



Australian Government

Department of Health and Aged Care

NATIONAL AGED CARE MANDATORY
QUALITY INDICATOR PROGRAM

Allied Health

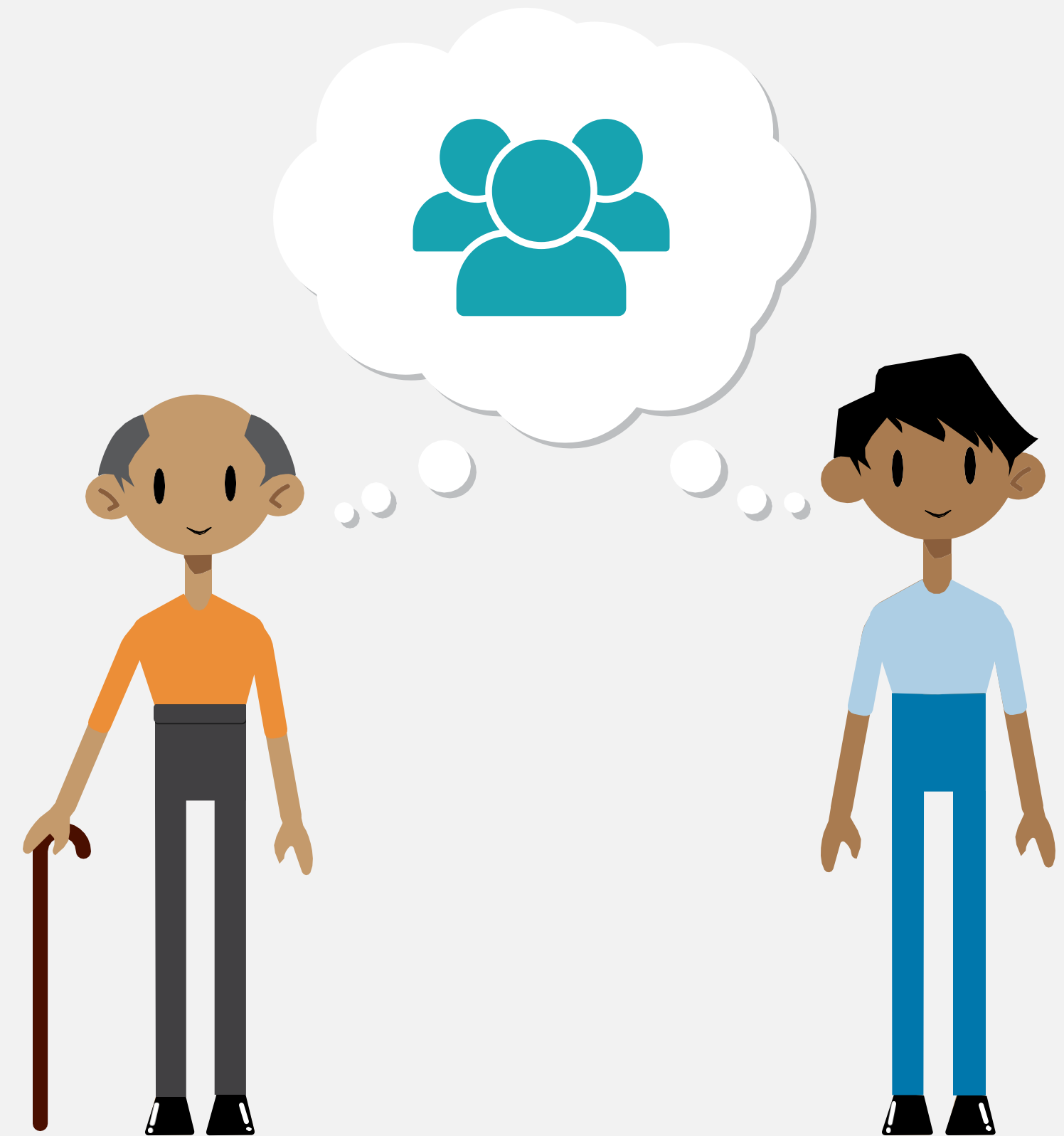


ENTER

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 allied health and help your service enhance the quality of care and outcomes for your care recipients.



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.

Why
measurement
matters

Impact of allied
health services

How to collect data
for allied health
indicator

Quality
improvement

Ask QIRI

Quality indicator
challenge





Why measurement matters



What is considered
an allied health
professional?

Allied health services are critical to providing quality care to meet the needs of older Australians.

Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses.

Approved Providers of residential aged care must make a range of allied health services available to residents under Schedule 1 of the *Quality of Care Principles 2014*. This includes access to allied health services as part of an individual therapy program aimed at maintaining or restoring a resident's ability to perform daily tasks.¹

In addition, under the Aged Care Quality Standards (Quality Standards) providers must ensure each older person receives safe and effective personal care and clinical care. This includes ongoing assessment and planning for care and providing timely and appropriate referrals to individuals, other organisations and providers of other care and services.

¹ Quality of Care Principles 2014





Why measurement matters



For the purposes of the QI Program, allied health services include those listed in the definition for the quarterly financial report (QFR):

- physiotherapy,
- occupational therapy,
- speech pathology,
- podiatry,
- dietetics,
- other allied health,
- allied health assistant

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Impact of allied health services

There are well established links between the receipt of recommended allied health services and improved care and wellbeing of care recipients.

To provide high quality care, providers should ensure residents receive the allied health services that they have recommended in their care plans.

Click on the boxes to learn about the main benefits that older Australians will get when receiving the allied health services they have been recommended





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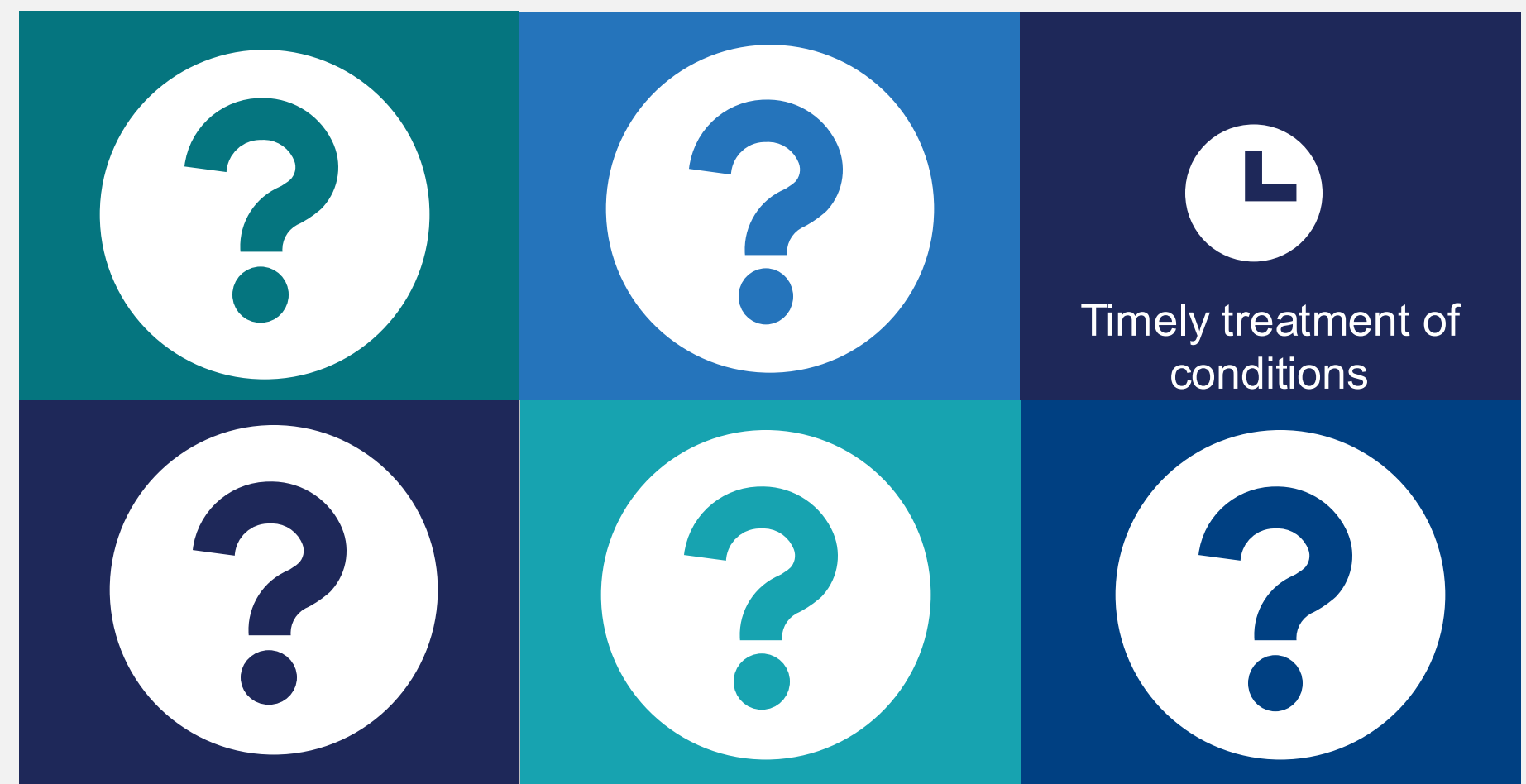


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Impact of receiving recommended allied health services

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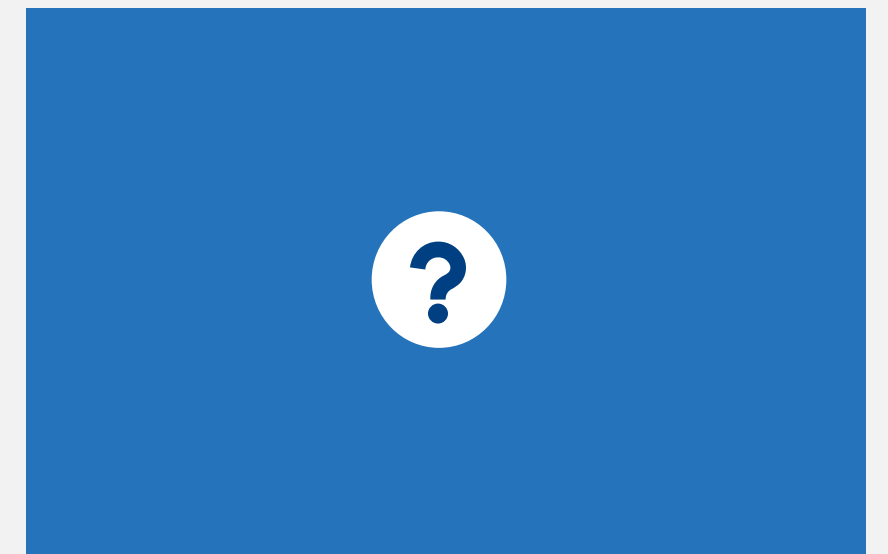
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How to collect data for allied health

Providers collect and report on the following data for the allied health quality indicator.

Click on the boxes to learn more.





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Care recipients assessed for allied health services.





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Care recipients excluded because they were absent from the service for the entire quarter.





How to collect data for allied health

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Number of allied health services recommended in care plans

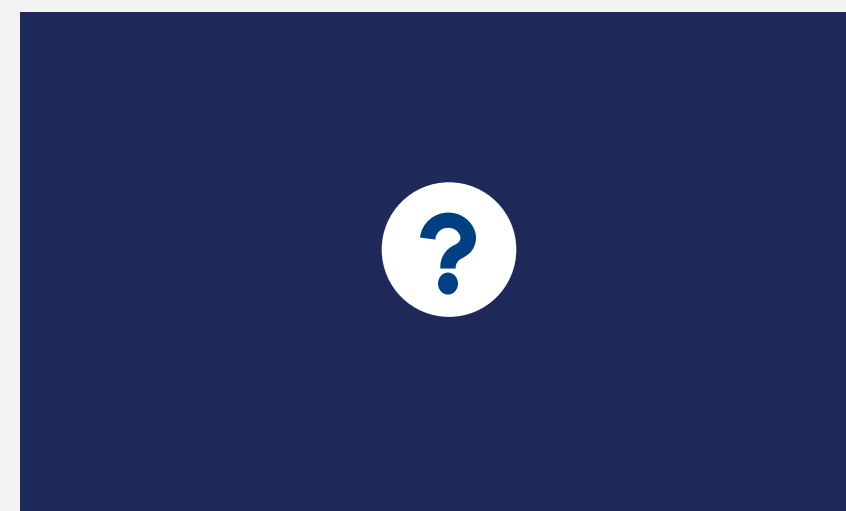




How to collect data for allied health

Providers collect and report on the following data for the allied health quality indicator.

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Number of allied health services recommended in care plans (against each allied health discipline)





How to collect data for allied health

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Number of recommended allied health services received

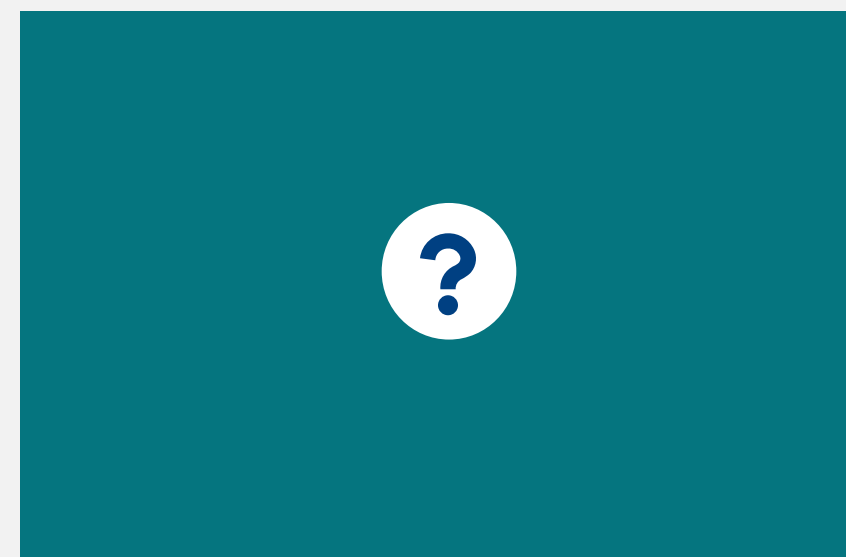
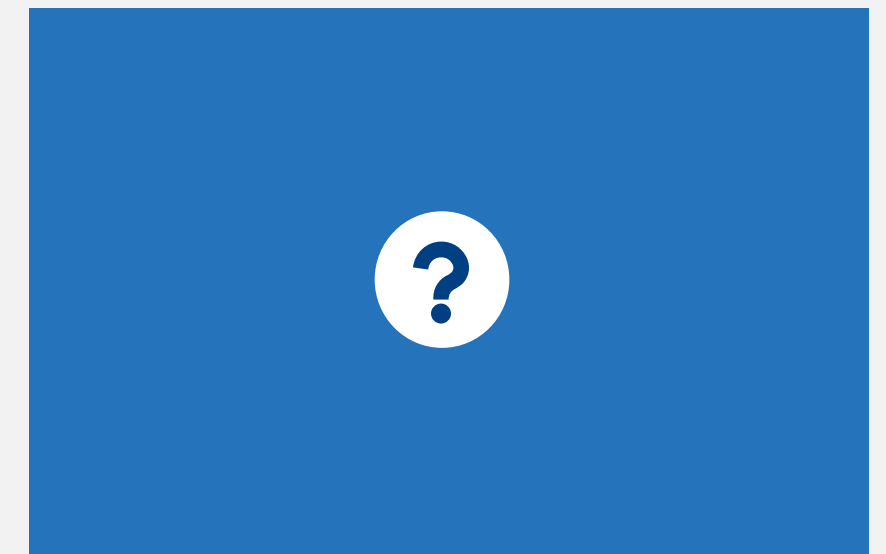




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Number of recommended allied health services received (against each allied health discipline)





Quality improvement

Quality improvement can help ensure services have enough allied health staff for residents' needs and improve continuity of care. Quality improvement activities should be ongoing and part of business-as-usual for approved providers.

The QI Program will help prompt when a specific quality improvement activity should be undertaken. It is important to review the QI Program data reports through GPMS and compare against national averages and other services to understand where quality improvement activities should be focused.

- STEP 1** Appropriate resourcing
- STEP 2** Collaborative care planning
- STEP 3** Preventative care and treatment
- STEP 4** Appropriate monitoring
- STEP 5** Referral and ongoing support

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





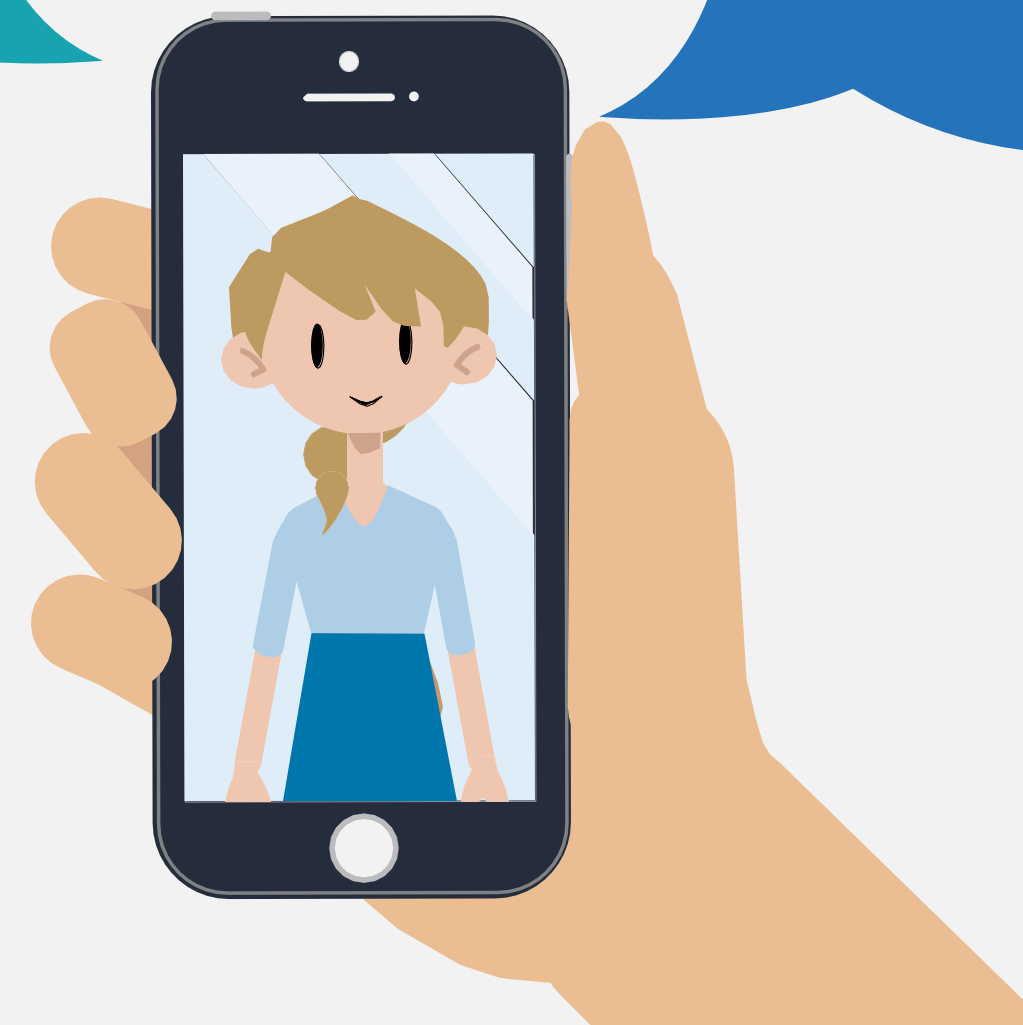
Ask QIRI

The Quality Indicator Reporting Instructor (QIRI) answers your questions about allied health.

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

What happens if an allied health service is received but not recommended?

Are multiple appointments for one allied health service (discipline) recorded more than once?





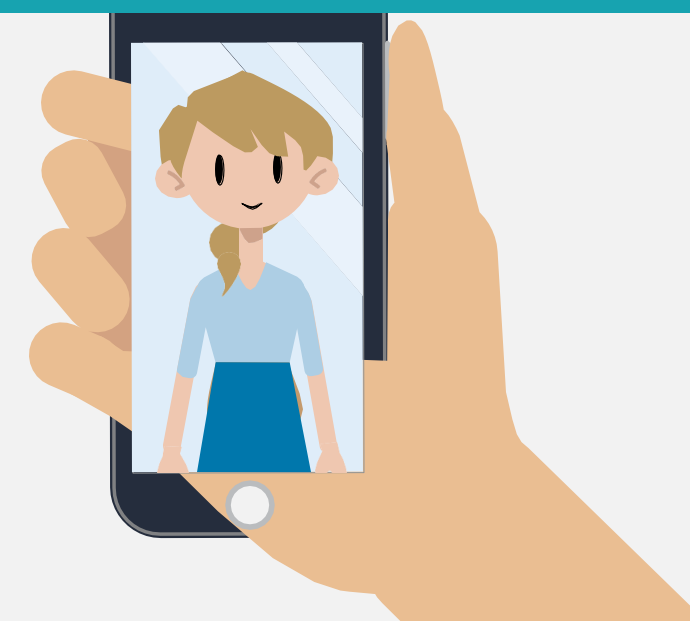
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[CLOSE](#)

For the purpose of the QI Program, only allied health services that are recommended are counted towards the data point. Therefore, if a resident receives physiotherapy but was recommended for speech pathology this is counted as one for recommended but zero for recommended services received. Similarly, if the resident receives physiotherapy and is recommended for speech pathology and physiotherapy, this will be recorded as two for allied health services recommended and one for recommended allied health services received.





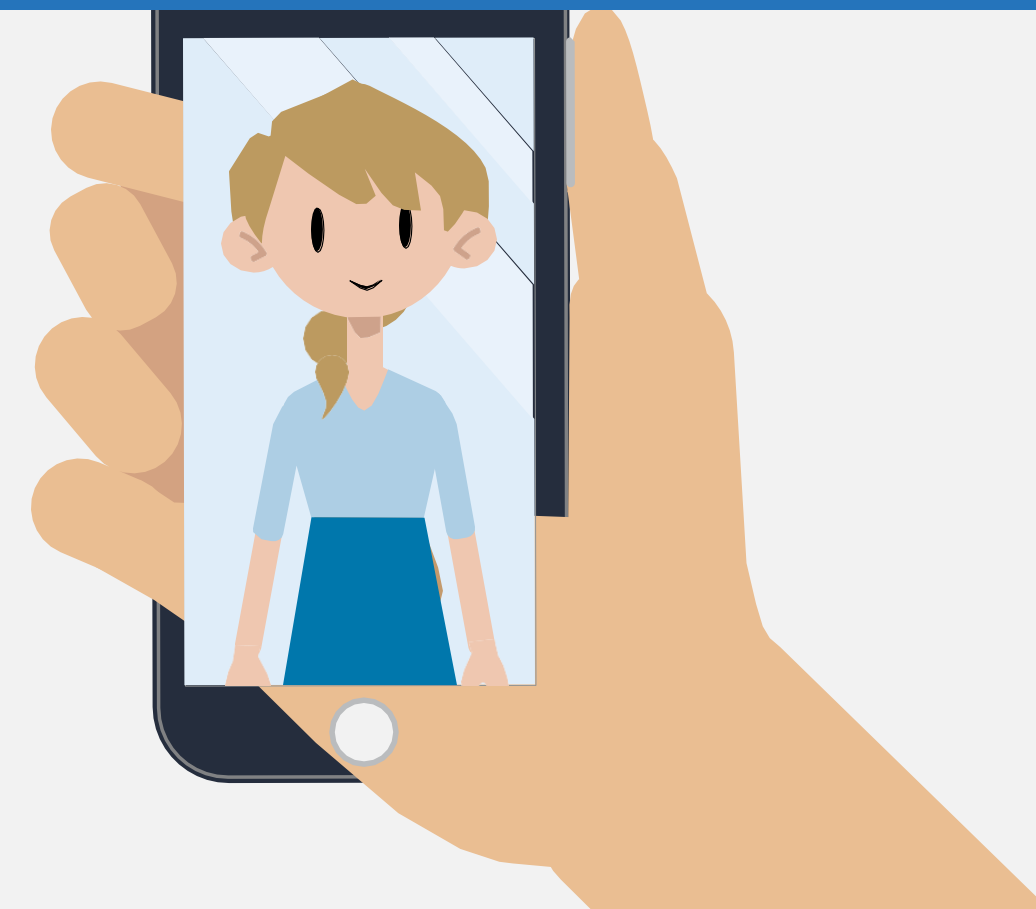
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No, each recommended discipline is recorded once regardless of how many sessions or appointments occur. For example, if a resident has a recommendation for three allied health assistant appointments this is recorded as one. If they receive any of these services, then the 'recommended allied health services received' is also one.





Quality indicator challenge



Congratulations!

**You have
completed Module
Fourteen – Allied
Health.**

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

Take the quick quiz!

A care recipient has a recommendation for two dietetic appointments, one speech pathologist appointment and three occupational therapy appointments. Throughout the quarter they receive one dietetic appointment, two appointments with an occupational therapist and one with an allied health assistant. What is recorded for this care recipient?

- ☐ 3 allied health services recommended, and 3 recommended allied health services received
- ☐ 3 allied health services recommended, and 2 recommended allied health services received
- ☐ 6 allied health services recommended, and 4 recommended allied health services received

