



# National Aged Care Quality Indicator Program (QI Program)

Information Sheet for board directors and senior executives

## What is the QI Program?

The QI Program reports quality indicator data from all registered providers (providers) of approved residential care homes (aged care homes). Quality indicators measure important areas of care affecting the health and wellbeing of individuals living in aged care homes (individuals/residents). Since 1 July 2019, the QI Program has required all providers to collect quarterly quality indicator data.

## What are the benefits of the QI Program?

The QI Program supports:

- aged care homes to measure, monitor and improve the quality of care they provide to residents
- older people in Australia and their families with transparent information when making choices about residential aged care
- policy and system-level improvement by providing measures of aged care quality.

## The QI Program includes the following quality indicators:

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### Pressure injuries

- Percentage of individuals with one or more pressure injuries.
  - Percentage of individuals with pressure injuries reported against six pressure injury stages.
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### Restrictive practices

- Percentage of individuals who were subject to the use of a restrictive practice (other than chemical restraint).
  - Percentage of individuals who were subject to the use of a restrictive practice (other than chemical restraint) exclusively through the use of a secure area.
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### Unplanned weight loss

- Percentage of individuals who experienced significant unplanned weight loss (5% or more).
  - Percentage of individuals who experienced consecutive unplanned weight loss.
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### Falls and major injury

- Percentage of individuals who experienced one or more falls.
  - Percentage of individuals who experienced one or more falls resulting in major injury.
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### Medication management

- Percentage of individuals who were prescribed nine or more medications.
  - Percentage of individuals who received antipsychotic medications.
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### Activities of daily living

- Percentage of individuals who experienced a decline in activities of daily living.
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### Incontinence care

- Percentage of individuals who experienced incontinence associated dermatitis.
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### Hospitalisation

- Percentage of individuals who had one or more emergency department presentations.
  - Percentage of individuals who had one or more emergency department presentations or hospital admissions.
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### Workforce

- Percentage of staff turnover.
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### Consumer experience

- Percentage of individuals who report 'good' or 'excellent' experience of the service.
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### Quality of life

- Percentage of individuals who report 'good' or 'excellent' quality of life.
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### **Enrolled nursing**

- Proportion of enrolled nursing care minutes.
- Proportion of nursing care minutes.



### **Allied health**

- Allied health care minutes.
- Percentage of recommended allied health services received.



### **Lifestyle officers**

- Lifestyle officers care minutes.
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## **What does the QI Program mean for me?**

The QI Program supports access to information on the quality of care being delivered by aged care providers. This information can be used to measure and monitor care within your aged care home and guide the delivery of better care by informing quality improvement activities at resident and broader service levels.

QI Program data is also available to assist residents and their families to make more informed decisions about aged care home options.

Dedicated resources to assist understanding the QI Program data and to support quality improvement activities are available on the [QI Program website](#).

## **How can I access QI Program data?**

National, state and territory level QI Program reports are published every 3 months on the Australian Institute of Health and Welfare [GEN Aged Care Data website](#), with data also available by remoteness.

A subset of the QI Program data also feeds into the quality measures rating in Star Ratings. Star Ratings for all aged care homes are published on the [My Aged Care website](#). This information helps older people to make more informed choices about their aged care.

## Where can I find more information?

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For dedicated QI Program resources and guidance materials:

- Department of Health, Disability and Ageing website:  
<https://www.health.gov.au/our-work/qi-program/resources>

For additional QI Program assistance:

- My Aged Care provider and assessor helpline  
1800 836 799 (and select option 5)  
Monday - Friday (8am - 8pm) or  
Saturdays (10am - 2pm)
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## Improving Australia's aged care system

The Australian Government has delivered major changes to improve aged care.



Visit **health.gov.au/aged-care-reforms**



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.