



Australian Government

Department of Health and Aged Care



## National Aged Care Mandatory Quality Indicator Program

### Quick Reference Guide: Consumer Experience

This quick reference guide provides information for approved providers of residential aged care to understand and meet their obligations to collect and report data on consumer experience for the QI Program.

The consumer experience quality indicator is reported against:



**Percentage of care recipients who report 'good' or 'excellent' experience of the service**

Consumer experience measures the effectiveness of residential aged care services in meeting care needs, preferences and expectations of care recipients.

Consumer experience is assessed using the Quality of Care Experience Aged Care Consumers® (QCE-ACC) tool. Care recipients can be assessed for the consumer experience quality indicator using an appropriately selected version of the QCE-ACC assessment tool: Self-Complete Version, Interviewer Facilitated Version or the Proxy Version.

The QCE-ACC asks care recipients to indicate their quality of care experience by selecting the most appropriate statement using a five-point scale from 'never' to 'always' for each of the six survey questions. The care recipient's scores for each of the six questions is added together to give a total score, and is then assigned to one of five categories describing overall consumer experience.

#### Five consumer experience categories

There are five categories for the QCE-ACC tool:

- 'Excellent' (care recipients who score between 22–24)
- 'Good' (care recipients who score between 19–21)
- 'Moderate' (care recipients who score between 14–18)
- 'Poor' (care recipients who score between 8–13)
- 'Very poor' (care recipients who score between 0–7)

#### Collect consumer experience data



Offer the QCE-ACC Self-Complete Version for self-completion to all suitable care recipients with no or mild cognitive impairment, around the same time every quarter



Arrange interviewer facilitated completion for all care recipients requiring assistance, using the QCE-ACC Interviewer Facilitated Version (e.g. care recipients requiring support with reading the questions or writing responses)



Arrange proxy-completion for all care recipients who cannot complete the QCE-ACC through self-completion or interviewer facilitated completion, using the QCE-ACC Proxy Version (e.g. care recipients with moderate or severe cognitive impairment)



Record the number of care recipients:

- excluded because they were absent from the service for the entire quarter
- excluded because they did not choose to complete the QCE-ACC for the entire quarter
- who reported consumer experience through each completion mode of the QCE-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the five categories

# Reference Guide For Consumers

**Shane Closser**



## Reference Guide For Consumers:

*A Guide to Instructional Resources for Consumers' Education* William L. Johnston, United States. Office of Consumers' Education, Nancy B. Greenspan, 1978      Adobe Analytics Quick-Reference Guide Shane Closser, 2013-07-22 Companies face the challenge of measuring and analyzing the near overwhelming quantities of data generated from their online businesses and then using that data to gain critical insights into their customers to drive sales Adobe Analytics formerly SiteCatalyst provides product and content managers marketers and analysts with real time intelligence on customers online behavior helps businesses anticipate what their customers will want personalizes their online experience and delivers relevant content across web and mobile channels This quick lookup guide by Adobe Analytics expert Shane Closser uses clear concise explanations and an easy to use format to jump in and start using Adobe's powerful web analytics tool You'll learn the quickest way to Create metrics Run and set options for reports Measure the effectiveness of marketing campaigns Engage and retain customers Track customers through the conversion funnel Share reports and set up dashboards      **Reference Guide for Consumers** Nina David, 1975      **Consumers' Guide**, 1939      **Consumer's Guide to Local Government** Martin Minogue, 1980-06-05      **Clinical Practice Guideline**, 1992      **Recognition and Initial Assessment of Alzheimer's Disease and Related Dementias**, 1996 Dementia in the adult U S population is a devastating disorder that is often unrecognized or misdiagnosed in its early stages Despite the current lack of unequivocally effective treatment recognition of early stage dementia may offer substantial benefits These include avoidance of inappropriate treatment related to misdiagnosis and time for the patient and family to address issues of financial legal and medical care planning This Clinical Practice Guideline is intended to help primary care providers recognize and assess Alzheimer's disease and related dementias in the early stages Differential diagnosis is beyond the scope of the guideline however the guideline contains a list of resources for further clinical evaluation once probable dementia has been identified      **Clinical Dentistry Daily Reference Guide** William A. Jacobson, 2022-07-26 CLINICAL DENTISTRY DAILY REFERENCE GUIDE The first and only practical reference guide to clinical dentistry Clinical dentistry involves the practice of preventing diagnosing and treating patients oral health conditions Clinical Dentistry Daily Reference Guide is a one stop resource loaded with critical information for day to day decision making regarding a myriad of clinical scenarios This invaluable resource saves time by eliminating the need to search through websites textbooks and phone apps to find answers This book offers step by step assistance on health history treatment modifications oral cancer screening radiographic interpretation treatment planning preventive dentistry periodontics operative dentistry endodontics oral surgery toothaches crown and bridge dentures partials implant crowns occlusal guards pharmacology pediatric dentistry nitrous sedation and more This comprehensive guide Provides quick access to information in an easy to read bulleted format Includes hundreds of high quality clinical images illustrations and tables Answers real life patient questions Contains procedural steps including post operative instructions lab

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**Customer Assistance Guide** ,1987      **List of References from Nutrition and Consumer-use Research Divisions** United States. Agricultural Research Service,1957      American Education ,1977      **Routledge Handbook on Consumption** Margit Keller,Bente Halkier,Terhi-Anna Wilska,Monica Truninger,2017-02-10 Consumption research is burgeoning across a wide range of disciplines The Routledge Handbook on Consumption gathers experts from around the world to provide a nuanced overview of the latest scholarship in this expanding field At once ambitious and timely the volume provides an ideal map for those looking to position their work find new analytic insights and identify research gaps With an intuitive thematic structure and resolutely international outlook it engages with theory and methodology markets and businesses policies politics and the state and culture and everyday life It will be essential reading for students and scholars across the social and economic sciences

**Comptroller's Handbook for Consumer Examinations** United States. Office of the Comptroller of the Currency,1977\*      *Early Identification of Alzheimer's Disease and Related Dementias* ,1996      **Encyclopedia of Library and Information Sciences** John D. McDonald,Michael Levine-Clark,2017-03-15 The Encyclopedia of Library and Information Sciences comprising of seven volumes now in its fourth edition compiles the contributions of major researchers and practitioners and explores the cultural institutions of more than 30 countries This major reference presents over 550 entries extensively reviewed for accuracy in seven print volumes or online The new fourth edition which includes 55 new entries and 60 revised entries continues to reflect the growing convergence among the disciplines that influence information and the cultural record with coverage of the latest topics as well as classic articles of historical and theoretical importance

**Consumer Reports Used Car Buying Guide** Consumer Reports Books Editors,2001-02 Consumer Reports Used Car Buying Guide gives shoppers comprehensive advice on more than 200 models including reliability histories for 1992 1999 models of cars SUVs minivans and pickup trucks 225 photos charts

**Power Distribution Planning Reference Book** H. Lee Willis,1997-06-17 Providing more than twice the content of the original this new edition is the premier source on the selection development and provision of safe high quality and cost effective electric utility distribution systems and it promises vast improvements in system reliability and layout by spanning every aspect of system planning including load forecasting

The Consumer Financial Protection Bureau's Semiannual Report to Congress United States. Congress. Senate. Committee on Banking, Housing, and Urban Affairs,2014      **Catalog of Copyright Entries. Third Series** Library of Congress. Copyright Office,1972      **Monthly Catalog of United States Government Publications** ,1978

## **Reference Guide For Consumers** Book Review: Unveiling the Magic of Language

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