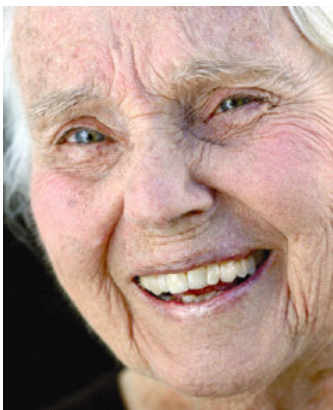


# Assessor 07



## Effective on-site relationship management

Chris Falvey  
General Manager  
Corporate Affairs



- Who uses relationship management
- Our relationships
- On-site relationships
- What does the evidence tell us?
- The Approved Provider perspective
- Other system perspective
- Techniques
- Tools
- Wrap

Relationship management is used to achieve an objective:

Companies use it to achieve business objectives

- Marketing and sales
- Long-term relationships with suppliers and consumers
- Supportive relationships with their stakeholders

- National and state levels
  - Industry associations
  - Department of Health and Ageing
- State
  - Approved Providers
  - State health bodies
  - Cross-border Approved Providers
- Corporate
  - DHA
  - Minister
  - Parliament
  - Other accreditation bodies – Aust & international

- How we plan the visit
- How we conduct the visit
- How we conduct ourselves
- How we provide feedback

Human interaction = a dialogue to get at the facts

**The new Commissioner for Aged Care (and complaints)...**



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# The evidence

Assessor  
**07**

- Comments and complaints
- Feedback and analysis
- Round-table discussions
- Confidential feedback
- 'Anecdotal evidence'

# The evidence

- Does **not** show we have a ‘problem’
- Does show where we can improve
- Complaints are up
- Coincides with significant change in type of visits from site audits to unannounced support contacts
- Modules
- Positive feedback stable, but some negativity
- There is no link between non-compliance and complaints

- Assessor 07
- Update Results and processes
- Update Audit handbook
- The Modules
- Update Assessment Workbooks
- Industry communication
  - Special newsletters
  - The Standard special edition
  - Package to industry

# Our response

- Assessor ‘leave behinds’
- Fact sheets on useful websites and practical tips
- Enhanced feedback
  - feedback
  - simplify forms
  - new questions
  - assessor feedback

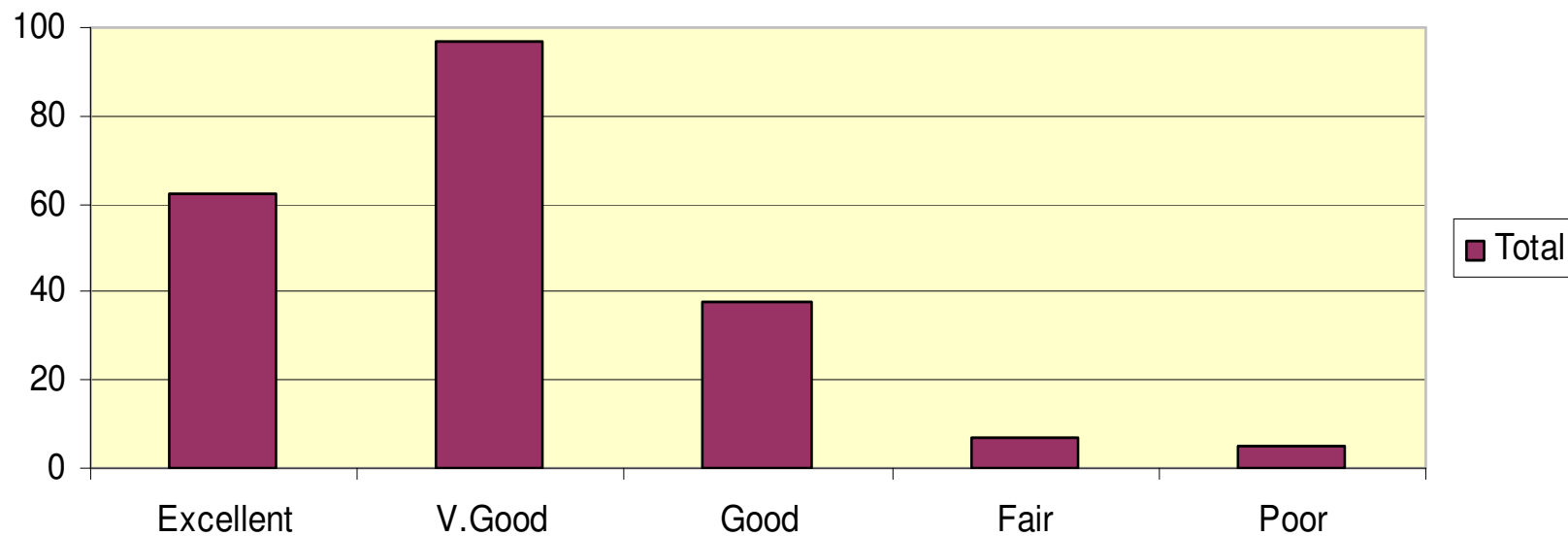


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# Assessor feedback trial

Assessor  
**07**

**Attitude of management and staff towards your team during the visit**

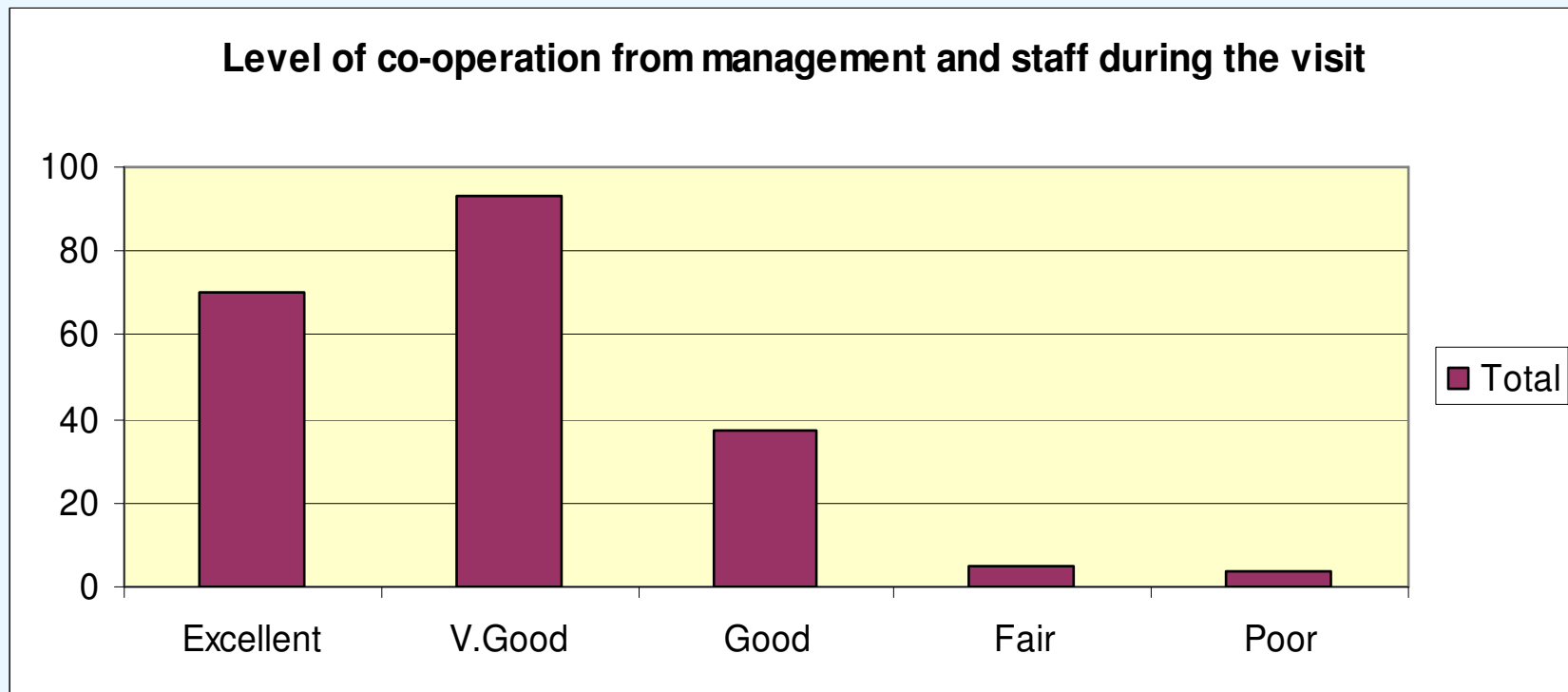




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# Assessor feedback trial

Assessor  
**07**



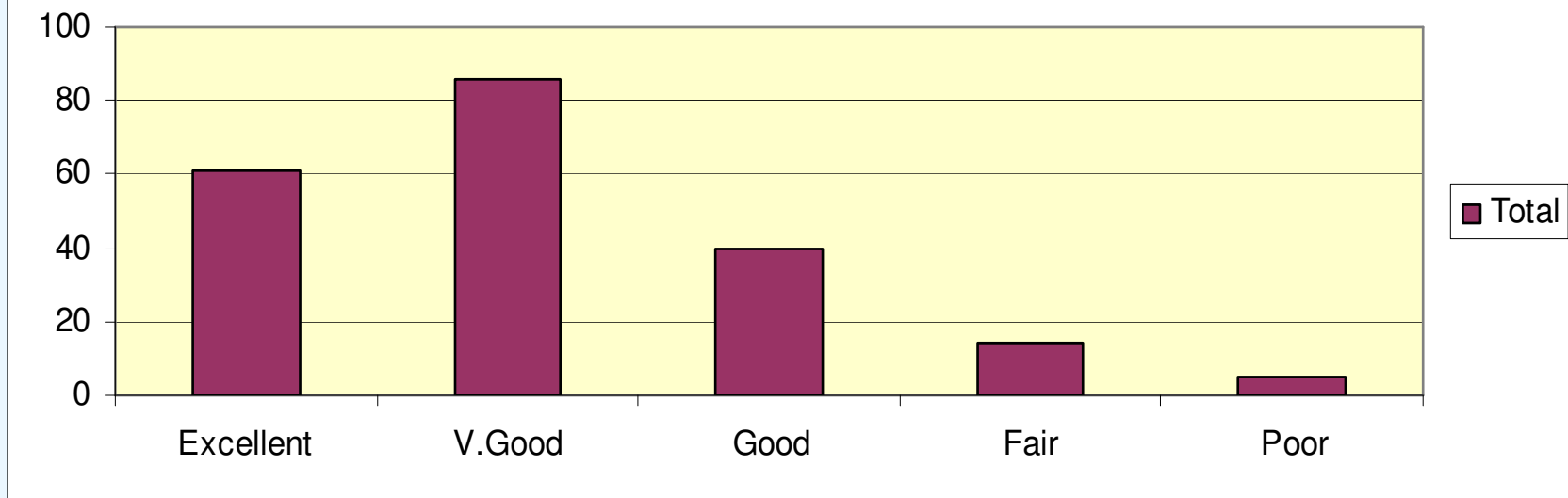


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# Assessor feedback trial

Assessor  
**07**

**Responsiveness of management and staff to suggestions and feedback**



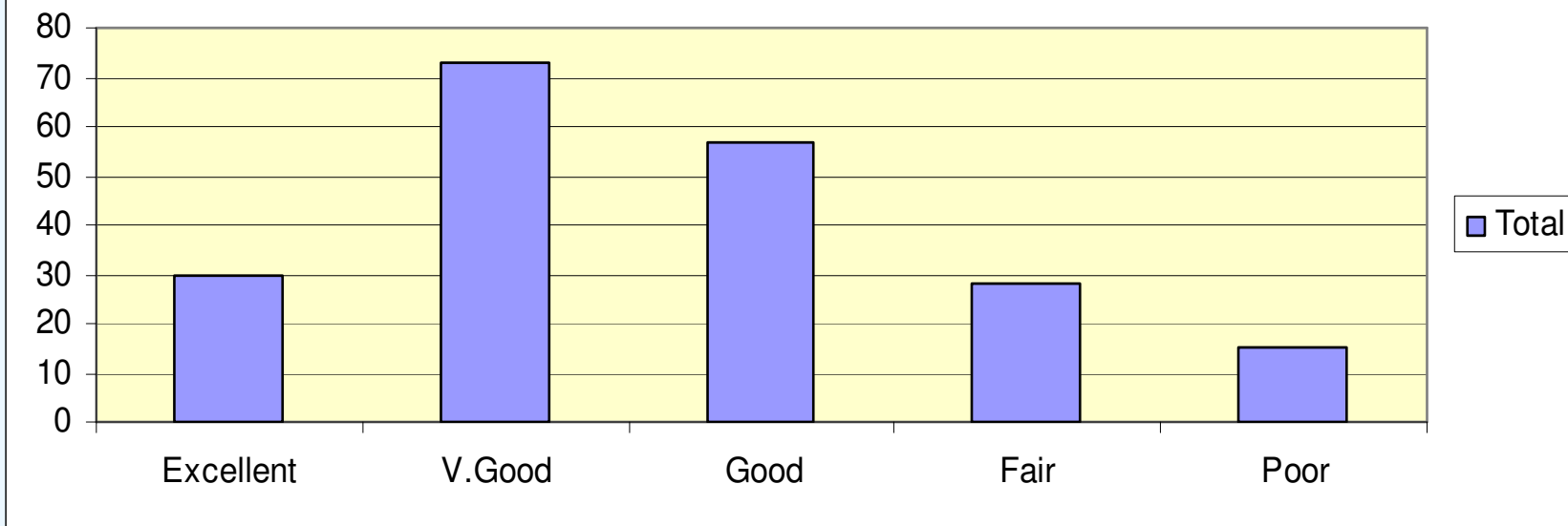


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# Assessor feedback trial

Assessor  
**07**

**The home was able to locate additional information when requested**



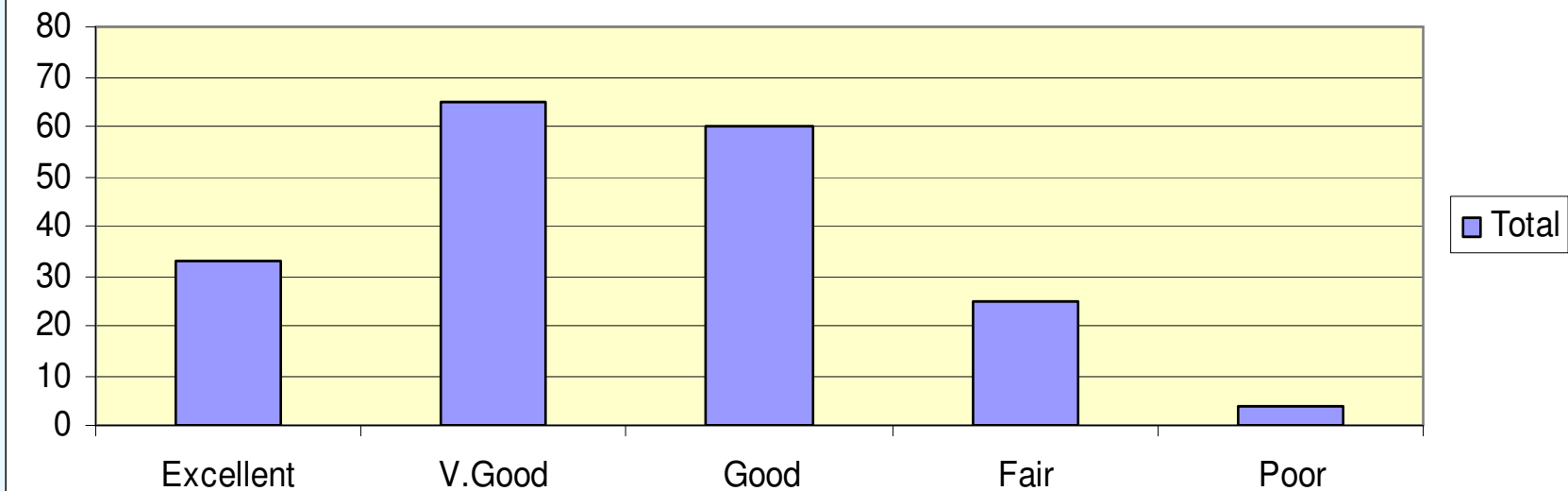


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# Assessor feedback trial

Assessor  
**07**

**The home had sufficient information about the accreditation process**



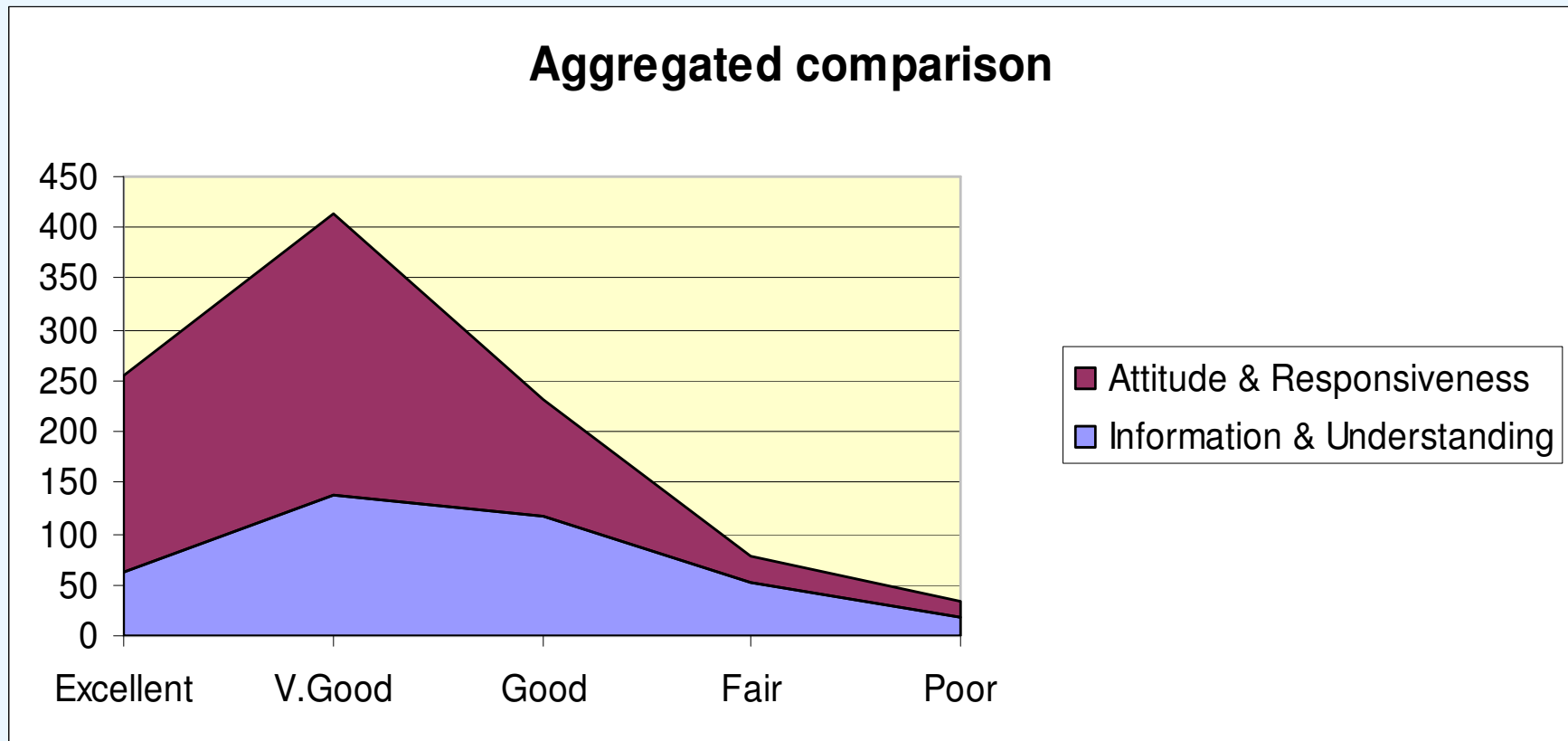


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# Assessor feedback trial

Assessor  
**07**

## Aggregated comparison



- Conduct / attitude is important
- Heightened industry sensitivities
- Actively managing relationships at corporate levels
- What happens 'on site' is equally important
- Tools, techniques to assist assessors
- Improvements to our own systems
  - complaints management
  - feedback
- Stronger industry communications program
  - The Standard
  - 'leave behinds' and fact sheets