

My Aged Care Quick Reference Guide - How to access and use the Quality Indicators application

This guide is designed to inform ‘team leaders’, ‘staff members’ and ‘administrators’ about accessing and using the Quality Indicator application in the My Aged Care provider portal.

The guide is split into sections as follows:

- [What am I able to do based on my role?](#)
- [How do I grant access to the quality indicator Application?](#)
- [How do I upload my quality indicator data in a file?](#)
- [How do I manually enter the quarterly quality indicator data for a facility?](#)
- [More information](#)

What am I able to do based on my role?

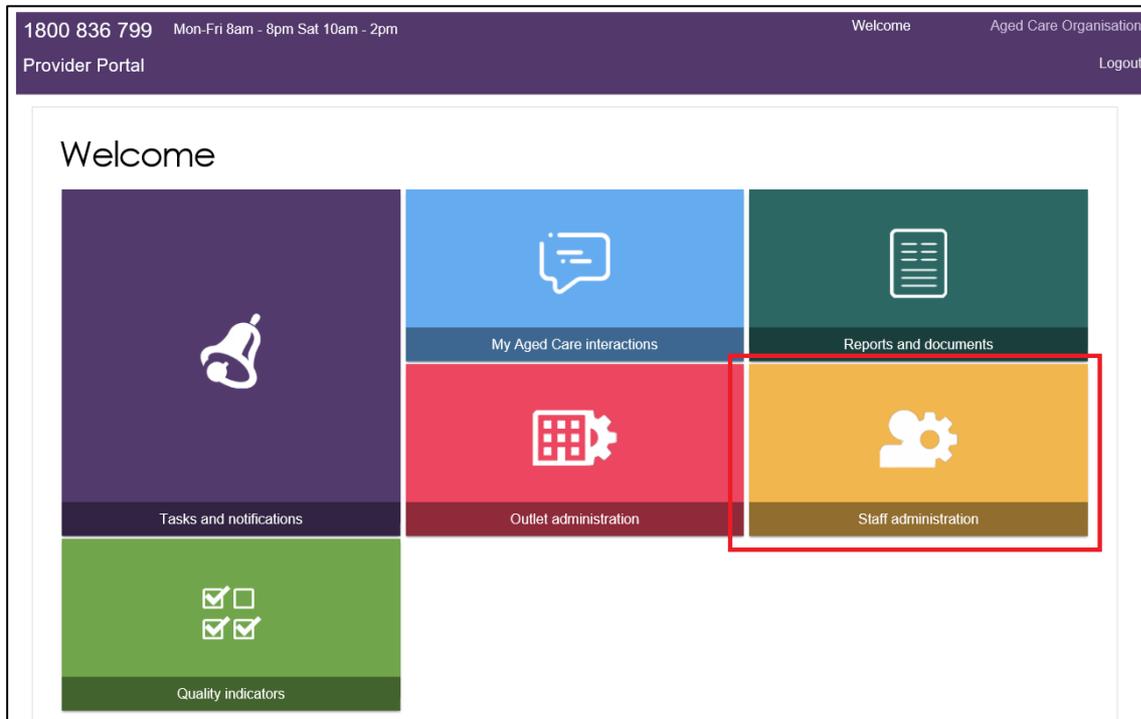
Role	Description of access
Administrator	<ul style="list-style-type: none"> • Enter, save, submit and re-submit quality indicator data and targets
Team Leader, Staff Members assigned with the QI Role	<ul style="list-style-type: none"> • View data in the QI Program Dashboard
Administrator	<ul style="list-style-type: none"> • Manage staff access to the Quality Indicator Application and the QI Program Dashboard

How do I grant access to the quality indicator Application?

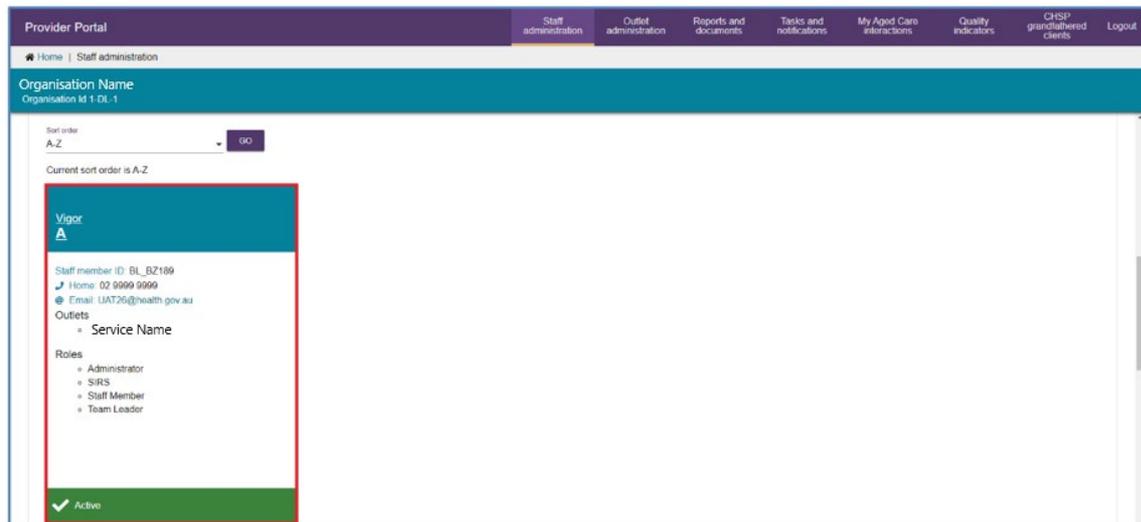
Only an Administrator can add the Quality Indicator Application for Staff Members and Team Leaders.

To add the Quality Indicator tile, the Administrator must:

1. Log in to the My Aged Care provider portal
2. Select 'Staff administration' from the Provider Portal home page

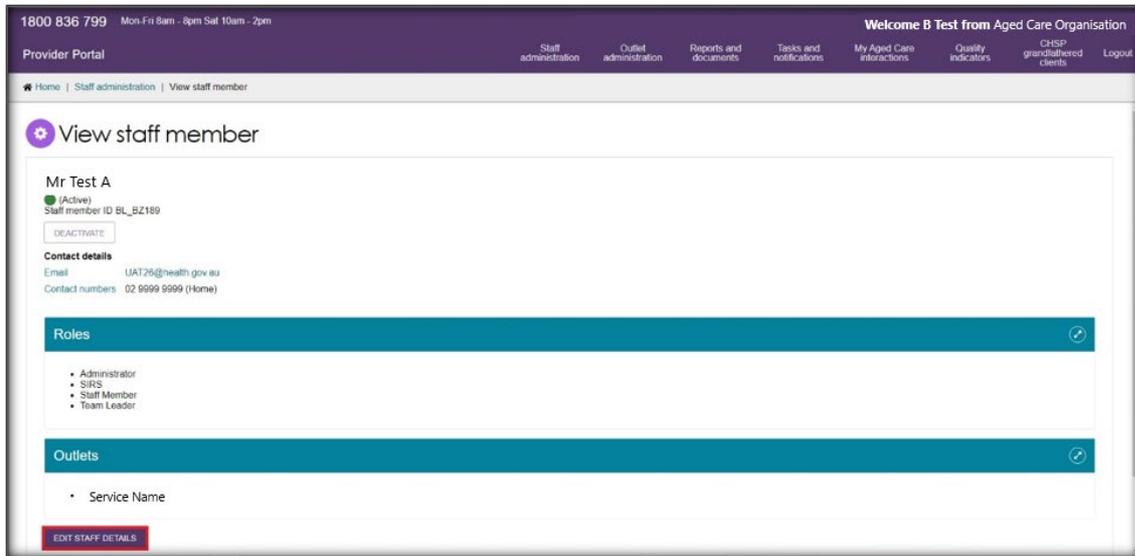


3. On the 'Staff administration' page, click on the person you would like to give access to the Quality Indicator Application.

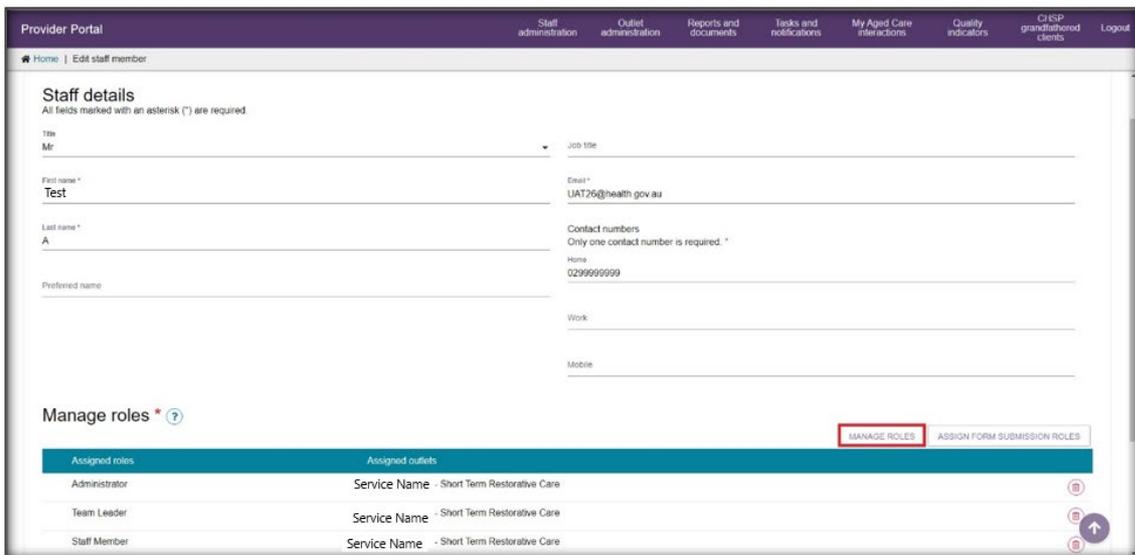


 For information about how to add a staff member to your facility in the My Aged Care provider portal, please refer to the [My Aged Care provider portal user guide part one - administrator functions](#).

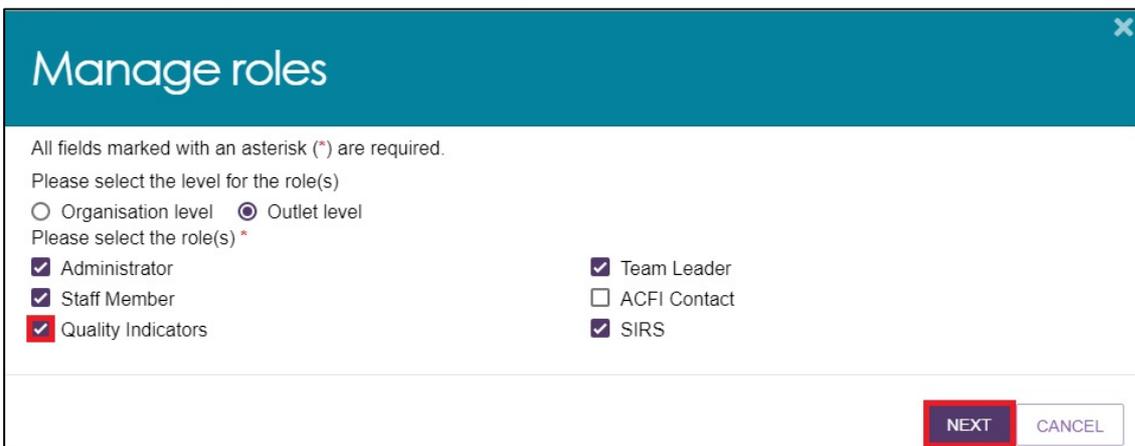
4. Select 'Edit staff details'.



5. Scroll down and click 'Manage Roles'.



6. Select 'Quality Indicators' followed by 'Next'.



Please note: Administrators will have access to the 'Quality Indicator' tile, although the 'Quality Indicator' role may not appear

7. Check the correct outlets are selected and click 'Save Roles'.

Manage roles

All fields marked with an asterisk (*) are required.

Primary outlet *
Service Name

Please select outlets for the role(s) *

- Service Name Service
- Service Name Group
- Service Name Care

BACK SAVE ROLES CANCEL

8. A green box will appear to inform you the new Role has been saved, click 'Save'.

Manage roles * ?

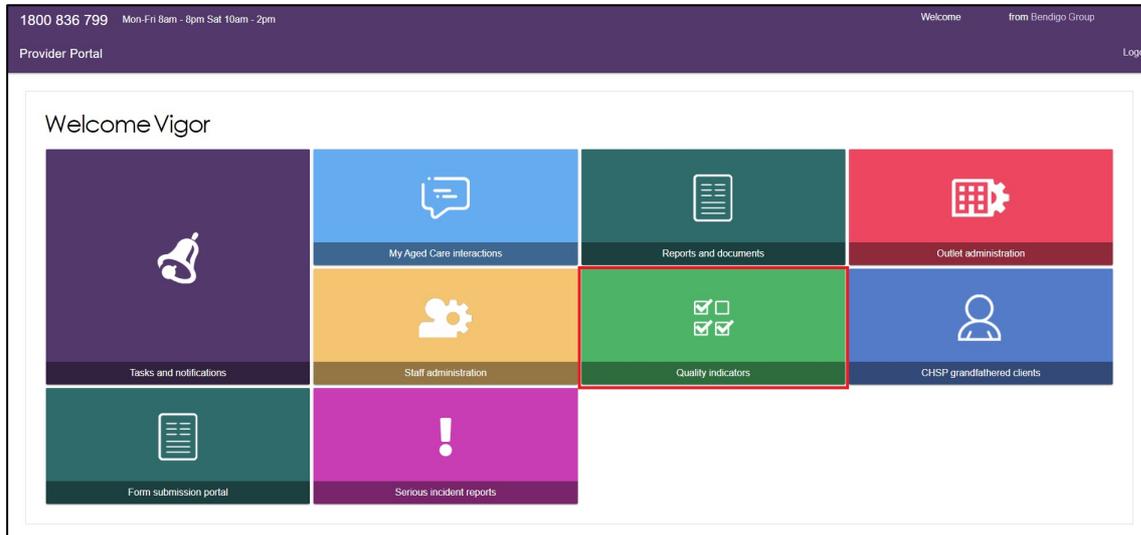
MANAGE ROLES ASSIGN FORM SUBMISSION ROLES

Assigned roles	Assigned outlets
Administrator	Short Term Restorative Care
Team Leader	Short Term Restorative Care
Staff Member	Short Term Restorative Care
Quality Indicators	Short Term Restorative Care
SIRS	Short Term Restorative Care

SAVE CANCEL

Role(s) saved successfully

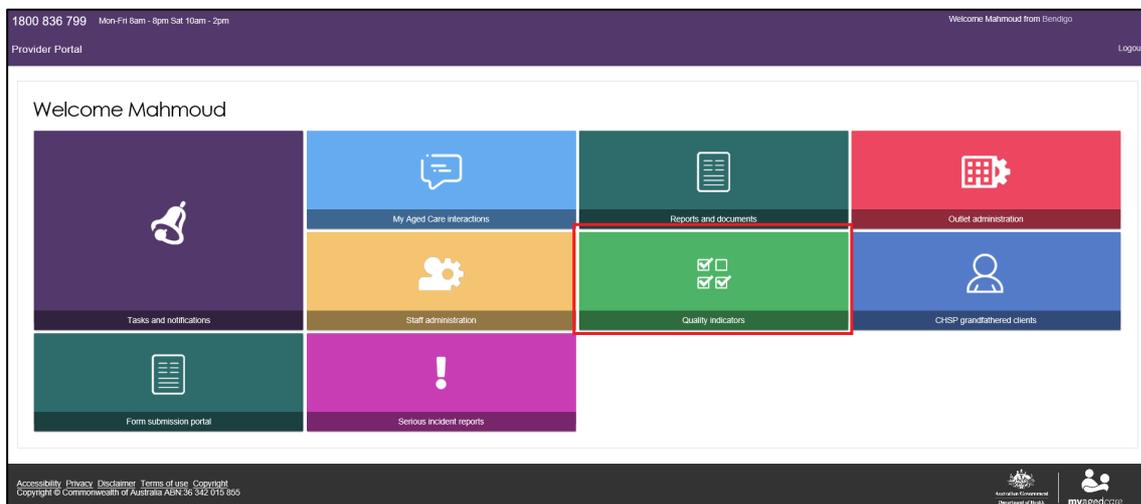
9. The Staff member will now have the Quality Indicators tile active on the Provider Portal home page.



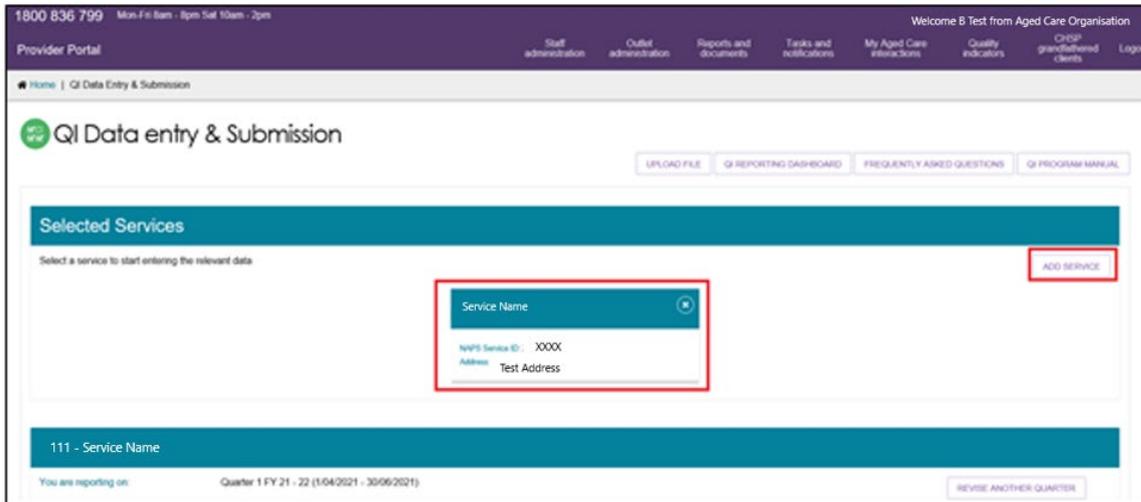
How do I upload my quality indicator data in a file?

You are able to upload a file to enter multiple services' quality indicator data at once. To upload a file, follow the steps below.

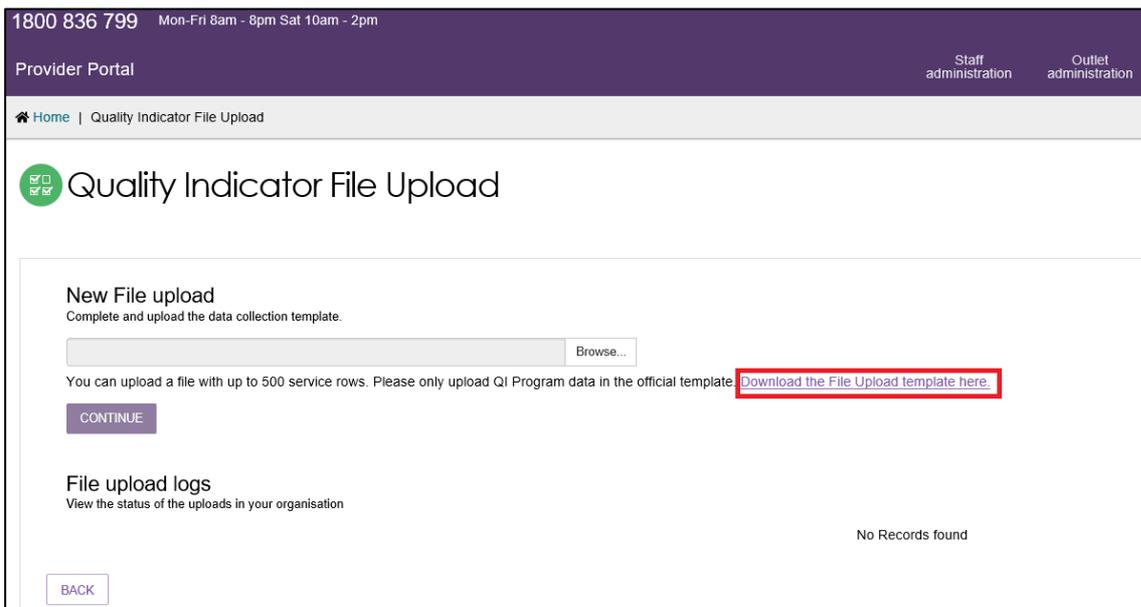
1. From the Provider Portal home page, click on the "Quality Indicators" tile.



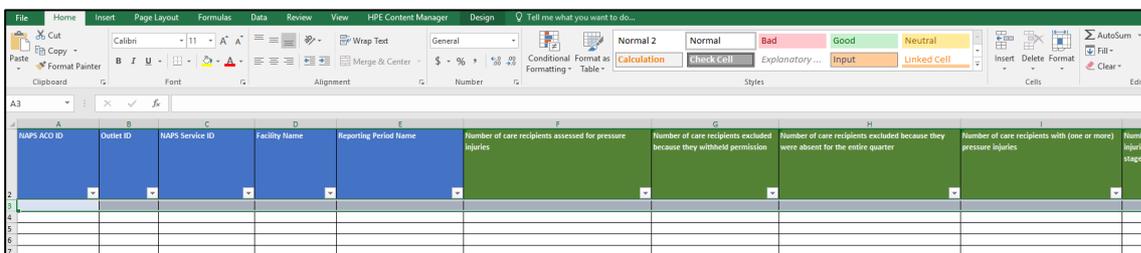
2. Select the service you wish to upload data for.



3. Click the “Upload file for QI data” button.



4. Download the File Upload template. Fill in all required data fields then save the file.



5. To upload to completed file, browse for the file. Then click “continue’ to upload it.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm

Provider Portal Staff administration

Home | Quality Indicator File Upload

Quality Indicator File Upload

New File upload
Complete and upload the data collection template.

Browse...

You can upload a file with up to 500 service rows. Please only upload QI Program data in the official template. [Download the File Upload template here.](#)

CONTINUE

File upload logs
View the status of the uploads in your organisation

No Records found

BACK

6. Follow the prompts on screen to match valid services.

1 800 836 799 Mon-Fri 8 am - 8pm Sat 10am - 2 pm Welcome B Test from Aged Care Organisation

Provider Forms Portal Logout

Home | QI Setup

Quality Indicator File Upload

Service Correction
Please rectify any errors before continuing.

Status	QI Period	MARS Number (S)	Client ID	Facility Name	QI status
Unmatched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name A	Not Found
Unmatched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name B	Not Found
Unmatched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name C	Not Found
Permission required	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name D	Not Found
Matched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name E	Not Started
Matched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name F	Not Started
Matched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name G	In-Progress
Matched	Q1 FY 21/22	XXXX	1-XXXXXXX	Facility Name H	Submitted

BACK CONTINUE

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7. Rectify unmatched services by looking up correct service details.

1800 836 799 Mon-Fri 8am - 6pm Sat 10am - 2pm

Welcome B Test from Aged Care Organisation

Staff administration Outlet administration Reports and documents Tasks and notifications My Aged Care interactions Quality indicators CHSP grandfathered clients Logout

Provider Portal Home | Service Correction Page

Quality Indicator File Upload

Some services could not be found. Please rectify. You do not have permission to edit data for this service.

Service Correction

Please rectify any errors before continuing.

Status

- Permission required
- Permission required

Select correct service

The following service could not be matched to a service that you have access to submit QI Program data for. Please use the search tool below to assign your data to the correct service.

Reporting period: Quarter 1 FY 21 - 22

Outlet ID: XXXX

NAPS Service ID: XXXX

Facility name: Service Name

Search by

Reporting period: Quarter 1 FY 21 - 22

NAPS Service ID: XXXX

Outlet ID: XXXX

Outlet name: Facility name: Service Name

Facility name is Service Name and NAPS Service ID is XXXX and Outlet ID is XXXX and Reporting period is Quarter 1 FY 21 - 22

REPLACE CANCEL

QI Status

- Not found
- Not found

BACK CONTINUE

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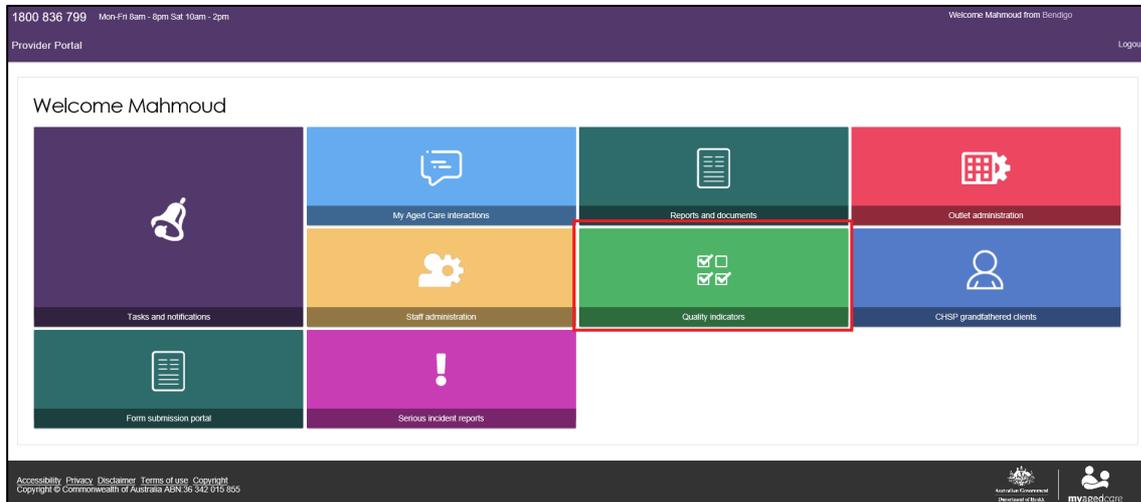
myagedcare

8. Delete data for services that you cannot match.



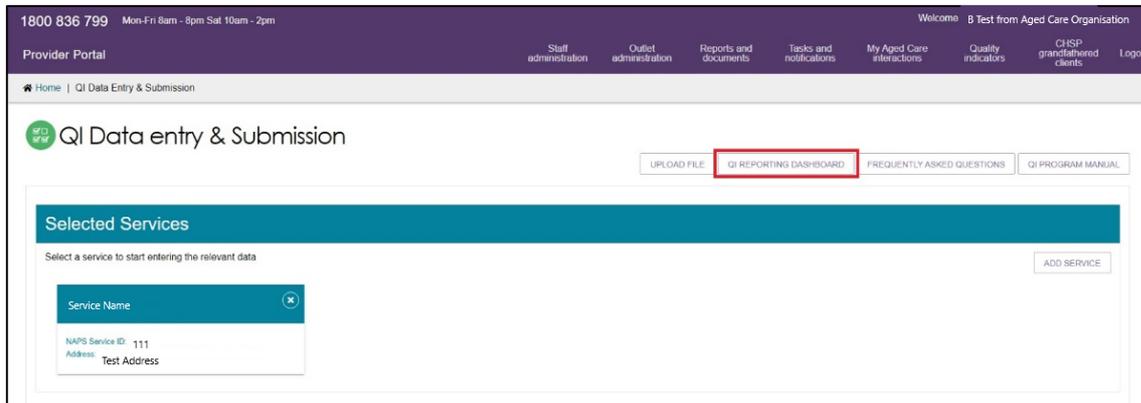
You must re-upload for the services you have removed, or you can enter them manually.

How do I manually enter the quality indicator data for a service?

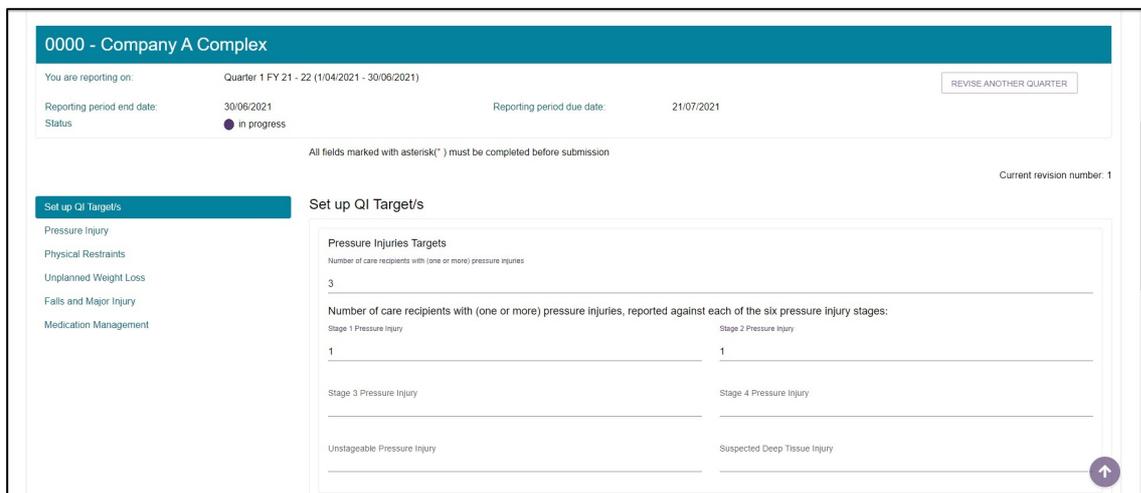


From the Provider Portal home page, click on the 'Quality Indicators' tile.

1. Select the service you wish to enter quality indicator data.



2. Scroll downward on the screen. The Quality Indicator questionnaire is displayed for your selected service.



3. Enter data for:

- Set up QI targets (optional)
- Pressure Injuries (mandatory)
- Physical Restraint (mandatory)
- Unplanned Weight Loss (mandatory)
- Falls and Major Injury (mandatory)
- Medication Management (mandatory)

All fields marked with asterisk(*) must be completed before submission

Current revision number: 2 [VIEW OLDER REVISIONS](#)

Set up QI Target/s

- Pressure Injuries ✓
- Physical Restraint ✓
- Unplanned Weight Loss ✓
- Falls and Major Injury ✓
- Medication Management ✓

Set up QI Target/s

Pressure Injuries Targets
Number of care recipients with one or more pressure injuries
4

Number of care recipients with one or more pressure injuries reported against each of the six pressure injury stages:

Stage 1 Pressure Injury	Stage 2 Pressure Injury
2	
Stage 3 Pressure Injury	Stage 4 Pressure Injury
3	3
Unstageable Pressure Injury	Suspected Deep Tissue Injury
4	5

Physical Restraints Targets
Number of care recipients who were physically restrained
70

 Validation checks will be presented if you need to update data. A green tick will be displayed next to the quality indicator once you have correctly inputted your facility's service data.

Set up QI Target/s

- Pressure Injuries ✓
- Physical Restraint ✓
- Unplanned Weight Loss** ✓
- Falls and Major Injury ✓
- Medication Management ✓

4. Click 'submit' or save as a draft.

The screenshot shows the 'Antipsychotics' data entry form in the Provider Portal. The form includes the following fields and values:

- Collection date: 09/06/2021
- Number of care recipients assessed for receipt of antipsychotic medication: 1
- Number of care recipients excluded because they were admitted to hospital for the entire seven-day assessment period: 1
- Number of care recipients who received an antipsychotic medication: 1
- Number of care recipients who received an antipsychotic medication for a medically diagnosed condition of psychosis: 1
- Comments: (empty)

At the bottom of the form, there are 'BACK' and 'SUBMIT' buttons. The 'SUBMIT' button is highlighted in red. The footer of the page contains the text: 'Accessibility Privacy Disclaimer Terms of use Copyright Copyright © Commonwealth of Australia ABN 36 342 015 855' and the 'myagedcare' logo.

5. A green box will appear at the bottom of the screen to inform your data has been successfully submitted.



More information

For further information refer to the [National Aged Care Mandatory Quality Indicator Program Manual](#) which can be downloaded from the Department of Health website www.health.gov.au.

You can also call the My Aged Care Service Provider and Assessor Helpline on **1800 836 799**. If you have a technical issue, don't forget you can ask the call centre staff to escalate your query to the tier 2 team for resolution.

