

## **DEPARTMENT OF HEALTH AND AGEING - QUALITY REPORTING FOR COMMUNITY SERVICES - UPDATE**

### **Review update**

The Quality Reporting program is now in its third year of rollout – the final year of the first Quality Reporting three-year cycle. The expectation is that by the end of the 2007-2008 financial year, all service outlets except those set up less than 2 years ago, will have undergone the Quality Reporting process. The total number of service outlets for review in South Australia is 137.

At 21 September 2007 the South Australian Quality Review team had completed 81 reviews and had a further 25 underway, at various stages.

The completed reviews included 45 rural and remote and 36 metropolitan services.

It is anticipated that by the end of 2007, the SA Quality Team will have completed 97 reviews.

### **National database**

The national on-line Quality Reporting database was implemented from 30 June 2006. This system has been designed as a single centralised repository for the information captured through the Quality Reporting process.

Ongoing problems are being reported by service providers in accessing the database, in SA and other states. The Department's response to this has been to provide a Word version of the Quality Report for service providers to complete and submit via email. These problems are being addressed.

### **National communication strategy - SA Information Sessions**

The team aims to provide two information sessions about Quality Reporting each calendar year – one for metropolitan CACP, EACH and NRCP service co-ordinators and one for non-metropolitan. The half-day information sessions cover the Quality Reporting process and what it involves, including a practical group exercise.

The first session for 2007 was conducted at Berri in February for Riverland service providers. The Quality Review Team delivered the second Information Session for service providers in the south east country region, on Tuesday 9 October at Mt Gambier.

#### November 2007 Information Session for metropolitan providers:

Date: Thursday 29 November 2007  
Time: 9.30am – 1.30pm  
Location: Morphettville Junction, Anzac Highway, Camden Park, SA  
RSVP: SA Quality Review Team, E-mail [qualityreportingsa@health.gov.au](mailto:qualityreportingsa@health.gov.au) or by phone to the Quality Team.

It is important to note that numbers for the metropolitan session are limited to no more than one representative per program (CACP, EACH & NRCP) per organisation. Priority will be given to organisations which have not yet undergone the Quality Reporting process. It is not expected that any more metropolitan sessions will be scheduled before the end of the current round of reporting which finishes in June 2008.

## **Results of the Quality Reporting Process in SA - Trends**

Emerging trends reported to ACS SA&NT a year ago have remained constant. Formal and informal feedback from service providers about the review process in SA has been positive overall.

The potential areas for improvement still relate to:

- Involvement of service recipients and their representatives in broader continuous improvement of programs;
- Addressing all of the Matter Indicators under each Standard in Section B of the Quality Report;
- Establishment and evaluation of formal agreements with agencies regarding aspects of service provision that are brokered;
- Assessment and care planning that reflects the holistic needs of service recipients;
- For NRCP services, ensuring that care plans are in place for both carers and care recipients;
- Power of Attorney and other representative or advocate details for service recipients need to be identified and recorded accessibly for access by relevant personnel.

The reporting of results is an area requiring improvement by all service providers. It is expected that Quality Reports will present clear statements of results, illustrated by brief case studies or examples relating to outcomes for service recipients, and /or factual information drawn from the service outlet's sources of evidence, such as survey and audit data.

## **Quality in Community Care**

The intention is to have consistent quality standards across all areas of community care and as far as possible consistent reporting processes. The aim is to have consistency within an overall framework. Where programs have specific requirements of service providers, due to the nature or levels of care they provide (eg: the complexity of care delivered through EACHD compared to basic services such as meals on wheels under HACC) the specific requirements will be handled within the framework.

There are currently a range of different standards and processes across the system. To address this there are a number of pieces of work underway, as follows:

### *A New Strategy for Community Care - The Way Forward*

A critical element of the work being conducted under *The Way Forward* is to develop a set of common standards for HACC, CACP, EACH, EACHD and NRCP and a National Quality Reporting Framework to reduce gaps and overlaps and provide more streamlined reporting processes across all community care programs. The common standards and framework are being developed through consultation with service providers and in partnership with state and territory governments. Stakeholder input on the draft common standards is currently being sought and the common standards and associated guides and tools will be piloted prior to finalisation.

### Review of Quality Reporting arrangements

An evaluation of current Quality Reporting practices and processes for CACP, EACH and NRCP will be undertaken during late 2007. It will not be considering the standards as this is occurring under *The Way Forward*. This review will look at process and outcomes to inform the development and implementation of new arrangements under the other two areas of work

- *The Way Forward's* work on common standards and Quality Reporting Framework and work under *Securing the Future - Ensuring Quality in Community Care*.

#### *Securing the Future- Ensuring Quality in Community Care*

This initiative builds on existing quality improvement arrangements (including the outcomes of the review of Quality Reporting) and the work being done under *The Way Forward*. The main strategies involved are:

- increased program monitoring and accountability including more detailed specification under the common standards for CACP, EACH, EACHD and NRCP; increasing quality reviews in line with growth and introduction of unannounced reviews;
- supporting the sector to improve quality service provision through identification and promotion of best practice models; and
- increasing consumer and community awareness of what service providers are funded to deliver and advocacy and complaints options.

The Quality in Community Care Reference Group has been established to provide advice on issues relating to quality assurance in community care and input on specific aspects of the development of enhanced quality assurance measures. The Reference Group comprises representatives from service providers, peak bodies, consumer organisations and the Aged Care Standards and Accreditation Agency.

#### *Review of HACC standards*

There has also been a review of HACC standards. Information from this review is being drawn on in the development and implementation of quality standards and processes across the system.

The common standards are currently on the Department of Health and Ageing website [www.health.gov.au](http://www.health.gov.au) for comment.

#### **For more information on Quality Reporting...**

For access to a range of information on Quality Reporting, including the Providers Guide and the Quality Report document, see the **Quality Reporting Website**:

<http://www.health.gov.au/quality-reporting>.

#### **SA Quality Review Team**

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