Quality in home care services

Aged and Community Services NSW

24 March

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Chief Executive Officer

Agenda

- Who we are and what do we do

- Our experience with quality review in home care

- Where quality review applies

- The quality review process

- Promoting quality - education and information

The Quality Agency – who are we?

- Statutory agency created by *Australian Aged Care Quality Agency Act 2013*

- Started 1 January 2014 and assumed responsibilities of the former Aged Care Standards and Accreditation Agency Ltd

- Also responsible for review of home care, home support from 1 July 2014 and National Aboriginal and Torres Strait Islander Flexible Aged Care Program from 1 August 2014

- Staff mix former ACSAA Ltd, quality reviewers from DSS, other APS employees, non-APS employees including aged care

What do we do?

- Undertake quality reviews of home care services, HACC, NRCP and assessment for ATSI Flexible Aged Care

- Accredit residential aged care services

- Advise Secretary of services not meeting Standards

- Promote high quality care

- Promote innovation in quality management, continuous improvement

- Provide information, education and training

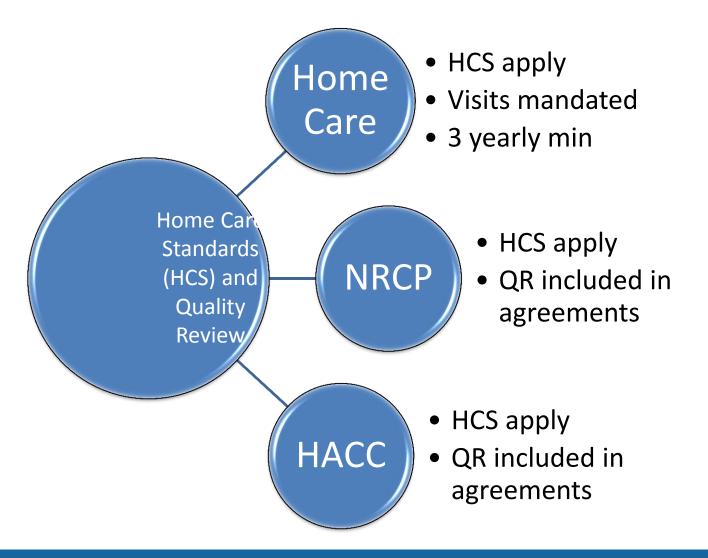- Other functions as specified by Minister

Our experience with quality review in home care

- Great diversity in the way providers go about meeting the Standards and the services delivered

- We have encountered some highly innovative practices

- The concept of quality is universally accepted and embraced, although not always effectively integrated through the service

- The concepts of a restorative care approach and consumer-direct care are reform requirements and services are transitioning
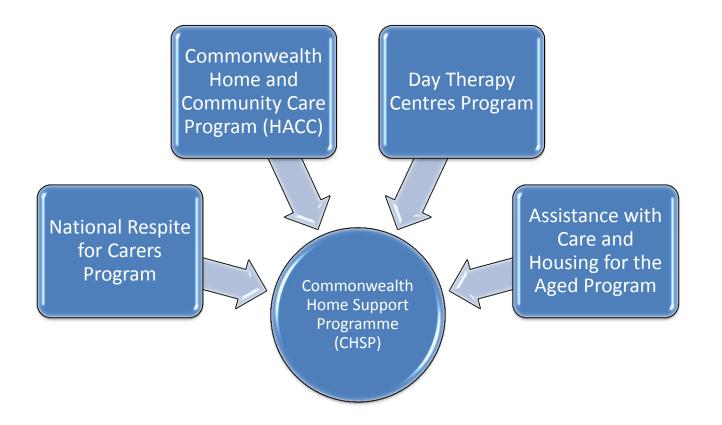
Quality Review arrangements now

Home Care

- HCS apply
- Visits mandated
- 3 yearly min

Home Care Standards (HCS) and Quality Review

NRCP

- HCS apply
- QR included in agreements

HACC

- HCS apply
- QR included in agreements

Changes from 1 July 2015

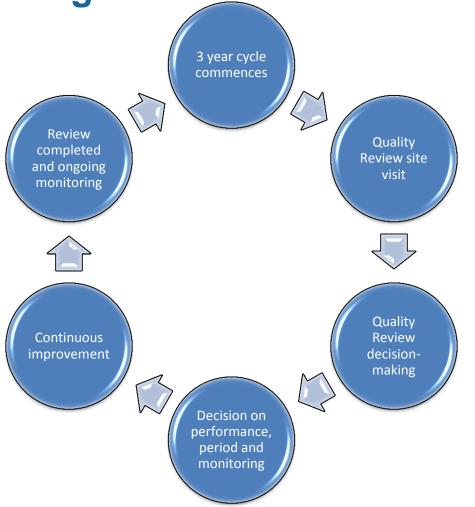# Quality arrangements for home support program

- Home Care Standards

- Quality review by the Quality Agency

- Exclusions are sub-programs:

  - *Assistance with care and housing sub-program,* and

  - *Service system development sub-program*

- Grant agreements provide for quality review

What is quality review?

- Quality review is process for assessing performance against the Standards and promoting improvement based on:

  - Quality of Care Principles 2014
  - Processes in Quality Agency Principles 2013

- Home care common standards
- A tailored process – service characteristics

The quality review process we are implementing

Our approach to quality review site visit

Notice – 3 months to plan, 28 days to confirm specifics

Clients – care recipients invited to input

Quality reviewers

-Interviews with staff, volunteers, clients/representatives and others

-Documentation review

-Self-assessment information

-Effective systems and approaches to address care   recipient goals/needs

-Home Care Standards

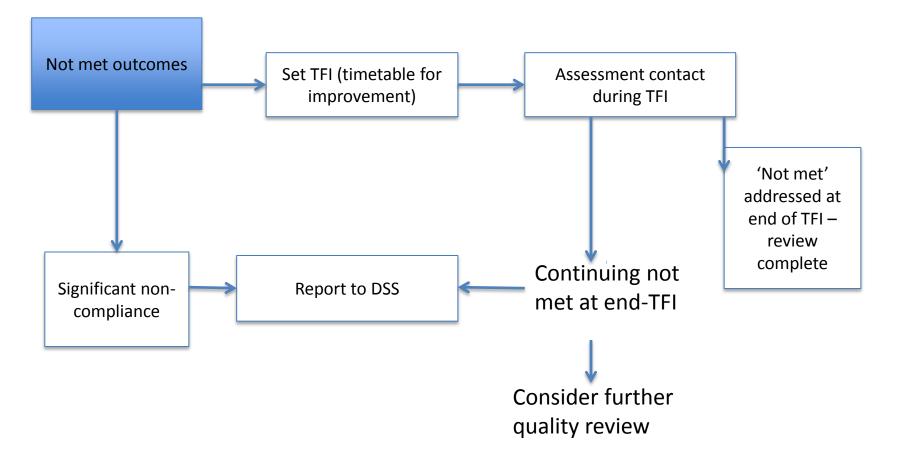-Report – Interim Quality review report

Quality review decision making – final report

- Provider response to interim quality review report

- Decision   -   takes into account provider submission

  - determines if expected outcomes are met or not

  - determines fFnal Quality review report

  - determines future visits/contacts

  - requires revised PCI if any failure to meet Standards

- Decision maker separate from quality reviewer(s)

Quality review process cont.

Where services do not meet the Standards

Not met outcomes → Set TFI (timetable for improvement) → Assessment contact during TFI

'Not met' addressed at end of TFI – review complete

Not met outcomes → Significant non-compliance → Report to DSS

Continuing not met at end-TFI → Report to DSS

Continuing not met at end-TFI → Consider further quality review

Business processes for quality review

- Quality review processes run through Better Business operating platform comprising:

  - Business process workflow manager

  - Document manager

  - CRM database

  - Scheduling manager

- We aim to:

  - Be on time

  - Provide reports within deadline

  - Provide opportunity to respond as per legislation

  - Provide opportunity for feedback, be open to complaints

  - Be accessible and responsive

Promoting quality – Better Practice Sydney

Sydney 27/28 August – make it a date

Contributing to industry performance, promoting quality and education

- *Quality Standard*

- Qhome

- Workshops

- Videos via our You tube channel

- Planned – 'Understanding quality review'

Thank you