



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program

Quick 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:



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.

Collect falls and major injury data



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).

Report falls and major injury data



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 C

- fell while away from the service and not under direct supervision of staff
- sustained a joint dislocation

Care recipient D

- fell out of a low bed onto a crash mat
- did not result in a major injury

- ③ Number of care recipients whose records were assessed for falls and major injury
- ① Number of care recipients excluded because they were absent from the service for the entire quarter
- ② Number of care recipients who experienced one or more falls at the service during the quarter
- ① 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).

Submit QI Program data

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 quarter**



More information

The QI Program Manual, and other guidance materials, are available on the Department of Health and Aged Care [website](#).

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.