
	Median	15	<1
Restorative Care Pathway	Average	182	6
	Median	163	5

Aged Care Act 2025, Wait Times Report 12 May 2026

<https://www.health.gov.au/resources/publications/aged-care-act-2024-wait-times-report>

Australian wait for nursing homes



Time between application and commencement of services in a residential setting, (Sept 25- March 26)

Service Type	Measurement	Days	Months
Residential care (ongoing)	Average	396	13
	Median	167	6
Residential care (short-term)	Average	434	14
	Median	193	6

Aged Care Act 2025, Wait Times Report 12 May 2026

<https://www.health.gov.au/resources/publications/aged-care-act-2024-wait-times-report>



Good dementia care is equitable

Equal access irrespective of

- background (e.g. Maori, Pacific or Asian)
- age (e.g. younger onset dementia)
- geography (e.g. rurality)
- informal support (e.g. living alone with dementia)



Facing Dementia Together

Dementia diagnosis in New Zealand



- 1/3rd of new dementia cases in not diagnosed
- Māori and Pacific people were 8.5 and 5.3 years younger than NZ European people attending a NZ memory service, Pacific people presented with more advanced dementia
- Mean time from symptom onset to YOD diagnosis was 3.6 ± 2 years.

Sharma, S. *et al.* Determinants of Time to Diagnosis in Young-Onset Dementia. *American Journal of Alzheimer's Disease & Other Dementias*® **39**, 15333175241309525 (2024). <https://doi.org:10.1177/153331752413095251>

Cullum, S. *et al.* Do community-dwelling Māori and Pacific peoples present with dementia at a younger age and at a later stage compared with NZ Europeans? *Int. J. Geriatr. Psychiatry* **33**, 1098-1104 (2018).

<https://doi.org:10.1002/gps.4898>

Ma'u, E. *et al.* Estimating the incidence of dementia in New Zealand: a cohort study applying capture-recapture modelling to routinely collected linked health datasets. *The Lancet Regional Health – Western Pacific* **52** (2024). <https://doi.org:10.1016/j.lanwpc.2024.101216>

Take a systems view of service quality

Availability of services, wait times

Ease of access

Equality of access



Facing Dementia Together

Timeliness

Equity of access

Should be measured as indicators of service quality



Facing Dementia Together

Thank you!

Checklist of dementia symptoms and other resources in English, Chinese,
Vietnamese and Arabic

Web: www.facingdementiatogether.au/en/



Facing Dementia Together