# **National Aged Care Mandatory Quality Indicator ProgramQuick Reference Guide: Falls and Major Injury**



This quick reference guide provides information for approved providers of residential aged care to understand and meet their obligations to collect and report data on falls and major injury for the QI Program.

The falls and major injury quality indicator is reported against:

|  |  |
| --- | --- |
| Icon for 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** |

A **fall** is an event that results in a person coming to rest inadvertently on the ground or floor or other lower level. This includes onto crash mats and from low beds.

A **fall resulting in major injury** is a fall that meets this definition and results in one or more of the following: bone fractures, joint dislocations, closed head injuries with altered consciousness and/or subdural haematoma.





Complete a single review of the care records of each care recipient for the entire quarter to assess for falls and falls resulting in major injury. The collection date must take place in the 21 days after the end of the quarter, in order to review records



Record the number of care recipients:

whose records are reviewed for the quarter, to assess for falls and falls resulting in major injury. All care recipients residing at the service during the quarter should be included.

excluded because they were absent from the service for the entire quarter

who experienced one or more falls at the service during the quarter

who experienced one or more falls at the service resulting in major injury during the quarter

***Note:*** *Care recipients who only experienced a fall or fall resulting in major injury that occurred while the care recipient was away from the service and not under direct supervision of service staff are excluded from these counts*

*Approved providers of residential aged care must collect and report on falls and major injury data quarterly, according to the requirements set out in the QI Program Manual 4.0 – Part A (Manual).*

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**Report** the number of care recipients:

who experienced one or more falls at the service during the quarter

who experienced one or more falls at the service resulting in major injury during the quarter



**Additionally, report** the number of care recipients:

assessed for falls and major injury

excluded because they were absent from the service for the entire quarter

**EXAMPLE**

| Care recipient A* fell while getting out of bed
* sustained a subdural haematoma
 | Care recipient B* absent from the service due to hospitalisation for the entire quarter
 | Care recipient Cfell while away from the service and not under direct supervision of staffsustained a joint dislocation | Care recipient Dfell out of a low bed onto a crash matdid not result in a major injury |
| --- | --- | --- | --- |

 Number of care recipients whose records were assessed for falls and major injury

 Number of care recipients excluded because they were absent from the service for the entire quarter

 Number of care recipients who experienced one or more falls at the service during the quarter

 Number of care recipients who experienced one or more falls at the service resulting in major injury, during the quarter

Data recording templates for each quality indicator are available on the department’s website. Use the templates to automatically calculate and summarise data for submission through the M Government Provider Management System (GPMS).



There are three ways QI Program data can be submitted:



Through the GPMS

Via a bulk file upload

Through a third-party benchmarking company



Data must be submitted by the **21st day of the month after the end of each quarte**r

** More information**

The QI Program Manual, and other guidance materials, are available on the Department of Health and Aged Care [website](http://www.health.gov.au/qi-program).

For QI Program assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am and 8pm Monday to Friday, and between 10am and 2pm on Saturday local time across Australia, except for public holidays.