Quality Assurance Monitoring System on LTC-I Related Services

Lillian Li
Assistant Principal Social Services
Secretary (Elderly)
Po Leung Kuk
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
(Cont’d)

✓ 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
(Cont’d)

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