

No. NTG-0809

NOTICE TO PRODUCE DOCUMENTS AND GIVE INFORMATION OR A STATEMENT IN WRITING

Answers to Schedule Item 2: Reporting on Quality Indicators

Provide a list of quality indicator information reports produced or published under the PSRACS Quality Indicator Program. Include stakeholder reports and evaluation reports internal to the Victorian Department of Health and Human Services.

1. PSRACS Quality Indicators – Agency Summary
2. PSRACS Quality Indicators – Summary
3. Quality Indicators in PSRACS Resource materials Jan 2015 edition
4. QI Validation Final Detailed Report 18.06.09

For each type of report in the list, include details of:

a) by whom the reports are produced;

- The Quality Indicators reports are produced by Victorian Agency for Health Information (VAHI).

b) for whom the reports are produced;

- The Quality Indicators reports are produced for all public sector residential aged care services (PSRACS) Health Services

c) who has access to the reports;

- The Quality Indicators reports are accessed by Health Service CEO's and Clinical staff in PSRACS.

d) how frequently the reports are produced;

- The Quality Indicators reports are produced on a quarterly basis.

e) the purpose for which the reports are produced, and, if different, the purpose for which the reports are commonly used;

- The Quality Indicators reports produce a growing resource of information to support improved practice and better care. They identify possible problems, opportunities for improvement and strengths in the service being provided. PSRACS use the information for the quality indicators to build on their continuous improvement strategies and to provide better care for residents.

f) what the reports contain;

- Detailed Quality Indicators Reports
 - Five separate charts for each indicator group
 - Real numbers with comparisons to last quarter and the year to date complete with a pre-calculated percentage change.

- Quality Monitoring Charts Service rate and the state rate, the reference range target and the upper limit, trigger points which can prompt review or action
 - Enable comparison of your performance with the PSRACS state rate
 - Traffic Light Indicators that allow you to evaluate this quarter's results at a glance
 - Summary Quality Indicators Reports
 - Compare all indicators at once
 - Monitor changes from quarter to quarter see the percentage change from last quarter's results
 - Year to date performance
 - Your last nine quarters at a glance
- g) any guidance to readers of reports;**
- Quality indicators in public sector residential aged care services – Resource Materials January 2015 edition.
- h) any success of the reports in quality improvement, including details of any evaluations of the reports; and**
- The results of the PSRACS Quality Indicator program has driven state-wide investment in new mattresses and pressure relieving devices, floor line and electronic beds as well as sector first research to understand factors influencing medicine use in residential aged care.
- i) what, if any, relationship reports have to quality targets or benchmarks.**
- The Quality Indicators reports include visual prompts which allow services to compare their performance against previous quarters and their year to date. Services are also provided a state-average which can be used for 'benchmarking' purposes. The targets on the reports are intended to act as stretch targets by encouraging services to improve their performance. For some areas the target is zero due to the outcome being high risk.
- **Sample reports:**
 - PSRACS Quality Indicators – Agency Summary for Blackwood Cottage: ResiAgedSummary_Albury Wodonga_Blackwood Cottage_Jun2020_CON
 - QI Validation Final Detailed Report 18.06.09
 - Quality Indicators in PSRACS Resource materials Jan 2015 edition