

Attachment B - Recommendations from National Aged Care Quality and Regulatory Processes (the Carnell-Paterson Review) – Implementation Progress

Carnell Paterson Recommendation	Project	High level description	Date announced	Delivery date	Implementation Status	
1	Establish an independent Aged Care Quality and Safety Commission to centralise accreditation, compliance and complaints handling.	Establish Commission in legislation, recruit Commissioner, appoint Advisory Council and move AACQA and Complaints Commissioner into the Aged Care Quality and Safety Commission	April 2018	January 2019	Complete	
	Integrate Compliance into Commission	Movement of compliance staff and processes from the Department of Health to the Commission; develop legislation to support changes	April 2018	January 2020	Legislation introduced on 16 October 2019; Minister has agreed to transition approach for move, transition working group established	
2	The Aged Care Commission will develop and manage a centralised database for real-time information sharing.	Risk profiling and information sharing in Commission	Policy development and implementation of improved risk profiling and information sharing in the new Commission including development of a risk profile model, supporting ICT systems and business processes	April 2018	June 2020	Development of an initial risk model completed; business requirements have been finalised and design has commenced to support an interim IT build in December 2019 (soft launch)
3	All residential aged care services in receipt of Commonwealth funding must participate in the National Quality Indicators Program.	Quality Indicators	Introduce a mandatory National Quality Indicator Program; providers start collecting data from July 2019. Additional 2 indicators on medication management and falls and fractures to be introduced from July 2021.	Feb 2019 April 2019	Stage 1 – July 2019 Stage 2 – July 2021	Stage 1 complete: mandatory National Quality Indicator Program introduced on 1 July 2019. Planning and procurement for Stage 2 activities has commenced.
4	The Aged Care Commission will implement a star-rated system for public reporting of provider performance.	Development of performance differentiation ratings and publication with CERs and ETRARs on My Aged Care	Development of performance differentiation ratings to support consumer comparison of providers. To be published on My Aged Care with easy to read versions of audit reports and Consumer Experience Reports (by Commission).	April 2018	June 2020	User experience testing is underway. Following advice from the Commission, project scope is under review to consider inclusion of the outcomes of the broader regulatory pathway in the rating.
5	The Aged Care Commission will support consumers and their representatives to exercise their rights	Single Quality Framework - Standards	Legislative changes to support introduction of new quality standards	May 2015	June 2019	Complete: new Aged Care Quality Standards and Single Charter introduced on 1 July 2019; legislation passed on 28 September 2018
		Single Charter of Rights	Introduce a new Single Charter of Aged Care Rights	May 2015	March 2019	
6	Enact a serious incident response scheme (SIRS) for aged care	Serious Incident Response Scheme	Develop model options for a Serious Incident Response Scheme (SIRS) for Government consideration followed by additional investigation into proposed model	April 2018	Budget 20-21	Options for SIRS developed and considered in Budget 19-20; work on finer details in progress including public consultation, research into resident on resident aggression and considering feasibility of staff register
7	Aged care standards will limit the use of restrictive practices in residential aged care	Reducing inappropriate use of restraint – legislation changes	Better regulate chemical and physical restraint in residential aged care services	January 2019	April 2019	Complete: Principles to minimise use of restraint amended on 2 April 2019
		Reducing inappropriate use of restraint – other initiatives	Implement a range of initiatives put forward by the CMOs Clinical Advisory Committee to reduce inappropriate chemical restraint in residential care	N/A	2019 - 2020	In progress
8	Ongoing accreditation, with unannounced visits, to assure safety and quality of residential aged care	Introduction of unannounced visits for re-accreditation	Amend Principles to allow for all re-accreditation audits to be unannounced	October 2017	July 2018	Complete: Principles amended in March 2018
		Risk-based assessments including cost recovery	Policy and business process development to support a move to a risk-based approach to accreditation, including developing and introducing cost recovery	April 2018	June 2020	Commission is progressively strengthening its risk based approach to monitoring. Legislative bid made for Autumn 2020 for implementation of Levy Bills for residential care services to contribute to the costs of monitoring their services.
9	Ensure that assessment against Standards is consistent, objective and reflective of current expectations of care	Clinical governance framework	Develop clinical governance framework to support providers meet the standards	April 2018	June 2019	Complete
		Expert Clinical Panel	Recruit an expert clinical panel to support	April 2018	From January 2020	Commission in planning phase for project; funding only available from this financial year
		Establish a clinical pharmacy unit into ACQS Commission	Establish a clinical pharmacy unit into the Commission to work service providers on best practice use of medicines	April 2019	July 2019 (TBC)	In progress
		Integration of pharmacists into Aged Care	Funding under the CHHP for the ACT PHN to trial embedded pharmacists in ACT aged care homes to assist the quality use of medicines	April 2019	From June 2019	In progress; funding has been made available to ACT PHN
10	Enhance complaints handling	Open disclosure framework	Develop open disclosure framework to support communication between providers and consumers when lapses in care are identified	April 2018	June 2019	Complete
		Process to publicly name providers who obstruct	Develop process to name providers who obstruct the complaints	April 2018	January 2019	Complete; implemented as part of legislative changes to establish Commission