The Aged Care Quality Framework: Through the Eyes of the Aged Care Quality and Safety Commission

Leading Aged Services Australia: Queensland Conference
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agedcarequality.gov.au
Aged Care Quality and Safety Commission

- Multiple reviews and inquiries into aged care sector - identified need for regulatory reform

- **Aged Care Quality and Safety Commission Act 2018** – established independent statutory body to replace two previous organisations (Australian Aged Care Quality Agency and Aged Care Complaints Commissioner)

- Second stage of reform: Aged care approval and compliance functions transfer from the Department of Health on 1 January 2020 (subject to parliamentary processes)

- Supported by an Advisory Council and Chief Clinical Advisor
Vision

“Older Australians trust and have confidence that aged care services protect and enhance their safety, health, well-being and quality of life.”

Functions

• Protect and enhance the safety, health, well-being and quality of life of aged care consumers

• Promote the provision of quality care and services

❖ Consumer engagement
❖ Education
❖ Complaints
❖ Regulatory: accreditation, quality assessment, review and monitoring.
Regulatory functions

- Accredit residential care services and other aged care services
- Conduct quality reviews of home care services
- Monitor the quality of care and services provided by residential care services, home care services, and other aged care services
- Register quality assessors, to exercise functions and powers under the Act or rules.
Aged Care Quality Framework

1. A single set of quality standards for all aged care services (moving from four sets to one set)

2. A single charter of rights for all aged care recipients

3. Publication of improved information about sector performance and service providers to help consumers choose aged care and services

4. Improved arrangements for assessing provider performance against quality standards, with better targeting based on risk
1. Single set of Quality Standards

Four sets of quality standards will be replaced by the new Aged Care Quality Standards.

Providers will be assessed and monitored against these standards from 1 July 2019.
Change to new Standards

Current Accreditation Standards  →  New Quality Standards

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

1. Consumer dignity and choice
2. Ongoing assessment and planning with consumers
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and complaints
7. Human resources
8. Organisational governance
Aged Care Quality Standards – what’s new

One set of Standards, application by service type and characteristics

Stronger focus on evaluation and consumer outcomes

A new language that will lead to different conversations

For example

- Partnership with consumers
- Risk – consumer, high prevalence, high impact
- Open disclosure
- Best practice personal and clinical care
- Governance – focus on a range of specific matters
2. Single Charter of Aged Care Rights

A single charter which provides the same rights to all consumers, regardless of the type of care and services they receive.
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3. Publication of Information

Publishing information on service providers and the outcomes of various regulatory processes helps both:

- consumers - to make informed decisions, and
- providers - to benchmark themselves, manage risk and continuously improve.

Relevant issues

- Information currently available online
- Quality Indicator data
- Proposed regular data release by the Commission
- Work in progress
  - Differentiated Performance Rating System
  - Serious Incident Response Scheme
Information already published

Information already published on My Aged Care and/or the Commission’s website includes:

- Home care package information
- Non-compliance service finder
- National Quality Indicator Program participation
- Site audit reports and accreditation decisions
- Consumer Experience Reports
- Decisions of serious risk.
National Quality Indicators

From 1 July 2019, all Government funded aged care homes must collect and provide clinical quality indicator data to the Department of Health, for quarterly publication by the Commission.

The three current quality indicators are:

- Pressure injuries
- Use of physical restraint
- Unplanned/unexplained weight loss

Additional quality indicators are being considered and are likely to include falls and fractures, and medication misuse (including chemical restraint).
Proposed regular data release

• The Commission is preparing to commence a regular data release on our website showing a range of sector performance measures
• The first data release will relate to the period **July 2018 - December 2018**
• Data likely to be released includes:
  ➢ the number of audits conducted
  ➢ the occasions when non-compliance was found
  ➢ the areas where services were found most frequently to be not meeting the standards.
  ➢ the volume of complaints received and the issues most frequently raised in complaints.
• Options are also being considered for publishing a record of the Commission’s decisions where services are not meeting the applicable standards.
Work in progress

• **Differentiated performance ratings** of residential providers will be published from July 2020, together with a tool to compare providers.

• The development of options, in consultation with the sector, for a **Serious Incident Response Scheme** to protect aged care recipients from abuse and mistreatment.
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4. Regulatory pyramid – risk-based regulation

Regulator’s decisions and actions are calibrated to:

- Assessed level of compliance/non-compliance with Standards;
- Assessed level of risk of harm to consumer/s, and;
- Behaviour of provider

- Revoke Accreditation
- Sanctions *
- Timetables for Improvement
- Compliance guidance
- Education
Understanding risk

• The Commission as a risk-based regulator is engaged in:
  o understanding and monitoring risk for the sector as a whole, as well as for individual providers
  o ensuring the provider has the same understanding of risk, and has in place arrangements which manage those risks

• When assessing providers, we not only check whether policies and procedures comply with the standards, but increasingly we focus on the quality of consumer experience as well as on the prevention of harm.
Sector wide risk

• Sector-wide risks are faced by whole sector or a group of providers

• Identify sector-wide risks through our research, trend analysis and emerging evidence

• For example:
  ❖ Human resource management
  ❖ Clinical care
  ❖ Medication management
  ❖ Behavioural management
  ❖ Influenza outbreaks
  ❖ Infection control
Individual provider risk

- All providers must build a service culture of quality, safety and risk management. This means more than just preventing harm.

- The Commission wants to understand how well a provider identifies and manages their own risk, and applies risk management to improve consumer outcomes.

- We assess a provider’s risk through, eg.
  - compliance history
  - complaints and other relevant information
  - current status and any changes in characteristics such as scale and scope, consumer profile, number and proportion of high-needs and complex-needs consumers, any building works, key personnel.
Same goals, different responsibilities

Service providers and the Commission share the same goals:

• To put each aged care consumer (and their family) at the centre of the picture

• To protect and enhance the safety, health, wellbeing and quality of life of aged care consumers

• To optimise aged care consumers’ experience and outcomes of care

… but we have different responsibilities:

Service providers

• To provide safe, quality aged care and services that comply with the Quality Standards

Aged Care Quality and Safety Commission

• To hold service providers to account for providing safe, quality aged care and services that comply with the Quality Standards
Quality Assessment against the new standards –

What to expect
Structure of each standard

1. Consumer outcome
2. Organisation statement
3. Requirements
Stronger focus on outcomes for consumers

- All assessments will commence with consumer interviews

- Framework for reporting on the consumer experience of care under the Single Quality Framework

- Holistic and more comprehensively seek to understand how consumer outcomes are being met
Focus of assessments

• Care in practice

• High prevalent or high impact risks to the care of each consumer

• Stronger emphasis on governance of risk

• Understanding how organisations have applied best practice
Comprehensive assessment

• Evidence collected from observations, interviews and documentation

• Self-assessment

• Information provided to the assessment team

• Quality Indicators Program Outcome

• Information from relevant authorities
Commission’s accountability

- The Commission, as a best practice regulator, is committed to being **objective, consistent and proportionate** in its regulatory activities.

- We are reviewing our quality assessment and compliance monitoring methodology:
  - to align with the intent of the new Quality Standards to reflect the focus on outcomes for consumers; and
  - against best practice principles used by health and social service auditors including the International Standards for auditing management systems.

- Our revised Assessment Methodology is expected to be finalised and an overview published on our website by end of May 2019.
Unswerving focus

The fundamental priorities of the Commission are, and will remain:

• To put each aged care consumer (and their family) at the centre of the picture

and

• To hold service providers to account for the quality and safety of the care they provide for consumers, and the experiences and outcomes they co-produce with consumers.
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