



ISQua accreditation audit

Last month, we were audited by the International Society for Quality in health care (ISQua) for accreditation in its International Accreditation Program for accreditation organisations in health care.

Prior to the audit, we completed a comprehensive ISQua self assessment. As part of the audit, three international ISQua surveyors spent three full days conducting the ISQua site audit.

The purpose of the visit was to assess the alignment between our documentation, our practices and the outcomes required under the ISQua standards.







During the audit the ISQua assessors from Malaysia, Canada and New Zealand, examined our business functions in line with the standards covering:

- governance
- strategic operational and financial management
- risk management and performance improvement
- human resources management
- information management
- assessor management
- assessment management
- accreditation or certification awards.

We are a member of the International Society for Quality in health care (ISQua) and our Chief Executive Officer Mark Brandon is an elected member of the ISQua International Accreditation Federation Council. This provides an opportunity to contribute to the accreditation debate at a local and international level and learn about accreditation in other countries.

In 2008 our assessor training and management program became the world's first course to be accredited by the International Society for Quality in health care (ISQua). The benchmark certification includes not just the training course, but also our approach to recruitment, selection and appointment of assessors, and their continuing professional development. When we gained this accreditation, the ISQua Board commented "The Aged Care Standards and Accreditation Agency is congratulated on being the first external evaluation body to have its assessor training program assessed for ISQua accreditation." This is independent confirmation that our assessor program is at world's best practice.

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Just a word



While a predominant function of our business is to assess aged care homes against the Accreditation Standards, we were ourselves the subject of a rigorous audit recently conducted as part of our goal to become accredited by the International Society for Quality in health care (ISQua).

Three surveyors spent three days reviewing our systems and processes. We provided nearly 600 pieces of evidence for the surveyors to validate our assessment as part of the onsite audit.

The onsite audit was thorough and rigorous. As well as looking at documents and interviewing individuals, the surveyors facilitated a staff focus group; facilitated an assessor focus group; visited and met with the approved provider of a recently accredited residential aged care home and attended an actual site audit of a residential aged care home.

The team was impressed with the robustness of our quality management systems, the processes we use as an accrediting body and our information systems.

We expect to know the accreditation decision in early October.

Mark Brandon
Chief Executive Officer

AIM NSW/ACT Rebecca Gregory Scholarship 2009

The AIM Rebecca Gregory training scholarship is designed to inspire and enhance the skills of Aboriginal and Torres Strait Islander managers and leaders in NSW and ACT.

The prize is AIM diploma qualification training of choice to the value of \$6,000, one year's AIM membership, and \$2,000 travel and accommodation allowance.

Applications close 30 September.

For more details visit the AIM website – www.aimnsw.com.au/scholarships

Another shade of blue – a free learning resource

Another Shade of Blue: Depression in Older Australians, is a free DVD and learning guide produced by *beyondblue*.

The DVD includes recordings of personal stories and a panel discussion. A learning guide accompanies the DVD and includes activities and case studies for group discussion and review.

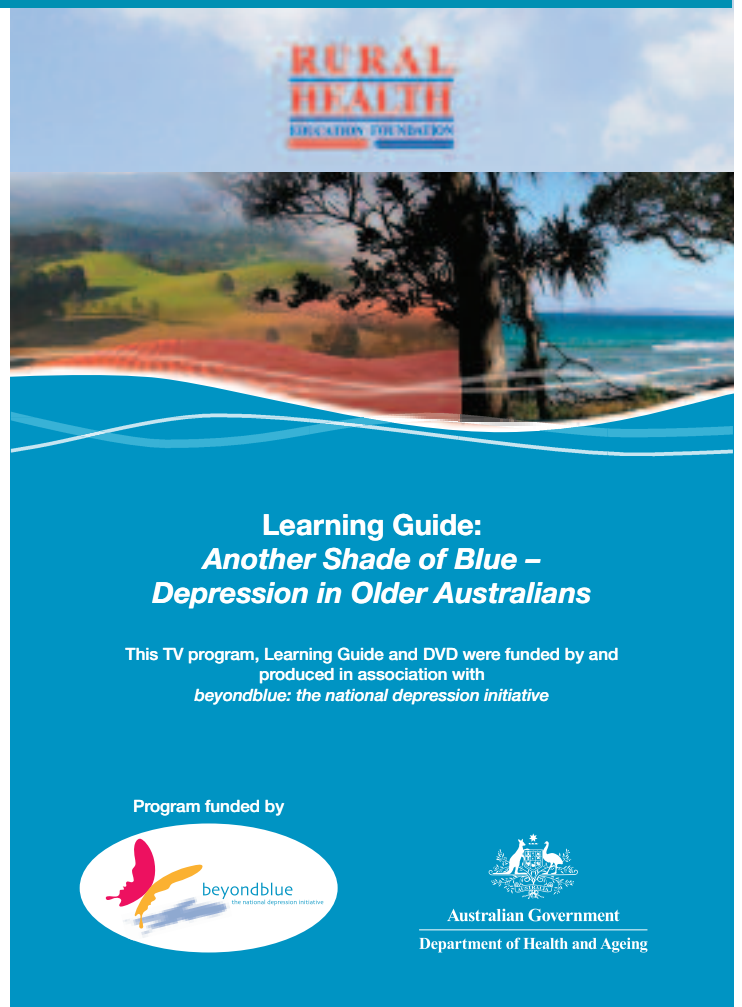
On the panel are recognised experts in their field, Dr Norman Swan, Professor David Clarke, Associate Professor Gerard Byrne, Dr Jane Sims, Ms Trudi Sebasio and Dr Jill Benson.

The learning outcomes of the program include:

- effectively recognise, assess, treat and manage depression in older Australians
- understand issues relating to older indigenous and culturally and linguistically diverse Australians who are at risk of or experiencing depression
- understand and reduce stigma associated with older people and depression
- undertake informed prevention and early intervention strategies with older people.

Discussion by the panel includes associated risk factors for older people such as:

- an increase in physical health problems such as heart disease, stroke and dementia
- chronic pain
- side effects from medications
- losses/adjustment issues particularly in relation to moving into residential aged care homes
- death of a spouse or family member
- injury through falls
- admission to hospital
- anniversaries that evoke memories.



The information provided in the DVD and learning guide is a valuable resource for residential aged care homes and will enhance education resources. The learning guide is comprehensive and may be used as a stand alone education tool as well as a tool for assessing systems and processes in identifying and managing depression.

You can order a free copy of the DVD and learning guide through the *beyondblue* website – www.beyondblue.org.au.

Buddies get together for better care

Mater Christi Aged Care Facility in Toormina NSW, has adopted a buddy system which could easily be adapted at other homes.

The system was introduced so staff could work within other departments to fully understand the importance of each person's position and how it connects with other positions within the organisation.


The buddy program was embraced by all employees, with feedback positive and employees wanting the program to continue on a regular basis. The program now runs twice a year and was developed with a thorough risk assessment and list of tasks and duties for all participants.



Facility manager Christine Farrell washes up in the kitchen



Sylvia from Admin Support, spent time with the residents

 Better Practice 2009

Perth 15-16 October

**Early bird registration closes
Friday, 2 October**

Final Better Practice conference for 2009
Brisbane 5-6 November

To register to attend, go to
www.accreditation.org.au or phone 1800 728 589

Get ready for Better Practice 2010

Adelaide	20-21 May 2010
Hobart	24-25 June 2010
Perth	22-23 July 2010
Melbourne	26-27 August 2010
Sydney	16-17 September 2010
Brisbane	14-15 October 2010

Preventing falls

The NSW Falls Prevention Program is a shared agreement at a state level between the Clinical Excellence Commission and the Centre for Health Advancement, NSW Department of Health. The program contains a range of resources, including a CD and DVD, handouts, information sheets, a poster and a checklist, to help in the prevention of falls in NSW hospitals. While it is designed with a hospital setting in mind, the information can also be useful for aged care homes.

The 'Trigger' CD and a DVD outlines four case studies of falls that have occurred in hospitals. The information is based on the Safety and Quality Council Best Practice Guidelines for Preventing Falls and Harm from Falls in older people, and fall events recorded in the NSW Health Incident Information Management System (IIMS).

The education resource is a comprehensive education package and contains information on:

- falls rates
- causes and contributing factors such as incontinence, delirium, weight loss, environmental considerations, footwear and restraint
- strategies for preventing and managing falls including assessments, management after a fall, using transferring belts and lowering a person to the floor who is falling.



According to the Clinical Excellence Commission website, fall injury is a major cause of injury-related hospitalisation and loss of independence among people aged 65 years and over. In NSW each year, falls lead to approximately 30,000 hospitalisations and at least 300 deaths in people aged 65 years and over. Having had a recent fall is one of the leading reasons for premature admission to permanent residential aged care. No other single injury cause, including road trauma, costs the health system more than fall injury.

For more information on the program or to order a copy of the DVD/CD, visit the Clinical Excellence Commission website, www.cec.health.nsw.gov.au/programs/falls-prevention.html

Expect the unexpected! Emergency planning and management

In July, the Aged Care Branch in conjunction with the Emergency Management and Public Health branches of the Victorian Department of Health hosted a seminar on emergency management for aged care.

A range of key authorities involved in emergency management in Victoria also took part. About 300 people attended from the aged care sector including providers of residential aged care, home and community care and supported residential services attended.

Keynote speakers were Bruce Esplin, Emergency Services Commissioner Victoria and Dr Norman Swan, as well as the Secretary of the Department of Health, Fran Thorn and Director Aged Care Branch, Jane Herington as MC.

A highlight of the seminar was a scenario based panel discussion, hosted by Dr Norman Swan, presenter of the Health Report and Health Minutes on ABC radio. Dr Swan challenged the panel to consider how they would operationally manage unexpected emergency events. This led to an engaging and fast moving session. The panel discussion was recorded and it is hoped that an educational DVD can be developed.

The two days also included an overview of the Victorian emergency management framework, information on the swine flu pandemic and a workshop on business continuity planning.



Feedback following the seminar was extremely positive with participants reporting that learnings from the seminar would be taken back and used in their organisations.

Presentations and resources are posted online for reference at www.health.vic.gov.au/agedcare/publications/seminar_jul09.



Contacting us by email

In order for your email to be seen by the right person and for us to respond quickly, it is important that you address your email to the local Agency office in your state or territory.

NSW/ACT – nsw_act@accreditation.org.au

Qld (also covering NSW Northern Rivers region) – queensland@accreditation.org.au

SA/NT – sa_nt@accreditation.org.au

Vic/Tas – vic_tas@accreditation.org.au

WA – wa@accreditation.org.au

Accreditation Essentials

new and revised

Order your copies of the new resources today!

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Contact telephone: _____

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Qty Complete set of Accreditation essentials @ \$40 Total = _____

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Please keep a copy of this form for your records as it becomes a tax invoice upon payment.

Seminars and courses

Seminars

The series of one-day seminars to the industry aims to equip key personnel with the skills and knowledge that will improve quality of care for residents.

Four-day Assessor Courses

The internal assessor course aims to equip individuals with the skills and knowledge to conduct assessments of their own aged care facilities. This course is designed for staff working in the aged care industry who are seeking to develop their skills and knowledge in assessment and accreditation processes.

Organisation-direct training

We can deliver our one-day seminars and four-day assessor courses direct to your staff in your own facility. Our highly-trained facilitators will work with you to minimise disruption to normal operations.

"It was very accommodating of the Agency to do a course for the organisation."

"Very valuable, informative and specific to my current needs. I enjoyed the opportunity to network with my colleagues."

Visit our website www.accreditation.org.au or contact us on 1800 728 589.

	Seminars		Courses	
	Evidence-based practice	Managing risk to avoid non-compliance	Assessor course - four day (does not lead to registration as an aged care quality assessor)	Assessment fundamentals (aged care) course - five days
NSW	2 December, Coffs Harbour	26 November, Parramatta	26 September – 1 October, Parramatta 17-20 November, Parramatta	12-16 October, Parramatta
Qld	27 October, Brisbane	10 December, Roma	30 November – 3 December, Stones Corner	12-16 October, Stones Corner
VIC/TAS	14 October, Mildura	9 November, Launceston	19-22 October, Box Hill 7-10 December, Box Hill	21-25 September, Box Hill
SA/NT	12 November, Glen Osmond	8 October, Glen Osmond 27 October, Clare	28 September – 1 October, Glen Osmond	28 September – 1 October
WA		19 November, Mt Claremont	2-5 November, Mt Claremont	21-25 September, Mt Claremont

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