



Assessor questionnaire update

The Assessor questionnaire provides us with useful data in relation to accreditation processes and supports continuous improvement.

After an extensive review, the questionnaire has been improved to capture more information and will be available in September.

The additional areas include revised questions regarding the PCI, separate sections for site audits and support contacts and revised section relating to our planning processes.

Some key points to remember:

- Please ensure that the correct state office responsible for the case management of the home is selected. This is particularly important for homes that are across state borders.
- Questionnaires must be returned to your state office as soon as possible.
- If you select a fair or poor rating, please provide some further information in the comment box.
- It is compulsory for team leaders to complete this form at every visit.

Meet Rupa Nair



Rupa is senior administration officer in our Parramatta office.

How long have you worked for us?
Five years.

What roles have you had with us?

I began in the NSW office as an administration officer. In the time I worked in NSW office I did scheduling, budgets and basically ensured our assessors plan and undertake their assessments.

What is your background?

I have a Bachelors degree in Hospitality and worked in Dubai as guest relations executive for Burj Al Arab - acclaimed as the only seven-star hotel.

What do you love about your job?

I enjoy how I have been able to work in different roles. I spent 6 months working in the Accreditation division and enjoyed the work and team environment. Since moving back to the NSW office, I am now in a senior administration officers role and am enjoying the challenge of this new role while working in a team that I have always worked with.

Tell us something about yourself?

I have been living in Australia for six years and have two young children. When I have time for myself I enjoy watching movies and sketching.

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Here is another accreditation organisation in our series on international accreditation organisations and accreditation systems.

The NIAZ is an accreditation institute working for all Dutch speaking countries surveying hospitals and healthcare facilities.

At the 10th anniversary jubilee in April 2009, NIAZ changed its name to the Netherlands Institute for Accreditation in Healthcare instead of Hospitals.

The NIAZ organisation – Standard and Training program has been accredited by ISQua.

NIAZ is a voluntary, not for profit organisation independent of government. NIAZ works in collaboration with Inspectorate for Health care and other quality, safety bodies to reduce the double pressure placed on the facilities affiliated with the NIAZ .

NIAZ develops quality standards and assesses whether healthcare organisations comply with these. Appraised is whether they have an organisational set-up that guarantees that an acceptable quality level of care can reproducibly be delivered. If so the organisation is awarded an accreditation for four years, after which a full re-examination will take place. In between NIAZ will check the progress on the (mandatory) improvement action plan. Accreditation seeks to offer third parties - e.g. patients, healthcare insurers, government bodies - an assurance that the organisation is robustly and safely organized.

NIAZ development includes:

- NIAZ is working for all healthcare institutions in the Dutch-speaking countries in the world.
- 80% of Dutch hospitals are involved also a number of nursing homes, mental institutes, institutes for radiotherapy et al.
- 245 surveyors: Board members, medical specialists, nurse et al.

Accreditation program

The NIAZ accreditation program has become a basis on which the government may rely for its own surveillance by the Inspectorate of Healthcare. The Inspectorate of Healthcare builds upon NIAZ-assessment to prevent extra pressure on the organisations.

Patients have the right to know what hospitals do to systematically assure and improve quality of health care.

NIAZ accreditation encompasses a four-year cycle that includes self-evaluation, and internal audit system, survey visits and progress improvement plan. The NIAZ publishes information about the accreditation status and the results of the accreditation process of the institutes affiliated with the NIAZ via its website www.niaz.nl.

The NIAZ distinguishes different types of accreditation: full accreditation and partial accreditation. Full accreditation is the usual format and relates to the healthcare organisation in its entirety. Partial accreditation deals with a certain part (department, process) of a larger organisation and must eventually be incorporated in a full accreditation.

For some organisational parts the organisation may uphold the partial accreditation even when a full accreditation is awarded. This usually concerns organisational units that also exist as separate healthcare providers outside the organisation.

Performance audit



Over the coming months the Australian National Audit Office (ANAO) will be undertaking an audit titled 'Residential Aged Care Providers; Monitoring and Compliance Regime'. This is a follow up on a similar audit undertaken in 2002/03.

The objective is to assess the effectiveness of the monitoring arrangements to ensure compliance with the accreditation standards and other requirements under the Aged Care Act 1997. The audit will cover our role as the accreditation body and that of the Department of Health and Ageing as the regulator.

The audit is due for completion in May 2011.

The ANAO is an independent body appointed to review public sector entities to ensure they are efficient and effective in undertaking their role. As an organisation responsible for the accreditation of residential aged care homes we not only have responsibility to residents living in aged care homes but also to the Australian community as a whole. The ANAO review process provides assurance to the Australian community that organisations such as ours provide a high quality service.

The ANAO's approach is similar in structure to ours; there is an entry meeting, gathering and analysis of evidence, corroboration, feedback and reporting.

The main difference is this performance audit is conducted over a ten month period.

We have already completed the entry meeting and the auditing team commenced onsite on 26 July for the evidence gathering and field work phase. As part of the process, the ANAO will raise a series of issues papers for comment before finalising the report. We expect the exit interview will be in November this year.

At this stage, the ANAO has expressed particular interest in our case management approach and is likely to observe an actual audit by one of our assessment teams.

Given we have ISQua accreditation and ISO certification with SAI Global Limited we can feel confident about the work we do and the processes we have in place.

During the audit our approach is simply 'business as usual'. I look forward to the opportunity to demonstrate the good work we do and identify areas where we can make improvements.

Mark Brandon
Chief Executive Officer

Education

New QUEST topic

Over the coming months 'Privacy and dignity' QUEST program topic will be introduced as part of the free QUEST session currently available to residential aged care homes.

QUEST (Quality Education on the Standards) topics take up to 1.5 hours and are delivered by an aged care quality assessor. These interactive sessions are designed for small groups of up to 15 participants and allow time for interaction, discussion and questions.

Other QUEST topics available are Accreditation Overview, Assessing the Standards, Continuous improvement for residential aged care, Accreditation for consumers – your role in aged care and Using resident feedback.

New seminar topic

'Making Support Contacts work for you' is the newest one-day seminar topic being implemented this year.

This seminar provides an overview of the accreditation process and methodology, and will help management and staff more effectively prepare for, and work with aged care quality assessors, during announced and unannounced support contacts.

More details about these new topics can be obtained from the Education division.