



A unique partnership for a shared goal

In a landmark agreement, Aged Care Standards and Accreditation Agency Ltd has partnered with Aged and Community Care Victoria to deliver a three-day course on 'Understanding accreditation: a practical toolkit for homes' within Victoria.

The course aims to help the industry better understand the accreditation process, audit principles and methodology, and enables participants to conduct internal assessments against the Accreditation

Standards. Successful completion of the course will help homes demonstrate their compliance with each of the 44 expected outcomes of the Accreditation Standards.

Aged Care Standards and Accreditation Agency Ltd Chief Executive Officer Mark Brandon said the partnership was a significant step forward. Read the full media release on our website www.accreditation.org.au

Meet Maureen Douglas-Holland



Maureen is the Assessment Manager based in our Brisbane office, responsible for Queensland and northern New South Wales.

How long have you been with us?

Since January 1999. This year brings me to my eleventh year with the Company.

What roles have you had

with us?

Under the old career structure, I was one of the 'senior assessors' with the Queensland office until June 2003. Then I stepped into the role, now known as as Assessment Manager within the Queensland office.

What is your background?

I undertook hospital based nursing education at the Toowoomba General Hospital, immediately on completing my secondary education. I have been a registered nurse for over 20 years.

I have worked in acute care, residential aged and domiciliary care environments in both clinical specialist and education roles.

I have since completed my Bachelor of Nursing, Bachelor of Social Work and Masters in Health Science (Gerontology) whilst remaining in the workforce.

What do you love about your job?

It holds a great deal of value to me that at the end of the day, we seek to improve the quality of life for frail older Australians.

I also feel privileged to have had the opportunity to spend my work days with such a committed, professional workforce.

Tell us something about yourself?

I live in the western suburbs of Brisbane with my husband of 16 years, 14 year old daughter, 20 year old nephew, two large dogs and a cat. I will do anything to avoid domestic duties, but take great joy in tending and expanding my fern collection. I have just rediscovered an enthusiasm for running and currently training with the local running group with the goal of completing the Gold Coast half marathon in July 2010.

This month...



Page 2

- CHKS story



Page 3

- Police checks
- Assessor Development Program



Page 4

- Getting to know..



Page 5

- Continuing education
- Online aged care references

Caspe Healthcare Knowledge Systems (CHKS)

Here is another accreditation organisation in our series of news about international accreditation organisations and accreditation systems.

CHKS is the United Kingdom's leading independent provider of healthcare intelligence and quality improvement services. CHKS is part of the Capita Group plc. CHKS pioneered the UK healthcare intelligence market with hospital benchmarking in 1989. Since then, CHKS developed a range of solutions for their 400+ healthcare clients in 15 countries, providing them with unrivalled insight into local and national health economies.

Their solutions range from online healthcare performance and governance tools to international accreditations programmes. CHKS applies their core skills - healthcare informatics, managing audit programmes and deriving practical insight - to current healthcare agenda.

To demonstrate the quality of their services internationally:

- CHKS is the only organisation in the world to provide accreditation services that are both internationally recognised by ISQua (International Society for Quality in Healthcare) and certificated by UKAS (UK Accreditation Service) to award ISO 9001:2008
- CHKS is one of only 13 providers to be approved by the Department of Health UK to provide support under the Framework for External Commissioning Support (FESC)
- their market-leading database of 130 million patient episodes is certificated to ISO 27001 and meets stringent standards of confidentiality and security

CHKS has been developing and implementing accreditation systems for health facilities for almost 20 years, both under its current name and also previously known as The Health Quality Service (HQS). Their programmes are designed to assist healthcare organisations to apply quality standards to improve patient care, whilst addressing key challenges such as risk as the standards cover all aspects of healthcare provision, organisational development and support, and an assessment process which leads to external peer review and an accreditation award.

Working nationally and internationally it is important to reflect local requirements like organisational structures, service configurations, laws, culture

and practices, CHKS customises standards and programmes to incorporate relevant features of international generic quality programs like EFQM and ISO9001:2008, however, the patient experience is at the forefront of any of CHKS's programmes.

Currently CHKS accreditation is accredited by ISQua and the UK accreditation service (UKAS) to award the internationally recognised certificate of ISO 9001:2008 Quality Management Systems to Healthcare Organisations.



CHKS's main work is in UK and Ireland but also within other parts of Europe, mainly Portugal, Denmark, Italy and Cyprus.

Assurance and accreditation

Working with UK acute trusts to ministries of health internationally, they offer a range of services to drive, assure and demonstrate quality improvement.

Their services and hospital accreditation programmes put quality at the heart of everyday working practices. Internationally-recognised by ISQua (International Society for Quality in Healthcare) and accredited by UKAS (UK Accreditation Services) to award ISO 9001:2008 certification, they tailor services to reflect the priorities of each client in every health sector, and take into account the cultural differences and complexities of various healthcare economies and systems.



Police checks

As part of legislative requirements, approved providers need to have policies and procedures in place that demonstrate management and monitoring of compulsory police checks, including for new staff and volunteers. Approved providers should also be monitoring:

- the expiry dates of police checks
- that procedures for identifying upcoming expiry of police checks are working effectively
- that procedures ensure enough time has been allowed for a police check to be undertaken and returned before the expiry date; and
- storage, security and access policies are effective.

When assessing a home's compliance with the Accreditation Standards, assessors check:

- that the home has a system to obtain and assess a police check for new and existing staff and volunteers, as well as contractors or consultants under the approved provider's control
- that there is either a police certificate register or the police certificate is held
- that police certificates and information about police checks are stored and destroyed when appropriate so that it protects the personal information from misuse and loss and from unauthorised access, modification or disclosure.

In the case where police checks or a police check register is held offsite at a head office, approved providers need to demonstrate that they have a suitable system for managing and monitoring police check requirements. This may include a checklist maintained at the home, relevant policy and procedure documentation, and/or information faxed through from their head office.

Further information, including a template police check register, is available from the Office of Aged Care Quality and Compliance of the Department of Health and Ageing. The document is called 'Police Certificate Guidelines for Aged Care Providers' (updated 2009) – go to www.health.gov.au/internet/main/publishing.nsf/Content/ageing-quality-factsheet-policechecks.htm.

Assessor Development Program



Stage one of the Assessor Development Program (ADP) commenced in March. The first ADP workshops focused on Incidents, Serious risk and Critical events and were held in Sydney, Brisbane, Melbourne, Adelaide and Perth.

Pre reading was sent out two weeks before the workshops to all assessors. This reading prepared participants for the workshop and covered theory that would be covered in the program as well as other related articles and case studies that would support the training.

After exploring some of the differences and similarities between these three events, the training session was spent reviewing case studies and unpacking real events. There was a focus on learning from others experiences whilst reinforcing best practice and accreditation procedure.

Feedback from the workshops was very positive. In the larger states the workshops were run twice allowing for smaller group size. This was mostly very well received as assessors found it easier to participate without losing networking opportunities.

The case study approach fostered critical thinking and supported engagement and the pre reading reduced the amount of time covering theory. Below are comments from Assessors:

'A great session - interesting, informative and thought provoking.' Brisbane

'Thanks for the learning format. Good to have smaller group, practical examples and case studies to work from.' Melbourne

'Liked the new format and pre-reading material was relevant, case studies relevant, interaction amongst QA's productive'. Perth

'Group Exercise was very useful. Learned a lot' Adelaide

'Smaller groups are a better format than previously used for QAIT - more interaction and better discussion' NSW



Getting to know...

Adelaide team

In line with all state office teams, the Adelaide office provides the operational support to ensure that all residential aged care homes receive their site audit and unannounced audit with the best assessor team for these tasks and in a timely way.

There are three admin officers, comprising Maria Portolesi, Gail Edge and Georgianna Despotakis.

Chris Schubert is the Principal Quality Assessor.

Loraine Kanas, Operations Manager is responsible for ensuring that the administration of accreditation procedures is correct. She also schedules all assessments, the management of BBP work queues, the production of all management reports, publication of assessment reports, correspondence, and production of certificates.

State Education Coordinator Philomena Mitolo, assists with development, as well as coordinates and delivers training and education activities.

Office Services Manager, Sarah Bridgman is responsible for office support services, including secretarial, office supplies, reception, records, budget and expenditure review, human resources and quality management.

Assessment Manager, Virginia Matthews is responsible for assessing and reporting the performance of aged care services, accreditation and related decisions, case management of aged care homes' compliance, ensuring that compliance objectives are met, and effective management of the assessor workforce and implementation of quality processes.

State Manager South Australia and Northern Territory, Nancy Morelli, is responsible for primary leadership in the Adelaide office, stakeholder relations, managing the state office and delivering planned outcomes.



Left to right: Nancy Morelli, Georgianna Despotakis, Maria Portolesi, Gail Edge, Philomena Mitolo, Virginia Matthews, Sarah Bridgman, Chris Schubert and Loraine Kanas

Continuing education

Update

An important component of the Royal College of Nursing Australia's (RCNA) Life Long Learning Program (3LP) is awarding Continuing Nurse Education (CNE) points to college workshops, seminars and conferences, and to accredited or endorsed activities provided by other organisations.

Aged Care Standards and Accreditation Agency Ltd has recently been awarded Royal College of Nursing Australia (RCNA) Authorised Provider of Endorsed Courses (APEC) status, and our educational activities attract RCNA CNE points for attendees.

As an example, attendance at Better Practice Adelaide as attracted 12 RCNA CNE points, 13 if you also attended the optional breakfast session.

As an independent aged care accreditation organisation, our underpinning philosophy is that we support the industry's quest for high quality care through a combination accreditation, education activities and information.

Go to the education section of our website www.accreditation.org.au to learn more about the education we provide and their respective RCNA CNE points.



Online aged care references

Hard copy versions of *Aged Care Act* and *Aged Care Principles* are no longer available.

<http://www.comlaw.gov.au/comlaw/Legislation/ActCompilation1.nsf/0/4CBFEA0176A3997ACA257638000CE730?OpenDocument>

The link has been provided to allow you electronic access to the current edition for reference.