

The Aged Care Channel can be a valuable resource in your evidence portfolio for your organisation-wide survey and periodic reviews. Organisations must demonstrate that a competent workforce supports quality healthcare. The learning and development system needs to support the ongoing training and development of its workforce. Aged Care Channel programs support continuous learning and competence development. Programs clarify job expectations and an opportunity for staff to provide feedback and evaluation. The education framework provided by the Aged Care Channel is designed to promote and support the professional development of staff. To help you do this, the Aged Care Channel has designed a matrix which aligns your programs with the EQuIP 4 Standards and criteria. Programs are aged care specific and assist staff in providing appropriate and effective care.

The attached matrix is current until January 2011 and includes programs that will be transmitted in 2010.

It will be updated annually.

Remember: programs are comprehensive and up-to-date resources linked to Learning Resources with Participant Workbooks; Workplace Skills Assessment Tools; Certificates of Attendance; Channel Chat (monthly ACC update); Attendance Registers; a Library Management System (ACC folders). All of these resources can provide valuable evidence for accreditation and auditing purposes.

Suggestions for Evidence of Staff Engagement with Education

- Include in your self-assessment with mandatory criteria the programs attended by staff under each Standard
- Document increases in staff attendance hours as part of continuous improvement
- Provide examples of how you have used education to influence the behaviour, attitude or performance of staff
- Display the Learning Resources as part of your documentary evidence
- Demonstrate how the Aged Care Channel links with your internal policies and procedures

Evidence of Continuous Improvement

Continuous improvement involves the establishment and support of a culture that aims for better practice in care and services for patients. You can achieve this by encouraging staff to view Aged Care Channel programs, all of which have clearly defined objectives and outcomes designed to extend staff in their practice.

You can plan and project your results by using the Channel program guide in conjunction with your rosters. Remember, all Aged Care Channel programs are aged care-focused and encourage staff to deliver the best quality care. Key stakeholders such as patients, residents, management, persons responsible and staff are featured in the program content. The programs encourage innovation and provide an opportunity for the regular monitoring and evaluation of the effectiveness of training.

In this support tool, programs that relate to the mandatory criteria have been highlighted for your reference. These programs feature elements that may be regarded as necessary to achieve a rating of Moderate Achievement (MA) in the EQUIP process. Viewing of Aged Care Channel programs will ensure your staff have an increased awareness around safe quality care and risk management. These elements feature throughout the programs.

A structured, planned and comprehensive program is considered part of the criterion for EQUIP Standard 2 Human Resource Management. Aged Care Channel programs are a valuable resource to assist with this.

Part of the criteria is that there is a learning and development system accessible to all staff and volunteers and one which identifies the needs of the organisation and staff, ensures staff remain competent to perform their work and is linked to the performance development system. Consider mapping the educational needs of all staff with the Aged Care Channel Program Guide. In conjunction with your internal policies and procedures, you can provide education to staff across all shifts and for most disciplines.

Remember: Should an area of required improvement be identified with staff competencies, you have a responsive tool that can assist in demonstrating your commitment to continuous improvement via education.

Standard 1: Clinical

Expected outcomes → → →

Relevant ACC Programs

1.1 Consumers / patients are provided with high quality care throughout the care delivery process.

1.1.1 The assessment system ensures current and ongoing needs of the consumer / patient are identified.

*** MANDATORY CRITERIA**

- Assessment: Cornell Scale for Depression in Dementia **NEW**
- Assessment: Head to Toe **NEW**
- Assessment: Skin and Contenance
- Assessment: Skin Integrity
- Bowel Management
- Clinical Assessment: The Cardiopulmonary System
- Encouraging Best Practice in Oral Health Part I **NEW**
- Encouraging Best Practice in Oral Health Part II **NEW**
- The Ageing Process: Physiological Changes
- Urinary Contenance Management

1.1.2 Care is planned and delivered in partnership with the consumer / patient and when relevant, the carer, to achieve the best possible outcomes.

*** MANDATORY CRITERIA**

- Activities of Daily Living: Showering **NEW**
- Advance Care Planning
- Care Planning and Documentation
- Encouraging Best Practice in Oral Health Part I **NEW**
- Encouraging Best Practice in Oral Health Part II **NEW**
- Promoting Sleep

1.1.3 Consumers / patients are informed of the consent process, understand and provide consent for their health care.

*** MANDATORY CRITERIA**

- Advocate for Clients
- Customer Service: Residents' Rights

1.1.4 Care is evaluated by health care providers and when appropriate with the consumer / patient and carer.

*** MANDATORY CRITERIA**

- Advance Care Planning

1.1.5 Processes for discharge / transfer address the needs of the consumer / patient for ongoing care.

*** MANDATORY CRITERIA**

- Advance Care Planning
- Care Planning and Documentation
- Clinical Assessment: The Cardiopulmonary System
- Encouraging Best Practice in Oral Health Part I **NEW**
- Encouraging Best Practice in Oral Health Part II **NEW**
- The Ageing Process: Physiological Changes
- Urinary Contenance Management

1.1.6 Systems for ongoing care of the consumer / patient are coordinated and effective.

- Care Planning and Documentation

1.1.7 Systems exist to ensure that the care of dying and deceased consumers / patients is managed with dignity and comfort.

- Advance Care Planning
- Pain: Identification and Management
- Palliative Care: End of Life Care **NEW**
- Palliative Care: Guidelines for Residential Aged Care

Expected outcomes → → →	Relevant ACC Programs
<p>1.1.8 <i>The health record ensures comprehensive and accurate information is recorded and used in care delivery.</i></p> <p>* MANDATORY CRITERIA</p>	<ul style="list-style-type: none"> • Care Planning and Documentation • Clinical Leadership
<p>1.2 Consumers / patients / communities have access to health services and care appropriate to their needs.</p>	
<p>1.2.1 <i>The community has information on, and access to, health services and care appropriate to its needs.</i></p>	<ul style="list-style-type: none"> • Dementia: Meaningful Activities NEW
<p>1.2.2 <i>Access and admission to the system of care is prioritised according to clinical need.</i></p>	
<p>1.3 Appropriate care and services are provided to consumers / patients.</p>	
<p>1.3.1 <i>Health care and services are appropriate and delivered in the most appropriate setting.</i></p>	<ul style="list-style-type: none"> • Assessment: Skin and Continence • Assessment: Skin Integrity • Bowel Management • Caring for a Person after Stroke • Caring for a Person with Arthritis • Caring for a Resident with Parkinson's • Clinical Skills: Hearing Aids, Respiratory Devices and Blood Pressure • Clinical Skills: TPR, PEG Tubes, TED Stockings, BGLs, U/A • Clinical Skills: Urinary Catheters • Creating a Restraint-Free Facility • Dementia: The R-E-S-P-E-C-T Approach • Depression in the Elderly • Diabetes • Encouraging Best Practice in Oral Health Part I NEW • Encouraging Best Practice in Oral Health Part II NEW • Hydration and Nutrition • Mental Health: Dementia, Depression, Delirium • Personalised Lifestyle Programming • Promoting Health and Wellbeing • Promoting Sleep • Responding to Behaviours • Sensory Loss: Vision • The Ageing Process: Physiological Changes • Urinary Continence Management • Wound Management: An Introduction • Wound Management: Ulceration of Lower Legs

Expected outcomes → → → Relevant ACC Programs

1.4 The organisation provides care and services that achieve expected outcomes.

1.4.1 Care and services are planned, developed and delivered based on the best available evidence and in the most effective way.

- Assessment: Skin and Continence
- Assessment: Skin Integrity
- Bowel Management
- Caring for a Person After Stroke
- Caring for a Person with Arthritis
- Caring for a Resident with Parkinson's
- Clinical Assessment: The Cardiopulmonary System
- Clinical Skills:
TPR, PEG Tubes, TED Stockings, BGLs, U/A
- Clinical Skills: Urinary Catheters
- Creating a Restraint-Free Facility
- Diabetes
- Pain: Identification and Management
- Promoting Sleep
- Urinary Continence Management
- Wound Management: An Introduction
- Wound Management: Ulceration of Lower Legs

1.5 The organisation provides safe care and services.

1.5.1 Medications are managed to ensure safe and effective practice.

- Medication Administration for Care Staff:
Assist with Self-Medication
- Medication Management
- Mental Health: Dementia, Depression, Delirium
- Pharmacology: New Developments

1.5.2 The infection control system supports safe practice and ensures a safe environment for consumers / patients and health care workers.

*** MANDATORY CRITERIA**

- Infection Control: Influenza Outbreak
- Infection Control: It's in your Hands **NEW**
- Infection Control: Laundry and Cleaning
- Infection Control: Outbreak Management
- Infection Control: Safe Food Handling
- Infection Control: Transmission Prevention

1.5.3 The incidence and impact of pressure ulcers are minimised through a pressure ulcer prevention and management strategy.

- Wound Dressing Techniques for Care Staff
- Wound Management: Ulceration of Lower Legs

Expected outcomes → → →	Relevant ACC Programs
<i>1.5.4 The incidence of falls and fall injuries is minimised through a falls management program.</i>	<ul style="list-style-type: none"> • Falls Prevention
<i>1.5.5 The system for prescription, sample collection, storage and transportation and administration of blood and blood components ensures safe and appropriate practice.</i>	
<i>1.5.6 The organisation ensures that the correct patient receives the correct procedure on the correct site.</i>	
1.6 The governing body is committed to consumer participation.	
<i>1.6.1 Input is sought from consumers, carers and the community in planning, delivery and evaluation of the health service.</i>	<ul style="list-style-type: none"> • Advocate for Clients • Customer Service: Residents' Rights • Person-centred Care: It's My Choice • Sexuality and the Older Person • The New Resident: Transitioning to a new home and a new way of life
<i>1.6.2 Consumers / patients are informed of their rights and responsibilities.</i>	<ul style="list-style-type: none"> • Customer Service: Residents' Rights • Sexuality and the Older Person • The New Resident: Transitioning to a new home and a new way of life
<i>1.6.3 The organisation makes provision for consumers / patients from culturally and linguistically diverse backgrounds and consumers / patients with special needs.</i>	<ul style="list-style-type: none"> • Advocate for Clients • Depression in the Elderly • Dispute Resolution: Dealing with Complaints • Person-centred Care: It's My Choice • Responding to Behaviours • Secret Men's Business: Men in Aged Care • Sexuality and the Older Person • The New Resident: Transitioning to a new home and a new way of life • Working with Cultural Diversity

Standard 2: Support

Expected outcomes → → → **Relevant ACC Programs**

2.1 The governing body leads the organisation in its commitment to improving performance and ensures the effective management of corporate and clinical risks.

2.1.1 The organisation's continuous quality improvement system demonstrates its commitment to improving the outcomes of care and service delivery.

*** MANDATORY CRITERIA**

2.1.2 The integrated organisation-wide risk management policy and system ensure that corporate and clinical risks are identified, minimised and managed.

*** MANDATORY CRITERIA**

2.1.3 Health care incidents, complaints and feedback are managed to ensure improvements to the systems of care.

*** MANDATORY CRITERIA**

- Audits: What are they and why do we do them?
- OH&S: Risk Assessment

- Dispute Resolution: Dealing with Complaints
- Elder Abuse: Protecting Residents
- Incident Investigation and Reporting

2.2 Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.

2.2.1 Human resources planning supports the organisation's current and future ability to address needs.

2.2.2 The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meet the needs of the organisation.

- Teamwork: Situational Leadership

- Clinical Leadership
- Orienting New Staff: Being a Better Buddy **NEW**

<i>Expected outcomes</i> → → →	Relevant ACC Programs
<p>2.2.3 <i>The continuing employment and performance development system ensures the competence of staff and volunteers.</i></p>	<ul style="list-style-type: none"> • All ACC programs
<p>2.2.4 <i>The learning and development system ensures the skill and competence of staff and volunteers.</i></p>	<ul style="list-style-type: none"> • Advance Care Planning • Assessment: Skin and Contenance • Assessment: Skin Integrity • Bowel Management • Care Planning and Documentation • Caring for a Person After Stroke • Caring for a Person with Arthritis • Caring for a Resident with Parkinson's • Clinical Assessment: The Cardiopulmonary System • Clinical Leadership • Clinical Skills: Hearing Aids, Respiratory Devices & Blood Pressure • Clinical Skills: TPR, PEG Tubes, TED Stockings, BGLs, U/A • Clinical Skills: Urinary Catheters • Dementia: The R-E-S-P-E-C-T Approach • Depression in the Elderly • Diabetes • Falls Prevention • First Line Response: Trauma • Hydration and Nutrition • Medication Administration for Care Staff: Assist with Self-Medication • Medication Management • Mental Health: Dementia, Depression, Delirium • Pain: Identification and Management • Palliative Care: Guidelines for Residential Aged Care • Pharmacology: New Developments • Promoting Sleep • Responding to Behaviours • Sensory Loss: Vision • Teamwork: Effective Communication • Teamwork: Interpersonal Skills • Teamwork: Managing Teams • The Ageing Process: Physiological Changes • Urinary Contenance Management • Wound Dressing Techniques for Care Staff • Wound Management: Ulceration of Lower Legs

Expected outcomes → → →	Relevant ACC Programs
<p>2.2.5 <i>Employee support systems and workplace relations assist the organisation to achieve its goals.</i></p>	<ul style="list-style-type: none"> • Bullying and Harassment • Clinical Leadership • Dealing with Difficult People: An Update • Teamwork: Effective Communication • Teamwork: Interpersonal Skills • Teamwork: Managing Conflict NEW • Teamwork: Managing Teams • Teamwork: Situational Leadership
<p>2.3 Information management systems enable the organisation's goals to be met.</p>	
<p>2.3.1 <i>Records management systems support the collection of information and meet the organisation's needs.</i></p>	<ul style="list-style-type: none"> • Care Planning and Documentation • Incident Investigation and Reporting
<p>2.3.2 <i>Information and data management and collection systems are used to assist in meeting the strategic and operational needs of the organisation.</i></p>	
<p>2.3.3 <i>Data and information are used effectively to support and improve care and services.</i></p>	<ul style="list-style-type: none"> • Audits: What are they and why do we do them?
<p>2.3.4 <i>The organisation has an integrated approach to the planning, use and management of information and communication technology (I&CT).</i></p>	
<p>2.4 The organisation promotes the health of the population.</p>	
<p>2.4.1 <i>Better health and wellbeing for consumers / patients, staff and the broader community are promoted by the organisation.</i></p>	<ul style="list-style-type: none"> • Palliative Care: End of Life Care NEW • Promoting Health and Wellbeing
<p>2.5 The organisation encourages and adequately governs the conduct of health and medical research to improve the safety and quality of health care.</p>	
<p>2.5.1 <i>The organisation's research program promotes the development of knowledge and its application in the health care setting, protects consumers / patients and manages organisational risks associated with research.</i></p>	

Standard 3: Corporate

Expected outcomes → → →	Relevant ACC Programs
3.1 The governing body leads the organisation's strategic direction to ensure the provision of quality, safe services.	
3.1.1 The organisation provides quality, safe care through strategic and operational planning and development.	<ul style="list-style-type: none"> • Clinical Leadership • Teamwork: Interpersonal Skills
3.1.2 Governance is assisted by formal structures and delegation practices within the organisation.	<ul style="list-style-type: none"> • Clinical Leadership • Teamwork: Situational Leadership
3.1.3 Processes for credentialling and defining the scope of clinical practice support safe, quality health care. * MANDATORY CRITERIA	
3.1.4 External service providers are managed to maximise quality care and service delivery.	
3.1.5 Documented corporate and clinical policies assist the organisation to provide quality care. * MANDATORY CRITERIA	
3.2 The organisation maintains a safe environment for employees, consumers / patients and visitors.	
3.2.1 Safety management systems ensure safety and wellbeing for consumers / patients, staff, visitors and contractors. * MANDATORY CRITERIA	<ul style="list-style-type: none"> • Fire Safety: The Principles NEW • OH&S: Looking after your Back • OH&S: Risk Assessment • OH&S: Safe Manual Handling for Care Staff
3.2.2 Buildings, signage, plant, equipment, supplies, utilities and consumables are managed safely and used efficiently and effectively.	
3.2.3 Waste and environmental management supports safe practice and a safe environment.	<ul style="list-style-type: none"> • Infection Control: Laundry and Cleaning
3.2.4 Emergency and disaster management supports safe practice and a safe environment.	<ul style="list-style-type: none"> • Fire Safety: The Principles NEW • First Line Response: Trauma
3.2.5 Security management supports safe practice and a safe environment.	