

# Assessing performance with the Australian Accreditation Standards for residential aged care: a case management approach

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## Objective

Identify an effective method to assess and monitor performance against the Aged Care Accreditation Standards, and manage potential and actual non-compliance in a timely manner.

## Background and methods

- Assessing performance against Accreditation Standards and responding to episodes of non-compliance in a timely manner is a vital component for an effective accreditation system.
- In Australia accreditation of long term residential aged care homes is the responsibility of the Aged Care Standards and Accreditation Agency Ltd (the Agency).
- We use a case management approach to protect the welfare of residents by initiating and managing timely and relevant action to address potential and identified risks of inappropriate care and services, and to support improvements.
- Case management committees meet weekly in each state to assess the performance of homes with current and past non-compliance with the Accreditation Standards and homes at risk of performance deterioration.
- A national committee meets weekly to oversee the actions of state based case management committees.
- Risk indicators are used to guide case management decisions.

## Outcomes

A case management approach ensures:

- Priority consideration is given to homes where serious risk is observed, followed by those with significant levels of non-compliance, other non-compliant homes operated by the same provider, and homes at risk of performance deterioration
- Agency response to non-compliance or indicators of non-compliance is prompt
- Interventions and actions are coordinated. This includes the scheduling of site visits, the focus of assessments and monitoring onsite, and monitoring homes' adherence to set time tables for improvement
- Fit for purpose assessment teams
- We saw the commonality between homes with the same owner and this has led to relationship management.

## Conclusion

A case management approach ensures all relevant available information about a home is applied to decision-making, all actions and responses are coordinated, and residents of aged care homes continue to receive care and services in accordance with the Aged Care Accreditation Standards.

## Risk indicators

- change of approved provider
- loss of key personnel
- change in management systems
- rapid growth in residents numbers
- rapid change in mix of resident needs
- building programs or relocation
- change in processes or procedures not supported by appropriate staff training
- change in business strategy or restructuring
- industrial dispute

