



The National Aged Care Mandatory Quality Indicator Program (QI Program)

Information Sheet for Board Directors and Senior Executives

What is the QI Program?

The National Aged Care Mandatory Quality Indicator Program (QI Program) requires all government-subsidised residential aged care providers to report quarterly on important areas of care that affect care recipients' health and wellbeing.

What is the purpose of the QI Program?

Quality indicator data gives information about the care delivered and can show providers what is working well, and areas of care that may need improvement.

QI Program data can support providers of aged care and care teams to engage in continuous quality improvement and work together to achieve better care outcomes.

Over time, QI Program data will give consumers and their families information to make more informed decisions about the care they receive.

The QI Program includes five quality indicators from 1 July 2021:



Pressure injuries

- Percentage of care recipients with pressure injuries, reported against six pressure injury stages.



Falls and major injuries

- Percentage of care recipients who experienced one or more falls.
- Percentage of care recipients who experienced one or more falls resulting in major injury.



Unplanned weight loss

- Percentage of care recipients who experienced significant unplanned weight loss (5% or more).
- Percentage of care recipients who experienced consecutive unplanned weight loss.



Physical restraint

- Percentage of care recipients who were physically restrained.



Medication management

- Percentage of care recipients who were prescribed nine or more medications.
- Percentage of care recipients who received antipsychotic medications.



What does the QI Program mean for me?

QI Program data provides information about the quality of care being delivered in your organisation, which you can use to support you to deliver better care.

Care recipients and their families may request QI Program data to help them make more informed decisions about their care.

The QI Program offers an opportunity to communicate, engage and better involve your care recipients and their families in making quality care decisions together.

National, state and territory level QI Program data is published every three months on the Australian Institute of Health and Welfare (AIHW)'s [GEN Aged Care Data website](#).

Providers can access their own QI data and national average reports via the [My Aged Care provider portal](#). These reports allow you to compare how your service is performing, collaborate with GPs and allied health professionals, and identify opportunities for improvement.



Where can I find more information?

The QI Program Manual, and other guidance materials, are available on the Department of Health website www.health.gov.au/qi-program.

For QI Program assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799.

The helpline is available between 8am and 8pm Monday to Friday, and between 10am and 2pm on Saturday local time across Australia, except for public holidays.