



# AAQHC Newsletter

**A Voice For Safety and Quality**

MARCH 28, 2017

VOLUME 1, NUMBER 3

*"Quality in a service or product is not what you put into it. It is what the client or customer gets out of it."  
~Peter Drucker*

## **President's Message**

Dear Members

The start of 2017 has been busy with Education Days being planned for 3 States. Victoria has a 2 day conference on May 22 and 23, NSW has an Education day on Thursday June 8 and planning is in progress for an education day in SA in September. All these details will be available on our website. So keep tuned. Remember your membership entitles you to reduced registration fees.

Also on the website are all of the updated policies and the 2017 strategic plan for your information.

We have included an article on the updated Aged Care standards for your information. We have had enquiries from quality managers working in Aged care for updated information.

The Council is planning on sending more frequent Newsletters to keep our members informed of current happenings

Robyn Quinn  
President  
AAQHC

## **Promoting Your Quality Initiatives – Publish in the AAQHC Newsletter**

Publication of articles in the AAQHC Newsletter is a great way to promote quality initiatives that have made a difference to the patient/consumer and/or family and promote your/your team's great work to a wider audience. The Newsletter is a mechanism to share ideas between quality staff across Australasia, however it needs your input to be successful. If you have a great idea, thoughts on patient safety/quality and or an example of a quality initiative put pen to paper and send it through to the following address:

[newsletter@aaqhc.org.au](mailto:newsletter@aaqhc.org.au)

When writing your article for the Newsletter – use clear and direct language and if possible use the following headings (if appropriate):

- Background (clear description of problem trying to solve)
- Initiative/change implemented (can describe the who, and what of the action)
- Evaluation – evidence that made a difference to the problem that you were trying to solve
- Learnings for others

## Featured Article

### Aged Care Standards Review

As we know, and articulated on the Australian Aged Care Quality Agency (the Agency) [website](#)<sup>i</sup>, accreditation is an internationally recognised evaluation process used in many countries to assess the quality of care and services provided in a range of areas such as health care, long term residential aged care, disability services, and non-health related sectors such as child care. Accreditation has been rapidly adopted by health and aged care services worldwide as part of a safety and quality framework.

The Agency suggests “contemporary accreditation programs have both compliance and quality elements that work in a complementary way to promote quality and safety. Accreditation programs focus on continuous quality improvement strategies. They usually consist of a process that involves self-assessment, review or assessment of performance against predetermined standards by an external independent body, and monitoring of ongoing performance against the standards by the accreditation body”<sup>ii</sup>.

Unlike other systems in Australia, the Agency is currently the only body able to assess organisations against the 4 sets of standards and it is a statutory agency subject to the *Public Governance, Performance and Accountability Act 1997*. Its functions, set out in legislation, include:

- accrediting residential care services,
- conducting quality review of home care services,
- register quality assessors,
- advise the Secretary of the Department of Health about aged care services that do not meet the Standards,
- promote high quality care, innovation in quality management and continuous improvement, and
- to provide information, education and training.

Also unlike other systems in Australia and elsewhere, the standards applicable to aged care are written in legislation and some have been in place since 1997.

The [Accreditation Standards](#)<sup>iii</sup> applying to Residential Services (*Quality of Care Principles 2014*) cover 4 main areas;

- 1) Management systems, staffing and organisational development,
- 2) Health and personal care,
- 3) Care recipient lifestyle, and
- 4) Physical environment and safe systems.

In Home Care, including the Commonwealth Home Support Program, Providers follow the [Home Care Common Standards](#)<sup>iv</sup> which include:

- 1) Effective management,
- 2) Appropriate access, and
- 3) Service user rights and responsibilities.

The National Aboriginal and Torres Strait Islander Flexible Care Program, follow the [National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Standards](#)<sup>v</sup> which include:

- 1) Care delivery information, and
- 2) Management and accountability.
- 3)

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Contact us at

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The Transition Care Program follow the [Transition Care Programme Quality Standards](#)<sup>vi</sup> which include:

- 1) Optimising independence and wellbeing,
- 2) Multidisciplinary approach and therapy focussed care, and
- 3) Seamless care.

For providers of multiple types of age care services, they currently face a range of accreditation systems that might be similar, but still require individual processes to ensure compliance. In such a system, consumers find it difficult to understand what they can expect and the system is complicated to navigate.

However, as part of reforms to the aged care system, the Federal Government is developing an end-to-end, market-based system with the aged care industry, where competition, and ultimately the consumer will drive quality. This includes developing a single aged care quality framework with:

- a single set of aged care standards, differentiated by service type,
- streamlined quality assessment processes across residential and community aged care, and
- improved quality information to help consumers to make choices about the care and services they need.

The Department of Health (DoH) suggests<sup>vii</sup>, the single quality framework will:

- increase the focus on quality outcomes for consumers,
- recognise the diversity of service providers and consumers,
- reduce the complexity of regulatory compliance for providers, and
- reduce unnecessary red tape by minimising duplication between the standards, other provider responsibilities and other Commonwealth, state and territory legislation, and recognising other regulatory mechanisms including health and disability as appropriate.

The DoH has closely working with a Technical Advisory Group to develop a single set of standards from the four sets above. Broad consultation with consumer groups, service providers, academics and experts in the development of aged care or health care standards has been undertaken over the last 12 months.

The new standards have a focus on quality outcomes for the consumer, rather than provider processes. It is believed that more outcomes-focused standards will encourage innovation, excellence and continuous improvement<sup>viii</sup>.

A first draft of the standards was shared with a small number of key stakeholders and developed in readiness to share with the Minister for Aged Care, Hon Ken Wyatt AM, MP, in preparation for wider consultation. The National Aged Care Alliance, Quality Advisory Group (QAG) has advised the DoH on its approach to consultation, including a formal consultation paper, webinars and forums. The QAG is also advising on developing options for streamlining quality assessment arrangements based on a risk based, proportional approach.

April 2017.

The DoH recently released a [Consultation Paper on the draft Aged Care Quality Standards](#) and an Options Paper for [Assessing Performance against Aged Care Quality Standards](#)<sup>ix</sup>, with a closing date for submissions of 21<sup>st</sup>

The draft standards continue the aim of promoting consumer confidence by setting out core expectations where care is safe and of consistent quality. In promoting the single set of quality standards, there will also be scope for certain standards to be tailored to only apply to specific types of care, to apply to multiple organisation types and service delivery environments.

The draft quality standards comprise eight individual standards:

1. Consumer dignity, autonomy and choice,
2. Ongoing assessment and planning with consumers,
3. Delivering personal care and clinical care,
4. Delivering lifestyle services and supports,
5. Service environment,
6. Feedback and complaints,
7. Human resources, and
8. Organisational governance.

As outlined in the consultation paper, each of the new draft standards is expressed in three ways;

1. a statement of outcome for the consumer, (for example: I am treated with dignity and respect, and can maintain my identity. I can make choices about my care and services and how they support me to live the life I choose),
2. a statement of expectation for the organisation, (for example: the organisation: has a culture of inclusion, acceptance and respect for consumers, supports consumers to exercise choice and independence), and
3. organisational requirements to demonstrate that the standard has been met.

This structure allows quality assessors' monitoring processes to focus on both the consumer's experience (outcome) and the systems and processes that the organisation has in place to support the provision of safe and quality care and services.

The standards have been structured so that organisations will only have to demonstrate how they meet the standards that are relevant to them. Accompanying each standard are rationale and evidence for that standard. This is provided to assist organisations better understand the standard and how they might demonstrate compliance.

Given certain standards can be tailored to only apply to specific types of care, to multiple organisation types and service delivery environments the options paper has outlined three options for consideration by the industry in relation to how assessment to the standards might be undertaken:

1. Assessment process based on care setting, with different approaches for residential settings and home/community-based settings,
2. Single risk-based assessment process applicable to all aged care settings,
3. Safety and quality declaration by organisations providing low-risk services readily available to the broader population (this can be combined with Option 1 or Option 2).

Given this is the biggest change to accreditation / quality assessment in aged care since 1997, it is assumed the aged care industry will actively comment on the standards as presented and the possible options to how the standards will be assessed.

Changes to the standards will amend aged care legislation and will also impact the Charters of Care Recipients' Rights and Responsibilities. Subject to the agreement of the Australian Government and amendments to the legislation, the new standards are expected to take effect from 1 July 2018.

Other aspects of quality in the aged care industry include the National Aged Care Quality Indicator Program<sup>x</sup>, a voluntary program which currently outlines three clinical indicators for residential services; pressure injuries, use of physical restraint and unplanned weight loss. The program is also trialling measures for quality of life and consumer experience in both residential and home care services.

#### References

<sup>1</sup> Australian Aged Care Quality Agency <http://www.aacqa.gov.au/>

<sup>1</sup> Australian Aged Care Quality Agency, About Accreditation  
<http://www.aacqa.gov.au/consumers/for-providers>

<sup>1</sup> Australian Aged Care Quality Agency, Accreditation Standards  
<http://www.aacqa.gov.au/providers/residential-aged-care/resources/brocah0011accreditationstandardsfactsheetenglishv14.1.pdf>

<sup>1</sup> Australian Aged Care Quality Agency, Home Care Common Standards  
[http://www.aacqa.gov.au/providers/home-care/processes-and-resources/resources-specifically-for-home-care/fact-sheets/homecarecommonstandsv14\\_0.pdf](http://www.aacqa.gov.au/providers/home-care/processes-and-resources/resources-specifically-for-home-care/fact-sheets/homecarecommonstandsv14_0.pdf)

<sup>1</sup> Australian Aged Care Quality Agency, National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Standards  
[http://www.aacqa.gov.au/providers/Flexibleagedcareprogramstandsv14\\_0.pdf](http://www.aacqa.gov.au/providers/Flexibleagedcareprogramstandsv14_0.pdf)

<sup>1</sup> Australian Government Department of Health, Transition Care Programme Guidelines 2015 <https://agedcare.health.gov.au/programs-services/flexible-care/transition-care-programme-guidelines>

<sup>1</sup> Department of Health, Single Quality Framework: focus on consumers  
<https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers>

<sup>1</sup> Department of Health Ageing and Aged Care, Single Set of Quality Aged Care Standards, <https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards>

<sup>1</sup> Department of Health Ageing Consultation Hub  
<https://consultations.health.gov.au/aged-care-access-and-quality-acaq/single-quality-framework-draft-standards/>

<sup>1</sup> Department of Health Ageing and Aged Care Quality Indicators  
<https://agedcare.health.gov.au/ensuring-quality/quality-indicators-for-aged-care>

## Become a Member of AAQHC

### Benefits of membership

- Newsletters
- AAQHC webpage
- Membership certificate
- Discounted rates for AAQHC and VHQA events
- Mentoring guide and access to AAQHC mentors
- Networking Events with other AAQHC members
- Guide to continuing professional development and log book
- Eligible to vote at AGM and be elected to AAQHC Council
- Eligible to advertise jobs at discounted rates
- Eligible to apply for Associate and Fellow credentials
- Eligible for AAQHC Recognition Awards

[www.aaqhc.org.au](http://www.aaqhc.org.au)

### Upcoming Educational Events

<p>18 April 2017  <b>Time:</b> 4pm – 6pm  <b>Location:</b> Aerial Function Centre, Level 7, UTS Building 10, 235 Jones St Ultimo NSW  <b>Cost:</b> Free. Places are limited however, so please register to attend.</p>	<p>Patient safety: strategic insights on harm reduction with special guest Sir Liam Donaldson</p> <p>The Sax Institute, the Australian Institute of Health Innovation at Macquarie University and the Clinical Excellence Commission are pleased to invite you to a free event on 18 April featuring global patient safety and public health champion Professor Sir Liam Donaldson.</p> <p><a href="mailto:communications@saxinstitute.org">communications@saxinstitute.org</a></p>
<p>22 – 23 May 2017</p>	<p>VHQA Countdown to Zero – Safer Care in Victoria</p>
<p>June 2017</p>	<p>NSW Education Day TBC</p>
<p>18-19 May 2017</p>	<p>The Registry Sciences Unit (RSU) based within the School of Public Health and Preventive Medicine, Monash University is running a two-day workshop titled "Stata Workshop in Registry Science" in Sydney (Surry Hills).</p> <p>Venue: Cambridge Hotel, 212 Riley St, Surry Hills, Sydney NSW 2010  <a href="http://cambridgehotel.com.au/">http://cambridgehotel.com.au/</a>                      Workshop dates: Thursday 18th and Friday 19th May 2017                      Website: <a href="http://www.med.monash.edu.au/sphpm/creps/seminars.html">http://www.med.monash.edu.au/sphpm/creps/seminars.html</a></p>
<p>22 &amp; 23 August 2017</p>	<p>Health Leaders Forum Swissotel Sydney                      Discount for AAQHC members Please Quote AAQ10</p>

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