



## Updated tools for assessors

The assessment modules used by assessors during support contacts have been updated and consolidated.

There are now 11 modules and the updated modules have been placed on the website where they can be downloaded.

Each of the assessment modules provides a broad review of each residential aged care home's ability to provide quality care for residents in accordance with the Accreditation Standards.

The assessment modules have received international interest from other accreditation bodies.

Assessors will receive their printed versions at the November ADP workshops.

Homes can download the modules from the website, or they can order the updated *Accreditation Essentials* pack which comprises the *Results and processes guide*, the *Audit handbook* for assessors, and the book of assessment modules.

Homes can use the tools we provide our assessor workforce to assist in their internal monitoring and self-assessments.



## Understanding accreditation success

The new three-day course *Understanding Accreditation* has been an outstanding success with more than 450 people attending so far.

Forward demand also remains strong with 28 courses booked involving 410 people through to Christmas.

*Understanding accreditation: A practical toolkit for homes*, was developed so that participants would get a better understanding of the accreditation process, audit principles and methodology and to feel confident to conduct internal audits in their own home.

Following the success of the three-day *Understanding Accreditation* course, we have developed a new one-day course in *Making support contacts work for you*.

*Making support contacts work for you* includes an overview of the accreditation process and methodology; helps management and staff effectively prepare for, and work with assessors, during announced and unannounced support contacts.

Chief Executive Officer Mark Brandon says the courses are intended to "take the mystery out of accreditation" and assist the industry in our shared goal of providing high quality care for residents.

"Our education program is developed using the information we have as an accreditation body, while focusing on research about what the industry wants and needs. The topics are developed with a strong focus on what will assist homes in meeting the Accreditation Standards and provide quality care for residents," Mark says.

"It is important that people understand what we do and how we do it. Our experience is that if people understand what we do, then the whole process runs more smoothly."

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# National Accreditation Board for Hospitals and Healthcare Providers, Quality Council of India

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

National Accreditation Board for Hospitals and Healthcare Providers (NABH) is a constituent board of Quality Council of India, set up to establish and operate accreditation program for healthcare organizations. The board is structured to cater to much desired needs of the consumers and to set benchmarks for progress of health industry. The board while being supported by all stakeholders including industry, consumers and government, has full functional autonomy in its operation. NABH was established with the objective of enhancing the health system and promoting continuous quality improvement and patient safety.

Currently, NABH offers accreditation services in Hospitals, Small Health Care Organisations (SHCO) and Blood Banks/Blood Centres and Transfusion Services.

The following new accreditation programs are being developed:

1. Dental hospitals/ centres
2. Medical Imaging Services
3. Hospitals under AYUSH

NABH is an institutional member of the International Society for Quality in Health Care (ISQua). ISQua is an international body which grants approval to Accreditation bodies in the area of healthcare as mark of equivalence of the accreditation program of member countries.



## **ISQua accreditation of NABH standard**

ISQua has accredited “Standards for Hospitals” developed by NABH. The approval of ISQua authenticates that NABH standards are in consonance with the global benchmarks set by ISQua. The hospitals accredited by NABH will have international recognition This will provide a boost to medical tourism.

So far hospital standards of only 11 countries viz. Australia, Canada, Egypt, Hong Kong, Ireland, Japan, Jordan, Kyrgyz Republic, South Africa, Taiwan, United Kingdom have been accredited by ISQua. India becomes the 12th country to join in this group.

NABH became ISQua Institutional Member in February 2006. NABH hospital standards, 2nd edition 2007 received ISQua accreditation in April 2008.

NABH is a member of an ISQua Accreditation Council.

NABH is also a National Member and on the Board of Asian Society for Quality in Health Care (ASQua).



# Behavioural interviewing skills

Getting the right people for the job is an important part of building effective teams. Behavioural interviewing is a skill for recruiting managers that contributes to improved staff satisfaction as people are better matched to jobs.

Improved staff retention and reduced turnover has been one of the most significant changes over the past two years.

Staff turnover has eased to an annualised 12 per cent in the September quarter compared with 21 per cent in the previous year, and a peak of 43 per cent in September 2008.

We began providing behavioural interviewing skills training in April 2007.

Two updated behavioural interviewing courses were conducted by Chandler Macleod during October with our Parramatta and Melbourne staff.

This one-day course covered:

- job role analysis and key job behaviours
- compliance with employment laws when recruiting
- design of effective behavioural interview questions
- interviewing face-to-face and over the telephone
- the roles and responsibilities of a selection panel
- evaluating and selecting candidates
- our recruitment processes including supporting paperwork.

Staff at both courses provided positive feedback: *It gave me an insight into how we should chose candidates and to use the time allocated in the interview to explore the potential the candidate has to offer.*

*The acronym SAR (situation, action and result) will be of benefit when reviewing resumes and interviewing applicants.*

*It was a great refresher which cemented my knowledge of behavioural interviewing skills, especially in writing behavioural interview questions.*

*I found the Behavioural interviewing course was very useful particularly understanding what skills we need in the person to fit into the organisation and how to prepare a list of questions you want to ask.*

*The course taught me that instead of asking how a candidate would behave, we should ask how they did behave.*

*I learnt a lot of techniques from the course.*

Behavioural interviewing skills courses will continue to be offered as part of the Learning and development framework to ensure we have the skills to ensure people are better matched to their jobs.

The recruitment procedure and recruitment process map were updated recently and are now available on the intranet. Take a moment to read up on these changes and note the latest updates that have taken place in October.

## Paid parental leave

The Accreditation Agency has made voluntary early registration with the Australian Government's paid parental leave (PPL) scheme. The scheme comes into effect from 1 January 2011, but employers have the option of registering early so that employees can lodge claims with the Family Assistance Office from 1 October.

The Government's PPL scheme provides a maximum of 18 weeks Government-funded parental leave pay at \$570.00 a week, before tax, for mothers and other primary carers, including adoptive parents, who have been in the paid workforce and who have a baby or adopt a child on or after 1 January 2011.

Go to [www.fahcsia.gov.au/guides\\_acts/ppl/ppl-rn.html](http://www.fahcsia.gov.au/guides_acts/ppl/ppl-rn.html) for the full details.

Payments are made to parents via the employer's payroll system, rather than direct from Centrelink/Family Assistance Office to the eligible parent. It is the responsibility of parents to lodge their claims for assessment with the Family Assistance Office.

Any payments under the PPL scheme are in addition to the Company-provided 12 weeks paid maternity leave provided for in the Enterprise Agreement.

# Latest policy updates

It's always good practice to check out the latest policy and procedure updates on the intranet. As part of our commitment to quality and continuous improvement, all policies and procedures are earmarked for review on a regular basis.

This is in addition to any updates that might have arisen out of improvement requests, or specific continuous improvement initiatives.

In case you haven't had a chance to visit the intranet recently, here are some updates to keep in mind.

## Updated documents

- Recruitment procedure
- Learning and development procedure
- Equipment disposal policy
- Timeline for timesheets 2010 - 2011
- Dress code

## New releases

- Enterprise agreement 2010 - 2013
- Healthy lifestyle initiative procedure for claiming rebate
- Support contact report
- New observer report

There were over 30 latest updates listed on the intranet for October, so do take time to familiarise yourself with the 'latest updates' section of the intranet.

# ConnX upgrade

Staff can now enter time in actual minutes on their ConnX timesheets following a series of software upgrades to the Company's web-enabled human resources management information system.

Previously, staff had to calculate the decimal-equivalent for periods of less than one hour.

Following the upgrade, which was successfully completed last week, ConnX will automatically create a time sheet for the next pay period when staff submit their current timesheet.

## Among other enhancements:

- Staff can now amend their timesheets;
- Part-time and term-defined employees can now project their annual leave;
- Managers can project leave for staff and view their balance on the same screen.

The ConnX tips section of the intranet has been updated to reflect the ConnX upgrades, and additional scenarios have been added following feedback from management and staff.

The next upgrade to ConnX will see the web-enabled system rolled out to casuals. This will remove a further paper-based process, improve payroll integrity and ensure casuals are paid in a timely manner.

# Annual Report 2009/2010

The Company's annual report for 2009/2010 has been tabled in Parliament and placed on our website.

The annual report sets out the Company's performance and focuses on the theme of promoting high quality care.

Chief Executive Officer Mark Brandon says there were a number of significant achievements including re-certification of the Company's Quality Management System to ISO standard 9001:2008 by SAI Global, and organisational accreditation by the International Society for Quality in Health Care (ISQua).

"Our role as the accreditation body is to assess the performance of others against set standards. Any organisation involved in such activity should require no less of themselves," Mark says.

