



Australian Government

Department of Health and Aged Care

NATIONAL AGED CARE MANDATORY  
QUALITY INDICATOR PROGRAM

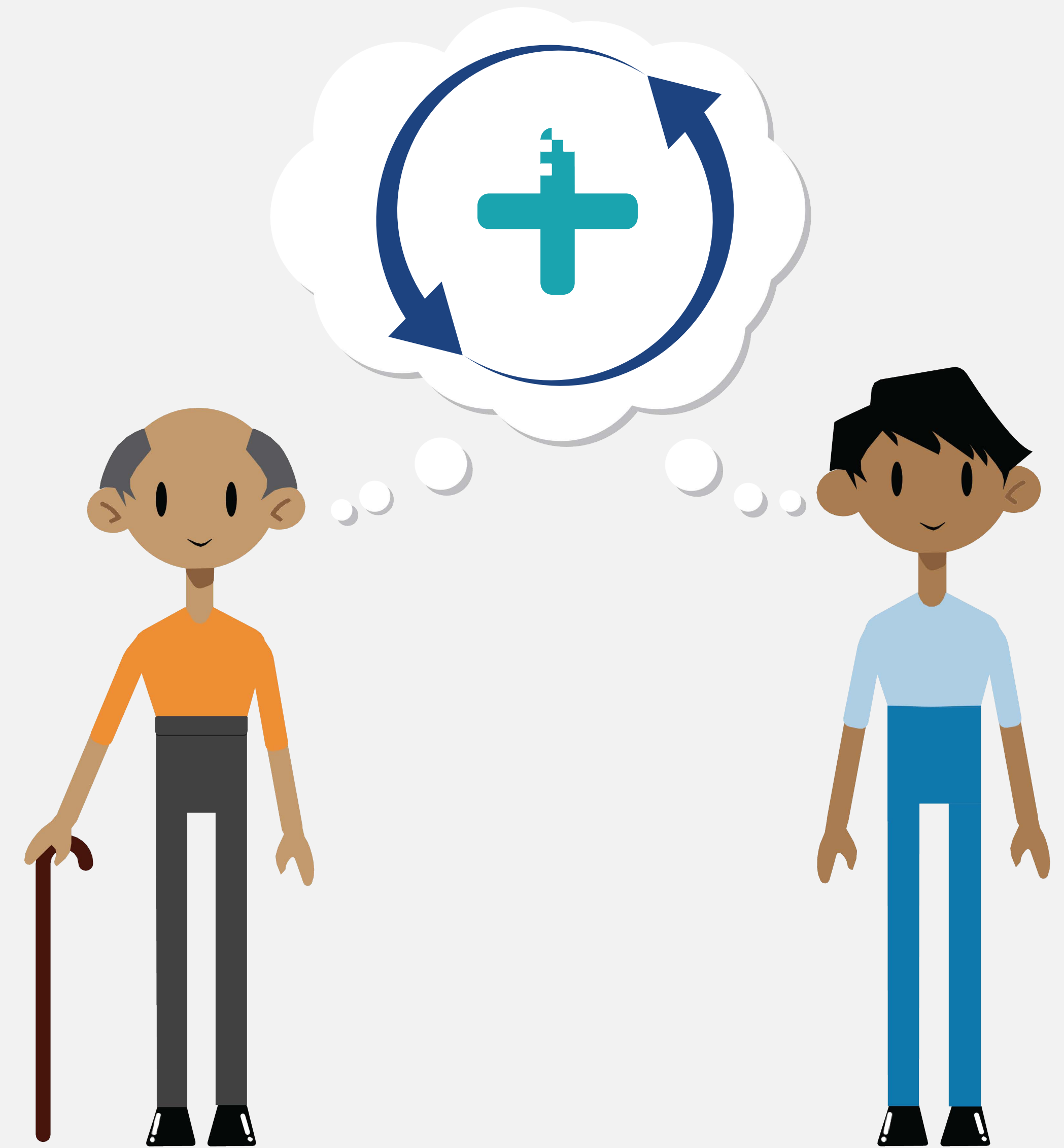
# Hospitalisation



# 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 hospitalisation 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

Care recipients may be transferred to a hospital to receive care that is not available in the residential aged care service. Some of these transfers are considered avoidable, either through prevention of the illness or injury, or by management of the problem locally at the residential aged care service.

**Nearly 13%**  
of admissions from residential  
aged care are classified as  
potentially preventable

Source: AIHW. Potentially preventable hospitalisations in Australia by age groups and small geographic areas, 2017–18, Overview [Internet]. Australian Institute of Health and Welfare.

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**To support quality of care,  
it is important to identify,  
monitor and review  
emergency department  
presentations.**



# Impact of hospitalisation

**Hospitalisation exposes care recipients to hospital acquired complications. This can significantly impact independence and subsequent care requirements.**

**Click on the boxes** to learn about common hospital acquired complications.



# How to collect data for hospitalisation

**The following data is collected and reported on for the hospitalisation quality indicator.**

**Click on the boxes to learn more.**

# Quality improvement

Emergency department presentations can be reduced with a systematic, person-centred approach. This includes focusing on access to appropriate care, having practices that attend to care needs and care planning that is aligned to care recipient preferences.

The checklist on the right will help assess care recipients who are at risk of hospitalisation and provide potential support and prevention strategies.

STEP  
1

Use a systems approach

STEP  
2

Deliver preventative care and treatment

STEP  
3

Provide appropriate resourcing

STEP  
4

Undertake collaborative care planning

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 hospitalisation.**

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





# Quality indicator challenge



**Congratulations!**

**You have completed  
Module Nine –  
Hospitalisation.**

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