

# Victorian Healthcare Quality Association

COUNTDOWN TO ZERO - SAFER CARE IN VICTORIA

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# Single Quality Framework for Aged Care

- The Federal Government is developing an end-to-end, market-based aged care system where the consumer drives quality. This includes:
  - a single set of aged care standards for all aged care services,
  - a streamlined approach for assessing provider performance against quality standards, and
  - improved information on quality to help consumers to make choices about the care and services they need.

# Single Quality Framework for Aged Care

The single quality framework will:

- increase the focus on quality outcomes for consumers,
- recognise the diversity of service providers and consumers,
- simplify regulation and reduce effort for providers by:
  - minimising duplication between the standards, other provider responsibilities and other legislation, and
  - streamlining the way provider performance is assessed and monitored against quality standards.

# Single Set of Aged Care Standards

The department is developing a single set of aged care standards to replace the:

- Accreditation Standards (residential services)
- Home Care Standards
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework Standards
- Transition Care Standards.

# New Standards

The new standards will:

- focus on **quality outcomes** for consumers rather than **provider processes**.

Cover 8 main standards:

- Consumer dignity, autonomy and choice,
- Ongoing assessment and planning with consumers,
- Delivering personal care and clinical care,
- Delivering lifestyle services and supports,
- Service environment,
- Feedback and complaints,
- Human resources, and
- Organisational governance.

# Structure of the Standards

Each of the new draft standards is expressed in three ways:

- a statement of outcome for the consumer,
- a statement of expectation for the organisation,
- organisational requirements to demonstrate that the standard has been met.

# Structure of the Standards – an example

## **Consumer outcome**

When I give feedback or make complaints, I see appropriate action taken. I feel safe and comfortable making complaints.

## **Organisation statement**

Regular input and feedback from consumers, carers, the workforce and others is sought and is used to inform individual and organisation-wide continuous improvements.

## **Requirements**

The organisation demonstrates the following:

1. The organisation uses an effective feedback and complaints resolution system based on fairness, accessibility, responsiveness, open disclosure, resolution and learning.
2. Regular feedback is sought from consumers, carers, the workforce and others about their experiences of the service.
3. Consumers, carers and others are encouraged and supported to make complaints, provide feedback and access advocacy services, language services and other mechanisms for resolving complaints.
4. The workforce is supported to recognise, report and appropriately respond to complaints.
5. Systems are in place to ensure information from feedback and complaints is used to drive continuous improvement in the quality of care and services.

# Consultation Process – where to next?

- Invitation to make a submission on the Consultation Paper - now closed.
- Consumer and Provider Forums across Australia – completed.
- Review of submissions and refinement to the standards wording.
- Standards to be piloted in the second half of 2017.
- Legislative changes, including the review and revision of the Charters of Care Recipients' Rights and Responsibilities to form a single charter across aged care.
- Subject to the agreement of the Australian Government and amendments to the legislation, it is expected the new standards will take effect from 1 July 2018.
- Development of supporting documentation, education and guidance materials.

# Streamlined Approach for Assessing Provider Performance

3 Options have been shared with the industry:

**Option 1:** An assessment process based on aged care setting with different approaches used for residential settings and home/community settings (based on the status quo with improvements).

**Option 2:** Introducing a single risk based assessment process that is applicable to all aged care settings.

**Option 3:** Use of a safety and quality declaration by organisations providing low risk services readily available to the broader population. (If supported this option can be combined with Option 1 or Option 2).

# Improved Information on Quality

Several initiatives have or will be introduced:

- National Quality Indicator Program
- Consumer Facing Audit Reports
- Publication on pricing and service offering on the *My Aged Care* website
- More to Come!

# What's Next

1. The Commonwealth Department of Health is working on:
  - How assessment to the Standards will be undertaken.
  - Whether there are standards that will be applicable to all service types and some that may not be.
  - Further consultation as necessary.
2. The Australian Aged Care Quality Agency is developing:
  - Guidance material to support the new standards.
  - Consumer Facing Audit Reports.

Thank You!