

ACFI High Priority Review (HPR) Project – update and next steps

Summary

- 1 facilities have been visited nationally through the HPR resulting in a 50% downgrade rate. A summary of these visits is at Attachment A;
- ~~s. 38~~ for reconsideration of questions across ~~34~~ care recipients whose classifications were changed as a result of the HPR have been received and are being progressed. *Exempt s. 38 and s. 47c*
- 68% of these requests for reconsideration are for review decisions in three questions. ACFI 1 Nutrition, ACFI 11 Medication and ACFI 9 Physical Behaviour;
- A number of complaints have been received by the relevant State offices in relation to these visits and are being handled, in the first instance, by the state office;
- The aged care sector is now aware of the work underway to enhance ACFI validations through communication from peaks. Further advice will be provided in the December edition of the Aged Care Essentials publication.

Next steps:

- Resources will now be channeled into reconsideration process/decisions;
- Work is underway to refine the current HPR risk list using, in the first instance, local level intelligence from State offices;
- Work will continue on these visits into the new year and the HPR will become a permanent element of the Review Programs risk methodology;
- The HPR list will be refreshed quarterly, as opposed to the general 6 monthly risk list, to ensure this part of the risk modeling remains more responsive to regulatory intelligence received by the Department. However this will not preclude an immediate response where warranted;
- Consultation with State offices, following lessons learnt from the HPR, has identified a range of areas which could be improved to better support the Review Program;
- An action plan has been developed in consultation with Review Program staff from across the States to capture these areas for improvement. Progressing these action areas will include collaboration with states to form working groups to progress areas such as *Decision Making in the Review Program* and a *Service Charter*. This draft action plan, and a summary of key areas for improvement as agreed with state offices, is at Attachment B.

Next Steps

HPR will now be incorporated into the Review Programs risk modeling for future risk lists. In addition to this a range of 'lessons learnt' through the HPR will form a part of the action areas for the program in 2012 (Attachment B).

Refining the current HPR risk list – work is underway to refine the current HPR risk list based, in the first instance, on the intelligence provided by state offices. This will then be further refined to ensure the list is focusing resources most appropriately. This approach will assist in improving the risk model for HPRs into the future.

Incorporating HPR into the Review Program risk modeling – As the HPR process has been adopted nationally it will be incorporated into the risk modeling of the Review Program. States will receive a risk list in January 2012 which indicates HPR, Risk Group 1, Risk Group 2, and Risk Group 3 facilities. This risk list will also identify a number of facilities that may be visited using 'targetted' ACFI validation (i.e. only reviewing one or two domains within the ACFI).

Frequency of risk lists – The HPR component of the risk list will be refreshed every 3 months to allow this list to remain responsive to regulatory intelligence received by the Department or other risk concerns. The rest of the risk list will remain in the usual 6 monthly cycle.

Lessons Learnt from the HPR – on 8 November 2011 a workshop was held with state office representatives to discuss learnings from the HPR processes and to identify areas for improvement for the ACFI Review Program. Outcomes from this day included the need for governance arrangements to help better define the objectives of the Review Program, the need to clarify a number of areas within the ACFI to better support review officers in undertaking validations; and training and support of review officers in the writing of reasons for decisions and in exercising their powers as authorised officers. A summary of the outcomes from the day are at Attachment B.

Broader reform – all actions proposed to enhance the Review Program in 2012 will be undertaken with a view to engaging in broader aged care reforms.

ACFI High Priority Review (HPR) Project – update and next steps

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- 33 facilities have been visited nationally through the HPR resulting in a 47% downgrade rate. A summary of these visits is at Attachment A;
- 33 for reconsideration of 121 questions across 44 care recipients whose classifications were changed as a result of the HPR have been received and are being progressed. *exempt 33*
- 60% of these requests for reconsideration are Activities of Daily Living domain, 20% are the Medication question and 10% the Physical Behaviour question. These appeals will be finalized by March 2012.
- A number of complaints have been received by the relevant State offices in relation to these visits and are being handled, in the first instance, by the state office;
- The aged care sector is now aware of the work underway to enhance ACFI validations through communication from peaks. Further advice was provided in the December edition of the Aged Care Essentials publication.

Next steps:

- Resources will now be channeled into reconsideration process/decisions;
- Work is underway to refine the current HPR risk list using, in the first instance, local level intelligence from State offices;
- Work will continue on these visits into the new year and the HPR will become a permanent element of the Review Programs risk methodology;
- The HPR list will be refreshed quarterly, as opposed to the general 6 monthly risk list, to ensure this part of the risk modeling remains more responsive to regulatory intelligence received by the Department. However this will not preclude an immediate response where warranted;
- Consultation with State offices, following lessons learnt from the HPR, has identified a range of areas which could be improved to better support the Review Program;
- An action plan has been developed in consultation with Review Program staff from across the States to capture these areas for improvement. Progressing these action areas will include collaboration with states to form working groups to progress areas such as *Decision Making in the Review Program* and a *Service Charter*. This draft action plan, and a summary of key areas for improvement as agreed with state offices, is at Attachment B.

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Incorporating HPR into the Review Program risk modeling – As the HPR process has been adopted nationally it will be incorporated into the risk modeling of the Review Program. States will receive a risk list in January 2012 which indicates HPR, Risk Group 1, Risk Group 2, and Risk Group 3 facilities. This risk list will also identify a number of facilities that may be visited using 'targetted' ACFI validation (i.e. only reviewing one or two domains within the ACFI).

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