



High five for RSL LifeCare



RSL LifeCare have received Better Practice in Aged Care Awards for projects at Peter Cosgrove House and RSL Anzac residential aged care homes

RSL Anzac Village received two Better Practice in Aged Care Awards for "Adding life to years and years to life" for individually designed therapy programs and Mental Health Clinical Pathways programs to provide a more comprehensive mental health service to residents.

Wound Management, Model Practice for Contemporary Aged Care and Positive Connections Communication Enhancement – Dementia and were the three programs that Peter Cosgrove House received Better Practice in Aged Care Awards.







Better practice projects address many of the issues experienced by residents

and their families and they are integral to the development and running of these projects.

The Better Practice in Aged Care Awards demonstrate to residents, families and staff the benefits that flow from substantial changes to systems through to improved outcomes for residents. With evidenced based improved outcomes all stakeholders are more enthusiastic in exploring other opportunities to change or improve current practices and systems.

More details about these award winning programs can be found on our website www.accreditation.org.au

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Just a word



This issue each story focuses on how information systems are being used to provide quality care for their residents. We have received positive feedback to the themes used in *The Standard* and we will continue to use this approach to continue to provide you with useful examples that may assist your services to residents.

In 2009 we will focus on topics such as infection control, pain management, clinical care, specialised nursing needs, continuous improvement, leisure interests and activities, human resource management and behavioural management.

If you believe your home is doing great things in these areas, please send an email to editor@accreditation.org.au. We'd like to hear more about your efforts and perhaps feature your home in an upcoming issue of *The Standard*. We receive many submissions to *The Standard* each month and are grateful for your input. It is one of the reasons our surveys continually show *The Standard* to be a well-read and useful tool.

A handwritten signature in black ink, appearing to be 'Mark Brandon'.

Mark Brandon
Chief Executive Officer

Better Practice in Aged Care Awards

The *Better Practice in Aged Care Awards* are presented for better practice in any program run by a residential aged care home that benefits the lives of the residents.

Nominations for an award are made at the same time as reapplying for accreditation. There is no fee for nominations.

The award is not linked to the accreditation period granted to a residential aged care home.

To be eligible for the award a residential aged care home must be:

- a Commonwealth-funded residential aged care home
- fully-compliant with the Accreditation Standards for at least the last 24 months prior to the time of the site audit.



Hibernian Nursing Home, part of the BallyCara Village of Friends, Queensland received a Better Practice in Aged Care Award for the program "*Active, Independent and Upright*® (Falls Management Program)."

Since February 2007 a team of residents, families, staff and management worked together and developed this program that has achieved a 50 percent reduction in fall rates.

The program was developed through statistical analysis and benchmarking of falls management and prevention. The home prevents falls through the coordinated action of their multidisciplinary team with the support of good systems that support falls prevention intervention. The program now acts on modifying a person's intrinsic and extrinsic risk factors for falling.

Hibernian Nursing Home is committed to the growth, development and ongoing evaluation of *Active Independent and Upright*® and welcomes the opportunity to benchmark their work with others who want to improve the quality of care to residents.

Amity at Newcomb, Barossa Valley Nursing Home and Southern Cross Home Fullarton Hostel have also recently received Better Practice in Aged Care Awards. You can read more about their award winning initiatives on our website www.accreditation.org.au

Ease of communication in acute care planning

Improved resident care has been the successful outcome at Centennial Lodge following the implementation of a new acute care planning system early last year.

Part of the Royal Freemasons Homes of Victoria, Centennial Lodge is a 75 high-care bed nursing home based in Wantirna South, just three quarters of an hour's drive from Melbourne.

Manager and Director of Nursing, Lynne Pelgrim said the facility's new system allows any acute care issues to be closely monitored so that nothing is ever missed and treatment is regularly evaluated.

A set of designated forms clearly detail each resident's care including issues, treatment, staff/professionals involved, progress notes etc. These are managed by Centennial's 11 Care Managers who drive the system and allocate duties amongst staff accordingly, said Lynne.

"Everything is signed off by the relevant staff members and we also make use of 'prompt sheets' so that nothing is ever missed.

"Now that we are using an efficient, methodical system, there is a lot less margin for error and staff are totally aware of the requirements placed on them without any surprises. Plus residents are seeing much more efficiency of care."

Lynne said that Centennial Lodge is now considering making the move from a paper-based system to a fully computerised one within the

next 12 to 18 months. "It's just progression really. We have come this far and everyone is really happy with the benefits seen. Now it's time to look towards the future."



"...residents are seeing much more efficiency of care"

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.

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 seeking to develop their skills and knowledge in assessment and accreditation processes.

Organisation-direct training

Our seminars and Assessor courses can be delivered direct to your organisation at your nominated facility. For more information contact 1800 728 589 or visit our website www.accreditation.org.au/education to download your copy of the Expression of interest form to receive a detailed proposal.

For more information on our seminars and courses including venue details, or for information on upcoming months in other locations, visit our website www.accreditation.org.au/education/ or contact us on 1800 728 589.

Seminars				Courses
	Evidence-based practice	Continuous improvement	Managing risk to avoid non-compliance	Assessor courses
NSW		24 February 2009, Parramatta 17 March 2009, Dubbo	4 March 2009, Armidale 10 March 2009, Canberra	
Qld		10 March 2009, Toowoomba		
VIC	31 March 2009, Mornington	3 March 2009, Melbourne CBD	26 March 2009, Wodonga	
SA/NT			19 March 2009, Modbury	
WA	25 March 2009, Mt Claremont			9-12 March 2009, Osborne Park

For more information, visit our website www.accreditation.org.au/education or call 1800 728 589.

Application for accreditation software release update

As part of our program of regular review and improvement, an improved application for accreditation has been developed to make it easier for aged care homes to apply for further periods of accreditation. The new application is available on our website www.accreditation.org.au

The new application no longer requires the inclusion of the home's vision statement, organisation chart, resident's handbook or site plan for submission; they can be presented to the assessment team during the entry meeting at the site audit.

We will continue to accept electronic applications in the 2005 (version 2) software until 1 March 2009. After that date, electronic applications must be in the 2008 version. If you are submitting the 2005 (version 2) electronic application, please ensure you download the latest hardcopy of the application self-assessment prompts from our website www.accreditation.org.au

For more information relating to the updated software and installation requirements, please visit our website www.accreditation.org.au or contact the helpdesk on 1800 462 235.

Continuous care made easy

Recognising the need for a simplified and consistent continuous improvement system was a key factor in the move to improve information systems standards at the Embleton Care Facility, in Perth's north east.



Back in 2007, the facility conducted a review of best practice which concluded that Embleton Care was in dire need of a fully integrated system for its continuous improvement.

"Our documentation was in disarray, with staff finding it hard to access the most recent reports without a lot of digging around the systems," said Managing Director David Cox. "Whilst staff were efficient at collecting information with our Care and Finance software programs and a variety of electric and manual audit tools, we were taking up far too much time trying to locate information that could be used purposefully for auditing, continuous improvement initiatives or accreditation visits. The lack of organisation was putting stress on everyone."

Following the review, stringent moves were put in place to make full and efficient use of the IT operating system Vista. "We had always used Vista but had never before used it to its full capacity," said David.

Using Vista, Embleton Care's documentation underwent a standardisation procedure whereby all care activity, meetings, conferences, audits, accreditation standards etc were centralised on templates within the system. This ensured that all information was easy to access with any relating information and its

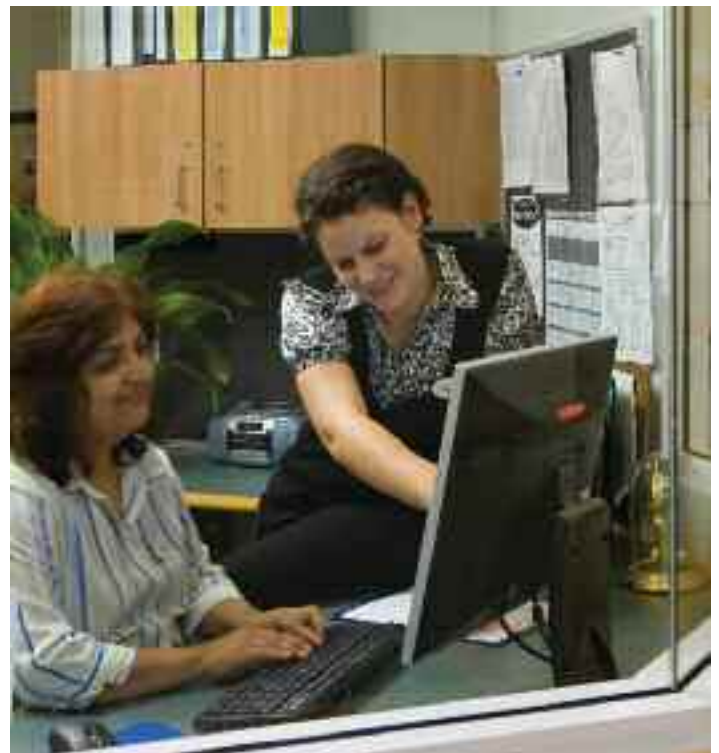
whereabouts being clearly detailed for users. All templates are tracked by the IT system using standardised keywords for easy searching.

"This system just requires a couple of clicks or a key word and they are away with the relevant information."

Having also massively driven down the need for reams of paper, David said both staff and residents have benefitted from the boost in efficiencies at Embleton Care. "It took the fifteen of our staff which use the system about a couple of months to get used to the changes, but once this period was over, they told me they are very pleased with the new seamless feel of things and how they now have the confidence to access current and reliable information at a touch of a button."

The facility's IT systems, ranging from its enterprise finance software to its care software and even its catering software have been fully integrated and is now used on a daily basis by all levels of staff. And moves are also afoot to introduce a pharmacy component which will ensure ease of prescription ordering, said David.

"The best thing is that residents have seen an improvement in the way that processes take place. Staff can now focus on residents more rather than worrying about the paper trail. Care tasks are occurring more efficiently and consistently for them."



Electronic care implementation causes reduction in falls

A 33 per cent reduction in resident falls has been a benefit of the revamped information systems implemented at Masonic Homes, said General Manager Residential South Australia, Chris Hudson.

With 409 residents and 350 staff spread over three facilities in South Australia and two in the Northern Territory, the organisation, has spent the last two years implementing a care planning and finance system which allows increased visibility and communication for all.

“Compared to last year, we have seen resident falls reduce by around a third and we can directly attribute this to staff being able to act on incidents more quickly due to the improved systems we now have in place,” said Chris.

The system allows Chris, as well as all Site Managers, to have immediate access to all resident files/care plans in order that ‘live’ management of clinical KPIs can be undertaken. “This then allows weekly reporting on any resident issues. Prior to the new system, things tended to be much more labour intensive, with paperwork having to be sent to head office and a lot more time being spent on data entry. Nowadays we can really focus on what the data means and use this to cater for resident needs much more efficiently.”

The original Masonic Homes review which took place back in 2006, also highlighted the need for increased use of email communication between sites, as well as the use of video conferencing for the purpose of both meetings and networking.

“Previously, I think the Northern Territory staff may have felt left out of the loop with regards to management meetings. Video conferencing has added a strong facet to the business, which allows staff members to have on the spot discussions with regards any resident issues that may arise.”

“we can focus on what the data means and use this to cater for resident needs much more efficiently”



▲ June Bennets, Workplace Officer, Masonic Homes

Another IT idea



Staff at Trinity Manor in Balwyn, Victoria use their new IT systems, which have been designed to enhance care, security and the resident living environment.

The technology uses wireless networking to provide efficient electronic care planning and memo distribution, as well as DECT phone-based nurse call communication systems.

More resident time, less paperwork



Providing more hands-on care to its residents, and moving away from spending hours producing handwritten notes was the goal of the Central Coast Community Care Association back in mid-2006.

With three 40-bed facilities on the Central Coast – Woy Woy, Killarney Vale and Lake Haven – the association had up until that point, spent a lot of time using a laborious paper-based system for its information management procedures, said Chief Executive Officer, Ralph Brown.

Following a full IT review, all the equipment was upgraded and a new business server was installed to fully link the three sites to each other, with Woy Woy as the headquarters. “Now we have at least two computers located in each facility’s staff handover room, where care staff and managers alike have full access,” said Ralph. Three key staff have also been given new laptops linked to the server to allow for full mobile usage.

In addition, a new information management system tailored to the needs of aged care was installed. With care planning functionality at its heart, the Maximum Advantage system allows for the integration of a wide range of other business modules including administration, personnel, payroll, billings, staff training, quality improvement, incident reporting etc.

Although not all modules are being made full use of at present, the care association has been trialing new uses such as the administration of

staff police certificates, said Jenny Chua, Quality Assurance Coordinator for the association and the person responsible for training 50 staff members.

“Compared to how we used to be, this is a real revolution. This new system allows things to run more smoothly and efficiently for all staff. Before, when any paperwork occurred, we had to make sure all systems were synchronised with the data which was a very long-winded process. Now, they are all connected up together, the system automatically communicates information.”

Jenny said the new technology also assists in the administration for residents’ government subsidy claims under the Aged Care Funding Instrument (ACFI), as well as with the electronic lodgment of Medicare claims.

“These claims traditionally took a lot more time to process with the old manual ways,” she said. “The new system has cut down these time-frames by about half.”

“Another benefit to the IT overhaul, said Jenny, is more staff are now involved in these administrative procedures with the result being that claims are made more accurately and efficiently.

“More time is given to face-to-face care of residents has been the biggest bonus of less paperwork,” said Jenny.





Do you want to contribute to quality?



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The Aged Care Standards and Accreditation Agency Ltd is looking for assessors right now to join our offices in Brisbane, Parramatta, Newcastle, Melbourne, Geelong, Adelaide, Mittagong and Perth.

We will provide you with initial training through our Aged Care Quality Assessment Course and you will continue to receive update training and other learning and development opportunities throughout your career with us. Our assessor training and management program has been certified at world's best practice by the International Society for Quality in health care. We will also pay your annual registration fee, as well as the fees for a national police check.

We're committed to creating an environment where you receive training and support using our learning and development framework. This is part of our commitment to our employees.


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Travelling to aged care homes throughout the state is part of the job. A driver's licence is essential.

A remuneration package commencing at \$71,292 increasing to a maximum of \$87,000 (inclusive of superannuation) will be offered to successful candidates.

How to apply:

Download an employment application from our website www.accreditation.org.au. Click on 'employment' and read some career profiles from our assessors. Send your covering letter, resume and completed application form to careers@accreditation.org.au Or call Grace Sevilla on 02 8831 1001.

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