



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program Quick Reference Guide: Hospitalisation

This quick reference guide provides information for approved providers of residential aged care to understand and meet their obligations to collect and report data on hospitalisation for the QI Program.

The hospitalisation quality indicator is reported against:



Percentage of care recipients who had one or more emergency department presentations

Many emergency department presentations or admissions to hospital are avoidable if people have timely access to appropriate healthcare services. Excessive transfers of care recipients to the emergency department may indicate poor care quality and access.

An **emergency department presentation** occurs when a care recipient presents to an emergency department or urgent care centre. This includes all emergency department presentations occurring in person, or via a technology enabled platform (e.g. telehealth or virtual).

A **hospital admission** occurs when a care recipient is accepted by a hospital inpatient specialty service for ongoing management. This includes all hospital admissions, planned or unplanned, of any length (e.g. same day or overnight), occurring in any location (e.g. hospital or hospital in the home).

Collect hospitalisation data



Complete a single review of the care records of each care recipient for the entire quarter. The review must take place after the end of the quarter but before data submission is due which is on the 21st day of the month after the end of the quarter.



Record the number of care recipients:

- excluded because they were absent from the service for the entire quarter
- who had one or more emergency department presentations during the quarter
- who had one or more emergency department presentations or hospital admissions during the quarter

Report hospitalisation data



Report the number of care recipients:

- who had one or more emergency department presentations



Additionally, report the number of care recipients:

- assessed for hospitalisation
- excluded because they were absent from the service for the entire quarter
- who had one or more emergency department presentations or hospital admissions

Approved providers of residential aged care must collect and report on hospitalisation data quarterly, according to the requirements set out in the QI Program Manual 3.0 – Part A (Manual).

EXAMPLE

Care recipient A

- presented to the emergency department without hospital admission

Care recipient B

- presented to the emergency department and was admitted to hospital

Care recipient C

- was admitted to hospital for planned treatment

- 3 Number of care recipients assessed for hospitalisation
- 0 Number of care recipients excluded because they were absent from the service for the entire quarter
- 2 Number of care recipients who had one or more emergency department presentations
- 3 Number of care recipients who had one or more emergency department presentations or hospital admissions

Data recording templates for each quality indicator are available on the department's website. Use the templates to automatically calculate and summarise data for submission through the My Aged Care provider portal.

Submit QI Program data

There are three ways QI Program data can be submitted:



- Through the My Aged Care provider portal
- Via a bulk file upload
- Through a third-party benchmarking company



Data must be submitted by the **21st day of the month after the end of each quarter**



More information

The QI Program Manual, and other guidance materials, are available on the Department of Health and Aged Care [website](#).

For QI Program assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am and 8pm Monday to Friday, and between 10am and 2pm on Saturday local time across Australia, except for public holidays.