

Many happy returns



Oscar Avila and Nicole Parker, Parramatta.

Nicole Parker and Oscar Avila are two of our people who have come back to work for us.

Nicole: My original job at the Agency was travel admin and then I took a job in a branch as a consultant with an insurance company. I enjoyed the customer service part of the job but the environment was based on sales targets.

I kept in contact with everyone and when I decided to leave, I spoke to Ann and came back to the Parramatta team. I like the diversity in my job, the people and the environment. The assessors really appreciate the work we do.

Oscar: There's a level of autonomy here that you don't find in most places. The atmosphere here is good. After working here as an administration scheduler, I decided to leave and put more time into teaching music and play in bands.

During this time, I took a temporary client services office role for a government department for three months and I kept in contact with the team. I've since come back as an administration scheduler and have helped out the Parramatta team and I'm currently supporting the Melbourne team until December.

Accrediting the accreditor

Our Company underwent a thorough onsite audit by the International Society for Quality in health care (ISQua) surveyors. The ISQua international accreditation program is an internationally recognised program that accredits accrediting organisations in health care. The team of surveyors (from Malaysia, Canada and New Zealand) spent three full days reviewing our systems and processes.

During the audit, the ISQua surveyors examined our processes and outcomes and assessed nearly 600 pieces of evidence against the ISQua eight standards 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 Better Business operating system.

The ISQua assessment model is peer review and each ISQua surveyor is a senior executive in their own right. The survey report will be submitted to the Accreditation Council Voting Panel for recommendation to the ISQua Board. The surveyors looked at whether our documentation aligned with our practices and whether the practices delivered the outcomes required by the standards. Accreditation is awarded by the ISQua Executive Board.

We expect to know the accreditation decision in early October. Go to www.isqua.org.



Left to right: Hardev Kaur, Tracey Clerke, Rupa Nair, Risk Manager Les Oliver, Sandra (Sam) Kearns, Dr Kadar Marikar and Lead Surveyor Jim DuRose. Les was our key link with the surveyors.

QAIT reminder



Nicola Briese, Brisbane.

A skills and information update program called Quality Assessor information and training (QAIT) was introduced in 2006 for assessors and this program continues to be offered in 2009.

Over 300 assessors attended a QAIT sessions during August. QAIT is provided free of charge to assessors and assists assessors meet their required CPD obligations. Quality assessors are invited to attend these sessions, which take place every two months in most capital cities.

QAIT sessions cover current issues in aged care and assessment including any changes taking place in the Agency. Suggestions and feedback is welcome to ensure each QAIT session provides assessors with the most up-to-date details.

New assessor course arrangements

We have revised the course curriculum for our internationally recognised aged care quality assessment course.

The course will now be offered in two parts:

- Assessment fundamentals (aged care) - a five-day course which provides a thorough grounding in all aspects of conducting accreditation audits
- Assessing for the Agency - two days, which will focus on the writing of clear, concise, informative and timely reports on audits, and builds on the knowledge and skills participants gained during part one of the course.

Part one is aimed at those who want to undertake rigorous training in assessment methodology and to apply that learning. This may be in their own homes or other organisations. It is a prerequisite, along with Assessing for the Agency for registration as an assessor.

Part two will only be offered when we need to increase our pool of assessors.

Our course gained certification by the International Society of Quality in health care (ISQua) for both the assessor training and management program.

We have more than 500 assessors on the register and this is sufficient to meet our existing and foreseeable future requirements.

More details are in the August issue of *The Standard*.

Go to our website for more details about the course under *Education, Training and resources*.



7,000 visits



Melbourne staff at the CEO roadshow.

Our corporate plan has a number of measures that we, as a team, contribute to achieving each year.

One example is how we contribute to meet the Minister's expectations each year. Last financial year we achieved over 7,500 visits during the accreditation peak. These visits were a combination of announced and unannounced visits.

This financial year we also aim to achieve 7,000 visits as we move out of the accreditation peak.

To achieve this result, requires the sustained effort of staff in all areas of the Company.

A key aspect of our work is to review our processes and make improvements so that homes can benefit from our knowledge to then continue to improve their care of residents.

Resourcing

General Manager Operations, Ross Bushrod said, "The challenge for HR was to ensure each state office had the people to undertake assessments and administration to support assessment teams prepare, undertake and make accreditation decisions so we could achieve the 7,000 visits."

Assessors

"Our workforce is supplemented by external assessors who are qualified assessors and may have other roles within the health services industry. This is where our education team provides assessor training courses to ensure we have a consistent, well-trained supply of assessors available."

Assessor training

General Manager Education, Elizabeth Pringle said, "We run our assessment courses to keep up with our need for assessors."

QUEST

"Assessors also provide onsite training (QUEST) to residential aged care homes." said Assistant General Manager Operations, Ann Wunsch. Scheduling QUEST sessions is another assessor task that administration needs to take account of when scheduling assessors to activities."

Achieving 7,000 visits

"To achieve 7000 visits, our operation team monitors work flows of assessments and performance", said Ross. "We have been able to provide staff from across state offices to provide assistance during various times throughout the accreditation peak.

"Staff across all parts of the Company are given the opportunity to work in different locations as a way to meet our accreditation timelines and also provide work opportunities for staff."

"Our administration teams do the support work to ensure accreditation fees are received, finance provides budgets that administration can then use when allocating assessors to site visits throughout the year."

General Manager Accreditation, Victoria Crawford said, "Our experience of more than 10 years as the accrediting body, having made more than 10,000 accreditation decisions means we have a wealth of information about the aged care industry.

"We continue to analyse this information to enable us to provide improved training courses and information packs for the aged care industry to continue to improve care to residents. Reconsiderations were sought in four per cent of decisions about accreditation."

"I'm proud of the way our people work together and really make a contribution to the improved care of residents," said Chief Executive Officer Mark Brandon.



Corporate plan 2009-2012

June 2009



Corporate Plan 2009 - 2012

Assessor reminder

Email addresses used for communication with the Agency should only be accessed by you.

Ideas and suggestions, email: editor@accreditation.org.au

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www.accreditation.org.au