



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 5: Clinical care

Provider fact sheet



Older people 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 providers to deliver safe and quality clinical care. It applies to providers in Categories 5 and 6. It also applies to Category 4 providers, if they provide clinical care.

Strengthened Quality Standard 5 explains how good clinical care improves a 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.

There are 7 outcomes and 35 actions in strengthened Quality Standard 5. In this Standard, there are 5 new topics or expectations.



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To prepare for 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**

www.agedcarequality.gov.au/providers/reform-changes-providers/strengthened-quality-standards/strengthened-quality-standards-provider-guidance



The other 30 actions are in line with or clarify the current Quality Standards or other existing provider responsibilities.

What are the key topics in strengthened Quality Standard 5?

Strengthened Quality Standard 5 includes **key topics** that mean you need to:

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

It also includes **clarified expectations** that mean you need to:

- use an effective clinical governance framework
- provide appropriate person-centre clinical care
- make sure you provide people receiving care with access to a range of supports and health professionals based on their needs
- increase 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 staff are following these processes and find opportunities for improvement
- work with people receiving care to understand their experience and care outcomes
- observe how your service provides care
- ask for feedback from your governing body, managers, workers, 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 staff, 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 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 people receiving care. You can do this by supporting staff 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 staff consider the 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 people receiving care?
- How do you partner with people receiving care in how their clinical care and services are delivered?
- How do you ask for feedback from people receiving care about their experience of clinical care?

What can you do to show that:

- staff understand the complex needs and preferences of the people they provide care for?
- staff have the skills they need to meet the care needs of 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



Evidence mapping framework

www.agedcarequality.gov.au/evidence-mapping



Strengthened Quality Standards resources

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

The strengthened Quality Standards will come into effect in line with the commencement of the new Aged Care Act. The information in this fact sheet should be considered draft only as it is dependent on the finalisation of the draft legislation.

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Please note that the information about the strengthened Quality Standards in this factsheet should be considered draft until the standards are enacted in the Aged Care rules.

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Phone
1800 951 825



Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city