Extra!

March 2010

Newsletter for Aged Care Standards and Accreditation Agency Ltd staff

Making budgeting and finance reporting better

The reporting and budget models of the Integrated Corporate Management System project (Better Business 2) is progressing well, with the new models being rolled out throughout the company in February and March.

The reporting module will allow easy access to financial information to assist users with managing their areas. The model will be parallel tested against the existing process with the release of the final January 2010 results.

The budget module will allow all areas to efficiently and accurately complete annual budgets for their areas. The rollout will begin with the 2010-11 budget process.

Both of these modules are integrated and will provide reliable and useful information for management and financial analysis purposes.

The next stage of the Better Business 2 project is the Financial Transactions Management System. With Tom Lee overseeing the scoping and design phase, this is due for rollout in the latter part of 2010.

Meet June Connolly

June Connolly is currently acting Group leader in NSW/ACT.

How long have you worked for us?

Five years. I recently received a CEO service award.

What is your background?

I began my career as a nurse and prior to working here, I worked at Westmead Hospital for 17 years. I had a few roles during my time at Westmead.

I was initially employed as a nurse educator. Then I was in a team responsible for implementing a clinical information system. I was later involved in clinical quality within Westmead.

I have a degree in psychology and began my career working part-time while being a mother.

Tell us something about yourself that not many people would know?

This year I am the President at Dural Rotary Club. This role and being an assessor has shown me that I can still learn new skills.

The last five years have really been the highlight of my working career.

Left to right: Chairman Jim Harrowell and June Connolly.

Ann in Berlin

In January, State Manager NSW/ACT Ann Wunsch, was overseas and visited a similar accreditation body in Berlin. Read about her experience…

"When people plan their holidays, the holiday is more about relaxing in the tropics and getting away from it all. In January as part of my holiday, I visited Medical Service of the Health Insurance Berlin-Brandenburg eV (MDK) in Berlin, Germany (www.mdk-bb.de).

MDK is a consulting and appraisal service for the statutory health care funds in the states of Berlin and Brandenburg. MDK has the socio-medical expertise to assess the health care provided in their region.

As their web-site shows, MDK has a broader brief than the Aged Care Standards and Accreditation Agency Ltd; however one of their roles is to regulate aged care. MDK conducts regular visits to aged care homes in Berlin Brandenberg and trains their assessor workforce to undertaken these visits.

MDK provides on behalf of the health care funds an assessment of the insured, and also determines the appropriate care to be delivered. In addition, they examine the quality of professional nursing care in nursing homes, as well as ambulatory care services.

I spent a couple of days at MDK with Dr Martina Stahlberg, leader of Department of Care who manages the assessor workforce and Ms Birgit Freimuth, an assessor who had spent time with us in 2007. I accompanied Birgit and another assessor Mr Karsten Finke to two metropolitan residential aged care homes and I was able to observe not just their assessment processes but also how quality care is provided to residents in German context.

At both homes, it was obvious that the Germans do hospitality well. For instance, instead of tea and biscuits, we were offered espresso coffee and chocolates, as is common in Germany. Both homes were decorated in true Christmas festive style, in a way that we experience in large department stores, but their festive season really is in winter.

Each floor at one of the homes, had a particular colour scheme which was chosen to create a mood that suited the needs of residents. For residents that were in a comatose state, their rooms were brightly coloured to provide a stimulating environment. Bright apricot colours were chosen to provide a lively living environment for the resident, the staff who provided care and for the resident's visitors.

Some of the high care residents were surrounded by an array of medical equipment however all rooms were individually decorated and the furnishings were high quality.

While observing the care provided I was struck by how calm everything was. There were no call bells sounding or noise other than staff moving about in a calm but purposeful manner. When I met with residents, they all smiled when I was introduced as an Australian, and one resident commented that she always wanted to visit Australia.

While waiting outside the second home, I read the home's menu displayed on the street front in a perspex frame. This home offered meals to the general community for a small fee and the food was a café quality meal. We knew that our lunch that day would be soup with either an omelette or schnitzel and dessert. The dining room had recently been refurbished and had a grand piano to entertain the community.

I accompanied an assessment team on an unannounced visit at one of the homes. The unannounced visit process included a 10% sample of residents to provide their views of the service provided to residents at the home.

The issues raised by assessors at MDK were exactly the same as in Australia such as assessment issues and providing high quality of care for residents.

The record of accreditation visits are placed on the MDK website.

While most people come home from their holiday with lots of shopping and souvenirs, I returned home with stacks of MDK and assessor references.

Left to right: Ms Birgit Freimuth, Ms Ann Wunsch and Dr Martina Stahlberg.

MDK Berlin - Brandenburg

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

The MDK Berlin-Brandenburg (MDK) is an assessment and accrediting body for the federal states of Berlin and Brandenburg and health insurance organizations.

The MDK Berlin-Brandenburg is a membership organisation, with headquarters in Potsdam. The legal supervision of MDK is exercised by the Ministry of Labor, Social Affairs, Health and Family of Brandenburg.

For health insurance, MDK examines the adequacy of:

- hospitals
- preventive and rehabilitative services
- the application of new or unconventional methods of investigation and treatments
- the provision of aids
- dental care
- the regulation of home nursing.

In the care, MDK provides on behalf of the health care funds determining the dependency of the insured and determines the appropriate care for the insured. In addition, MDK examines the quality of professional nursing care in nursing homes, as well as ambulatory care services.

The MDK Berlin-Brandenburg has a total of 595 employees. A large percentage of their assessors are doctors and nurses. Other professions, such as allied health professionals make up the balance of their assessor workforce.

The assessment conducted by MDK are applied by health insurance through a levy. The funds are levin the ratio of the number of members residing in the individual health insurance divide in Brandenburg and Berlin. The health care funds pays half of this levy.

The individual health insurance for individual counseling is provided with user fees.

MDK Berlin-Brandenburg

Reminders

Assessor development program (ADP)

Assessors will be emailed the pre-reading material two weeks before each ADP workshop.

All assessors are required to complete the pre-reading in order to fully participate in ADP workshops.

Please contact your State Education Coordinator if you have not received your pre-reading.

The March ADP workshop will be four hours. This workshop will address three topics:

- Incident reporting,
- Serious risk and
- Critical events.

This year, there will be ADP workshops in March, May, July, September and November.

Go to our website at **www.accreditation.org.au** and read more about the ADP.

Reminders

Assessor code of conduct

The assessor code of conduct has been revised. At re-registration, assessors will be asked to sign the amended code of conduct. Please make sure you read the revised code of conduct when you re-register.

Note taking

Please re-aquaint yourself with the requirements for note-taking onsite. There is a list of requirements for note-taking in the *Audit handbook* on page 74, 7.4.1 Note-taking. You need to ensure your notes are easy to read and understand, that they provide substantial information and clearly identify the home, assessor, date of visit and type of activity.

Please send copies of your notes to us as soon as your report has been submitted. External assessors are provided with a polytough bag to return hard copies of documents including the statement of major findings for site audits, entry and exit meeting attendance sheets, the assessor questionnaire and any other documents. (See the *Audit handbook* page 105 assessment step 24)

Also remember that while you may take copies of documents or records at the home with the approved provider's knowledge, it is rarely necessary for the material to be removed from the home. Any material you hold should be handed over to the home at the exit meeting if you are not removing it from the home. The requirements for removing material from a home, whether it is an original or copy are outlined in the *Audit handbook* page 48, 5.6.4 Collection of copies of original documentation.

The assessors' workbooks and reports must be posted or hand delivered to us as soon as the report has been completed, and should be handled carefully and securely at all times.

Continously improving...

Each year, the *Audit handbook*, *Results and processes guide* and *Assessment modules* are reviewed and updated to ensure the information is current and relevant; that they reflect legislation and policy requirements; and that the tools provide effective guidance to assessors for conducting visits to homes, assessing and report writing.

Assessor feedback is valuable in improving the tools. To complete a survey on the resources, please go to **http://www.surveymonkey.com/s/K93HGK3.**

The survey will take approximately 10 - 15 minutes to complete.

If you have additional comments that could not be included in the survey, please email your suggestions to **feedback@accreditation.org.au**.

In the subject line include *Assessor resources - Feedback*. Please include the relevant resource and page number references, extract or suggestions for improvement.

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