Quality Assurance Monitoring System on LTC-I Related Services

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1. **LICENSING OF SERVICE UNIT**

- Service Unit has to obtain a license before its operation.

2. **INSPECTION CHECKS WITH ADVANCE NOTICE**

- Local Government officials will pay inspection checks to institutions and domiciliary service providers agents
- Standardized checklist is employed

- Significant items to be checked including-

a)Staff

✓ Staff list and duty descriptions
✓ Adequate no. of staff with appropriate qualifications
✓ Staff contracts
✓ Resume
✓ Replacement of Nurse, Home manager, Care workers when they are sick or on leave

b) Respect for the elderly's privacy rights

✓ Consent must be obtained from the elderly or their relatives before their personal information could be accessed or used

c) Service Operation Issues

✓ Home regulations, operation manuals and guidelines

✓ Service records

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- ✓ Complaints records
- ✓ Physical restraint and emergency records
- ✓ Documentation or medical records
- ✓ Submission of medical record regularly by doctor to the Home manager
- ✓ Care Plan
- ✓ Reasons for service rejection and whether appropriate referrals for service have been made
- ✓ Management of Accident
- ✓ Guideline on hygiene management and prevention of infectious diseases, disposal of medical waste products

d) Fee Charges

✓ Fee schedule

✓ Invoice and Receipt of Service fees

✓ Inform the user on the types and amount of fee charged

   e.g. surcharge for service delivered at odd hours

✓ Record of service rendered frequency and duration

✓ Mistakes on fee charged e.g. medical insurance Vs LTC-I, double charge

✓ Examine accounts kept by service units

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If service operators cannot fulfill requirements of the inspector, they will be warned and the license may be suspended
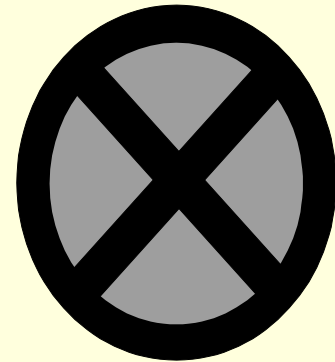
3. SUBMISSION OF SERVICE STATISTICS

- Report to local government on the service output every 4 months

4. CUSTOMER SELF-REGULATORY MONITORING SYSTEM

- Customer's feedback/complaint to local government

- Family members' feedback and complaints

- Customer stop using/buying the service if the quality of service is not satisfactory

- Hardly effective as there is a severe shortage of institutional/residential services in Japan
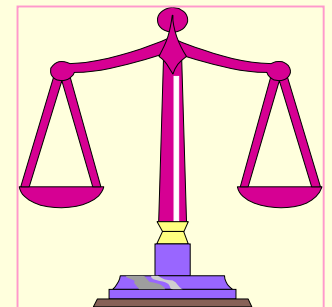
5.PERSONAL OBSERVATIONS ON QUALITY ASSURANCE ON LTC-I SERVICES

- System has been effective for 2 years (since April, 2002)
- More emphasis on implementation procedures of LTC-I
- Little emphasis on monitoring of quality of related services
- Apart from inspection checks on service units, no built-in service quality monitoring mechanism e.g. performance indicators, benchmarking systems among operators
- Their major concern on the checking process is on staff ratio and the financial/accounting system of the operator

6.CONCLUSIONS

- A rather lenient service monitoring system at the early implementation state of LTC-I

- Emphasis relatively heavy on fee charges to avoid mis-charge or double charge from LTC-I

- Customer satisfaction considered a useful market force to ensure quality

- Timely reminder to NGO service provider on importance of achieving customer satisfaction