



HACC National Service Standards Instrument
and Agency Appraisal

Training Presentation

AHA Presenters



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Today's Objectives



To provide participants with an;

1. increased awareness of the HACC National Service Standards
2. understanding of the independent Appraisal process

To assist your Agency and staff with;

3. examples and practical advice on how your Agency can demonstrate it is meeting the Standards



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Today's Program

- Session 1.** Introduction
- Session 2.** HACC National Standards
Break
- Session 3.** Appraisal Process
- Session 4.** Appraisal Exercise
- Session 5.** Consumer Feedback
- Session 6.** Questions, Evaluation of Training and Close



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1. Introduction

- What are the HACC National Service Standards?
- What is the HACC National Service Standards Instrument?
- How is the National Service Standards Instrument being implemented in ACT?



Refer - Training Manual Section 1

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1. Introduction

HACC National Service Standards

- A common reference point for quality control
- Define aspects of service quality and expected outcomes via seven objectives



Refer - Training Manual Section 1

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1. Introduction

HACC National Service Standards

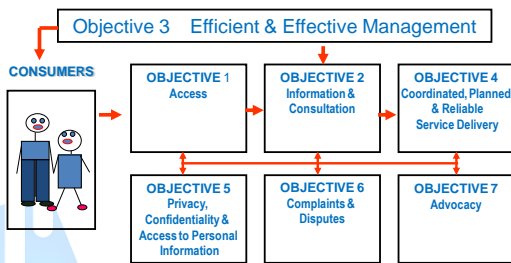
- Objective 1** Access to Services
- Objective 2** Information and Consultation
- Objective 3** Efficient and Effective Management
- Objective 4** Coordinated, Planned and Reliable Service Delivery
- Objective 5** Privacy, Confidentiality and Access to Personal Information
- Objective 6** Complaints and Disputes
- Objective 7** Advocacy

Refer - Training Manual Section 1.2

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1. Introduction

HACC National Service Standards



Refer - Training Manual Section 2.1

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1. Introduction

HACC National Service Standards Instrument

- Quality improvement tool
- Each of the seven objectives have expected consumer outcomes documented as **27** Service Standards.
- Measures the extent of agency compliance with the HACC National Service Standards via **25** performance questions
- These **25** performance questions can be mapped to the **27** service standards

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards

OBJECTIVE 1: Access to Services

To ensure that each consumer's access to a service is decided only on the basis of relative need.

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards *Performance Questions*

OBJECTIVE 1: Access to Services

1. How does your Agency *prioritise need* and allocate resources?
2. How can your Agency demonstrate that access to *services by special needs groups* occurs on a non-discriminatory basis?
3. How does your Agency ensure that a Consumer's previous refusal of a service does not prejudice *future* attempts to *access* your Agency's services

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards

OBJECTIVE 2: Information & Consultation

To ensure that each consumer is informed about his or her rights and responsibilities and the services available, and consulted about any changes required

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 2: Information & Consultation

4. How does your Agency ensure that Consumers are aware of their **rights and responsibilities**?
5. How does your Agency ensure that Consumers are **informed** about **available services**?
6. How does your Agency ensure that Consumer's are **informed** about the **basis of service provision**, including any changes that may have to occur?

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 3: Efficient & Effective Management

To ensure that consumers receive the benefit of well-planned, efficient and accountable management

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 3: Efficient & Effective Management

7. What information on the level of **need in the community** does your Agency collect?
8. How can you show that your Agency builds this information into **service development**?
9. How can your Agency show that as a consequence of service evaluation, **services are changed** or modified?

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 3: continued...

10. How can your Agency show that it involves **Consumers** in service management?
11. How can you show that your Agency practices **Accountable Management**?
12. How does your Agency ensure that staff are appropriately **skilled/competent** to carry out/provide services to Consumers?

Refer - Training Manual Section 2.1

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2. HACC National Service Standards

OBJECTIVE 4: Coordinated, Planned & Reliable Service Delivery

To ensure that each consumer receives coordinated services that are planned, reliable and meet his or her specific ongoing needs

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 4: Coordinated, Planned & Reliable Service Delivery

13. How can your Agency ensure that it **regularly monitors** Consumers needs? How often does your Agency conduct **formal reviews** of Consumers and how is the timeline for the formal review determined?
14. How do you inform Consumers and staff of the **individually tailored service** or care which Consumers should receive?

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards *Performance Questions*

OBJECTIVE 4: continued...

15. How does your Agency ensure that Consumers' **cultural needs** are taken into account when providing care/support?
16. How does your Agency ensure that the **special needs** of consumers with **dementia, memory loss and similar disorders** and their carers are taken into account?

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards *Performance Questions*

OBJECTIVE 4: continued...

17. How does your Agency ensure that the **special needs** of consumers with **intellectual disabilities** are taken into account?
18. Describe the **referral process** used by your Agency, including factors taken into consideration, and any follow-up action taken by your Agency.
19. How does your Agency **cooperate with other Agencies** in order to meet Consumer needs?

Refer - Training Manual Section 2.1

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2. HACCC National Service Standards

OBJECTIVE 5: Privacy, Confidentiality and Access to Personal Information

*To ensure that each consumer's
rights to privacy and confidentiality
are respected, and he or she
has access to personal information
held by the agency*

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 5: Privacy, Confidentiality and Access to Personal Information

- 20. How does your Agency ensure that the *release of consumer information* occurs with the *consent* of the Consumer, their Advocate or their Guardian?
- 21. Does your Agency enable *Consumers to access their personal information* upon request?.

Refer - Training Manual Section 2.1

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2. HACC National Service Standards

OBJECTIVE 6: Complaints & Disputes

To ensure that each consumer has access to fair and equitable procedures for dealing with complaints and disputes

Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 6: Complaints & Disputes

- 22. How does your Agency ensure that the Consumers are *aware of the complaints process*?
- 23. How does your Agency demonstrate that Consumers complaints *dealt* with *fairly, promptly, confidentially and without retribution*?
- 24. How can your Agency demonstrate that it can offer assistance to help with the *conflict* about service between a *consumer and his/her primary carer*?

Refer - Training Manual Section 2.1

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2. HACC National Service Standards

OBJECTIVE 7: Advocacy

To ensure that each consumer has access to an advocate of his or her choice.



Refer - Training Manual Section 2.1

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2. HACC National Service Standards *Performance Questions*

OBJECTIVE 7: Advocacy

25. How does your Agency ensure that advocates are involved in *representing the rights and concerns of Consumers?*



Refer - Training Manual Section 2.1

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Lunch Break: 40 Minutes



Please return to your seats promptly

3. Appraisal Process

Lets talk about the process and answer your questions

- How will the independent Appraisal be conducted?
- How is the NSSI score calculated?
- How will the Appraisal findings be reported?
- What do I do if I want to appeal the Appraisal findings?
- When will the independent Appraisals commence?
- What happens after the Appraisal?

Refer - Training Manual Section 3

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3. Appraisal Process

Key Steps

What happens after your training session?

1. **Notification** - AHA will contact your Agency to confirm an Appraisal date and to explain the days format.
2. **Information Kit** - will be posted to your Agency including:
 - Pre-review questionnaire*
 - Client and staff written consent forms*
 - Consumer surveys (plus reply paid envelopes)*

Refer - Training Manual Section 3.1

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3. Appraisal Process

Key Steps continued ...

3. **Appraisal - Site Visit** - Independent Appraisal and Exit interview.
4. **Reporting Process** - Appraisal Summary and Action Plan will be sent to your Agency
5. **Feedback** – Agencies opportunity to comment and provide feedback on the Appraisal process
6. **Finalisation** – Action Plan amended as required and sent to both the Agency and ACT Health.
7. **Agency Action** – Agency documents and implements their planned actions.

Refer - Training Manual Section 3.1

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3. Appraisal Process

Reporting and Action Plan



Action Plan – includes

- Assessment findings/recommended actions against 25 performance questions
- Recording space for the Agency to nominate the person responsible for action, the timeframe for action and completion date.

Refer - Training Manual Section 3.1

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3. Appraisal Process

Appeals



Three Stage Process

1. Agencies can comment on draft Appraisal and Action Plan prior to finalisation.
2. Appeals forms can be submitted to AHA. Appeals action may involve teleconference, site visit or re-Appraisal where necessary.
3. If still unresolved, External Appeals form can be lodged with an independent third party.

Refer - Training Manual Section 3.4

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3. Appraisal Process

After the Appraisal



In collaboration with ACT Health complete:

- specific quality improvement actions
- timelines for actions
- key personnel responsible

Refer - Training Manual Section 3.6

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4. Appraisal Exercises

- How do I use the Self Assessment Workbook?
- What will the independent Assessors be looking for?



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4. Appraisal Exercises

What to do now

- Form groups of 4 – 6, with people you have identified from the same or similar service types as your own
- Elect a scribe and spokesperson from your group
- Name your group – the presenter will advise your service type
- Your group will be allocated a performance question
- Document evidence to demonstrate the minimum and further requirements
- Rate your response
- Feedback



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5. Consumer Feedback

- What is the Consumer Survey Instrument (CSI)?
- How does the CSI link to the Appraisal Process?
- How will my Agency's Clients be surveyed?
- What will happen to the CSI results?



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5. Consumer Feedback

Link to the Appraisal Process



- The CSI highlights quality issues from a consumer aspect
- The CSI survey results will be included as qualitative input into the Appraisal process

Assists in

- Identifying potential problem areas
- Improving Agency performance
- Improving knowledge of consumers' needs

Refer - Training Manual Section 4

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5. Consumer Feedback

How the CSI will be used



Written surveys, where appropriate;

- reduced administrative burden on agency
- non-intrusive for clients and carers
- client confidentiality not an issue
- results can be analysed prior to the Appraisal

Alternatives include;

- survey forms translated into other languages
- focus groups

A summary of the results will be provided to the Agency and to ACT health

Refer - Training Manual Section 4

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6. Hot Tips for Agencies



- Work through the self assessment with your team
- Awareness of Special Needs Groups as defined by the Standards and relevance
- Client assessment and consent processes
- Client orientation, particularly to rights and the responsibilities and complaints process

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6. Hot Tips for Agencies



- ❑ Staff and volunteer orientation, particularly to client rights and responsibilities and complaints process
- ❑ Know where to locate your evidence.



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Questions



Questions



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For Further Information



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