



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program Quick Reference Guide: Incontinence care

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 incontinence care for the QI Program.

The incontinence care quality indicator is reported against:



Percentage of care recipients who experienced incontinence associated dermatitis

Incontinence describes accidental or involuntary loss of urine from the bladder or faeces from the bowel. Incontinence can impact independence, health and quality of life. For the purposes of the QI program, a care recipient experiences **incontinence** if during the quarter bladder incontinence occurs more than once a day or bowel incontinence more than once a week.

Incontinence associated dermatitis (IAD) type of skin irritation or damage, due to prolonged contact with urine or faeces. It is often characterised by redness, inflammation and/or skin breakdown. The quality of incontinence care can be measured by the prevalence of poor outcomes such as IAD.

For the purposes of the QI program, incontinence associated dermatitis is assessed using the Ghent Global IAD Categorisation Tool, included in the QI Program Manual 3.0 – Part A.

Four incontinence associated dermatitis categories

The Ghent Global IAD Categorisation Tool includes the following IAD categories:

Category 1: Persistent redness

- 1A: Persistent redness without clinical signs of infection
- 1B: Persistent redness with clinical signs of infection

Category 2: Skin loss

- 2A: Skin loss without clinical signs of infection
- 2B: Skin loss with clinical signs of infection

Collect incontinence care data



Monitor incontinence related care and skin integrity as part of the care recipient's routine personal care (e.g. bathing and toileting)

A single assessment for each care recipient, around the same time each quarter as part of routine care



Record the number of care recipients:

- excluded because they were absent from the service for the entire quarter
- excluded from IAD assessment because they did not have incontinence
- who had incontinence



For each care recipient with incontinence, record if they experienced IAD, as well as recording against each of the four sub-categories

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

Report incontinence care data



Report the number of care recipients with incontinence:

- who experienced IAD
- who experienced IAD, reported against each of the four sub-categories:
 - 1A: Persistent redness without clinical signs of infection
 - 1B: Persistent redness with clinical signs of infection
 - 2A: Skin loss without clinical signs of infection
 - 2B: Skin loss with clinical signs of infection



Additionally, report the number of care recipients:

- assessed for incontinence care
- who experienced incontinence
- excluded because they were absent from the service for the entire quarter
- excluded from IAD assessment because they did not have incontinence

EXAMPLE

Care recipient A

- has bladder incontinence more than once per day
- has persistent redness with no clinical signs of infection (Category 1A)

Care recipient B

- has bladder incontinence more than once per day
- has no signs of IAD

Care recipient C

- has bowel incontinence more than once per week
- has skin loss with no clinical signs of infection (Category 2A)

- ③ Number of care recipients assessed for incontinence care
 - ③ Number of care recipients who experienced incontinence
 - ① Number of care recipients excluded because they were absent from the service for the entire quarter
 - ① Number of care recipients excluded from IAD assessment because they did not have incontinence
 - ② Number of care recipients with incontinence who experienced IAD
- Number of care recipients who experienced IAD, reported against each of the four sub-categories:
- ① Category 1A: Persistent redness without clinical signs of infection
 - ① Category 2A: Skin loss without clinical signs of infection
 - ① Category 1B: Persistent redness with clinical signs of infection
 - ① Category 2B: Skin loss with clinical signs of infection

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:



1. Through the My Aged Care provider portal
2. Via a bulk file upload
3. 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.