

26 August 2024

Dear Quality Care Advisory Body Members,

Subject: Acknowledgement of Residential Aged Care QCAB Report and Recommendations

On behalf of the Governing Body of Catholic Healthcare, I extend our sincere gratitude to the Quality Care Advisory Body for your comprehensive and thoughtful recommendations that were presented to the Board and discussed at its June meeting. We recognise and appreciate your insights and recommendations to enhance the quality and effectiveness of Catholic Healthcare's services.

Your recommendations are consistent with feedback received from the Consumer Advisory Body earlier this year and reinforce the strategic objectives and priorities for the Executive Leadership team. Specifically, the Executive Leadership team is focusing on the following key areas highlighted in your report:

- **Enhancing Communication and Engagement:** We acknowledge the importance of this recommendation and its impact on the quality of care. Earlier this year, we initiated a review of current communication processes and have been trialling improvement initiatives in some of our Homes. The QCAB's recommendations will be incorporated into the quality improvement program.
- **Leadership and Culture that Promotes Relationships Over Tasks:** Catholic Healthcare is committed to implementing a Relationship-Centred Model of Care over the next three years. The Board recently approved a business case to invest in the required resources for its implementation.
- **Improve Care Systems:** Your suggestions in this area are timely, and work has already begun to incorporate these into the current systems. A review of the current system eCase has already been undertaken by the Quality Management System team, to streamline data capture and assessments.

In addition to the above commitments, the Residential Aged Care Management team is currently reviewing the recommendations in detail and is committed to working with the QCAB to prioritise and integrate the agreed-upon improvements into their work plans.

Some of the quick wins that have already been actioned include:

- A review of all the existing **in-room booklets that contain information about how the Home is run** has been undertaken. This review aimed to identify the best examples in order to develop a new template. The in-room booklets are a key source of information for new residents and families about the home's services, daily routines (such as laundry schedules and mealtimes), as well as any unique features or programs offered. A new template is being designed, which will be presented to the next QCAB for your feedback before it is implemented in all Homes.
- Members of the QCAB mentioned that it is confusing because they did not always understand the roles and responsibilities of each person involved in their care such as Specialists, GPs and Allied Health. We have created a **fact sheet for residents and their families outlining what to do when attending appointments with specialists or GPs**. This is to help clarify expectations and improve communication, as we found that important information was not always being passed on to the right people. The draft fact sheet will be shared with the QCAB to ensure that it meets your view of residents' needs before distributing it to all residents and families.
- The QCAB told us that the incident management process was burdensome. We have **reviewed and updated the incident management reporting procedure and implemented a new data capture** process to make it clearer and easier for employees to report incidents.
- We want to ensure older people receive their medications safely and on time. A **review of medication management processes and reported incidents** is underway to identify opportunities to make medication management safer and improve communication with residents, families, and GPs. The findings from the report will be shared with the QCAB Committee when it meets again in October 2024.

The Board is confident that these enhancements will drive improvement and help us achieve our goal of delivering high-quality care and services more effectively. As the Chair of the QCAB, the Chief Quality Officer will keep you updated about the progress being made in implementing your recommendations.

Once again, thank you for your valuable advice. We look forward to continued collaboration with the Quality Care Advisory Body to improve the quality and safety of our services.

Warm regards,



Stephen Teulan

Board Chair