



Australian Government

Department of Health and Aged Care

NATIONAL AGED CARE MANDATORY  
QUALITY INDICATOR PROGRAM

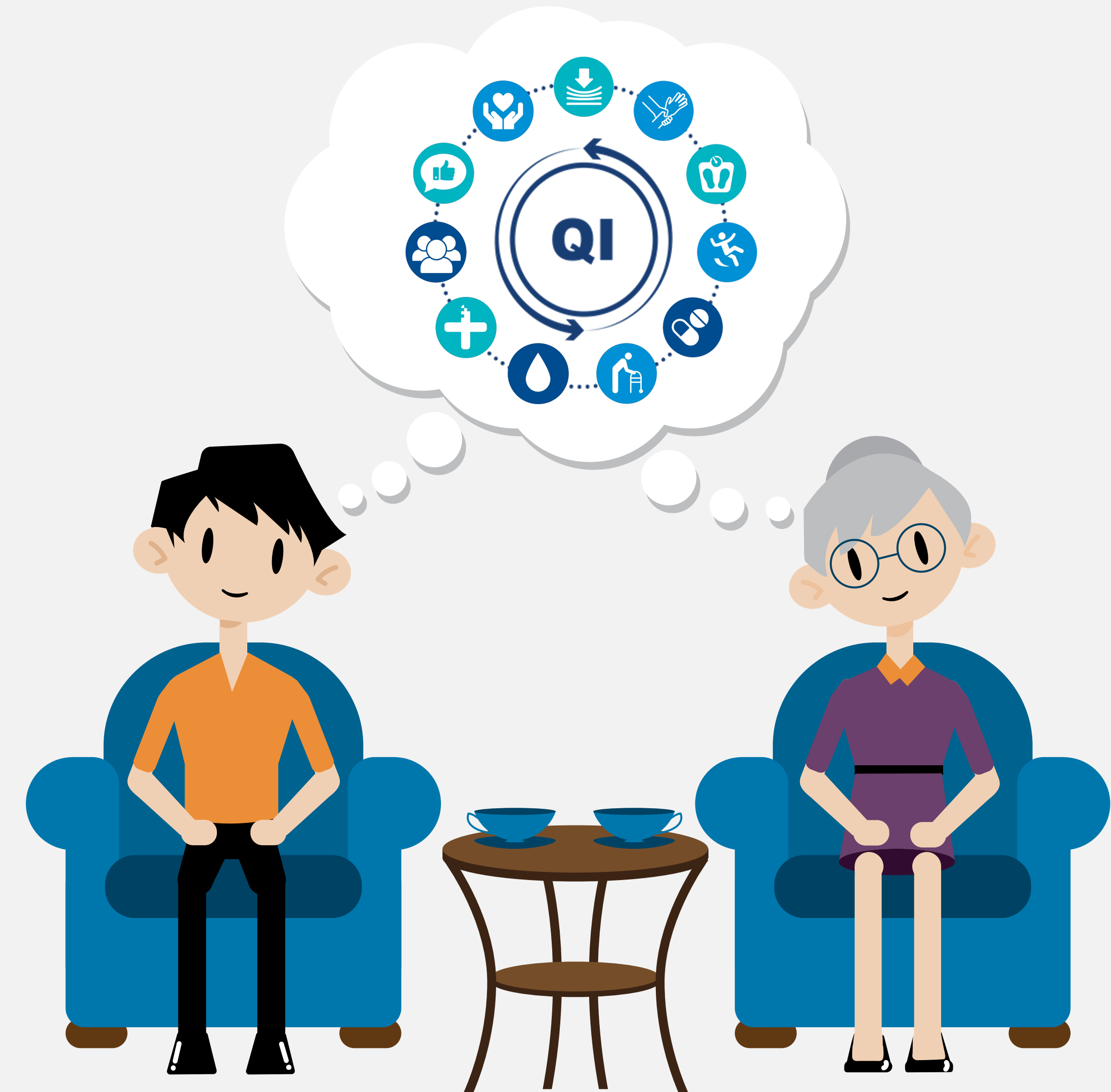
# Understanding the QI Program



# Make it count

**Quality indicators measure important areas of care affecting the health and wellbeing of care recipients. The QI Program collects quality indicator data from residential aged care services every 3 months.**

Take 60 seconds to understand the QI Program benefits and requirements for collecting, recording and submitting quality indicator data.



Click the arrow  
to continue



# Contents

**Click on a box** to view that section or move through all the sections using the next and previous buttons at the bottom of the page.



# Benefits

**The QI Program has  
benefits for providers,  
older Australians and  
government.**

**Click on the boxes  
to find out more.**



# Quality indicators

**Providers must report on eleven quality indicators.**

**Click on the boxes** to learn what the new quality indicators are.



# How to collect and report on the quality indicators

The QI Program involves specific methods for collecting, recording and submitting quality indicator data.

In accordance with legislation, approved providers of residential care services must collect and report data in accordance with the QI Program Manual 3.0 – Part A (the Manual).



# Capturing the data

**Click on the boxes** below to learn how data collection varies by quality indicator.



# Counting the data

**Concerned about calculating and summarising quality indicator data?**

Data recording templates can be used by services to record quality indicator data and calculate totals, allowing quick and easy reporting through the My Aged Care provider portal. Templates are available on the department's [website](#).



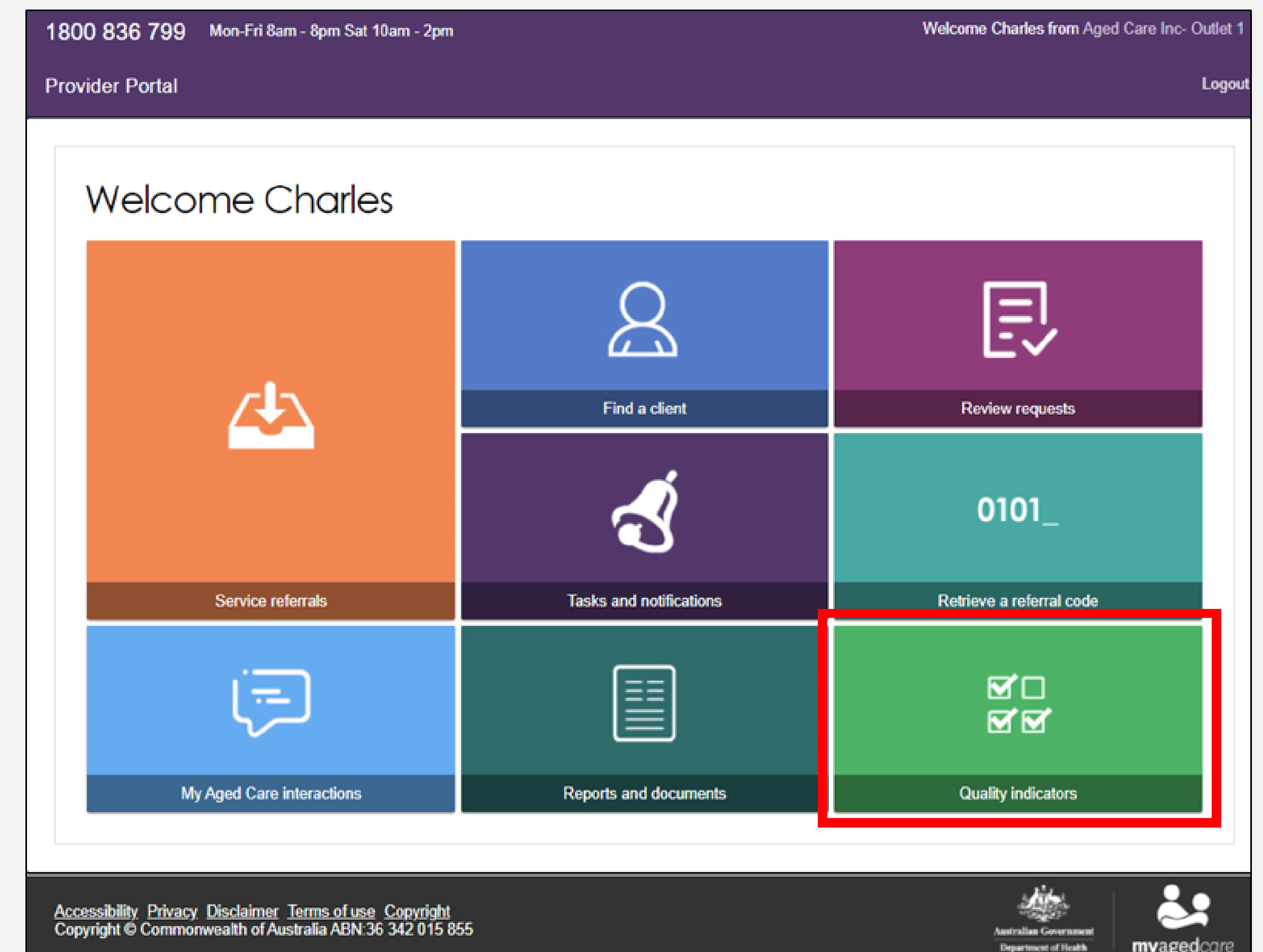


# Submitting the data

**Log into the My Aged Care Provider Portal and select the Quality indicators tile.**  
**Follow the prompts to submit the values for each of the eleven quality indicators.**

Providers must submit quality indicator data no later than the 21st day of the month after the end of each quarter. Data must be collected and reported every quarter (three months) based on the financial year calendar.

A range of interactive reports can be accessed 24 hours after data has been submitted.





# Continuous quality improvement

**Many providers are taking advantage of the insights quality indicator data provide.**

**There are many opportunities to leverage data for continuous quality improvement.**

**Click on an avatar** to learn how other teams are using QI Program data.

# Next steps



**Congratulations!**  
**You have completed**  
**Module One –**  
**Understanding the**  
**QI Program.**

View the other training modules to learn more about each quality indicator.

## National Aged Care Mandatory Quality Indicator Program Training Modules

|           |                              |
|-----------|------------------------------|
| Module 1  | Understanding the QI Program |
| Module 2  | Pressure injuries            |
| Module 3  | Physical restraint           |
| Module 4  | Unplanned weight loss        |
| Module 5  | Falls and major injury       |
| Module 6  | Medication management        |
| Module 7  | Activities of daily living   |
| Module 8  | Incontinence care            |
| Module 9  | Hospitalisation              |
| Module 10 | Workforce                    |
| Module 11 | Consumer experience          |
| Module 12 | Quality of life              |