



Australian Government

Department of Health, Disability and Ageing

NATIONAL AGED CARE QUALITY
INDICATOR PROGRAM

Enrolled Nursing



ENTER

Make it count

Continuous improvement is about seeking and applying opportunities to enhance the quality of care and outcomes for residents.

Take 60 seconds to understand how to measure and report on enrolled nursing and help your aged care home enhance the quality of care and outcomes for your residents.





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Why measurement matters



Nurses are essential health professionals who care for people in health and aged care settings. Nurses have the credentials, knowledge and skills to provide high quality care where and when residents need it.

The Government funds registered providers through Australian National Aged Care Classification (AN-ACC) to have a sufficient mix of Registered Nurses (RNs), Enrolled Nurses (ENs) and Personal Care Workers/ Nursing Assistants (PCWs/NAs) on duty at all times. This is crucial to providing safe and quality care to residents in aged care homes.

ENs are staff who provide nursing care under the direct or indirect supervision of an RN. They have completed the prescribed education preparation and demonstrate competence to practice under the National Law as an EN in Australia.

RNs are staff who have completed the prescribed education preparation, demonstrate competence to practice, and are registered under the National Law as an RN in Australia.

PCW/NAs are employees classified under Schedule B.2 in the Aged Care Award 2010 as an Aged Care employee – direct care level 1 to level 6. A registered provider may employ a PCW in an equivalent role in a corresponding award/ enterprise agreement; or an individual contract/agreement. The primary responsibility of a PCW/NA is to directly provide personal care services to residents under the supervision of a RN or EN.





Impact of enrolled nurses

Enrolled nurses are vital members of residential aged care teams.

To provide high quality care, providers should ensure sufficient EN staffing.

Click on the boxes to learn about how enrolled nurses contribute to the care of older people in aged care homes.



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Provide physical and emotional care



Multidisciplinary team care



Administer medication



Maintain infection prevention and control



Perform clinical assessments



Improved quality of life





How to collect data for enrolled nursing

Enrolled nursing for the purposes of the QI Program will be calculated from data submitted through the Quarterly Financial Report (QFR).

Click on the boxes to learn more.





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Providers are to report EN, RN and PCW/NA labour hours as well as occupied bed days for the quarter as part of the QFR



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Proportion of EN care minutes = EN care minutes per individual per day/ Total care minutes (EN + RN + PCW) per individual per day





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Data pulled from QFR across into QI Program application in GPMS





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Data from QFR are used to work out EN care minutes per individual per day, RN care minutes per individual per day and the total care minutes per individual per day.





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Proportion of nursing care minutes = Nursing (EN+RN) care minutes per individual per day/Total care minutes (EN + RN + PCW) per individual per day

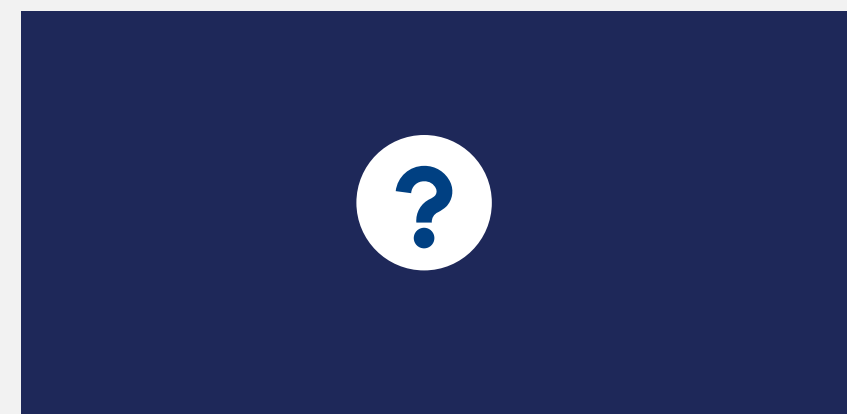




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Providers are not required to report anything separately for this indicator





Quality improvement

There are well established links between the capacity of aged care staff and the quality of care provided. Standard 2 (Outcome 2.8) of the Strengthened Aged Care Quality Standards requires residents to receive quality care and services by a skilled and qualified workforce who are knowledgeable, capable and caring. The main duties of an EN encompass direct care, clinical care, and care coordination. Reducing the number of ENs in aged care homes is likely to be detrimental to care and safety for residents as well as place increased burden on other staff.

Use the checklist on the right to help identify and implement interventions to improve EN retention and continuity of care.



Ensure enough of the right nursing staff in the right roles



Prioritise education and training



Create a collaborative work environment



Act on staff and resident concerns about nursing care capacity and quality



Monitor care minutes delivery according to staffing category

For detailed information on potential prevention and management strategies, and quality improvement activities, please refer to the **QI Program Manual – Part B**.





Ask QIRI

The Quality Indicator Reporting Instructor (QIRI) answers your questions about enrolled nursing.

Click on a speech bubble to learn a top tip from QIRI.

Will we need to report through the QI Program app for enrolled nursing?

There is a due date difference between QI and QFR. How will this be managed?





Ask QIRI

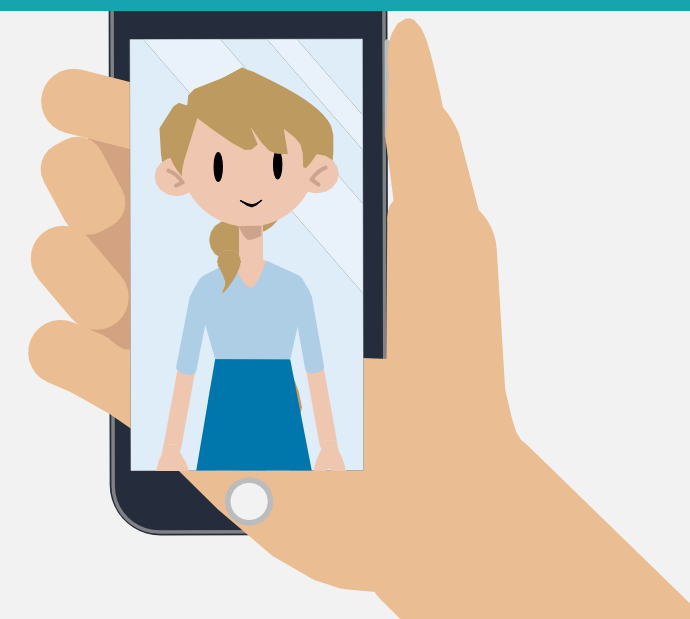
The Quality Indicator Reporting Instructor (QIRI) answers your questions about enrolled nursing.

[CLOSE](#)

The department will calculate the EN QIs from data reported in the QFR. You will not need to report this separately in the QI Program app.

When providers submit data for the QFR, the relevant data will be pulled across to the QI Program app in GPMS and calculations undertaken to support the data points. This will minimise the reporting burden on providers for these indicators.

It also gives providers the ability to view this data alongside their other QI Program data to identify trends and support quality improvement.





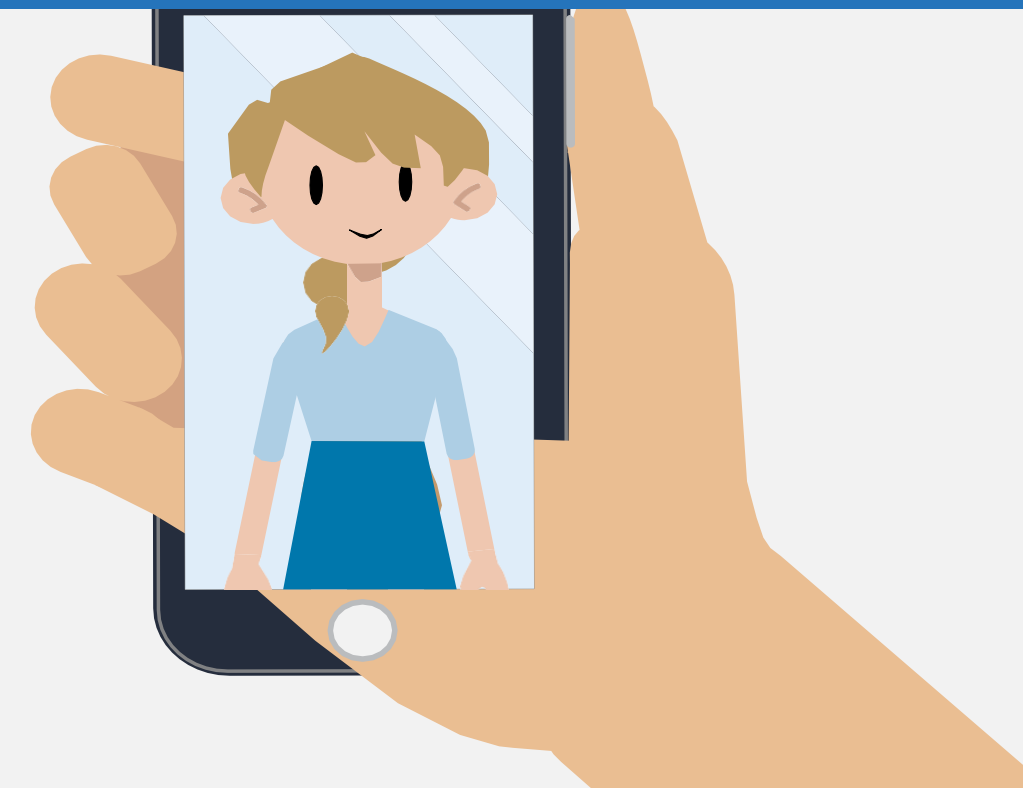
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The reporting dates for QFR and QIs are intentionally different to lessen the amount of reporting for providers due at the same time. The data to support the staffing QIs from the QFR will not be visible in your QI app in GPMS until you have completed the initial submission of your QFR data.

Reporting for all other QIs will continue to be due on the 21st day of the month following the close of each reporting quarter.





Quality indicator challenge



Congratulations!

**You have
completed Module
Thirteen – Enrolled
Nursing.**

Test your knowledge in the box on the right then move onto the next module.

Take the quick quiz!

Is there anything changing for the QFR reporting because of the staffing QIs?

- ☐ Yes, the due date for QFR will change to align with QI Program reporting
- ☐ No, there are no changes to QFR reporting

