



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 5: Clinical care

Provider fact sheet



Older person statement



**I get the right clinical care
for me.**

Worker statement



**I understand the clinical needs
of the person I'm caring for.**

Strengthened Quality Standard 5 describes the responsibilities of registered providers to deliver safe and quality clinical care services. It applies to providers in Categories 5 and 6. Category 4 providers must meet Outcome 5.1 if they provide care management and restorative care management services.

Strengthened Quality Standard 5 explains how good clinical care improves an older person's quality of life, independence, confidence and their feeling of purpose in daily life.

You need to understand the importance of person-centred quality clinical care. It takes a range of clinical disciplines and a skilled workforce to deliver up-to-date, evidence-based care.

In this Standard, there are some new topics or expectations.



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To understand the strengthened Quality Standards, we recommend you:

- 1 get to know the key topics in each of the strengthened Quality Standards.
- 2 think about how you apply these topics now.



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

<https://www.agedcarequality.gov.au/strengthened-quality-standards>

What are the key topics in strengthened Quality Standard 5?

Strengthened Quality Standard 5 includes **key topics** that can be demonstrated by:

- agreeing with other health professionals about their roles, responsibilities and procedures for providing clinical care
- working towards using a digital clinical information system if you don't already have one
- having processes to make sure medication reviews are done with specific rules for when these must happen
- reporting adverse medicine and vaccine events to the Therapeutic Goods Administration
- regularly reviewing and improving the effectiveness of your system to use medicines safely and correctly.

It also includes **clarified expectations** that can be demonstrated by:

- using an effective clinical governance framework
- providing appropriate person-centred clinical care
- making sure you provide older person receiving care with access to a range of supports and health professionals based on their needs
- increasing dignity as part of palliative care and end-of-life care.

This Standard helps you **focus** on how you:

- manage clinical information systems
- keep medication safe
- reduce and manage clinical risks
- care for oral health.





How can you demonstrate conformance with strengthened Quality Standard 5?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how workers are following these processes and find opportunities for improvement
- work with older people receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, aged care workers, older people you care for and others involved in the delivery of care and services.
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 5 include how your service:

- makes sure workers, health professionals and others are encouraged and supported to apply the principles of antimicrobial stewardship to reduce the risk of resistance to antimicrobials
- makes policies and procedures available to older people in your care that explain clinical safety in how their care and services are delivered. For example, in the assessment and management of pain, oral and dental care, nutrition and hydration needs and continence

- applies processes to improve mental health and responds to mental illness for older people receiving care. You can do this by supporting workers to understand how to identify and escalate mental health needs as part of a person's ongoing assessment
- applies systems and processes for complete palliative and end-of-life care. This should show how your workers consider the older person receiving care's cultural, spiritual and social needs.



Reflective questions for providers

- How do you make sure this Standard's key topics are shown in the care and services you provide to the older people receiving care?
- How do you partner with older people receiving care in how their clinical care is delivered?
- How do you ask for feedback from older people receiving care about their experience of clinical care?

What can you do to show that:

- workers understand the complex needs and preferences of the older people they provide care for?
- workers have the skills they need to meet the care needs of older people receiving clinical care?
- your systems and processes support person-centred clinical care?
- you plan to use an electronic care management system if you don't already have one?



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Resources



Strengthened Quality Standards resources

www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards



Strengthened Quality Standards Resource Centre

www.agedcarequality.gov.au/quality-standards-resource-centre

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The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

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