

Evaluating the performance of surveyors during accreditation visits to residential aged care homes in Australia

M Brandon, E Pringle, L Irwin



Aged Care
Standards and Accreditation Agency Ltd

Objective

Outline strategies designed to:

- monitor the performance of surveyors during onsite accreditation visits
- assess the effectiveness of the accreditation body's assessment methodology and the accuracy of assessments
- identify any need for improvement in the accreditation body's audit processes.

Background

- The success of an accreditation program is highly reliant on the skills and performance of those undertaking the audit or assessment.
- Accreditation site audits and interim assessments (support contacts) of long term residential aged care homes in Australia are conducted by surveyors specifically trained and registered.
- Audit methodology is the surveyors' core competency.

Methods

Two key strategies used to evaluate and monitor surveyor performance:

a) Site visit questionnaires:

- Provided to all aged care providers at the completion of each site visit
- Questionnaire comprises 19 questions about assessment team performance at various stages of the visit (five point scale, 1 excellent-5 poor)
- Section provided for additional comments on how assessment teams' performance and visits could be improved
- Completed questionnaires are sent to an independent service for data analysis to ensure anonymity. Only composite results are provided to the Agency. Providers may identify themselves on the questionnaire if they require a response to their comments.

b) Observer on visits program.

The program involves:

- Experienced quality surveyor evaluating the performance of surveyors on site visits
- Written evaluation of the surveyor's performance is provided to the accreditation agency and the surveyor
- Feedback to individual surveyors.

Results

a) Site visit questionnaires

During the period 2005-2009:

- 24,253 visits to long term residential aged care homes were conducted in Australia
- 14,204 site visit questionnaires were returned by the homes visited (response rate 59%)
- A high level of satisfaction with the overall performance of assessment teams was consistently reported.

b) Observer on visits program

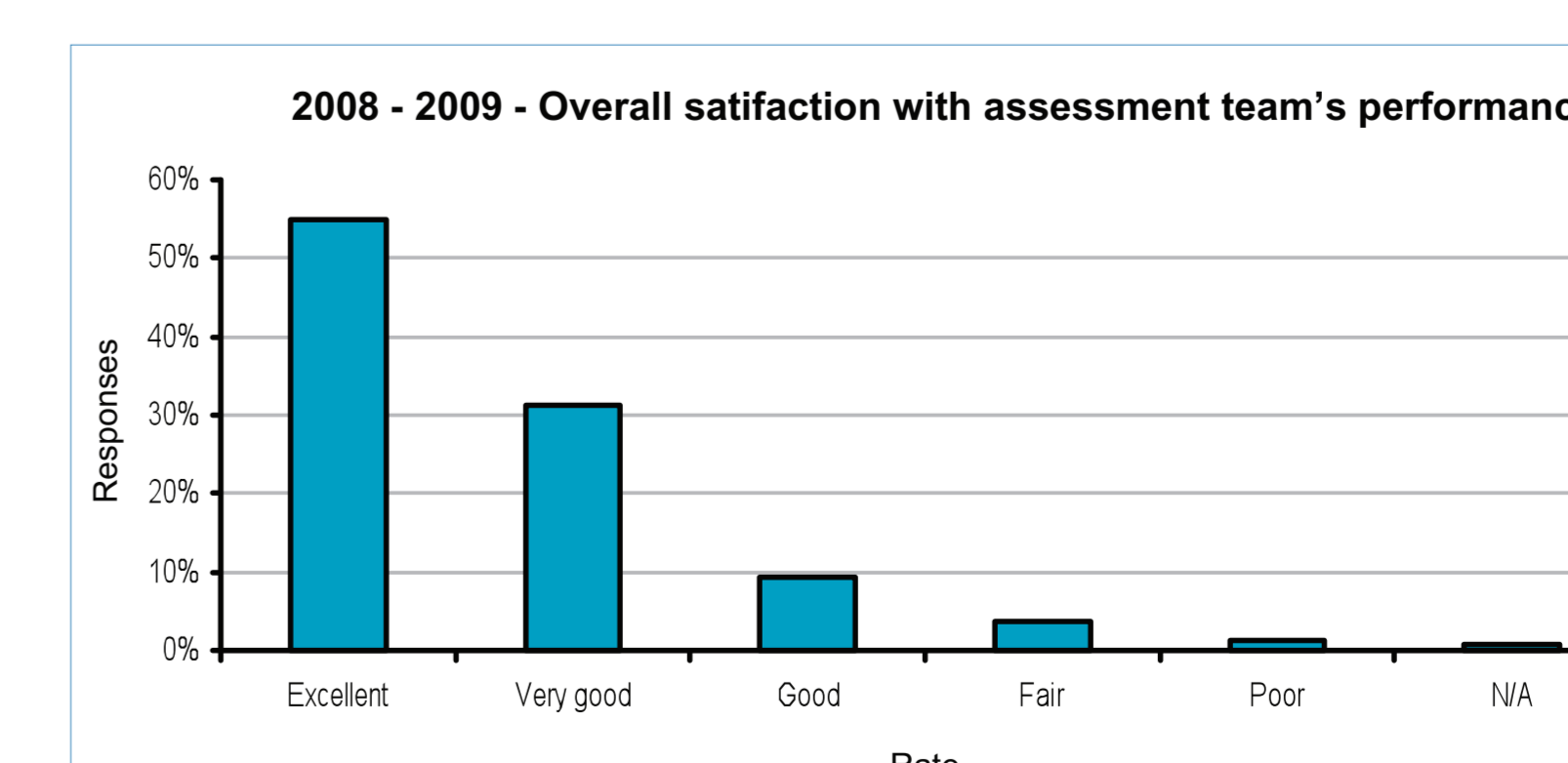
During the period 2005-2009:

- 1091 observations of the performance of surveyors on visits were conducted. Observations related to surveyors' attitudes, relationships with the homes' staff and residents, communication within the assessment team and the accurate use of assessment methodologies
- Overall a high level of surveyor compliance with the assessment protocols and procedures of the Agency were reported.

Conclusion

The two strategies:

- Enable the Aged Care Standards and Accreditation Agency Ltd (the Agency) to monitor the performance of its surveyors and the effectiveness of its assessment methodologies
- Demonstrate to major stakeholders that the Agency has a commitment to quality assurance and its own continuous improvement
- Inform the education and training sessions the Agency provides for its surveyors
- Provide an opportunity for mentoring and supporting the skills development of surveyors (particularly the observer on visits program)
- Reveal the Agency's processes result in consistency of assessments against the Accreditation Standards.



BC holder

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Sample
brochure
holder