National Aged Care Quality Indicator Program (QI Program)

Quick Reference Guide: Quality of life

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

You must report the quality of life quality indicator against:

- **Percentage of individuals who report 'good' or 'excellent' quality of life**

Regular monitoring of quality of life in aged care is an important part of routine care. Although the care needs of older people may change over time, the desire for a good quality of life does not diminish.

Quality of life is assessed using the Quality of Life Aged Care Consumers© (QOL-ACC) tool. Residents can be assessed using the appropriate version of the QOL-ACC assessment tool: Self-Complete Version, Interviewer Facilitated Version or the Proxy Version.

The QOL-ACC tool asks residents to indicate their quality of life by selecting the most appropriate statement using a five or six-point scale. This ranges from 'none of the time' to 'all of the time' for five of the six survey questions. The question about pain has an additional 'not applicable' option.

The resident's scores for each of the six questions is added together to give a total score, and is then assigned to one of five categories describing overall quality of life. Guidance in QI Program Manual - Part A provides a rescaling tool if a resident answers 'not applicable'.

Five quality of life categories

There are five categories for the QOL-ACC tool:

- 'Excellent' (residents who score between 22–24)
- 'Good' (residents who score between 19–21)
- 'Moderate' (residents who score between 14–18)
- 'Poor' (residents who score between 8–13)
- 'Very poor' (residents who score between 0–7)

Collect quality of life data

Offer the QOL-ACC Self-Complete Version for self-completion to all suitable residents with no or mild cognitive impairment, around the same time every quarter

Arrange interviewer facilitated completion for all residents requiring assistance, using the QOL-ACC Interviewer Facilitated Version (e.g. residents requiring support with reading the questions or writing responses)

Arrange proxy-completion for all residents who cannot complete the QOL-ACC through self-completion or interviewer facilitated completion, using the QOL-ACC Proxy Version (e.g. residents with moderate or severe cognitive impairment)

Record the number of residents:

- excluded because they were absent from the aged care home for the entire quarter
- excluded because they did not choose to complete the QOL-ACC for the entire quarter
- who reported quality of life through each completion mode of the QOL-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the five categories

Report quality of life data

Report the number of residents who reported quality of life through each completion mode of the QOL-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the five categories

Additionally, report the number of residents:

- offered a quality of life assessment through self-completion, interviewer facilitated completion or proxy-completion
- excluded because they were absent from the aged care home for the entire quarter
- excluded because they did not choose to complete the QOL-ACC for the entire quarter

Registered providers of approved residential care homes must collect and report on quality of life data quarterly. See the QI Program Manual – Part A.

Example

Resident A	Resident B	Resident C
• reported quality of life through self-completion • reported a score of 22 ('Excellent')	• reported quality of life through interviewer facilitated completion • reported a score of 3 ('Very poor')	• reported quality of life through proxy-completion • reported a score of 19 ('Good')

(3) Number of residents offered a QOL-ACC assessment

(0) Number of residents excluded because they were absent from the aged care home for the entire quarter

(0) Number of residents excluded because they did not choose to complete the QOL-ACC for the entire quarter

Number of residents who reported quality of life through self completion of the QOL-ACC, scored against the five categories:

(1) 'Excellent' (residents who score between 22–24)

(0) 'Good' (residents who score between 19–21)

(0) 'Moderate' (residents who score between 14–18)

(0) 'Poor' (residents who score between 8–13)

(0) 'Very poor' (residents who score between 0–7)

Number of residents who reported quality of life through interviewer facilitated completion of the QOL-ACC, scored against the five categories:

(0) 'Excellent' (residents who score between 22–24)

(0) 'Good' (residents who score between 19–21)

(0) 'Moderate' (residents who score between 14–18)

(0) 'Poor' (residents who score between 8–13)

(1) 'Very poor' (residents who score between 0–7)

Number of residents who reported quality of life through proxy completion of the QOL-ACC, scored against the five categories:

(0) 'Excellent' (residents who score between 22–24)

(1) 'Good' (residents who score between 19–21)

(0) 'Moderate' (residents who score between 14–18)

(0) 'Poor' (residents who score between 8–13)

(0) 'Very poor' (residents who score between 0–7)

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 three ways to 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 quarte**r

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**

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.