

International Association of Homes and Services for the Aging

Plenary session on Quality and Standards in Long Term Care

National Commission for Quality Long Term Care

□ Doug Pace, Executive Director

National Commission for Quality Long Term Care

- Non-partisan independent body charged with improving long term care in America
 - Grew out of industry-led Quality First initiative
 - Commission formed in October 2004
 - Funding provided by AAHSA, AHCA, The Alliance
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National Commission for Quality Long Term Care

- 22 commissioners
 - Representatives from academia, government, quality improvement and long term care
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Challenges to long term care providers in US

- Loss of independence
 - Family still provide most of support
 - Care workers receive little respect, low pay
 - Under pressure for high quality service
 - Difficulty in attracting and retaining staff
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Challenges to long term care providers in US

- Regulatory agencies are understaffed to enforce regulations
 - Regulations have little impact on poor performing providers
 - Mediocre survive and innovators receive few incentives for their efforts
 - Budget limitations
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Areas for change

- Culture transformation
 - Empowering individuals and families
 - Workforce
 - Technology
 - Regulation
 - Finance
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Workforce issue

- Expand the supply of personnel coming into long term care field
 - Create more competitive long term care jobs
 - Improve working conditions and the quality of long term care jobs
 - Continuing education of the long term care workforce
 - Moderate the demand for long term care workforce
 - Develop new models of long term care services organization and delivery
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Strategies to improve quality of care

- ❑ Strengthening the regulatory process
 - ❑ Strengthening care giving workforce
 - ❑ Providing consumers and others with more information about the quality of services provided by individual providers
 - ❑ Strengthening consumer advocacy
 - ❑ Developing and implementing practice guidelines
 - ❑ Changing organizational culture
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Residential Aged Care Accreditation in Australia

- ❑ 2850 residential aged care facilities
 - ❑ 1600 operators
 - ❑ 166,000 residents
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Challenges faced by providers

- ❑ Funding and subsidy structures
 - ❑ Increasing expectations
 - ❑ Media interest and reports
 - ❑ Workforce
 - ❑ Increasing complex nursing requirements
 - ❑ Reporting requirements
 - ❑ Accreditation is linked with funding
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Role of accreditation body

- ❑ Managing the accreditation of residential aged care services using the accreditation standards
 - ❑ Promoting high quality care, and helping industry to improve service quality by identifying best practices and providing information, education and training
 - ❑ Assessing, and strategically managing, services working towards accreditation
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The accreditation body

- The Aged Care Standards and Accreditation Agency Limited
 - Australian government owned company
 - Appointed under Aged Care Act 1997
 - Sole accreditation body
 - Statutory independence
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Accreditation

- Desk audit
 - Site audit (usually 3 yearly)
 - Support contact
 - Review audit
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Standards

- Standard One
 - Managing systems, staffing and organization development
 - Standard Two
 - Health and Personal Care
 - Standard Three
 - Resident Lifestyle
 - Standard Four
 - Physical environment and safe systems
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Netherlands

- Standards for good care – a milestone in transparency and accountability
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Why do we need standards?

- ❑ Incidents within the elderly care
 - ❑ Stakeholders' pressure
 - Internal – clients, family, professionals
 - External – public control, health insurance
 - ❑ Strong need of a standard which is broadly supported and inspiring
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Inspiring standards

- ❑ Shift from system's quality to output quality
 - ❑ Balancing quality of life standards and professional standards
 - ❑ Encourage quality
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❑ Thank you