



Residents' Experience Surveys (Formerly Consumer Experience Interviews)





Josh Maldon

Assistant Secretary | Choice and Transparency
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Josh has responsibility for overseeing a number of key elements of aged care quality reform including the Aged Care Quality Standards, Quality Indicators and the development of a Star Ratings system for residential aged care. Josh has depth of experience across policy, program, legislation, regulation, and delivery of major change and ICT reform having worked in a range of roles across the Department of Health and Aged Care, Department of Social Services and the Australian Competition and Consumer Commission.

Dr Lisa Fodero PhD

Partner
HealthConsult



Lisa has extensive experience in program design, program review and evaluation as well as designing and managing large national costing, benchmarking and funding design projects in the private, public and not-for profit sector.

Leighton Howard MBA

Senior Director | Payer, Provider & Government Solutions IQVIA



Leighton is the head of IQVIA's Payer, Providers and Government division in Australia, with the objective of measuring and delivering value-based care using IQVIA's transformative technologies, advanced analytics and deep domain expertise. Leighton has 30 years experience in health and life sciences and holds an MBA from the Australian Graduate School of Management.

Rebecca Woods

Executive Director, Aged Care Access
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Rebecca applies her expertise in national, distributed workforces to lead ACNAs teams providing aged care access across Australia. Rebecca holds a Master of Management, undertaking a Master of Philosophy (Aged Care Workforce Development), and continues to contribute expertise in Australian workforce development as a Director of the Board for Industry Capability Network Limited.





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Section 1

Background

Background

- Consumer Experiences Interviews **reintroduced in 2022**
- Government committed to interview **10% of residents in Aged Care** and **publish results** as part of **Star Ratings**
- Department engaged **independent third party** to conduct the interviews
- First round completed in **November 2022**
- Outcomes published as **Residents' Experience Rating** in Star Ratings - launched December 2022



Residents' Experience Star Rating

- Star ratings drive **improved aged care quality through transparency**
- Resident Experience Rating is **weighted 33% (the highest)** within Star Ratings
- The Resident Experience Rating brackets were **developed in consultation with Australian Institute of Health and Welfare (AIHW)**

Residents' Experience scoring brackets

Star rating	Real-world meaning	Range
1 star	Residents generally rated their experience as “some of the time” or worse	12-<30
2 stars	Residents generally rated their experience as “most of the time” or “some of the time”	30-<36
3 stars	Residents generally rated their experience as “most of the time” or better	36-<41
4 stars	Residents generally rated their experience as “most of the time” or “always”	41-<45
5 stars	Residents generally rated their experience as “always”	45-48



Section 2

2022 Consumer Experience Interviews

Findings and Results

2022 Consumer Experience Interviews

In the 2022 round of surveys

- **70,655 residents** were invited to participate
 - **38,258 (54%)** Residents chose to participate
 - **15,540 (22%)** Residents chose not to participate
 - **16,857 (24%)** Residents unavailable on the day of the visit

2022 Consumer Experience Interviews

- Of the 38,258 older people living in residential aged care who participated
 - **815 (2%) did not complete all 12 questions**
 - **37,443 (98%)** completed all 12 questions. This is over 20% of all residents in Australian Government residential aged care*. Of these:
 - **17,549 (55%)** were identified or self-disclosed from a special needs group as per the Aged Care Act
 - **269 (0.7%)** used an interpreter
 - **4,555 (12%)** interviews were completed by a resident's proxy

*Interview completion percentage is **based off 183,894 permanent residents** from 30 June 2021 obtained from the 2020-2021 Report on the Operation of the Aged Care Act 1997 (ROACA).



2022 Consumer Experience Interviews – Star Ratings

In the 2022 round of surveys, **2,646 residential aged care homes** participated

- On 19 December 2022, Resident Experience Surveys (RES) were published on Star Ratings showing:
 - **50** services at 5 stars – (score between 45 and 48)
 - **756** services at 4 stars – (score between 41 and less than 45)
 - **1,527** services at 3 stars - (score between 36 and less than 41)
 - **241 services** at 2 stars – (score between 30 and less than 36)
 - **5* services** at 1 star – (score between 12 and less than 30)

9

Services received a rating but no breakdown

5

Services excluded due to low sample size

5*

Services declined to participate and received 1 Star

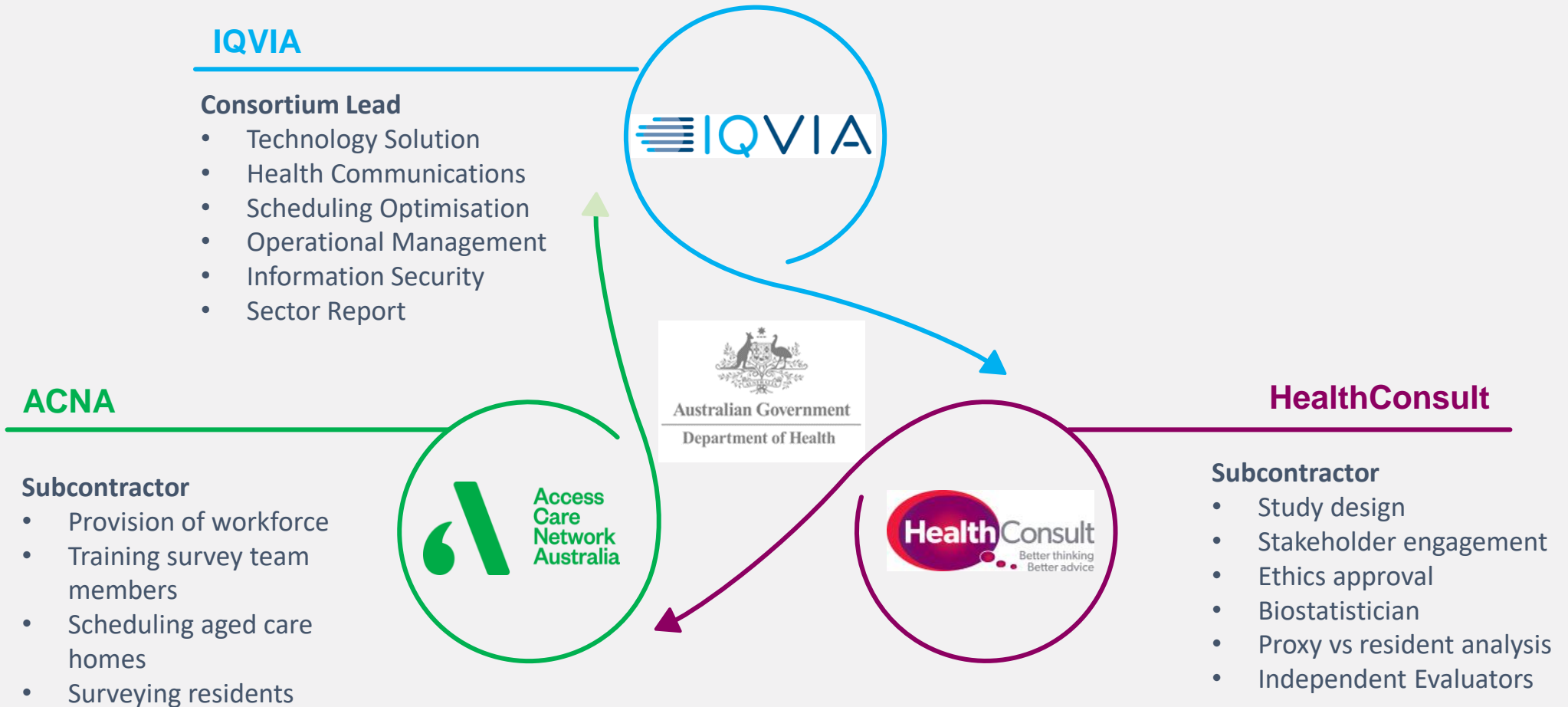


Section 2

2022 Consumer Experience Interviews

Insights and Evaluation

About the Consortium



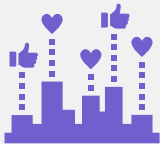
What we found – Early insights



- Residents in **medium to large residential aged care homes** responded to all questions **more negatively** than those in smaller aged care services



- Analysing positive and negative responses to the survey questions,
 - Most **positive responses** related to the **care environment***
 - Most **negative responses**, related to the **organisational aspects of care provision** ** - specifically food and staff communication



- Remoteness, organisation type, and the size of the organisation** remained the largest single contributing factor to the **proportion of positive responses**



*Care Environment questions: Do you feel safe here?; Do you feel at home here?; Do you get the care you need?; Do staff treat you with respect? Are staff kind and caring?

**Organisational Aspects of Care Provision: Do you like the food here?; Do the staff know what they are doing?; Is the place well run?; Do staff follow up when you raise things with them? Do staff explain things to you?

What we found – Proxy vs non-proxy

Use of proxy to complete survey	Respondent Sample Size (n)	Proportion of Responses
Yes	4,555	12.2%
No	32,888	87.8%

Figure 1: Breakdown summary of proxy vs non-proxy responses from 2022 RES

In the 2022 round of surveys,

12.2% of responses were completed using a proxy (a nominated representative) to answer survey questions.

When a proxy answered on behalf of a resident, there was a significantly:

- **lower proportion of positive responses** (Figure 2) to the **Autonomy related questions**.
- **higher satisfaction** among proxies than residents **with staff communication and organisational aspects** (Figure 3)

N = 4,555 proxy responses, n = 32,888 resident responses
IQVIA Analysis for Department of Health and Aged Care

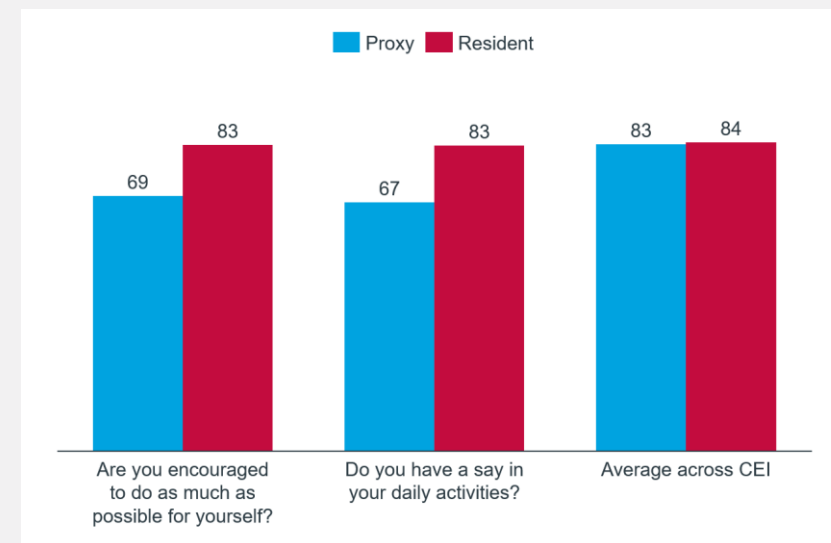


Figure 2: Positive responses ('always' and 'most of the time') for autonomy questions by respondent

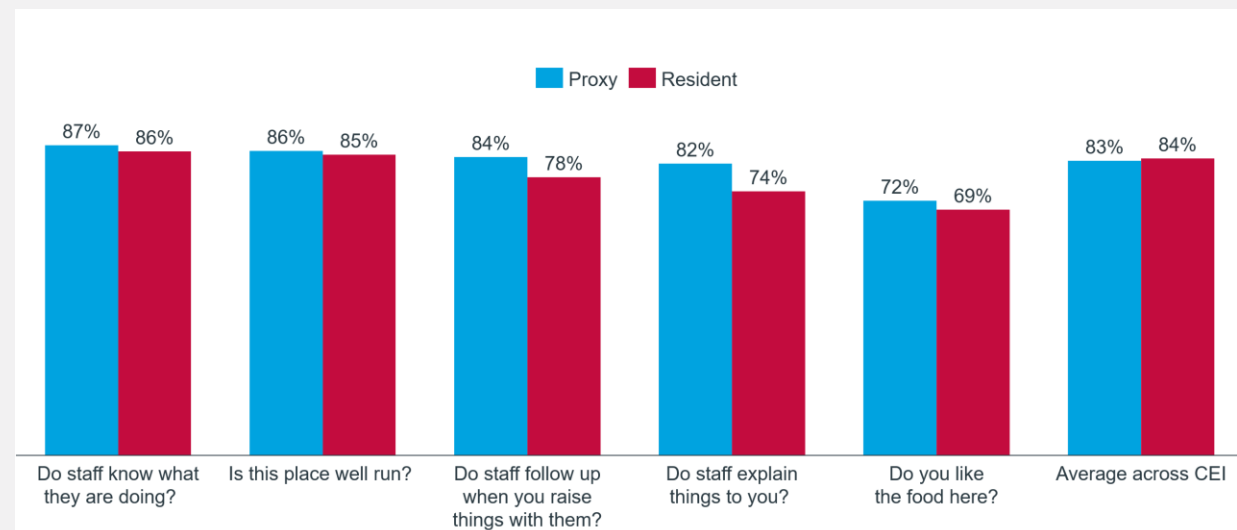


Figure 3: Positive responses ('always' and 'most of the time') for organisational questions by respondent

Evaluation and insights

Provider Feedback

- **93%** found the **scheduling process to be efficient**
- **92%** stated they **had confidence and trust in the interviewers**
- Aged care staff valued the interviews as a way to **better understand their residents' experiences**
- Aged care Staff **expressed desire to address feedback** and make improvements, but that it was often **difficult due to staff shortages**

Evaluation and insights

Resident Feedback

- **84% agreed** government should ask for feedback routinely
- **77% believe** residential aged care home would action findings
- **75% appreciated** government had asked for their feedback and believe the star rating system is a useful source of information
- **80% of residents** recalled participating in the surveys, of these,
 - 94% found the questions clear, easy to understand and were very satisfied with the process;
 - A lot of residents found question 12, 'Do you feel at home here?', to be an emotional question

Section 3

2023 Residents' Experience Surveys

Changes implemented and next round

Changes implemented for next round



Aligned Terminology

- Consumer Experience Interviews have been **renamed to Resident's Experience Surveys** to better reflect the activity and align the terminology with Star Ratings



Resident selection and sampling

- **Refined sampling methodology** to improve participation and representation



Survey Questions

- Changed question 12 to '**how likely are you to recommend this residential aged care home to someone?**'



Communications and Engagement

- Improved **Communications and Engagement** to drive importance of participation and utilising **resident feedback to improve quality of care**



Process

- Refined methodology to **improve efficiency and minimise impact on aged care staff**
- **Increased scheduling lead time** to provide services more time to prepare



Reporting

- Resident Experience Report to be issued within 6 weeks of survey completion

2023 Residents' Experience Surveys

- Surveys to be conducted between **February and October 2023**
- Department has **re-engaged IQVIA** to conduct the surveys
- Aged Care home that were not in scope for the 2022 Round of surveys are being prioritised.
- Aged Care Home will receive a 1 Star Rating for Residents Experience **Rating if they decline to participate**



Section 5

2023 Residents' Experience Survey process

Residents' Experience Surveys Summary



Surveys will be conducted at all aged care homes in all regions across Australia



A minimum of 10% of residents at each aged care home will be surveyed in 2023



More residents surveyed at smaller aged care homes resulting in RES for approximately 20% of all residents

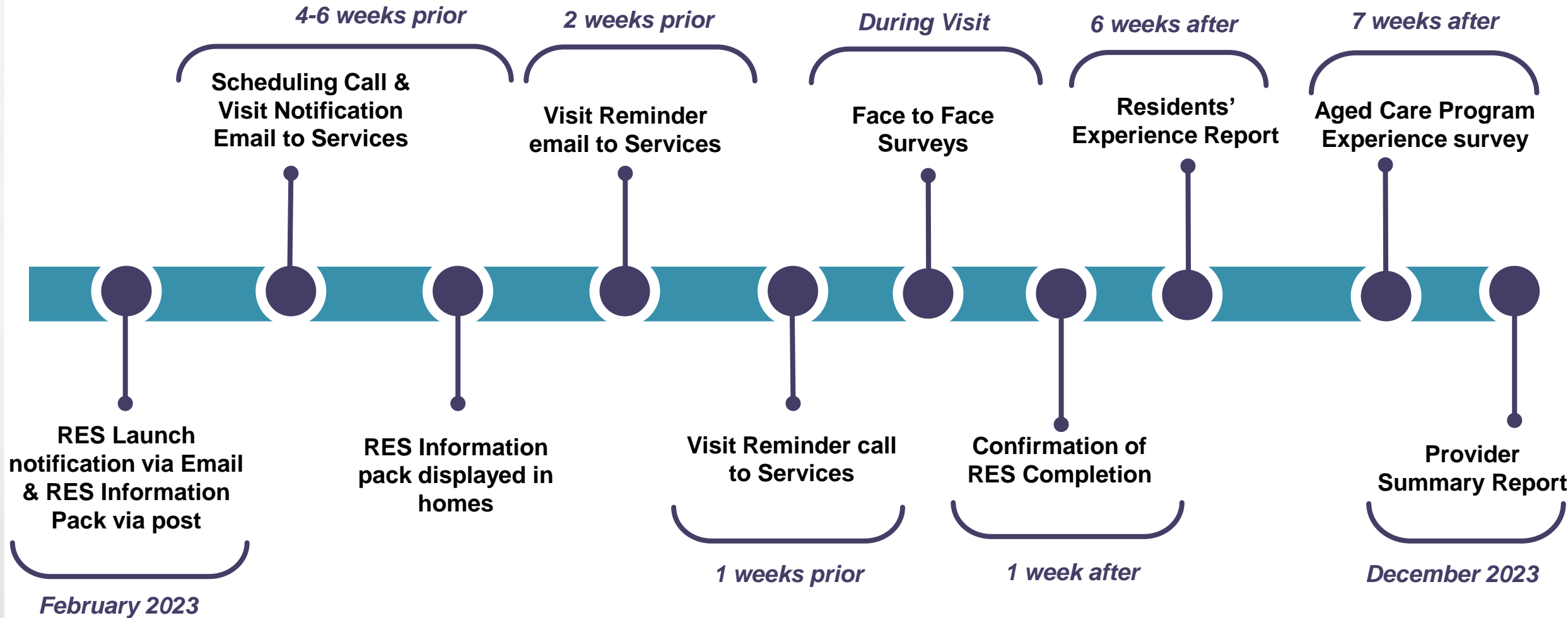


Diverse representation will be sought from all Special Needs Group residents (as defined by the Aged Care Act 1997)



Expected participation of all Commonwealth funded residential aged care homes

Scheduling and Visit Process

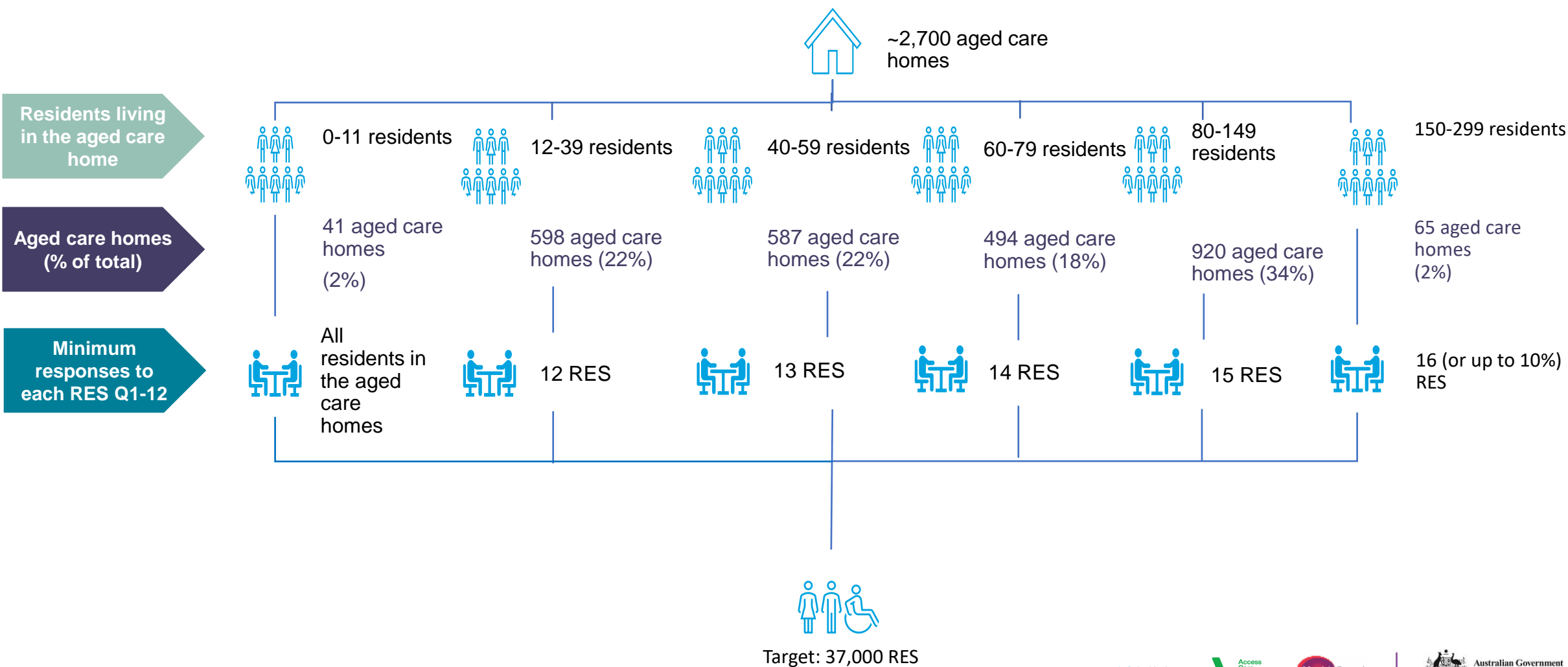


Resident Sample Size



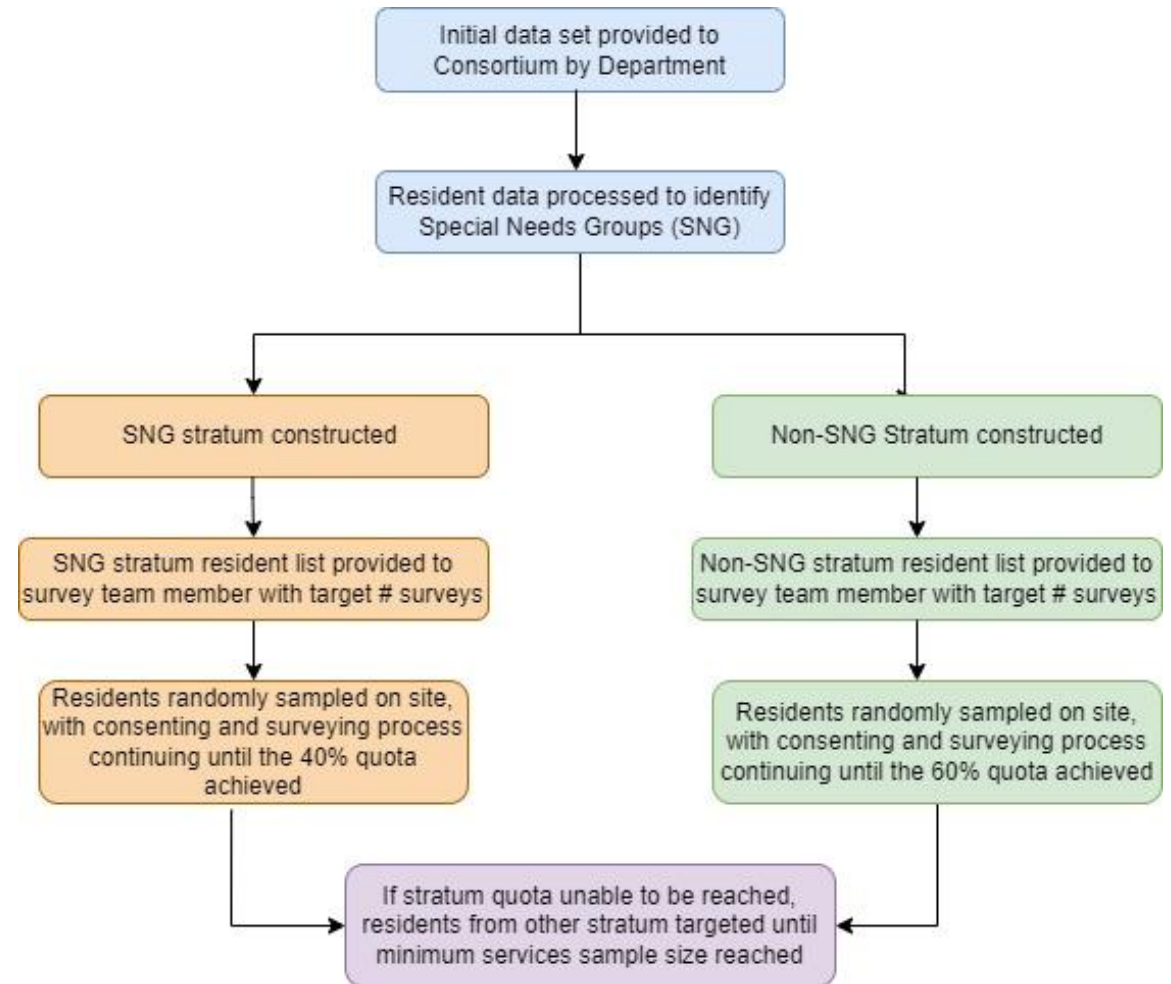
Residents' Experience Surveys

Number of residents sampled varies by size of Aged care homes



Randomisation approach for Resident Selection

- Randomised selection of residents, using a two strata approach
 - 40% of residents with special needs and
 - 60% of residents from the remaining population.

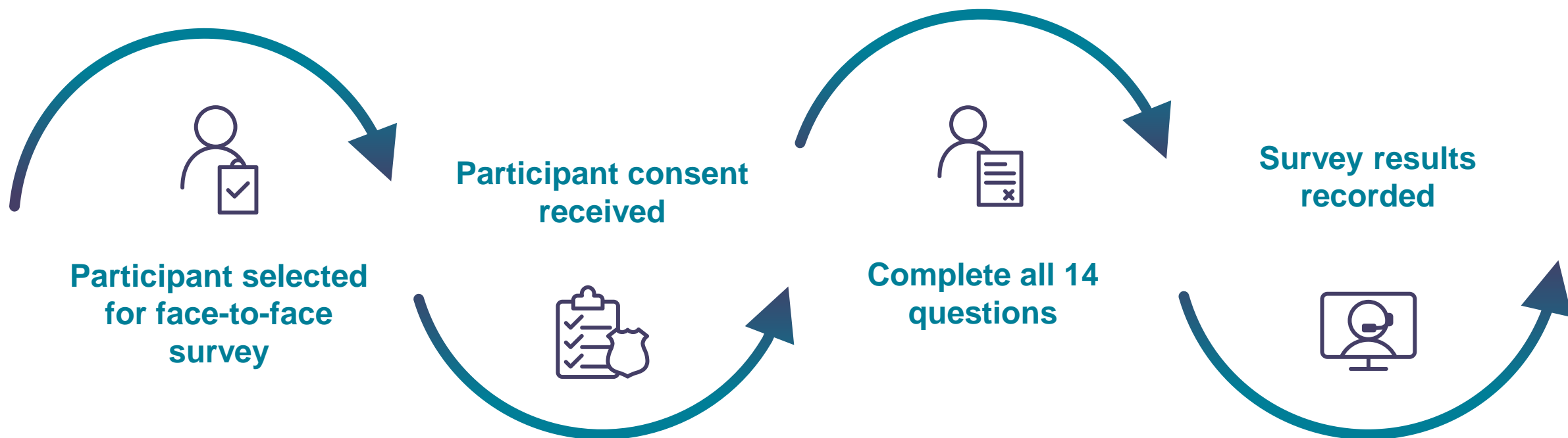


*Objective is to achieve quota onsite and conduct proxy surveys as required post-site visit



Resident Survey Process

- Survey consists of a simple set of 14 questions, 12 Likert scale and 2 free text questions
- Surveys are voluntary, residents may choose whether to participate.
- Where participants are unwilling or unable to provide consent, the survey does not proceed.



Supporting Residents to participate

Seek Consent

- Survey staff seek consent from residents
- Consent is determined in a range of ways

Adapt approach

- Approach adapted to support residents with cognitive impairment, including
- Using visual scale of different facial expressions to represent different responses

End survey anytime

- Consent can be withdrawn at any time during or after the survey
- Resident or the survey staff can choose to stop the survey

Proxy Survey Process

- Proxies will be asked to answer on behalf of the resident, where appropriate, to give every selected participant a voice.



Survey Workforce

- ACNA team are now in their second round of conducting Resident Experience Surveys
- This expertise has been refreshed through 2023 training and a comprehensive quality process

Screening

Applicants are screened using the ACNA Values Questionnaire and Detailed Application Survey. Statements are verified by referees prior to offers

Onboarding

Prior to employing successful candidates, compliance checks are completed:

- Police Check
- Working with Vulnerable People
- VEVO Right to Work
- Influenza and Covid vaccinations

Representation

The national workforce is representative of, and sensitive to the diverse aged care residential population. Other supports and such as translation and interpreter services are in place

2022



Assessment

Screened applicants attend an ACNA Online Assessment Centre where their capability of working with older people is observed by the ACNA Recruitment Panel



2022
2023



Training and Contingency

Team members complete 105 hours of training with 37 hours of that dedicated to work with culturally, physically and cognitively diverse people. Competency is assessed by observation before surveying. ACNA will engage existing workforce for surge requirements



Section 5

Next Steps

Next Steps

- Surveys commenced and scheduling underway.
- IQVIA has sent communication packs to all residential aged care homes

For more information about Residents' Experience Surveys:

Visit IQVIA's website at residentexperiencesurveys.com.au

Contact IQVIA at **Email:** connect@residentexperiencesurveys.com.au Or **Telephone:** 1300 151 537

OR

Contact the Department at accr@health.gov.au



Questions?



Next Steps

Aged Care Sector Pulse Survey

- The Aged Care Sector Pulse Survey is currently open.
- The survey is available here: www.agedcareengagement.health.gov.au/get-involved/

New residential aged care quality indicators launch 1 April 2023

- To help providers prepare, we are hosting a QI Program Webinar. Please register at: www.health.gov.au/resources/webinars

