Quality indicators in public sector residential aged care services
Resource materials
January 2015 edition
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Acknowledgements

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This table outlines the types of reports available for each stakeholder group in the context of quality indicators.
How to use these resources

The Quality indicators in public sector residential aged care services resources provide a range of information to support services to monitor and improve resident care and quality of life.

They have been designed as learning and education resources for anyone and everyone involved in the quality indicator program. The information has been divided into four self-contained sections to allow you to read as little or as much as you want in any order.

Section 1: Understanding quality indicators

This section provides an overview for understanding and using quality indicators in health and aged care services.

Section 2: Participating in the Victorian quality indicator program

This section outlines specific information required to understand and actively participate in the quality indicator program for public sector residential aged care services (PSRACS). This includes the collection and reporting requirements, and how to analyse your results using reference ranges and other data to compare the outcomes of your care, set targets and communicate your performance.

Section 3: Guidance for the five indicators

This section contains five self-contained parts with comprehensive information about each of the five quality indicators. Each part details the objectives for the indicator and how to collect and report the relevant measures, definitions, data recording sheets, a risk management framework and relevant resources. Current evidence is also presented about each of the indicator areas.

Each of the above sections include references if you would like further reading on the subject.

Section 4: Information for stakeholders

This section provides four separate information sheets about the quality indicator program for different stakeholders. The information sheets are designed for general practitioners, clinical and care teams, residents, their families and advocates, and board directors and executives.

There are also three information sheets which outline the features of the quality indicator reports.

These resources have been prepared by the department’s Ageing and Aged Care Branch, Quality Improvement Unit. We welcome any feedback you may have about the resources and any queries about the quality indicator program. Please email us at quality.indicators@health.vic.gov.au

These resources replace the previous Resource manual for Quality Indicators in Public Sector Residential Aged Care Services 2007–2008.