

Has Accreditation by an external accrediting body driven system wide improvements in long term residential aged care in Australia?

Mark Brandon
Aged Care Standards and Accreditation Agency Ltd



Background

- Accreditation of residential aged care homes receiving Australian government subsidies commenced 1999
- Homes must be accredited by the Aged Care Standards and Accreditation Agency Ltd to receive subsidies (approx 85% of revenue)

Accreditation Agency

Aged Care Standards and Accreditation Agency Ltd

- Australian government owned company
- *Corporations Act 2001*
- *Commonwealth Authorities and Companies Act 1997*
- Appointed as 'accreditation body' under *Aged Care Act 1997*
- Statutory independence enshrined in law

Accreditation Scheme

Characteristics of accreditation scheme

- Most homes currently accredited for 3 years
- All receive unannounced & announced assessment reviews/visits annually
- Accreditation reports publicly available
- Registered aged care quality assessors

Background to review

- No qualitative or quantitative baseline data
- The company conducted its own review of accreditation following Round 1 in 2000
- This presentation describes two subsequent evaluations by independent researchers


2004 Evaluation

Independent research

Purpose:

Determine stakeholder views on:


- conduct of accreditation activities by assessors
- Agency's systems and processes



Methodology: 2004 Evaluation

- 429 phone surveys in 349 homes
- 3 focus groups (42 assessors)
- 3 teleconferences (27 assessors)
- 3 teleconferences (31 service providers)
- 14 individual interviews with representatives of key stakeholder bodies


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Findings: 2004 Evaluation

- Round 2 (2003) markedly more effective than Round 1 (2000)
- Overall strong satisfaction and confidence in the effectiveness of the accreditation process
- Accreditation assists homes to identify their strengths, weaknesses and opportunities for improvement


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Meeting the standards

- Round 1 (2000) 66% met all standards
- Round 2 (2003) 88% met all standards
- Round 3 (2006) 90% met all standards
- Round 4 (2009) not completed

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2007 Evaluation

Independent research

Large scale qualitative study of all stakeholders to:

- Assess impact of accreditation on QoC and QoL of residents
- Identify ways to measure and monitor quality improvement and performance

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Methodology: 2007 Evaluation

Stage One

- Literature review and analysis of regulation
- Stakeholder consultation:
 - 34 focus groups: providers, nurses, carers, allied health, support staff, residents, family and friends, assessors
 - 45 Individual interviews: managers, medical practitioners, service providers/board members
 - 18 peak body representatives: industry bodies, professional groups, carers groups

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Methodology: 2007 Evaluation

Stage Two

Survey of 3 key groups

- Quality managers (1000 interviews)
- Care staff: 4465 surveys distributed across 31 homes (1389 surveys returned)
- Resident carers and family: 4129 surveys distributed (1280 returned)

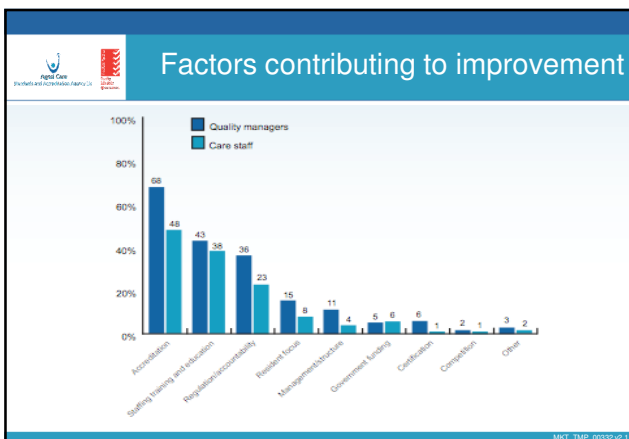
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Findings: 2007 Evaluation

- Accreditation has improved QoC and QoL for residents
- Accreditation identified as most influential driver of change
- Improvements in QoC care rated more favourably than QoL
- Accreditation has lead to continuous improvement culture

Opinions: Quality

- Managers had high level of self assessment
- Staff assessment was lower
- Residents was lower
- Staff and residents aligned.



Conclusion

- Overall quality of care and services has improved since the introduction of aged care reforms and accreditation in the late 1990s.
- Accreditation perceived by participants as having had the most significant positive impact on the level of quality in the residential aged care sector.
- Report at <http://www.campbellresearch.com.au/research-publications.aspx>

THANK YOU