Quality Assurance in residential care – the International Development

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The Need for Quality Improvement in Long Term Care

- In recent years there have been concern on the variation in quality of care amongst institutions for older people
- Standardization of practice also becomes a concern for governments especially on the provision of funding to aged care facilities to guarantee the value for money

Means of Monitoring Quality

- Licensure
- Accreditation
- Certification

Licensure

Accreditation

Certification

 Certification is a process by which an authorized body, either government or nongovernment, evaluates and recognizes either an individual or an organization as meeting pre-determined requirement or criteria. Certification apply more commonly to individuals than organizations Components of a successful accreditation system

- Mission and philosophy of accreditation
- Infrastructure and authority
- Objective and measurable standards
- Proper management of field operation
- Framework for accreditation decision-making
- Accreditation database
- Programme sustainability

Standards-based approach to quality evaluation

- A standard is defined as an explicit, predetermined expectation that describes an organization' s acceptable performance level:
 - Structure Standards
 - Process Standards
 - Outcome Standards

Structure Standards

 It looks at the system' s input, such as human resources, the design of a building, the availability of personal protective equipment for health workers and the availability of equipment and supplies

Process Standards

Outcome Standards

 It look at the effect of the interventions used on a specific health problems and whether the purpose of the activity was achieved.

Characteristics of a good standard

- Does it focus on the clients receiving the care or services?
- Does it have face validity and demonstrated reliability?
- Does it address the performance of common or important functions of the organization?
- Does experts believe it to be important to practice or in improving health outcomes?
- Is it amenable to assessment and quantification through an internal or external evaluation process?
- Can it be uniformly applied to all organization of a particular type?

Characteristics of a good standard

- Is it consistent with existing laws and regulations?
- Does it complement any existing international standards?
- Is is culturally sensitive and appropriate?
- Does it reflect what experts consider "best practices" ?
- Does it provide a framework for the inclusion of advances in clinical practice?
- Is it flexible enough to be revised as needed?

Developments in Quality Monitoring

- Australia Aged Care Standards and Accreditation Agency – 1998
- England National Care Standards Commission – 2002
- Canada Canadian Council on Health Services Accreditation - 1995
- United States Joint Commission on Accreditation of Healthcare Organizations -1988

Australian Aged Care Standards and Accreditation Agency

- An independent company established by the Commonwealth under the Aged Care Act 1997 for the accreditation of residential care homes:
 - Manage the residential aged care accreditation process using the accreditation standards
 - Promote high quality care and assist the industry to improve service quality by identifying best practice, and providing information, education and training
 - Assess and strategically manage services working towards accreditation
 - Liaise with the Department of Health and Aged Care about the services that do not comply with the relevant standards

Australian Aged Care Act

 All aged care homes in Australia had to meet an accreditation requirement to continue to receive Commonwealth residential aged care subsidies by 1 January 2001

National Care Standard Commission - England

- Established in April 2002 by the Care Standards Act 2000
- The Act replaces the Registration Home Act 1984
- An independent non-governmental public body – to regulate social and health care services previously regulated by local councils and health authorities
- Acts as a regulatory body

Canadian Council on Health Services Accreditation

- Originally set up in 1958 for the accreditation and setting standards for Canadian Hospital
- In 1995 the name changed to CCHSA to reflect the move beyond institutional care to community-based care
- Some provinces would require accreditation to receive state funding

Joint Commission on Accreditation of Healthcare Organizations

- Original body was first established in 1950 for the accreditation of hospitals
- In 1988 name changed to JCAHO to reflect its involvement in accreditation of other health care services including Long Term Care and Home Health Care
- Essentially a voluntary accreditation
- State with strict licensing requirement will deter organizations to join voluntary accreditation

Australian Standards

- 1 Management systems, staffing and organizational development
- 2 Health and Personal Care
- 3 Resident Lifestyle
- 4 Physical Environment and safe system

Management Systems, Staffing and Organization Development

- Education and Staff Development
- Comments and Complaints
- Planning and Leadership
- Human Resource Management

- Inventory and Equipment
- Information Systems
- External Services

Health and Personal Care

- Clinical Care
- Specialised Nursing Care Needs
- Other Health Related Services
- Medication management
- Pain management
- Palliative Care
- Nutrition and Hydration

- Skin Care
- Continence Management
- Behavioural Management
- Mobility, Dexterity and Rehabilitation
- Oral and Dental Care
- Sensory Loss
- Sleep

Resident Lifestyle

- Emotional support
- Independence
- Privacy and Dignity
- Leisure Interests and Activities
- Cultural and Spiritual Life

- Choice and Decision Making
- Resident secure of Tenure and Responsibilities

Physical Environment and Safe System

- Living Environment
- Occupational Health and Safety
- Fire, Security and Other Emergencies
- Infection Control
- Catering, Cleaning and Laundry Services

- National Minimum Standards England

- 7 areas and 38 standards
- 1 Choice of Home
- 2 Health and Personal Care
- **3 Daily Life and Social Activities**
- **4** Complaints and Protection
- 5 Environment
- 6 Staffing
- 7 Management and Administration

1. Choice of Home

- Information to make informed choices
- Contract of terms and conditions
- Needs assessment
- Meeting Needs
- Trial Visits
- Intermediate Care

2. Health and Personal Care

- Service user plan
- Health care needs
- Medication
- Privacy and dignity
- Death and dying

3. Daily Life and Social Activity

- Social Contact and activities
- Community Contact
- Autonomy and choice
- Meals and mealtime

4. Complaints and Protection

- Complaints procedure
- Legal rights
- Protection from abuse

5. Environment

- Premises
- Shared facilities
- Lavatories and washing facilities
- Adaptations and equipment
- Individual accommodation
- Hygiene and control of infection

6. Staffing

- Staff complement
- Qualifications
- Recruitment procedure
- Staff training and development

7.Management and Administration

- Day to day operation
- Ethos
- Quality Assurance
- Financial Procedures
- Service user's money
- Staff supervision
- Record Keeping
- Safe working practices

Quality Assurance in Long Term Care

- Licensing basic legal requirement for practice
- Accreditation system of continuous quality improvement, mostly voluntary. However it will require incentives for operators to join, e.g. market force, insurance back up, public funding related

Recognition of Accreditation Body and Standards

- International trend in aligning the standards of health care accreditation organization in the world
- International Society for Quality in Health Care
- A global organization set up to inspire, promote and support continuous improvement in the safety and quality of health care worldwide

IsQua International Accreditation Programme

- International Health Care external evaluation programme of its kind
- It accredits the Accreditors' through
 - Accreditation of health care and social care standards
 - Accreditation of external evaluation organizations
 - Accreditation of surveyor training programmes

IsQua Standards assessment

 Its accreditation enable external evaluation and standard setting organizations to assure themselves that their standards meet international best practice requirement and to demonstrate this to their clients, funders and other stakeholders

Principles of Standards Assessment

- Quality Improvement
- Patient/Service User focus
- Organizational Planning and Performance
- Safety
- Standards Development
- Standards Measurement

Quality Improvement

 Standards are designed to encourage healthcare organizations to improve quality and performance within their own organizations and the wider healthcare system

Patient/Service User Focus

 Standards are designed with a focus on patients/service users and reflect the patient/service user continuum of care or service

Organizational Planning and Performance

 Standards assesses the capacity and efficiency of healthcare organizations

Safety

 Standards include measures to protect and improve the safety of patients/service users, staff and visitors to the organizations

Standards Development

 Standards are planned, formulated and evaluated through a defined and rigorous process

Standards Measurement

 Standards enable consistent and transparent rating and measurement of achievement

IsQua Standards assessment

 A total of 51 Accreditation Standards from different countries are accredited by IsQua including areas of Hospital, Laboratory, Public Health, Primary Care, Day Procedures, Long Term Care, Community and home care services

IsQua Standards assessment

Accredited Standards	Organization	Country
Care Continuum Standards	JCI	US
EQuIPS Standards	Australian Council on Health Care Standards	US
International Accreditation Standards for Healthcare Organizations	СНКЅ	UK
Residential Aged Care Accreditation Scheme	Hong Kong Association of Gerontology	НК
Long Term Care Standards	Joint Commission International	US
Standards for Healthcare Provider	QHA Trent Accreditation	UK

Accreditation for Certification Body in Hong Kong

- Hong Kong Accreditation Service Official body to accredit certification of various industries in Hong Kong
- Accreditation Programme for Residential Care Homes (Elderly Persons) Service Providers' Management System Certification – introduced in 2013

Accreditation Programme for Residential Care Homes (Elderly Persons) Service Providers' Management System Certification

HKAG

Residential Aged Care Accreditation Scheme



RCHEs accredited by HKAG RACAS (til 31/10/2014)

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Thank you