

Quality Measurement in Aged Care

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Standards in aged care

4 Standards

44 Expected outcomes

Standard 1: Management systems, staffing and organisational development.

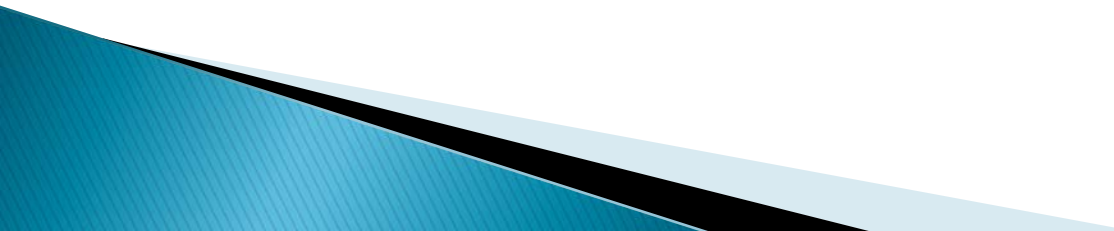
Standard 2: Health and Personal Care

Standard 3: Resident lifestyle

Standard 4: Physical environment and safe system

Standard 1: Management systems, staffing and organisational development

Principle: Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.



Expected outcomes of Standard 1

1.1 Continuous improvement

1.2 Regulatory compliance

1.3 Education and staff development

1.4 Comments and complaints

1.5 Planning and leadership

1.6 Human resource management

1.7 Inventory and equipment

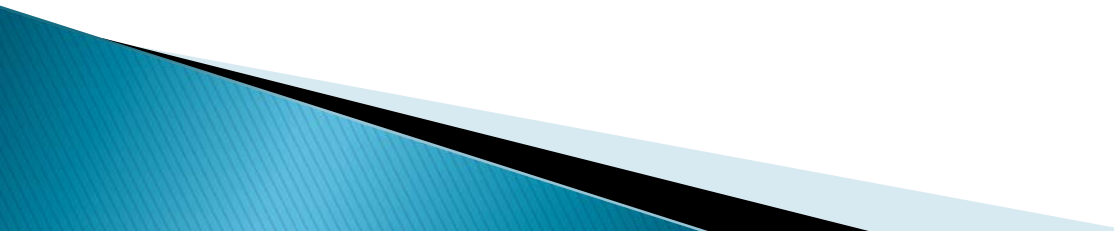
1.8 Information systems

1.9 External services



Standard 2: Health and personal care

Principle: Residents' physical and mental health will be promoted and achieved at the optimum level, in partnership between each resident (or his or her representative) and the health care team.



Expected outcomes of Standard 2

2.1 Continuous improvement

2.2 Regulatory compliance

2.3 Education and staff development

2.4 Clinical care

2.5 Specialised nursing care needs

2.6 Other health and related services

2.7 Medication management

2.8 Pain management

2.9 Palliative care

2.10 Nutrition and hydration

2.11 Skin care

2.12 Continence management

2.13 Behavioural management

2.14 Mobility, dexterity and rehabilitation

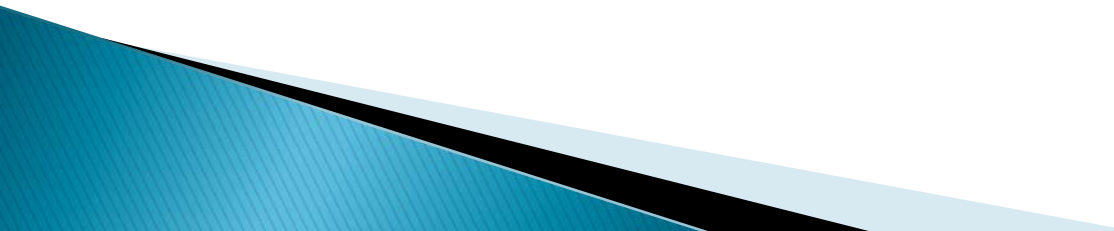
2.15 Oral and dental care

2.16 Sensory loss

2.17 Sleep

Standard 3: Resident Lifestyle

Principle: Residents retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care service and in the community.



Expected outcomes of Standard 3

3.1 Continuous improvement

3.2 Regulatory compliance

3.3 Education and staff development

3.4 Emotional support

3.5 Independence

3.6 Privacy and dignity

3.7 Leisure interests and activities

3.8 Cultural and spiritual life

3.9 Choice and decision making

3.10 Resident security of tenure and responsibilities

Standard 4: Physical environment and safe systems

Principle: Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcomes of Standard 4

4.1 Continuous improvement

4.2 Regulatory compliance

4.3 Education and staff development

4.4 Living environment

4.5 Occupational health and safety

4.6 Fire, security and other emergencies

4.7 Infection control

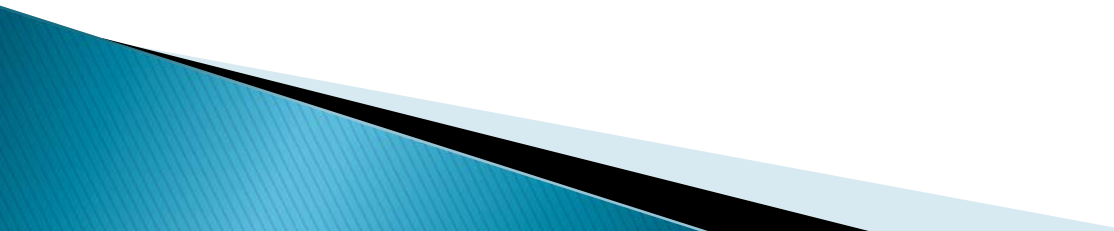
4.8 Catering, cleaning and laundry services

Quality definition

I have adapted 'Quality' in aged care as:

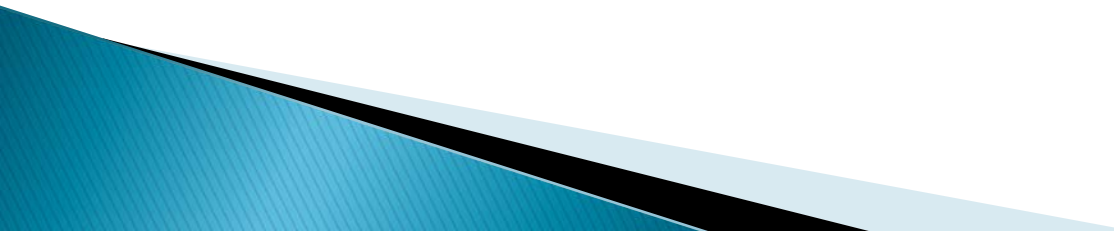
Measures of good or service characteristics based on customer specifications and expectations, and which are essential elements in achieving customer satisfaction.

In another words, 'Quality is meeting the customer's needs in a way that exceeds the customer's expectations'.



Quality : in general

If “Quality” is to satisfy the ever-changing needs of our customers (residents and families, approved providers and employees), we need to focused on continuous commitment to satisfaction through an ongoing process of education, communication, evaluation and constant improvement.



What is the quality measurement in aged care?

The aged care accreditation agency definition on Measurement

Measurement:

to ascertain the extent, dimensions, quantity of something

Measurement in a residential aged care home is the act of collecting data. This is one of the first steps in assessing and improving care.

The aged care accreditation agency

There are three sorts of measures that may be relevant to the residential aged care home's major processes:

- ▶ – *measurement of outcome*
- ▶ – *measurement of output*
- ▶ – *measurement within the process itself*

Measurement of outcome

The outcome of a process (or set of processes) is the *impact* that the processes has on the customer (the resident, staff or other stakeholder).

This might involve the residents directly such as:

- ▶ measuring resident satisfaction,
- ▶ resident level of pain,
- ▶ resident assessment of care and services

Or it may involve measurement about:

- ▶ resident clinical health and/or wellbeing,
- ▶ nutritional status,
- ▶ physiotherapy/mobility assessments.

Examples of outcome measures

(Accreditation agency)

For catering services

- ▶ Resident satisfaction with catering
- ▶ Nutritional status
- ▶ Number of meals left uneaten

Lifestyle programs

- ▶ Resident perception of quality of program
- ▶ Resident sense of involvement and independence
- ▶ Rate of resident participation

Staff motivation

- ▶ Staff satisfaction with working environment
- ▶ Retention rates and absentee rates

Clinical care Resident health outcome measures such as

- ▶ mobility, independence, quality of life scales,
- ▶ depression scales
- ▶ Safety Frequency of falls
- ▶ Frequency of accidents and incidents

Measurement around outputs

Outputs are the product(s) that are delivered to residents and/or other stakeholders. Output measures will generally only be useful if the process and the intended outputs are well understood

For example: Lifestyle program

A home wanting to develop measures around its lifestyle program and its output may decide there are useful measures to be found here, say:

- ▶ □ *The percentage of times the activities are conducted as planned*
- ▶ □ *How well the activities are aligned with the identified requests*

Data collection methods in aged care

- ▶ Audits
- ▶ Surveys
- ▶ Statistics


Audits and surveys are the most commonly used methods to gather data for improvement in aged care.

The purpose of Audits & Surveys

The purpose of an audit is to verify and examine in detail if there is accuracy in information. However, the type of audit being carried out may have a deeper underlying purpose which is being addressed.

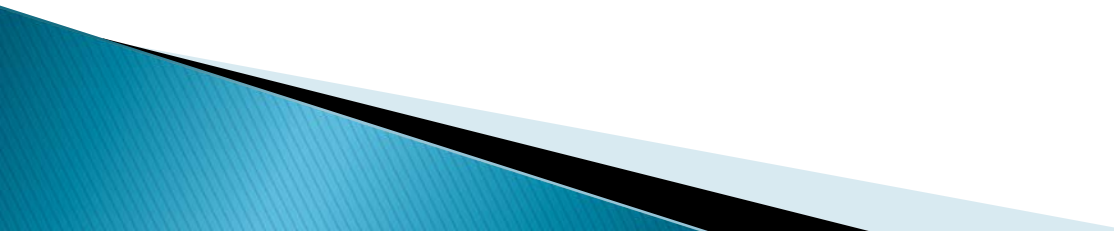
Specifically, the purpose of an audit is to perform an independent assessment of an action, function, or system, in order to determine the effectiveness of that action, function, or systems ability to control risk.

Survey is a legitimate and scientific processes of acquiring data from the customers



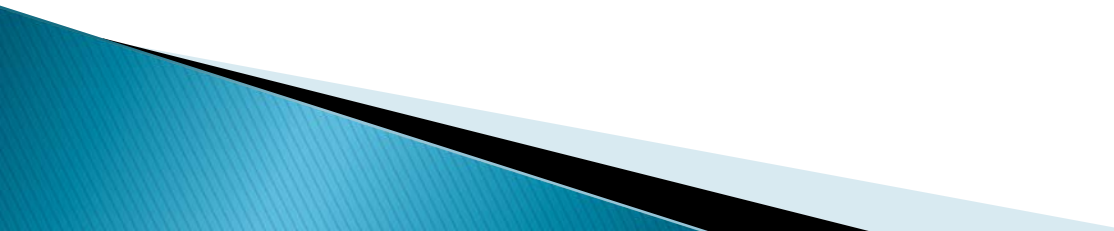
Measurements

The audits and surveys should be aimed to:

- ▶ assess the variance levels in the processes
 - ▶ assess the risk levels.
 - ▶ identify gaps in service and care delivery for continuous improvement.
 - ▶ observe progress and to measure actual results of outcome or output or processes.
 - ▶ reflect the Impact of changes.
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How is Quality is Measured?

Quality can be measured through indicators in three key areas:

- ▶ **Structure**. Are the right elements in place to be able to provide quality service?
 - ▶ **Process**. Are the right things done to the right people at the right time?
 - ▶ **Outcome**. Is the result as good as it should have been, given current knowledge?
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Quality attributes

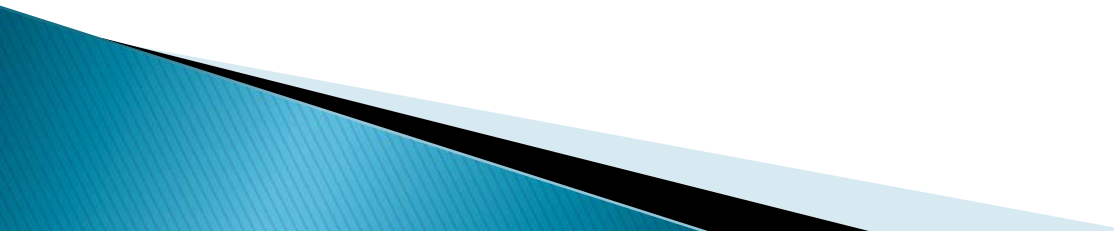
Specific

Measurable

Achievable

Relevant

Timely



Do our audit and survey tools have quality attributes?

Majority tools are not developed with research based or evidence based

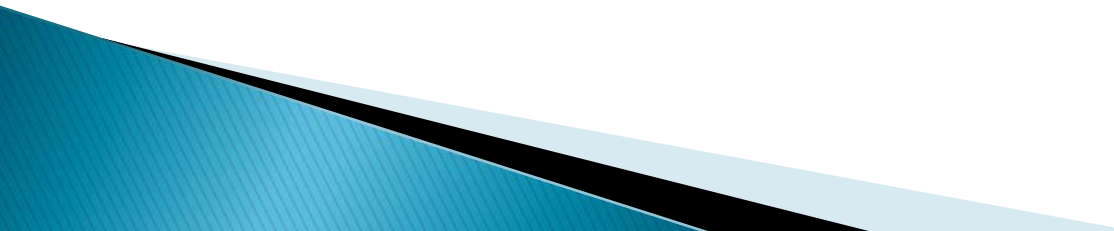
Can we truly measure the expected outcome of a Standard?



Quality indicators versus Quality measures

- ▶ Quality indicators are not direct measures of quality; they are pointers that indicate potential problem areas that need further review and investigation.

So what are best measures in Aged Care?

- ▶ **In my view the best quality measurements in aged care should be based on risk levels. Therefore audits should have a “Risk based approach”.**
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Audit should be 'Risk based approach'

When developing audit tools for 'Risk based approach':

- ▶ Must understand the compliance requirements of each expected outcome
- ▶ Information gather from audit must be able to indicate the level of risk of non-compliance
- ▶ Audit tool must be:
 - Identify areas where the residual risk is unacceptably high.
 - Identify critical control systems that address high inherent risks.
 - Assess the uncertainty that exists in relation to the critical control systems.

Vital points

- ▶ Staff education and training plays a vital role in risk management.
- ▶ When you manage the risks, continuous improvement will begin!

Thank you

Any questions??



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