



Australian Government

Department of Health and Aged Care

NATIONAL AGED CARE MANDATORY
QUALITY INDICATOR PROGRAM

**Consumer
experience**

Make it count

Continuous improvement is about seeking and applying opportunities to enhance the quality of care and outcomes for care recipients.

Take 60 seconds to understand how to measure and report on consumer experience and help your service enhance the quality of care and outcomes for your care recipients.



Click the arrow
to continue



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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.

Why measurement matters

Consumer experience represents the perspective of older Australians, their families and representatives.

Consumer experience measures the effectiveness of residential aged care services in meeting care needs, preferences and expectations of care recipients.



Impact of integrating consumer experience into care

Consumer experience reporting is important for understanding the effectiveness of aged care. Negative experiences of residential aged care can lead to a range of physical, psychological and social issues.

Click on the boxes to learn about the six main elements that older Australians, their families and representatives associate with quality consumer experience.



How to measure consumer experience

A consumer experience assessment must be offered to each care recipient for completion, around the same time each quarter. The consumer experience assessment tool used in the QI Program is the **Quality of Care Experience Aged Care Consumers © (QCE-ACC)**.

Click on the boxes to learn more about the consumer experience assessment tool.



How to collect data for consumer experience

The following data is collected and reported on for the consumer experience quality indicator.

Click on the boxes to learn more.

Quality improvement

Collecting, monitoring and responding to consumer experience is necessary to listen to the voice of care recipients and understand the effectiveness of aged care.

The checklist on the right will help assess care recipients who are at risk of poor or declining consumer experience and identifies support and improvement strategies.

- STEP 1** Educate staff about consumer experience
- STEP 2** Assessment and reassessment using the QCE-ACC tool
- STEP 3** Support active participation of a care recipient in care planning
- STEP 4** Broaden opportunities for care recipients' involvement in activities
- STEP 5** Strengthen community culture
- STEP 6** Create enabling and supportive environments to improve health and wellbeing

For detailed information on potential prevention and management strategies, and quality improvement activities, please refer to the **QI Program Manual 4.0 – Part B**.

Ask QIRI

**The Quality Indicator
Reporting Instructor (QIRI)
answers your questions
about consumer experience.**

Click on a speech bubble to learn
a top tip from QIRI.



Quality indicator challenge



Congratulations!
You have completed
Module Eleven –
Consumer experience.

Test your knowledge in the box on the right then move onto the next module.

Test your knowledge...

Write down your key take-aways from this module:

TAKEAWAY 1

TAKEAWAY 2