Quality improvement in residential aged care

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Introduction and overview

- Why quality improvement matters
- How the Commission supports quality improvement
- Improvement science — Plan, Do, Check, Act approach
- Using data for improvement
- Case study: Residency by Dillons Fremantle
- Case study: Cooinda Coonabarabran
- Hot topics – live question and answer session

Why quality improvement matters

- For older people receiving care:
  - Safe
  - Effective
  - Caring
  - Person-centred
- For providers and staff delivering care:
  - Well-led
  - Sustainable
  - Equitable
  - Experience

"Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives."

William A Foster

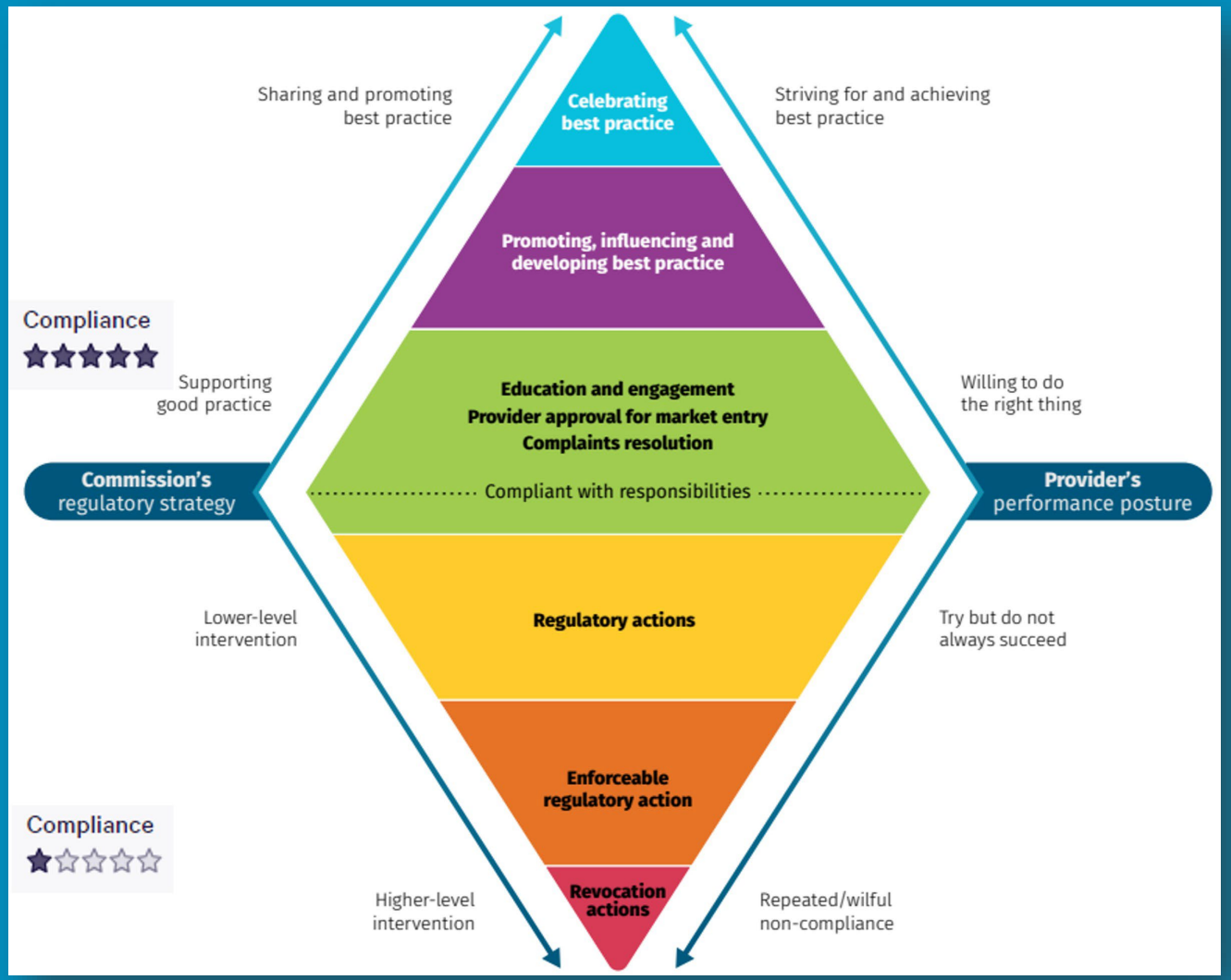
Australian Government
Aged Care Quality and Safety Commission

How the Commission supports quality improvement

1800 951 822
agedcarequality.gov.au

Australian Government

Aged Care Quality and Safety Commission



Commission Compliance Activities

- Risk profiling and targeting
- Site audits
- Investigations
- Case management
- Directions and notices

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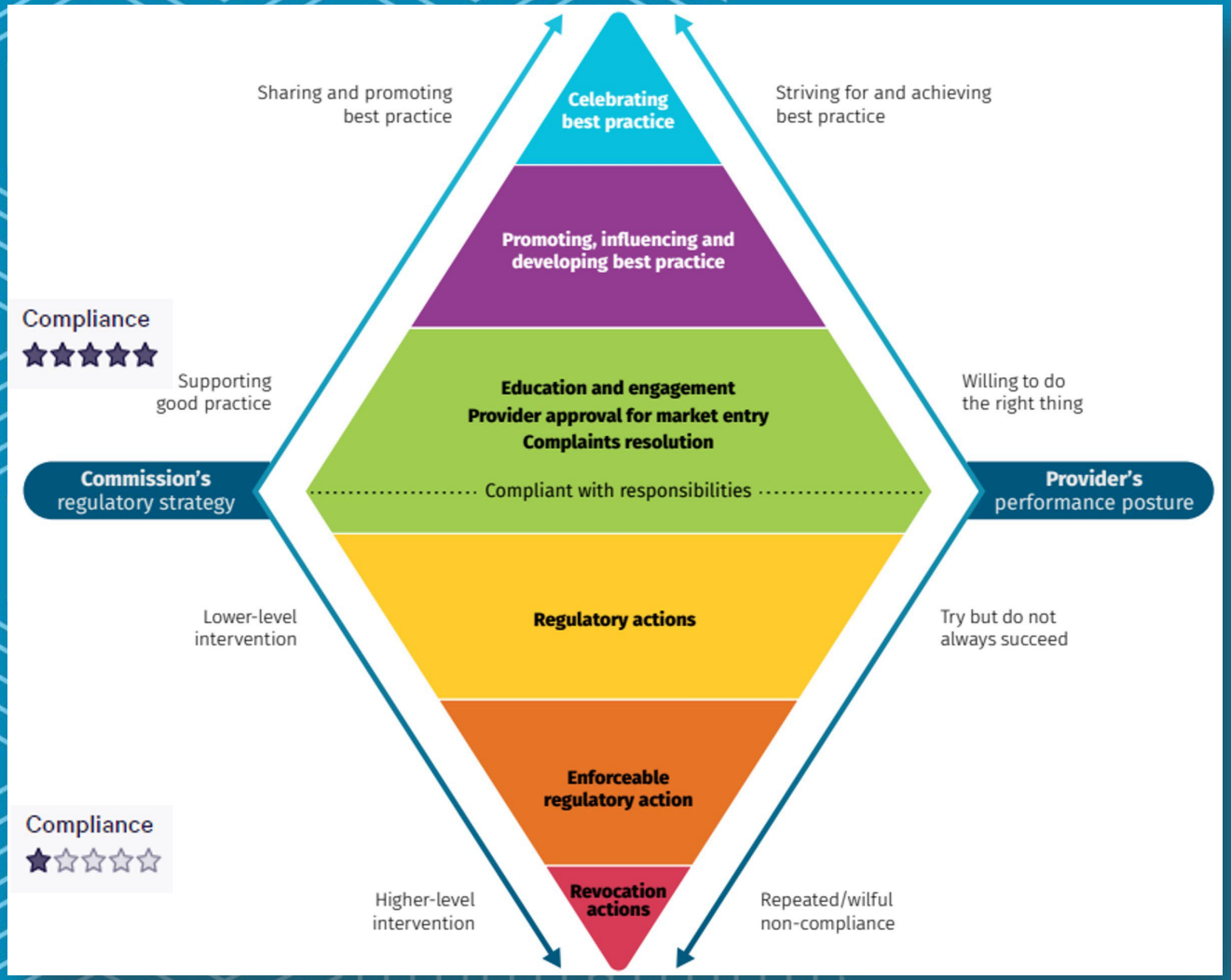

Commission Quality Improvement Initiatives

- 'To Dip or Not To Dip' Antimicrobial Stewardship
- Pharmacy Outreach Program
- Food, Nutrition and Dining Experience
- Infection Prevention and Control
- Restrictive Practices
- SIRS Insights
- ALIS modules are regularly being created and updated
- Webinar series, including 'Complaints and Continuous Improvement in Practice'

Australian Government
Aged Care Quality and Safety Commission

Aged Care Quality and Safety Commission
Sector performance report

April – June 2023

Australian Government
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Engage
Empower
Safeguard

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Engage
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Serious Incident Response Scheme (SIRS)
Insights Series: Report 1 - 2023

Unreasonable use of force:
Notifications of resident to resident incidents.

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Quality improvement applies to us too…

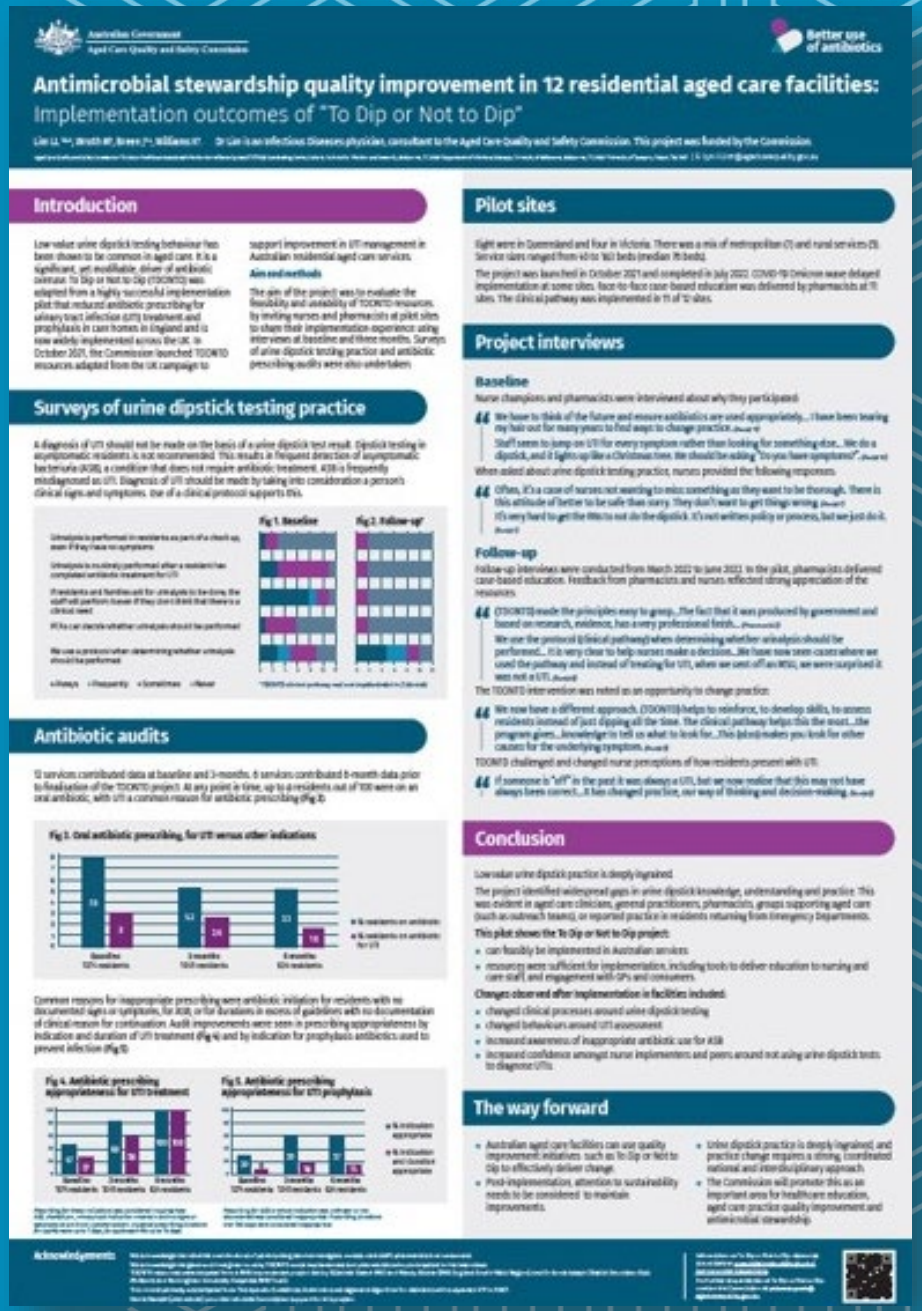
Evaluation helps us understand our impact and how we can better support providers.

We review our regulatory activities and data to find opportunities to improve our own practices and feed back intelligence to providers on risks we are seeing. For example:

- Better targeting data for food spot checks
- SIRS Insights Reports.

We also survey:

- Providers and complainants about our complaints processes
- Providers about our site visits.



Antimicrobial stewardship quality improvement in 12 residential aged care facilities:

Implementation outcomes of "To Dip or Not to Dip"

Introduction

Surveys of urine dipstick testing practice

Antibiotic audits

Pilot sites

Project interviews

Baseline

Follow-up

Conclusion

The way forward

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Contact Us

info@agedcarequality.gov.au

www.agedcarequality.gov.au

1800 951 822

Food, nutrition and dining hotline
1800 844 044

Improvement science: Plan, Do, Check, Act approach

Presented by:
Katharine Silk

Enablers for success

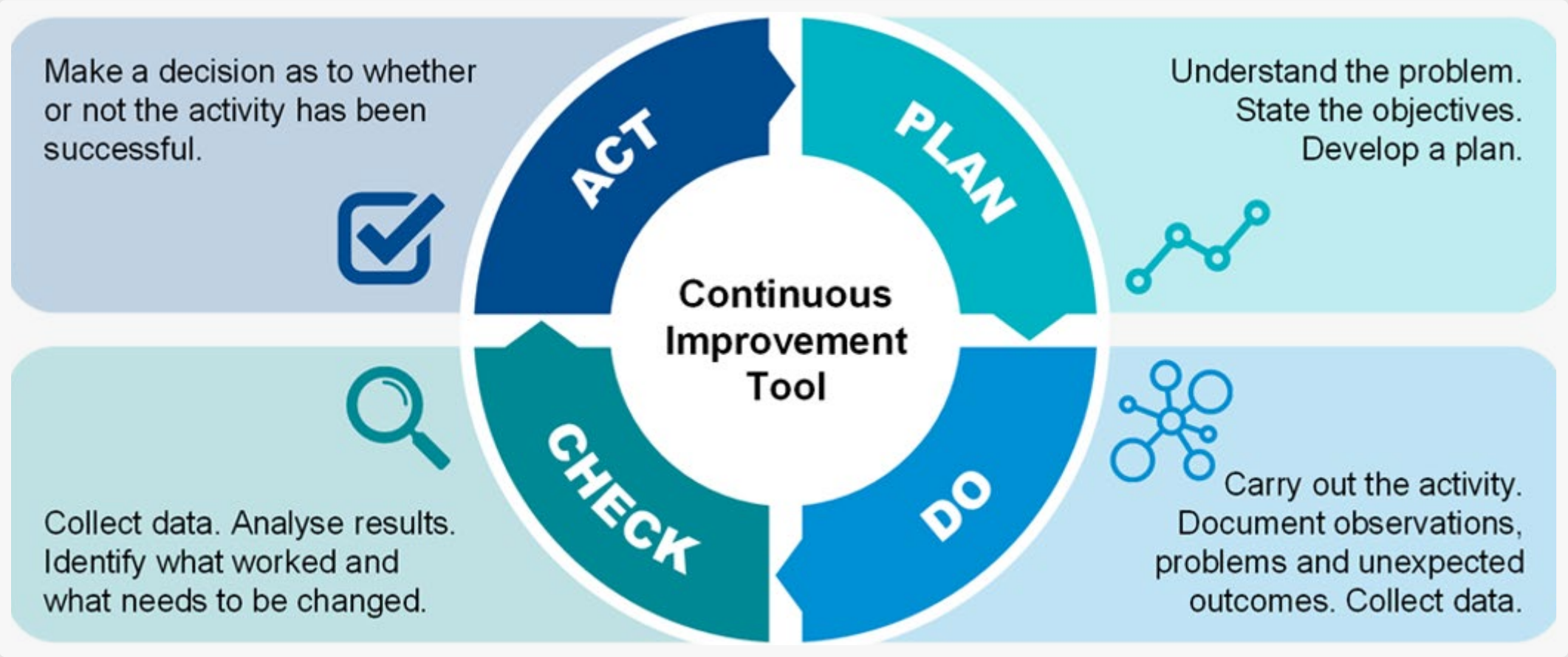
Leadership and governance

- Organisational endorsement
- Authority to make change happen

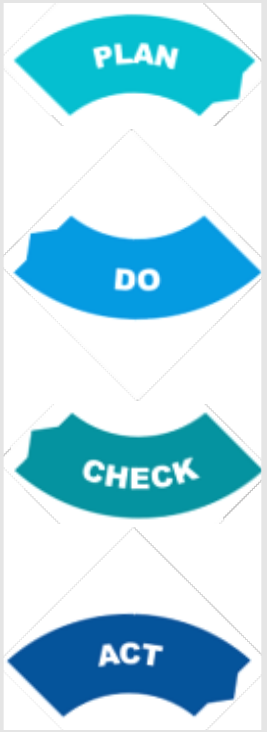
Improvement culture, behaviour and skills

- Responsive to feedback
- No blame culture
- Training and capability building
- Continuous efforts to implement change
- Involved and engaged staff (champions)
- Sharing and celebrating success

‘Plan, Do, Check, Act’ approach to quality improvement



Key steps for quality improvement



Identify the issue

Understand the problem

Identify and test potential solutions

Measure the impact of each test and refine the solution

Implement the solution/s and ensure they are sustained

Practical tips for quality improvement

- Keep changes small and time-limited
- Use measures that are suitable for outcomes
- Focus on issues that matter most to residents and staff
- Co-design solutions
- Build in mechanisms to engage staff and residents in the process.

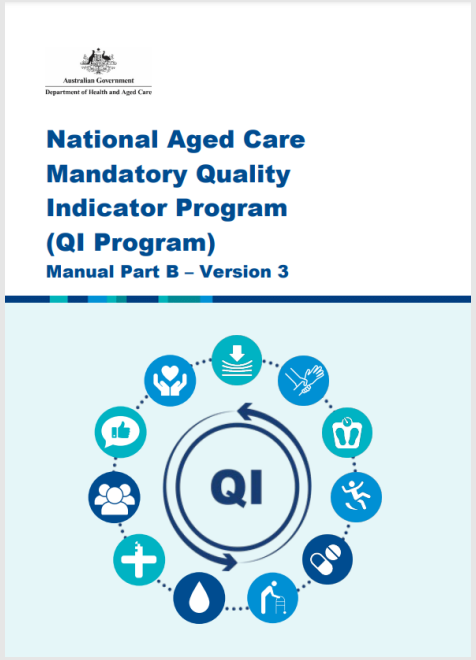
Using data for improvement

Presented by:
Victoria Angel

Supporting resources

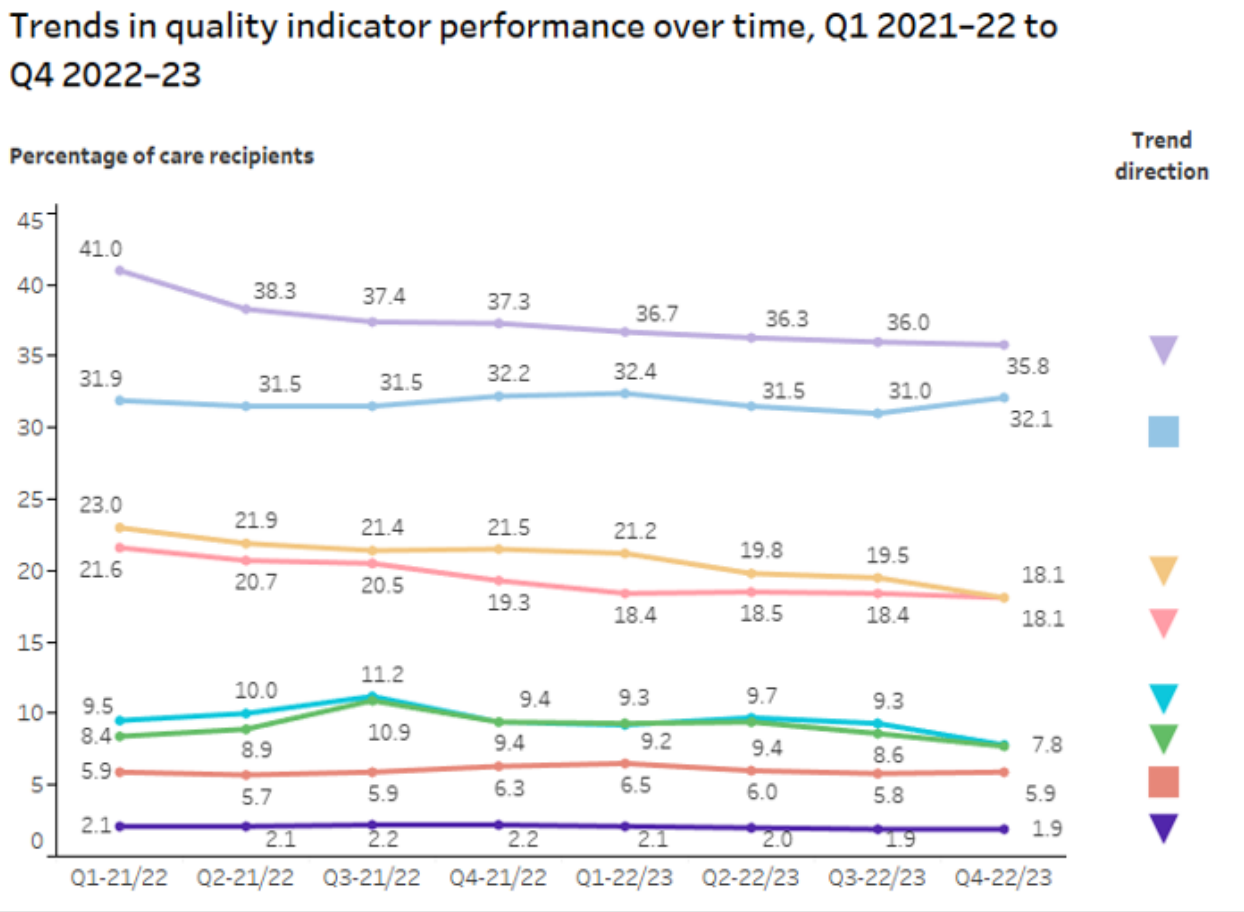
Star Ratings Improvement Manual:
A provider's guide to improving quality

QI Program Manual – Part B
Example tools, guidance and resources to support continuous quality improvement



Using data to identify and monitor quality improvement

- Collect, track and analyse both quantitative and qualitative data
- Use both clinical and administrative data; and resident/ staff feedback
- Use GPMS to set up QI targets and display data trends
- ‘Time series analysis’ is the gold standard for using data for improvement;
  - using small amounts of data collected and displayed frequently.



Case Study:
Residency by Dillons Fremantle

Presented by:
Nikita Divekar, Quality & Lifestyle Manager &
Jessica Patil, Executive Director of Quality, Innovation and Marketing

Case study: Residency by Dillons Fremantle

Plan

My Engaging Talent

In the beauty of a flower, we see the strength of a leader, the creativity of an artist, and the connection of women everywhere.

RESIDENCY
by Dillons
A home with engaging care

Case study: Residency by Dillons Fremantle

Do

My Engaging Talent

Encouraging individuals to pursue or maintain their skills and interests through peer-to-peer leadership activities.

Case study: Residency by Dillons Fremantle

Check

My Engaging Talent

Observation

Engagement from Residents

Feedback

“I'm pleased that the residents find my classes enjoyable. This keeps me engaged in the planning process, and I'm excited about organising next month's event.”

Case study: Residency by Dillons Fremantle

Check

My Engaging Talent

Other activities coordinated and led by residents:

- Bingo
- Cooking class
- Garden Club
- Fitness class
- Flower arranging
- Music performances

“It gives me a great deal of satisfaction organising these concerts for the residents. It's a wonderful feeling when residents approach me personally to express their gratitude for my efforts. It fills me with a sense of pride.”

Case study: Residency by Dillons Fremantle

Act

My Engaging Talent

The program successfully enhanced emotional well-being, social interaction, and community building among residents.

Case Study:
Cooinda Coonabarabran

Presented by:
Naomi Taylor, Operations Manager

Case study: Cooinda Coonabarabran

Plan

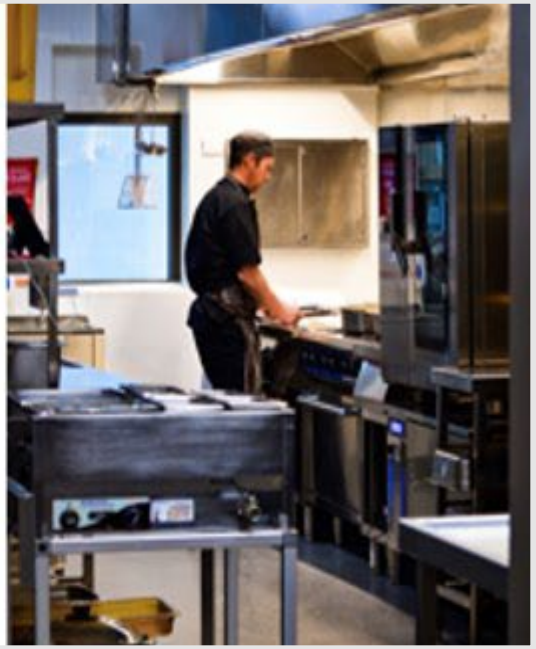
Case study: Cooinda Coonabarabran

Do

- Opened our new state-of-the-art kitchen
- Menu review involving consumers and a qualified dietician
- Support Services Supervisor – qualified Chef
- Our cooks now dress as chefs
- Foodie Fridays dining experience
- Increased compliments
- Our Operations Manager was successful in receiving a scholarship to attend IHHC NACI Aged Care Food conference
- Our attraction rate for kitchen staff has increased by 35%

Case study: Cooinda Coonabarabran Check

Case study: Cooinda Coonabarabran Act



Case study: Cooinda Coonabarabran

Hot topics and live questions

agedcareengagement.health.gov.au

Phone **1800 200 422**
(My Aged Care's free call phone line)