

Quality Management System for residential aged care

Policies & procedures

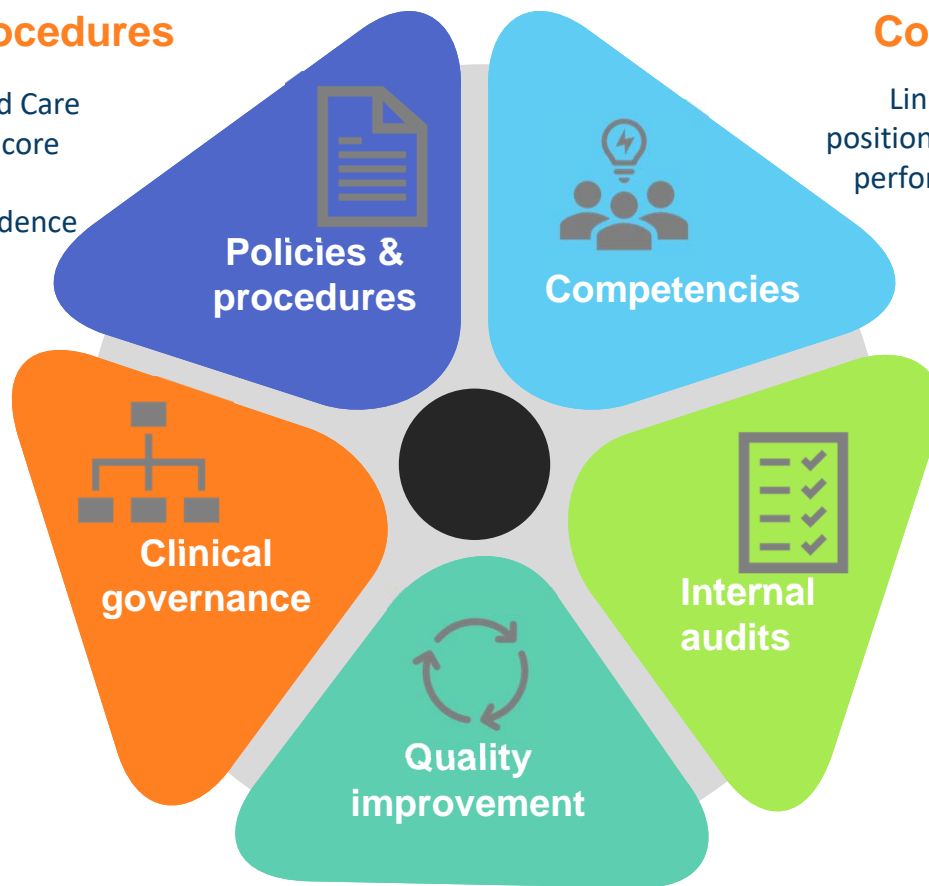
Aligned to the Aged Care Quality Standards, core Commonwealth legislation and evidence based practice.

Competencies

Linked to guidelines, position descriptions and performance appraisal.

Clinical governance

Clinical governance framework for safe, quality, consumer-centred care.



Internal audits

Assess work practice compliance to policies and procedures.

Quality improvement & reporting

Quality indicator program, complaints, open disclosure, surveys & reporting templates.

Clinical governance

The clinical governance framework provides the governing body, senior managers, clinical leaders, the workforce and consumers with a systematic approach to implementing effective clinical governance.

The framework describes the key actions aligned to the core elements for the following clinical practice areas:

1. Assess, plan and deliver safe and effective clinical care
2. Antimicrobial stewardship
3. Minimising the use of restraint
4. Practising open disclosure



Policies & procedures

The manuals include policies, procedures, guidelines, flowcharts and forms related to:

- Management
- Safe environment
- Health and well-being.

Policies and procedures have been referenced to the Aged Care Quality Standards, core Commonwealth legislation and evidence based guidelines.

Updates to policies, procedures and related documents occur on an ongoing basis.





Competencies

Competencies are linked to guidelines, position descriptions and performance appraisal.

Competencies are either a knowledge or skills only assessment or a combination.

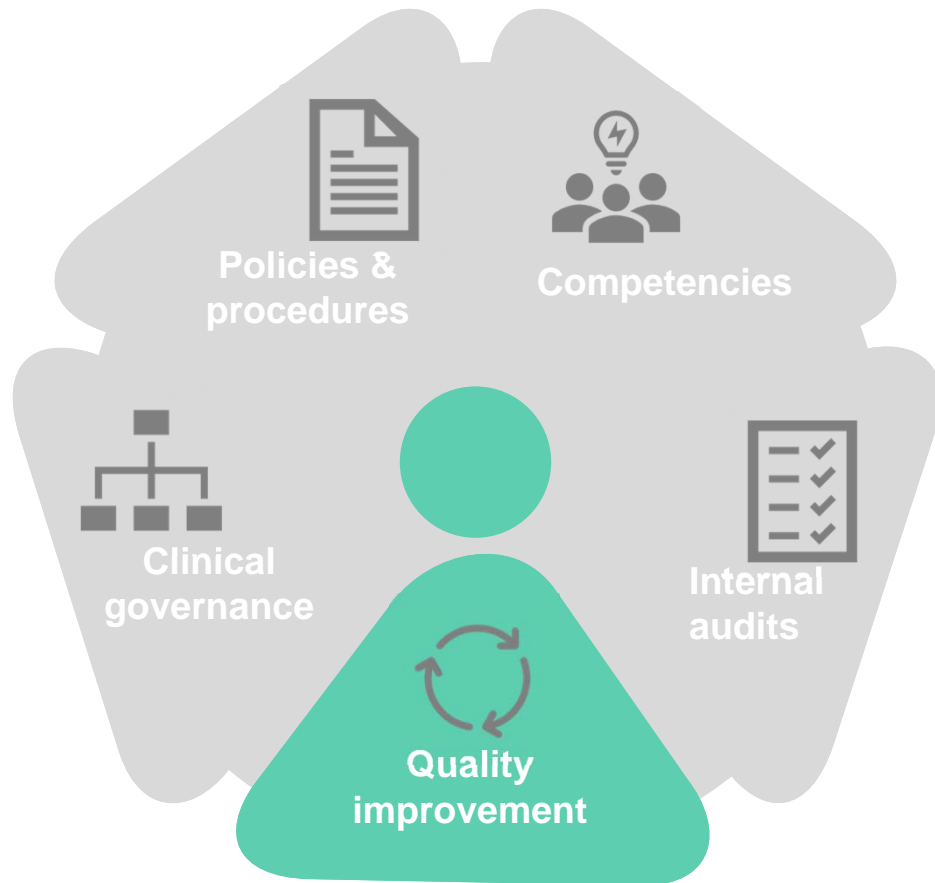
Knowledge assessments require staff to complete a questionnaire whilst skills assessments require the staff member to demonstrate the skill in an education workshop or in the work place.



Internal audits

The focus of the Internal Audit Tools is to assess work practice compliance with the organisation's policies and procedures that are aligned to the Aged Care Quality Standards and best practice guidelines.

Risk-based action is required where gaps are identified.



Quality improvement

National and internal quality of care indicators monitor consumer safety and risk-based action is taken for individual or groups of consumers.

Consumer Feedback Surveys are aligned to the Aged Care Quality Standards (1-8) - What do consumers say? Other surveys include staff, volunteers, the governing body.

A 6 Step Method for handling a consumer concern and an Open Disclosure flowchart is provided.

Management and quality reporting templates are provided e.g. Quality and Risk including statistical reporting for the governing body.



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