



Australian Government

Australian Aged Care Quality Agency

Quality Surveyor Consumer Experience Report Sampling Factsheet

1. Legislative authority

During re-accreditation audits, section 2.15(2) of the *Quality Agency Principles 2013* require Quality surveyors to meet with at least 10 per cent of care recipients of the service, or their representatives, to discuss the care and services they are receiving. This requirement is met by interviewing:

- anyone who wants to speak to the assessment team during the site audit
- randomly selected care recipients to participate in consumer experience interviews.

2. Mandatory requirements and audit schedule

So that the minimum reporting requirements for the Consumer Experience Report, detailed in section 5 below, are met:

- all re-accreditation audits are to commence with consumer interviews each day. Quality surveyors are required to participate in interviewing randomly selected care recipients
- Quality surveyors are to allocate time in the audit schedule (an example is at Attachment A) so that each morning of the re-accreditation audit commences with randomly selected care recipient interviews.

Care recipients and/or their representatives may also be interviewed by Quality surveyors throughout the re-accreditation audit on particular expected outcomes of the standards.

3. Core interview questions

Randomly sampled care recipients are asked a core set of 12 consumer experience interview questions. Questions 1 to 10 have standardised response options. Responses to these questions are included in the Consumer Experience Report. Questions 11 to 12 are 'free text' questions with responses currently not being published as part of the Consumer Experience Report.

4. Random sampling approach

The assessment team selects a random sample of care recipients to interview and only their responses, or if the care recipient is unable to participate, those of their representative, are included in the Consumer Experience Report. Others who approach the assessment team to provide information may be asked the core consumer questions or any other questions about the standard of care services. These responses are not included in the Consumer Experience Report because they are not part of the random sample.

Where a care recipient is unable to respond to the questions, their representative may be asked the core consumer questions. Representatives are to respond to the core consumer questions from the perspective of the care recipient. When recording interview data in the excel spread sheet or in CAAT¹, Quality surveyors can select when a representative is responding as a proxy for the care recipient.

If a care recipient has been interviewed, there is no requirement to also ask the Consumer Experience Report questions to their representative.

5. Sample size and approach

The number of care recipients living in the home during the visit determines the minimum number of responses Quality surveyors are required to obtain to each of the Consumer Experience Report questions 1 to 10. These minimum number of responses are set out in Table 1 and form the criteria for publishing the Consumer Experience Report.

Table 1: Minimum sample requirements based on care recipients at the home

Care recipients at the home	Minimum responses to Questions 1 to 10
0 to 11	No minimum requirement
12 to 39	12
40 to 59	13
60 to 79	14
80 to 149	15
150 to 299	16
300 to 500	17

To determine the names of the care recipients who make up the initial random sample, Quality surveyors:

- obtain a list of care recipients living at the home; a list is generally provided by the home to the assessment team in the form of an evacuation list or handover
- use the following formula to select care recipients:

¹ This functionality has not been updated in CAAT. Specific training will be designed to train surveyors in collecting Consumer Experience Report data in CAAT.

Care recipient for random sample = Number of care recipients living in the home divided by the Minimum sample based on Table 1

Table 2 provides examples of selection intervals based on the above formula.

Table 2: Sampling approach for Consumer Experience Reports

Care recipients at the home	Consumer Experience Report Sample Requirement	Select Every
12	12	All care recipients on the list
38	12	3 rd name on the list
55	13	4 th name on list
70	14	5 th name on list
100	15	6 th name of list
160	16	10 th name of list
300	17	17 th name on list

If a randomly selected care recipient or their representative, does not wish to be interviewed or is unable to participate, the Quality surveyor will use 'next name replacement' to determine who to interview in their place. This involves selecting the next person named sequentially on the care recipient list. For example, if the list is in room order and the randomly selected person in room 19 has declined to participate, then the care recipient in room 20 would be asked to participate in a Consumer Experience Report interview.

6. Publication and release

In order to publish a Consumer Experience Report, the minimum number of responses to each of the Consumer Experience Report questions 1 to 10 must be achieved (as per Table 1).

Table 3 outlines how the Quality Agency will use the Consumer Experience Reports

Table 3: Publication and release of Consumer Experience Report

	Consumer Experience Report sent to service	Consumer Experience Report published
The assessment team interviews at least 10 random care recipients and obtains the minimum number of responses to questions 1 to 10 for the size of the home.	YES	YES
The assessment team interviews at least 10 random care recipients, but does not obtain the required number of responses to questions 1 to 10 for the size of the home.	YES	NO
Homes with less than 10 care recipients, consumer experience interview responses still inform performance against the Expected Outcomes.	NO	NO

7. Sampling Examples

Example 1:

A re-accreditation audit is completed in a home with 55 care recipients present during the visit.

The assessment team obtain a handover sheet and select every 4th person on the list as a random interviewee. The team leader is free to start at any place on the list so they choose to start from the care recipient in room 10. The next person they would select would be in room 14 and then room 18. They continue to select every 4th person named until they have 13 potential interviewees.

At the end of the day all care recipients approached have answered all questions and the assessment team have 13 responses to each of the Consumer Experience Report questions 1 to 10. The home will have a report published on the Agency website.

Example 2:

While completing a re-accreditation audit in a home with 155 care recipients present during the visit, the assessment team meets and notes the random interview data they have gathered:

- 14 care recipients have been interviewed using the consumer interview questions
- 2 representatives have been interviewed using the consumer interview questions
- 15 total respondents gave a response to all questions 1 to 10
- one care recipient did not respond to question 9 and 10.

Although 16 interviews were completed, the assessment team realise that the minimum required responses to every question 1 to 10 (16 responses) was not yet obtained. The assessment team agree to seek responses to question 9 and 10.

The Consumer Experience Report is based on aggregated responses to individual questions. Having a sufficient sample that captures feedback for all questions will allow sufficient understanding of performance against those questions.

Example 3:

In a 10 bed home, all care recipients participate in the consumer experience interview. At the end of the re-accreditation audit the assessment team have received a varying number of responses to each of the Consumer Experience Report questions 1 to 10 (refer to Table 4).

Table 4: Interview responses for example 3

Consumer Core Question	Total responses to each question
1	10
2	10
3	10
4	8
5	10
6	5
7	10
8	10
9	7
10	10

As less than 12 care recipients participated in the interviews a Consumer Experience Report is not published on the Quality Agency's website. The service receives a copy of the report as 10 care recipients participated in the Consumer Experience Report interviews.

ATTACHMENT A

AUDIT SCHEDULE

Name of home	
RACS ID	
Audit dates	
Assessment team	
Team leader	
Team member/s	

Approx. time	Day 1 Assessor 1	Approx. time	Day 2 Assessor 1
9.00 am	Entry meeting	9.00 am	Team Meeting
9:30 am	Tour of home	9.10 am	Catering Cleaning and laundry
9.45 am	Team Meeting	9.40 am	Fire, security and other emergencies
10.00 am	Care Recipient Random Interviews	10.00 am	Care Recipient Random Interviews
11.30 am	Commence review of Standard 3	11:30 am	Regulatory compliance
	Observe lunch		Observe lunch
12.35 pm	Team meeting	12.35 pm	Team meeting
12.45 pm	Meet with key staff	12.45 pm	Meet with key staff
1.00 pm	Team break for lunch	1.00 pm	Team break for lunch
2.00 pm	Care Recipient Random Interviews	2.00 pm	Complete Review of Standard 3
3.00 pm	SOFI	3.00 pm	Comments and complaints
3.20 pm	Continuous improvement	3.20 pm	Occupational health and safety
3.45 pm	Continue review of Standard 3	3.40 pm	Inventory and equipment
4.15 pm	Security of tenure	4.00 pm	External services
4.35 pm	Team meeting	4.35 pm	Team meeting
4.45 pm	Meet with key staff	4.45 pm	Meet with key staff
5.00 pm	Exit	5.00 pm	Exit

Approx. time	Day 1 Assessor 2	Approx. time	Day 2 Assessor 2
9.00 am	Entry meeting	9.00 am	Team Meeting
9.30 am	Tour of home	9.10 am	Human resource management
9.45 am	Team Meeting	9.30 am	Education and staff development
10.00 am	Care Recipient Random Interviews	10.00 am	Care Recipient Random Interviews
11:30 am	Commence review of Standard 2	11.30 am	Continue Review of Standard 2
12.35 pm	Team meeting	12.35 pm	Team meeting
12.45 pm	Meet with key staff	12.45 pm	Meet with key staff
1.00 pm	Team break for lunch	1.00 pm	Team break for lunch
2.00 pm	Care Recipient Random Interviews	2.00 pm	Continue Standard 2 / Infection Control
3.00 pm	Continue Standard 2	3.45 pm	Living Environment
4.00 pm	Continue Standard 2	4.00 pm	Information systems / Planning and Leadership
4.35 pm	Team meeting	4.35 pm	Team meeting
4.45 pm	Meet with key staff	4.45 pm	Meet with key staff
5.00 pm	Exit	5.00 pm	Exit

An audit schedule is designed to assist in the coordination of the re-accreditation audit and can be adjusted throughout the re-accreditation audit to accommodate the needs of the home and the assessment team.

The audit schedule detailed above is based on a two person re-accreditation audit team; it can be adapted for teams of more than two and to accommodate specific requests from homes.