



Australian Government

Australian Aged Care Quality Agency

Increasing Consumer Engagement in Quality Assessment

Paul Richards

Project Manager

14 March 2018

LASA Qld State Conference

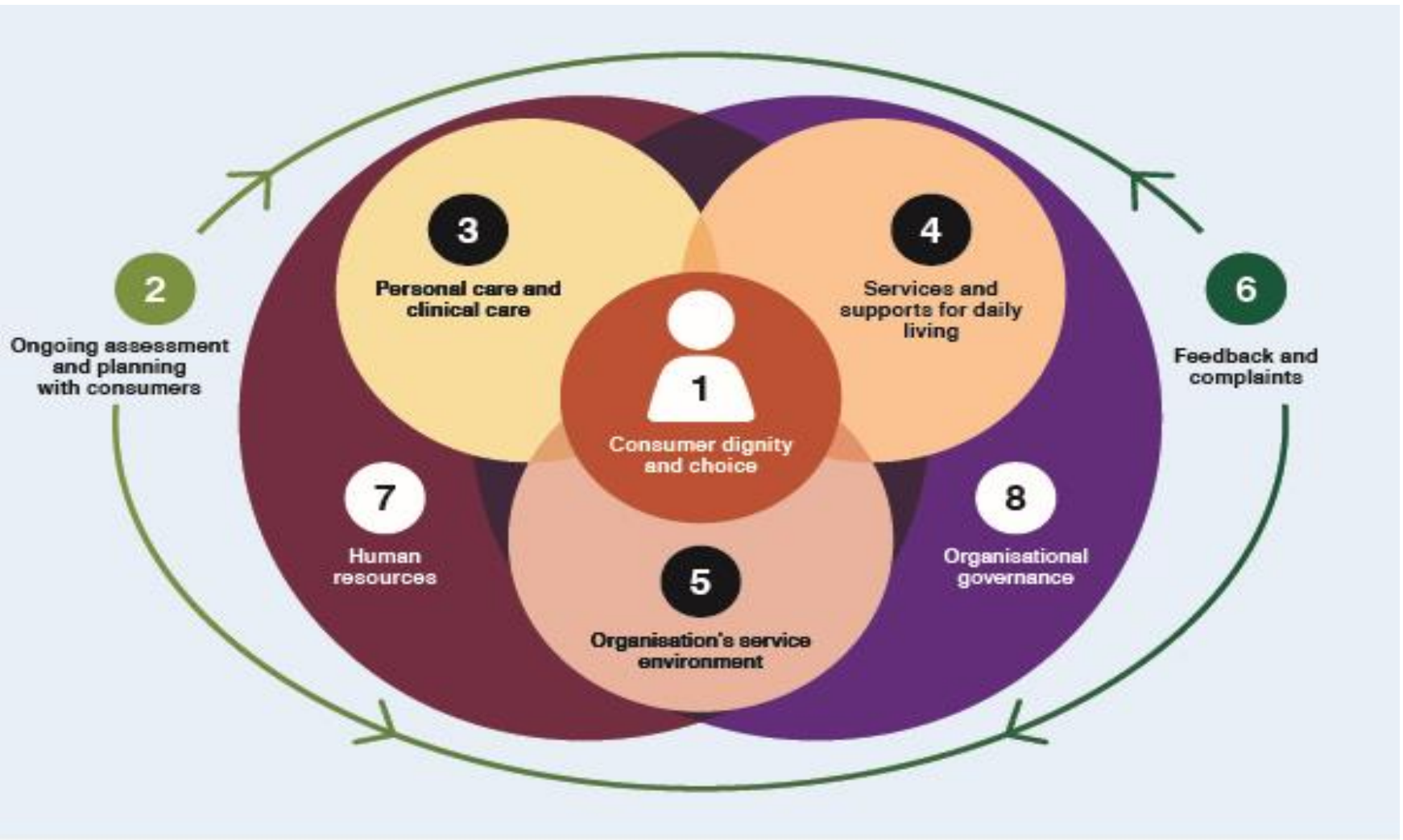


Outline of Presentation

1. Consumer-focused Aged Care Standards
2. Engaging consumers in quality assessment
3. Consumer Experience Reports for residential care
4. Publishing information to support consumer choice
5. Development of Consumer Experience Reporting for home and community-based care



Draft Aged Care Standards





Developing guidance materials

- The draft standards focus on quality outcomes for consumers rather than provider processes
- The Quality Agency is developing guidance material to support implementation of the new Aged Care Quality Standards
- Guidance will include case-studies, references for specific service types and consumer resources



Consumer Experience Reports

Objectives:

To promote consumer choice about aged care services by:

- 1) Engaging the consumer in reporting their experiences of the care and quality of services, and
- 2) Providing clear information to the public about consumer outcomes.

Principles:

- Consumer focused
- Evidence informed
- Integrated assessments





Criteria for Success

1. Designed from an evidence base
2. Develop a valid and reliable interview tool to measure the consumer experience of the quality of care and services
3. Provide a contemporary report on consumer experience
4. Provide meaningful information to support consumer choice



Criteria for Success

5. Standardise reporting to differentiate consumer feedback on each aged care service
6. To be administered through existing quality assessment systems
7. Aligned to the relevant expected outcomes in the existing Standards and applicable to the integrated Aged Care Standards



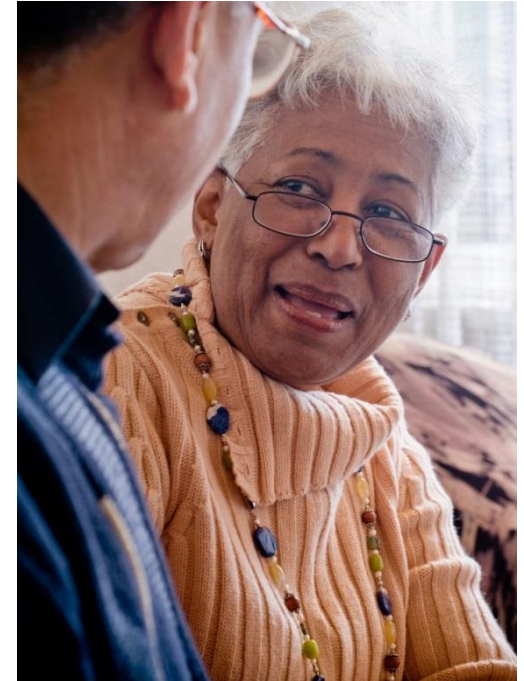
Criteria for Success

8. Not increase the cost of accreditation audits or quality reviews
9. Authorised under the *Quality Agency Principles 2013*
10. Meet privacy and protected information requirements under relevant legislation.



Consultation

- Aged Care Quality Advisory Council
- Quality Agency Liaison Group
- State Agency Liaison Groups
- National Aged Care Alliance (NACA) Quality Advisory Committee
- Consumer Focused Reports (Residential) Working Group
- Quality Surveyors, authorised decision-makers and other staff





Research and Development

1. Evidence – Literature reviews by independent universities
2. Expertise – Consumer consultation
3. Experience – Quality Surveyors interview over 55,000 care recipients per annum



Evidence – Literature reviews

Residential aged care

University of Sydney – Prof Yun-Hee Jeon (2016)

EVIDENCE FROM THE LITERATURE

We reviewed 47 Australian research articles about:



Consumer
experience

40



Choice
drivers

4



Both
topics

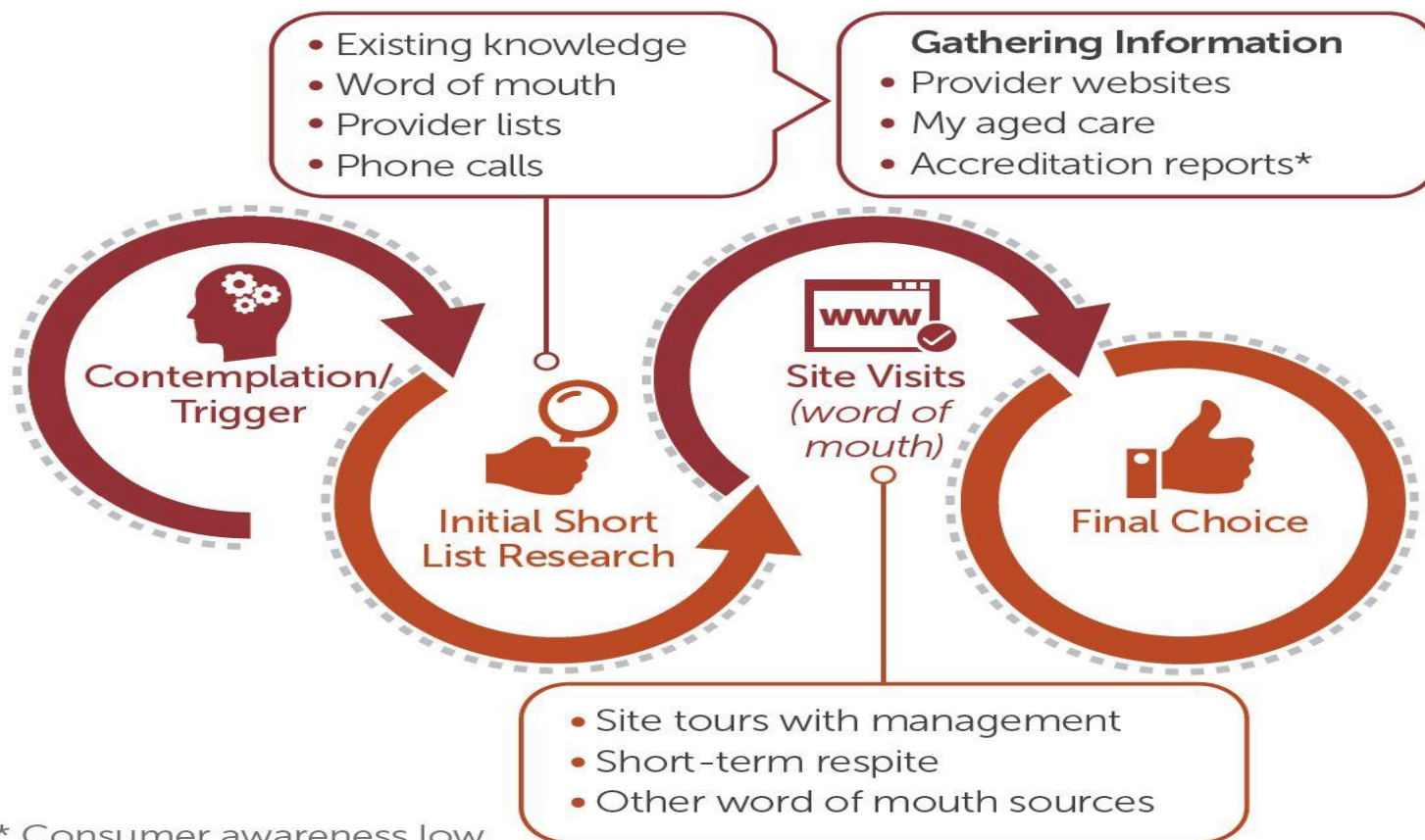
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Expertise - Consultation

Workshops with 32 consumers (Resi care)

CUSTOMER JOURNEY



* Consumer awareness low



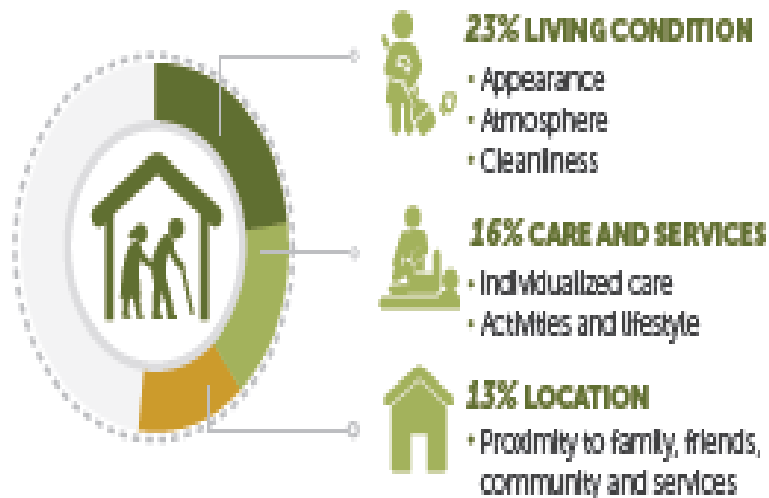
Experience – Residential care

THE QUALITY ASSESSOR'S PERSPECTIVE ON CONSUMERS

We surveyed **189** assessors who reported top themes from their experience of interviewing residents/carers.

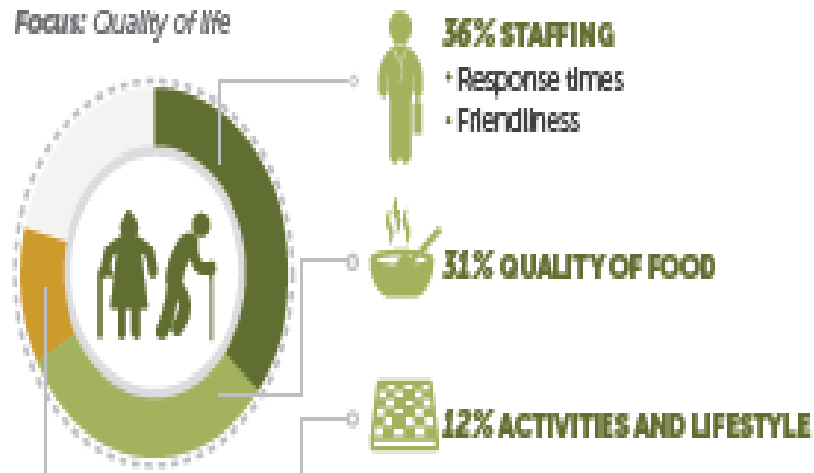
DRIVERS OF CHOICE

Focus: Location, individualized care, lifestyle activities and a functional living environment that meets their needs



CONSUMER EXPERIENCE

Focus: Quality of life



BASED ON QUALITY DIALOGUE DISCUSSIONS HELD IN 2015, and consultation on developing reporting in 2016, there was overwhelming support to increase information for consumers to make informed decisions about their aged care.



Quality Domains – Residential

DRIVERS OF CHOICE

QUALITY DOMAINS



Location & physical environment

Physical and functional environment



Maintaining identity, independence and continuity

Preserving dignity and choice, social environment



Staff capability & care

Staff interactions



Trusting management

Organisational environment & resources



Access to health services

Clinical/personal care

Positive interpersonal relationships supported a successful transition to residential aged care.



Consumer information

- Consumers seek further information about assessment practices and reports
- Published reports provide some support for consumer choice
- Guides for accreditation and quality reviews
- Consumer Experience Reports published - Residential

CONSUMER GUIDE TO ACCREDITATION

The Quality Agency accredits residential aged care homes against the Accreditation Standards.





CER Results - Residential

1 July to 31 Dec 2017

- Providers support the notion of publishing information for consumers
- Captured the views of consumers at over 300 residential aged care homes
- Published Consumer Experience Reports (CER) for eligible homes that had a re-accreditation audit



CER Plans – HCP, CHSP, etc

1 Jan to 30 June 2018

- Evaluation of CER in residential care
- Studying other work (eg, COTA survey, FECCA's Diversity Framework consultation, research by academic institutions and regulatory bodies)
- Development of questions
- Contract pilot testing in home care settings of methodologies for administering questions.



Evidence – Literature reviews

Home and community-based aged care

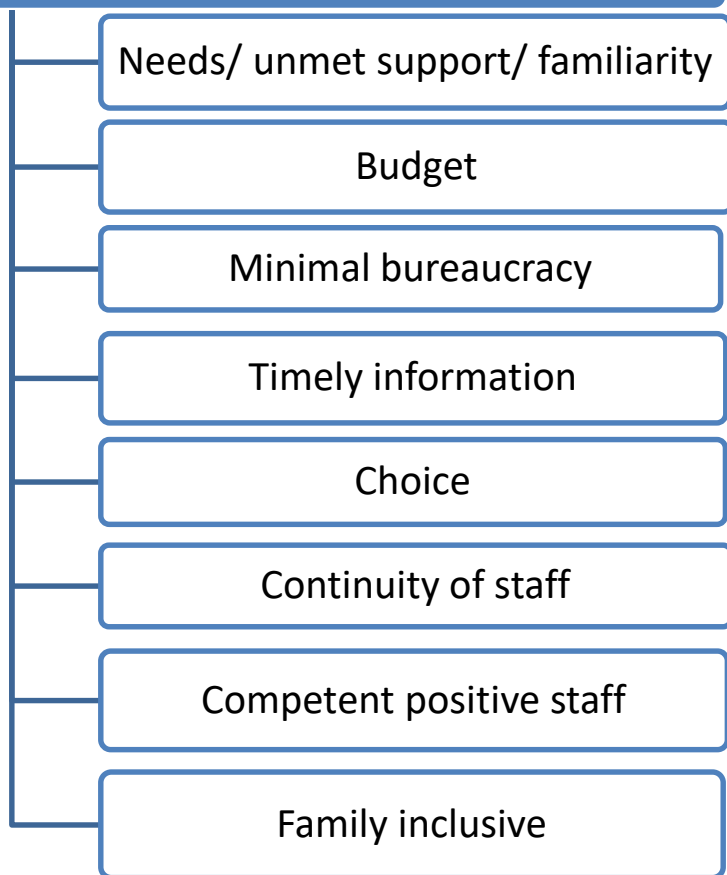
La Trobe University – Prof Yvonne Wells (2018)

- 21 studies met criteria re: drivers of choice
- 19 articles addressed domains of quality

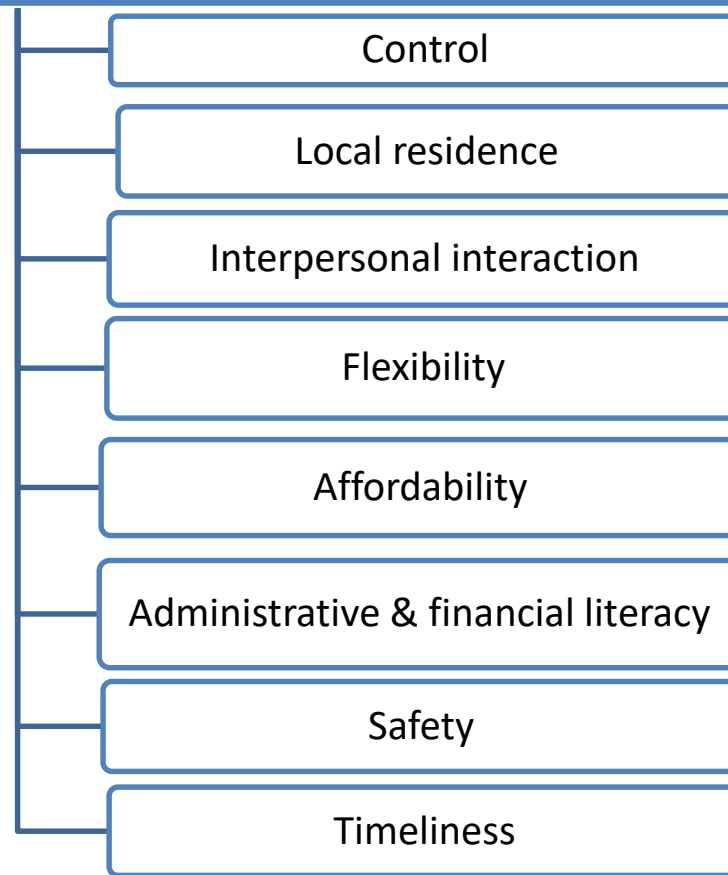


Quality Domains – Home care

DRIVERS OF CHOICE



DOMAINS OF QUALITY





What does the CER offer?

- An evidence-based approach to information collection and reporting
- More structured feedback from care recipients/ consumers
- Sector wide consistency in reporting on consumer feedback
- Aligns with consumer directed care
- Differentiation of quality care
- Helps identify high-performing services





Questions?



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