



## National Aged Care Alliance Members Update

### National Aged Care Quality Indicator Program

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The Quality Indicator (QI) Program aims to develop quality indicators to empower consumers to make informed choices about aged care and to drive quality among providers of aged care.

The Department is continuing discussions with the Quality Indicators Reference Group (QIRG) and other stakeholders about the ongoing progress and feedback on the QI Program.

Some key topics discussed included:

- outcomes of first data cycle for residential care;
- consumer experience and quality of life pilots; and
- post-pilot consultations.

The first meeting of the QI Technical Advisory Panel has recently taken place. The role of the Panel is to provide the Department with technical advice for the future governance of the QI Program, including about data analysis and interpretation, definitions of the QIs (including clinical definitions), presentation of QI data and information for services and consumers.

All residential services can take part in the QI Program and can start from the beginning of any quarter - January, April, July or October.

For the first quarter (January to March), 73 residential facilities submitted data. Since April 2016, residential facilities participating in the QI Program are identified as participating on their My Aged Care facility page.

Some problems were experienced with the QI application in the provider portal at the conclusion of the data submission period on 21 April 2016, including the generation of incorrect national figures and services' access to their reports. These issues were identified by the Department, participating facilities were contacted with the correct data and the issue was rectified.

We have also assisted services having difficulties accessing their reports on a case-by case-basis as required.

The Department values opportunities to talk to key stakeholders about the QI Program. Feedback from the sector has been provided through ongoing consultations with KPMG and targeted conferences.

Two more pilots commenced this year in both residential and home care to inform the co-design and next steps for the national program, including the development of consumer experience, quality of life and goal attainment (home care only) quality indicators.

Residential aged care providers implementing the QI Program have access to a range of resources through the My Aged Care Provider Portal, including a resource manual, quick reference guide, webinar, videos and the provider and assessor helpline.

It is intended that My Aged Care progressively provides more transparent quality information that is easily available for consumers, including on quality indicators and also on performance against quality standards.