



# National Aged Care Quality Indicator Program (QI Program)

## Quick Reference Guide: Incontinence care

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

You must report the incontinence care quality indicator against:



- **Percentage of individuals who experienced incontinence associated dermatitis**

**Incontinence** describes accidental or involuntary loss of urine from the bladder or faeces from the bowel. Incontinence can impact independence, health and quality of life. For the purposes of the QI program, a resident experiences **incontinence** if during the reporting period (quarter) urinary incontinence occurs more than once a day or faecal incontinence more than once a week.

**Incontinence associated dermatitis (IAD)** type of skin irritation or damage, due to prolonged contact with urine or faeces. It is often characterised by redness, inflammation and/or skin breakdown. The quality of incontinence care can be measured by the prevalence of poor outcomes such as IAD.

For the purposes of the QI program, incontinence associated dermatitis is assessed using the Ghent Global IAD Categorisation Tool, included in the QI Program Manual – Part A.

## Four incontinence associated dermatitis categories

The Ghent Global IAD Categorisation Tool includes the following IAD categories:

## Category 1: Persistent redness

- 1A: Persistent redness without clinical signs of infection
- 1B: Persistent redness with clinical signs of infection

## Category 2: Skin loss

- 2A: Skin loss without clinical signs of infection
- 2B: Skin loss with clinical signs of infection

## Collect incontinence data



Monitor incontinence related care and skin integrity as part of the resident's routine personal care (e.g. bathing and toileting)

A single assessment for each resident, around the same time each quarter as part of routine care



Record the number of residents:

- excluded because they were absent from the aged care home for the entire quarter
- excluded from IAD assessment because they did not have incontinence
- who had incontinence



For each resident with incontinence, record if they experienced IAD, as well as recording against each of the four sub-categories

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

## Report incontinence data



**Report** the number of residents with incontinence:

- who experienced IAD
- who experienced IAD, reported against each of the four sub-categories:
  - 1A: Persistent redness without clinical signs of infection
  - 1B: Persistent redness with clinical signs of infection
  - 2A: Skin loss without clinical signs of infection
  - 2B: Skin loss with clinical signs of infection.



**Additionally, report** the number of residents:

- assessed for incontinence care
- who experienced incontinence
- excluded because they were absent from the aged care home for the entire quarter
- excluded from IAD assessment because they did not have incontinence.

## Example

| Resident A                                                                                                                                                                             | Resident B                                                                                                                      | Resident C                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• has urinary incontinence more than once per day</li><li>• has persistent redness with no clinical signs of infection (Category 1A)</li></ul>   | <ul style="list-style-type: none"><li>• has urinary incontinence more than once per day</li><li>• has no signs of IAD</li></ul> | <ul style="list-style-type: none"><li>• has faecal incontinence more than once per week</li><li>• has skin loss with no clinical signs of infection (Category 2A)</li></ul> |
|  Number of residents assessed for incontinence care                                                   |                                                                                                                                 |                                                                                                                                                                             |
|  Number of residents who experienced incontinence                                                     |                                                                                                                                 |                                                                                                                                                                             |
|  Number of residents excluded because they were absent from the aged care home for the entire quarter |                                                                                                                                 |                                                                                                                                                                             |
|  Number of residents excluded from IAD assessment because they did not have incontinence             |                                                                                                                                 |                                                                                                                                                                             |
|  Number of residents with incontinence who experienced IAD                                          |                                                                                                                                 |                                                                                                                                                                             |
| Number of residents who experienced IAD, reported against each of the four sub-categories:                                                                                             |                                                                                                                                 |                                                                                                                                                                             |
|  Category 1A: Persistent redness without clinical signs of infection                                |                                                                                                                                 |                                                                                                                                                                             |
|  Category 1B: Persistent redness with clinical signs of infection                                   |                                                                                                                                 |                                                                                                                                                                             |
|  Category 2A: Skin loss without clinical signs of infection                                         |                                                                                                                                 |                                                                                                                                                                             |
|  Category 2B: Skin loss with clinical signs of infection                                            |                                                                                                                                 |                                                                                                                                                                             |

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.

The helpline is closed on Sunday and public holidays. It is open:

- between 8am and 8pm Monday to Friday
- between 10am and 2pm on Saturday.

## Improving Australia's aged care system

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



Visit **[health.gov.au/aged-care-reforms](https://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.