



Australian Government

Department of Health, Disability and Ageing



National Aged Care Quality Indicator Program (QI Program)

Quick Reference Guide: Hospitalisation

This guide helps registered providers of approved residential care homes to collect and report data on hospitalisation for the QI Program.

You must report the hospitalisation quality indicator against:



- **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**

Many emergency department presentations or admissions to hospital are avoidable if people have timely access to appropriate healthcare services. Excessive transfers of residents to the emergency department may indicate poor care quality and access.

An **emergency department presentation** occurs when a resident presents to an emergency department or urgent care centre. This includes all emergency department presentations occurring in person, or via a technology enabled platform (e.g. telehealth or virtual).

A **hospital admission** occurs when a resident is accepted by a hospital inpatient specialty service for ongoing management. This includes all hospital admissions, planned or unplanned, of any length (e.g. same day or overnight), occurring in any location (e.g. hospital or hospital in the home).

Collect hospitalisation data



Complete a single review of the care records of each resident for the entire reporting period (quarter).

The review must be:

- after the end of the current quarter
- before data is due (the 21st day of the month after the quarter ended).



Record the number of residents:

- excluded because they were absent from the aged care home for the entire quarter
- who had one or more emergency department presentations during the quarter
- who had one or more emergency department presentations or hospital admissions during the quarter.

Report hospitalisation data



Report the number of residents:

- who had one or more emergency department presentations



Additionally, report the number of residents:

- assessed for hospitalisation
- excluded because they were absent from the aged care home for the entire quarter
- who had one or more emergency department presentations or hospital admissions.

Registered providers of approved residential care homes must collect and report on hospitalisation data quarterly. See the [QI Program Manual– Part A](#).

Example

Resident A	Resident B	Resident C
presented to the emergency department without hospital admission	presented to the emergency department and was admitted to hospital	was admitted to hospital for planned treatment
 Number of residents assessed for hospitalisation		
 Number of residents excluded because they were absent from the aged care home for the entire quarter		
 Number of residents who had one or more emergency department presentations		
 Number of residents who had one or more emergency department presentations or hospital admissions		

Data recording templates for each quality indicator are available on the [QI Program resources webpage](#). Use the templates to calculate and summarise data to submit through the Government Provider Management System (GPMS).

Submit QI Program data

There are **3 ways** you can submit QI Program data:



1. through the GPMS
2. via a bulk file upload
3. 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



You can find the QI Program Manual and other guidance on the [QI Program's resources webpage](#).

For assistance, contact the My Aged Care provider and assessor helpline on **1800 836 799** and select option 5.

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 to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.