



# New quality indicators

Webinar 28 March 2023

- Background
- New quality indicators
- Quality indicator reporting
- Guidance materials and resources
- Next steps
- Mythbusting



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# Background

# Background

The Royal Commission recommended:

- quality to be clearly defined and capable of being measured
- a comprehensive approach to quality measurement, with three linked elements:
  - benchmarking for continuous improvement
  - a star rating system to compare provider performance
  - expanding indicators to measure quality across home and additional indicators for residential aged care



# Response to the Royal Commission into Aged Care Quality and Safety

- An additional 4 quality indicators for residential aged care
- Up to 5 quality indicators for in-home aged care
- Consumer experience and quality of life measures across both residential and in-home aged care



# National Aged Care Mandatory Quality Indicator Program



**For government and  
policy makers**

Provide nationally  
consistent quality  
measures across  
residential care services  
in Australia



Support sector-wide  
improvement and provide  
information about quality  
aged care



**For residential  
care services**

Provide robust, valid data  
to measure and monitor  
performance



Enable the use of quality  
data to identify and  
implement activities to  
improve quality of care  
delivered



**For consumers,  
care recipients and  
the community**

Provide transparent  
information about quality  
in aged care



Enhance understanding of  
quality and assist decision  
making

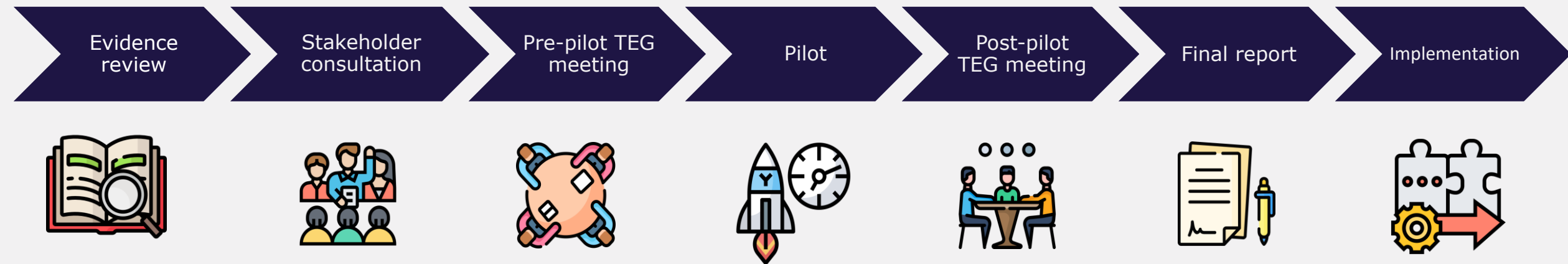


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# New quality indicators

# QI Program expansion – Project timeline

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# QI Program expansion – Residential aged care

Domain	Quality Indicators
Activities of daily living	Percentage of care recipients who experienced a decline in activities of daily living
Incontinence care	Percentage of care recipients who experienced incontinence associated dermatitis
Hospitalisation	Percentage of care recipients who had one or more emergency department presentations
Workforce	Percentage of staff turnover
Consumer experience	Percentage of care recipients who report 'good' or 'excellent' experience of the service
Quality of life	Percentage of care recipients who report 'good' or 'excellent' quality of life







## QI Program expansion

1 April 2023



## QI Program data reporting

1 July – 21 July 2023



### QI Program quality indicators



#### Pressure injuries

- Percentage of care recipients with pressure injuries, reported against six pressure injury stages.



#### Physical restraint

- Percentage of care recipients who were physically restrained.



#### Unplanned weight loss

- Percentage of care recipients who experienced significant unplanned weight loss (5% or more).
- Percentage of care recipients who experienced consecutive unplanned weight loss.



#### Falls and major injury

- Percentage of care recipients who experienced one or more falls.
- Percentage of care recipients who experienced one or more falls resulting in major injury.



#### Medication management

- Percentage of care recipients who were prescribed nine or more medications.
- Percentage of care recipients who received antipsychotic medications.



#### Activities of daily living

- Percentage of care recipients who experienced a decline in activities of daily living.



#### Incontinence care

- Percentage of care recipients who experienced incontinence associated dermatitis.



#### Hospitalisation

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



#### Workforce

- Percentage of staff turnover.



#### Consumer experience

- Percentage of care recipients who report 'good' or 'excellent' experience of the service.



#### Quality of life

- Percentage of care recipients who report 'good' or 'excellent' quality of life.

# Activities of daily living

*Percentage of care recipients who experienced a decline in activities of daily living*



Percentage of care recipients who experienced a decline in activities of daily living

## **COLLECTION**

- A single assessment for each care recipient is completed around the same time every quarter and compared to their ADL assessment total score in the previous quarter to determine decline

## **QUALITY INDICATOR REPORTING**

- Care recipients who experienced a decline in their ADL assessment total score of one or more points

## **ADDITIONAL REPORTING**

- Care recipients assessed for ADL function
  - Care recipients with an ADL assessment total score of zero in the previous quarter
- Exclusions:*
- Care recipients who are receiving end-of-life care
  - Care recipients who were absent from the service for the entire quarter
  - Care recipients who did not have an ADL assessment total score recorded for the previous quarter and comments providing explanation as to why recording is absent



**QI Program Manual 3.0 – Part A**



# Incontinence care

*Percentage of care recipients who experienced incontinence associated dermatitis*



**Percentage of care recipients who experienced incontinence associated dermatitis**

## **COLLECTION**

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

## **QUALITY INDICATOR REPORTING**

- Care recipients with incontinence who experienced IAD
- Care recipients 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

## **ADDITIONAL REPORTING**

- Care recipients assessed for incontinence care
- Care recipients with incontinence

*Exclusions for incontinence care:*

- Care recipients who were absent from the service for the entire quarter

*Exclusions for IAD assessment:*

- Care recipients who did not have incontinence



**QI Program Manual 3.0 – Part A**



# Hospitalisation

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



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

## COLLECTION

- A single review of the care records for each care recipient for the entire quarter

## QUALITY INDICATOR REPORTING

- Care recipients who had one or more emergency department presentations during the quarter

## ADDITIONAL REPORTING

- Care recipients assessed for hospitalisation
- Care recipients who had one or more emergency department presentations or hospital admissions during the quarter

*Exclusions:*

- Care recipients who were absent from the service for the entire quarter



**QI Program Manual 3.0 – Part A**



# Workforce

## Percentage of staff turnover



### Percentage of staff turnover

#### **COLLECTION**

- A single review of staff records

#### **QUALITY INDICATOR REPORTING**

- Staff who were employed at the start of the quarter as:
  - service managers
  - nurse practitioners or registered nurses
  - enrolled nurses
  - personal care staff or assistants in nursing
- Staff who stopped working during the quarter as:
  - service managers
  - nurse practitioners or registered nurses
  - enrolled nurses
  - personal care staff or assistants in nursing

#### **ADDITIONAL REPORTING**

- Staff who worked any hours during the previous quarter as:
  - service managers
  - nurse practitioners or registered nurses
  - enrolled nurses
  - personal care staff or assistants in nursing



QI Program Manual 3.0 – Part A



# Consumer experience

*Percentage of care recipients who report 'good' or 'excellent' experience of the service*



Percentage of care recipients who report 'good' or 'excellent' experience of the service

## COLLECTION

- A consumer experience assessment must be offered to each care recipient for completion, around the same time every quarter

## QUALITY INDICATOR REPORTING

- Care recipients who reported consumer experience through each completion mode of the QCE-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the categories:
  - 'Excellent' (care recipients who score between 22–24)
  - 'Good' (care recipients who score between 19–21)

## ADDITIONAL REPORTING

- Care recipients who were offered a consumer experience assessment for completion
- Care recipients who reported consumer experience through each completion mode of the QCE-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the categories:
  - 'Moderate' (care recipients who score between 14–18)
  - 'Poor' (care recipients who score between 8–13)
  - 'Very poor' (care recipients who score between 0–7)

### Exclusions:

- Care recipients who were absent from the service for the entire quarter
- Care recipients who did not choose to complete the consumer experience assessment for the entire quarter



**QI Program Manual 3.0 – Part A**





# Quality of life

*Percentage of care recipients who report 'good' or 'excellent' quality of life*



Percentage of care recipients who report 'good' or 'excellent' quality of life

## COLLECTION

- A quality of life assessment must be offered to each care recipient for completion, around the same time every quarter

## QUALITY INDICATOR REPORTING

- Care recipients who reported quality of life through each completion mode of the QOL-ACC (self-completion, interviewer facilitated completion and proxy-completion), scored against the categories:
  - 'Excellent' (care recipients who score between 22–24)
  - 'Good' (care recipients who score between 19–21)

## ADDITIONAL REPORTING

- Care recipients who were offered a quality of life assessment for completion
- Care recipients who reported quality of life through each completion mode of the QOL-ACC (self-completion, interviewer facilitated completion and proxy-completion), scored against the categories:
  - 'Moderate' (care recipients who score between 14–18)
  - 'Poor' (care recipients who score between 8–13)
  - 'Very poor' (care recipients who score between 0–7)

### Exclusions:

- Care recipients who were absent from the service for the entire quarter
- Care recipients who did not choose to complete the quality of life assessment for the entire quarter



**QI Program Manual 3.0 – Part A**




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# Reporting & quality improvement



# Provider portal

- Available on GPMS
- Data submission & reporting
- Updates and enhancements

Government Provider  
**Management System**


HomeHelp

Username

Hi {User\_first\_name}


{Organisation\_name}

Provider ID#098765




About your organisation

- View your organisation's details, key personnel and third party organisations




What you provide

- Care types you're approved to provide
- Apply to provide additional care types
- Manage your applications




Financial reporting

- Manage, view and complete quarterly financial reports
- View due dates and supporting materials to help you with your reporting




Quality Indicators

- Set up your QI targets
- Enter and submit your QI data
- Access your QI reports



Star Ratings

- View new and current ratings
- View historic ratings
- Understand how Star Ratings are calculated



Looking for something else?

Sign in to My Aged Care service provider portal

- Referrals
- Clients
- Outlets
- Staff
- Incidents
- Forms & Reports

Using this website

Terms of use

Privacy and security

Copyright

Accessibility

Disclaimer


Links and resources

Department of Health and Aged Care website

My Aged Care service and support portal

Aged Care Quality and Safety Commission website

Contact us

Australian Government

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

< Back

View Upload History

Upload File

QI Data Entry & Submission

Report due dates Program Manual Guides & FAQs Reporting Dashboard

\* Search by service name or ID

Search service name or ID

\* Period ending

All periods

\* Status

All statuses

Apply Filters

Clear Filters

Service ID	Service name	Address	Period ending	Due date	Status	
12345	Abbeyfield Hostel	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
23456	Aroura Twilight	24 Macdonald Street, KINGARAY, QLD, Australia, 4610	30/09/2022	21/10/2022	Not Started	Start
34567	Kings and Queens	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
45678	Pasedena Aged Care Centre	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
91234	Bathurst Region Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
12645	Los Angel Aged Care	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/09/2022	21/10/2022	Not Started	Start
12345	Abbeyfield Hostel	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View
23456	Aroura Twilight	24 Macdonald Street, KINGARAY, QLD, Australia, 4610	30/06/2022		Submitted 20 Jul 2022	View
34567	Kings and Queens	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View
45678	Pasedena Aged Care Centre	Memorial Drive, WILLIAMSTOWN, SA, Australia, 5351	30/06/2022		Submitted 20 Jul 2022	View

Abbeyfield Hostel

Reporting on: Quarter 3 FY 21 - 22 (1 January 2022 - 30 Mar 2022)

Service ID: 4176 | Reporting period due date: 21 April 2022

Save

Close

Last updated by John Smith on 03 Mar 2022, 15:59



Set up QI Target/s

Pressure Injury

Physical Restraint

Unplanned Weight Loss

Falls and Major Injury

Medication Management

Activities of Daily Living

Continence

Hospitalisation

Workforce

Consumer Experience

Quality of Life

Submission

## Pressure Injury

All fields marked with an asterisk must be completed before submission.

### Enter QI Data for Pressure Injuries

1 Number of care recipients assessed for pressure injuries

123

2 Number of care recipients excluded because they withheld permission\*

123

3 Number of care recipients excluded because they were absent for the entire quarter\*

123

4 Number of care recipients with (one or more) pressure injuries\*

123

5 Number of care recipients with (one or more) pressure injuries, reported against each of the six pressure injury stages:

\* Stage 1 Pressure Injury

123

\* Stage 2 Pressure Injury

123

\* Stage 3 Pressure Injury

123

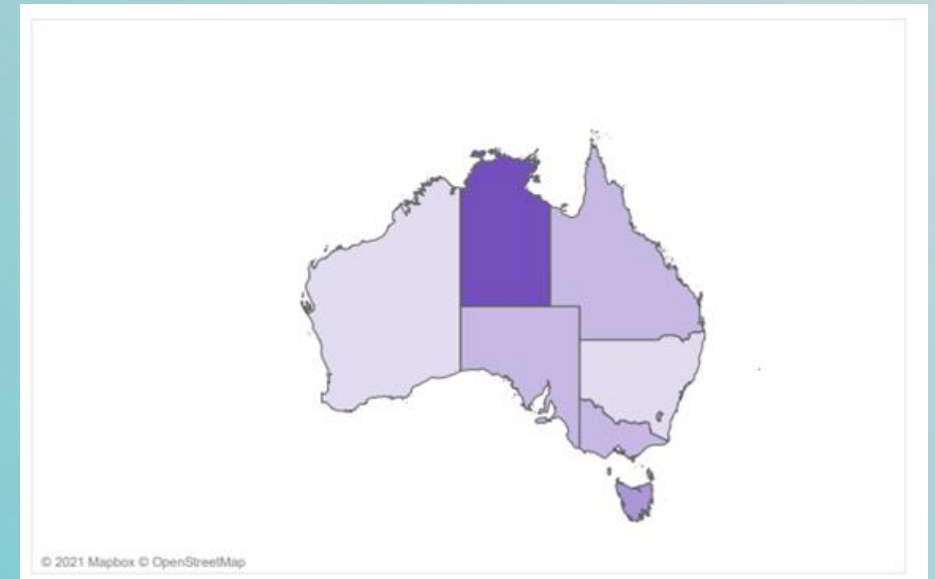
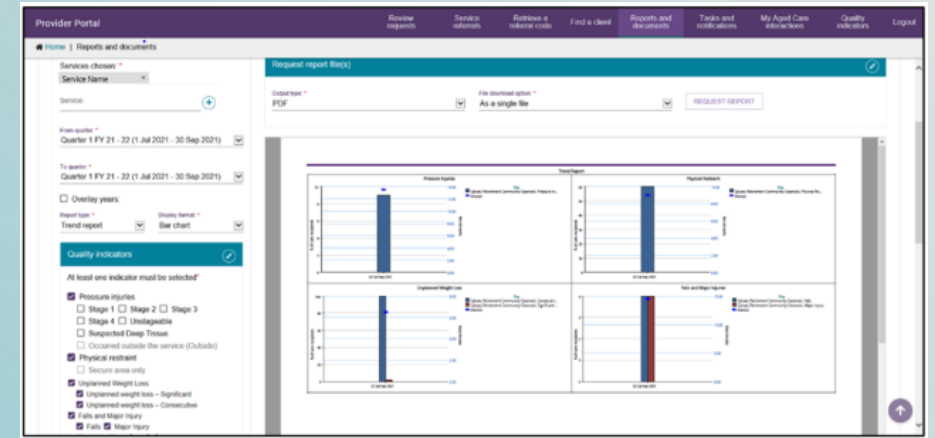
\* Stage 4 Pressure Injury

123



# QI Program reporting

- Mandated quarterly reporting supports:
  - provider improvement using program resources and individualised reports
  - consumer information transparently available on AIHW's GEN Aged Care data

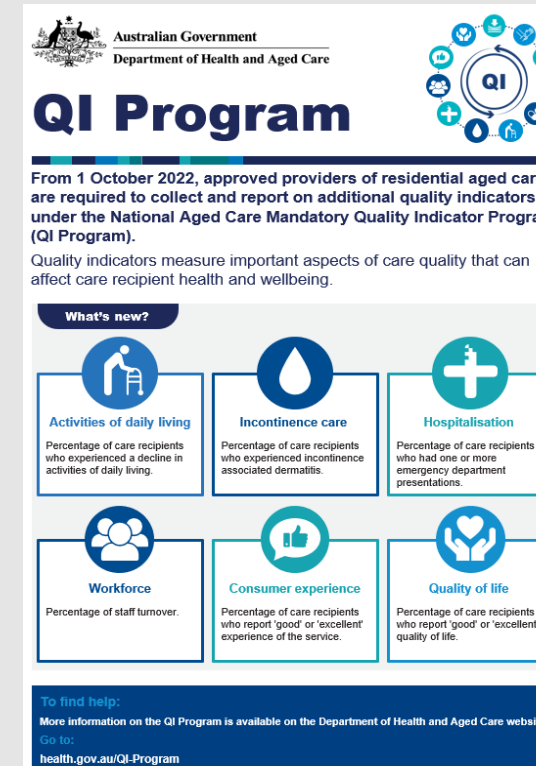
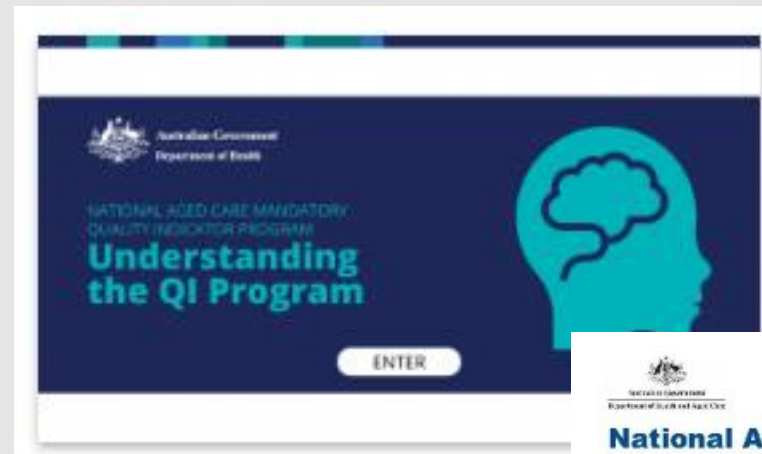


# QI Program resources

- Tailored resources and guidance available on the QI Program website:
  - QI Program Manual 3.0
  - data recording templates
  - quick reference guides
  - frequently asked questions
  - information sheets
  - interactive modules
  - file upload template
  - data elements summary
  - posters



agedcareengagement.health.gov.au



QI Program Resources

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# Next steps





## Next steps

- Launch new quality indicators on 1 April 2023
- Data submission due 1 – 21 July 2023
- Quality improvement support
- In-home aged care quality indicators

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# Mythbusting



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# **Myth 1: Providers will need to pay licencing fees to use the new assessment tools**



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# **Myth 2: Data will need to be collected for the ADLs quality indicator prior to 1 April 2023**



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## **Myth 3: The consumer experience assessment tool (QCE-ACC) will replace the Resident Experience Survey**



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## **Myth 4: The new quality indicators will contribute to Star Ratings**



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# **Myth 5: Workforce data will only need to be reported from the July– September 2023 reporting quarter**



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# **Myth 6: Quality indicator data is not monitored**



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# Questions and answers