

KEY ACTIONS for health service organisations

Fact Sheet 15

Multi-Purpose Services Aged Care Module

The Multi-Purpose Services (MPS) Program is a joint initiative of the Australian Government and state and territory governments. Multi-Purpose Services provide integrated health and aged care services to consumers that may include acute, emergency, sub-acute, community, primary care and aged care services for small, regional and remote communities.

MPS delivering acute and sub-acute health services must be accredited to the National Safety and Quality Health Service (NSQHS) Standards. MPS providing aged care services must comply with the Aged Care Quality Standards.

The Multi-Purpose Services Aged Care Module describes in six actions the requirements of the Aged Care Quality Standards not covered by the NSQHS Standards and applies to MPS only. It was endorsed by the Australian Health Minister's Advisory Council on 7 February 2020.

From January 2021, eligible MPS can be accredited in a single process under the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme through assessment against the NSQHS Standards and the MPS Aged Care Module. This will eliminate the need for MPS to be accredited separately against the Aged Care Quality Standards.

This fact sheet describes the requirements for implementation of the MPS Aged Care Module as part of the AHSSQA Scheme.

Resources

The Commission has developed a *User Guide for the Multi-Purpose Services Aged Care Module* (the User Guide) to support implementation of the actions in the MPS Aged Care Module. The User Guide suggests strategies for improvement and resources that MPS can use to decide how to implement the actions in a way that is appropriate for their context.

Assessments

There are five key steps when preparing for an assessment which include:

- Completing a gap analysis against the actions in the NSQHS Standards and the MPS Aged Care Module
- Coordinating implementation where improvements are required
- Selecting an accrediting agency and scheduling an assessment
- Conducting a self-assessment and gathering evidence
- Undergoing assessment by your accrediting agency.

The Commission has developed a number of resources to support health service organisations implementing the NSQHS Standards and the MPS Aged Care Module and prepare for assessment. These are available on the [Commission website](#).

Charter of Rights

The NSQHS Standards require health service organisations to use a charter of rights that is consistent with the Australian Charter of Healthcare Rights (the Charter).¹ The Charter describes the rights that consumers, or someone they care for, can expect when receiving health care. The second edition of the Charter reflects an increased focus on person-centred care and empowering consumers to take an active role in their health care.



In addition, the Charter of Aged Care Rights² covers 14 fundamental protections and describes the rights of consumers of Australian Government funded aged care services including MPS. All providers of Australian Government funded aged care must comply with the Charter of Aged Care Rights which provides the same rights to all consumers, regardless of the type of Australian Government funded aged care services they receive.

Under the aged care legislation, providers have responsibilities to support consumers to understand the Charter of Aged Care Rights. Providers must give consumers a signed copy of the Charter of Aged Care Rights. The consumer or their authorised person must be given assistance to understand, and an opportunity to consider and then sign their copy of the Charter of Aged Care Rights.

Short notice assessment

Health service organisations implementing the MPS Aged Care Module can elect to participate in short notice assessment providing they hold accreditation to the NSQHS Standards, either first or second edition.

Short notice assessments are a separate assessment pathway under the AHSSQA Scheme, with specific rules associated with its application (see [Fact sheet 6: Short notice assessments](#)).

Organisations contemplating short notice assessments should ensure their safety and quality systems are well embedded, that self-assessments and gap analysis are conducted regularly and there are processes to routinely monitor their safety and quality performance against the NSQHS Standards.

There will be three assessment cycles within a three year accreditation period, whereby all of the actions from the MPS Aged Care Module and all eight NSQHS Standards must be assessed at least once.

Repeat Assessment

If a health service organisation is found to have a large number of not met actions at initial assessment and is subsequently awarded accreditation, it will be required to be reassessed six months after the current assessment* cycle is completed.

The reassessment is to ensure the organisation has fully embedded the necessary improvements in their safety and quality systems to maintain compliance with the NSQHS Standards and the MPS Aged Care Module. (See [Fact Sheet 3: Repeat assessment of health service organisations](#)).

A repeat assessment will be required if:

- 16% of all actions assessed** are not met

Or

- Eight or more actions from the Clinical Governance Standard are not met

Reassessment will involve an onsite assessment at which all not met actions from the initial assessment and all actions rated 'met with recommendations' will be reassessed.

* An assessment cycle is the period of initial and final assessment and reporting, and generally occurs over four months

** The calculation of the percentage of not met actions includes the MPS Aged Care Module actions.

Reporting on assessment outcomes

Assessment outcomes of MPS will be routinely reported by accrediting agencies to the Commission as part of the AHSSQA Scheme. This includes:

- Recognition of exemplar practice in health service organisations (see [Fact Sheet 5: Recognising exemplar practice in health service organisations](#))
- Requirements for accrediting agencies to notify regulators and the Commission of significant patient risks identified during the assessment of health service organisations (see [Advisory AS18/09: Notification of significant risk.](#))

The Commission will also provide the Australian Government Department of Health with assessment outcome reports to support administration of the MPS Program.

MPS will be given the opportunity to participate in a post assessment survey and provide feedback to the Commission on their accrediting agency and the assessment process.

Questions?

For more information, please visit: safetyandquality.gov.au/standards/nsqhs-standards

You can also email the Safety and Quality Advice Centre AdviceCentre@safetyandquality.gov.au or call 1800 304 056.

1. Australian Commission on Safety and Quality in Health Care. Australian Charter of Healthcare Rights (second edition). Sydney: ACSQHC; 2019.
2. Australian Government Department of Health and Australian Government Aged Care Quality Safety Commission. Charter of Aged Care Rights; 2019.