

## Remediation Policy

### Introduction

doctorportal Learning Pty Ltd, trading as 'CPD Home' is a jointly owned subsidiary of the Australian Medical Association (WA) Inc, and Australian Society of Anaesthetists.

CPD Home is available to non-exempt medical practitioners in Australia at [www.cpdhome.org.au](http://www.cpdhome.org.au). It is not limited to members of the AMA.

### Background

CPD Home is committed to supporting its subscribers:

- to undertake meaningful professional development;
- to meet their Continuing Professional Development (CPD) requirements under the Medical Board of Australia (MBA) *Registration Standard: Continuing Professional Development* (the Standard); and
- to easily demonstrate that they have done so should they be audited by the MBA.

Similarly, CPD Home is committed to supporting those subscribers who have been identified for remediation with identifying, sourcing, and acquiring the required competencies for the provision of safe health care.

### Purpose

The purpose of this policy is to outline the steps to be followed by CPD Home when subscribers have self-identified or been identified as poorly performing and/or require remedial management, or up-skilling to comply with their relevant standard for continued medical registration.

### Objective

To support those subscribers, seeking or requiring remediation, to develop and undertake a learning program tailored to their individual learning and performance review needs that address the issue(s) identified by any regulatory authority and encourage the development of required knowledge, skills and attitudes.

### Scope

The policy covers all CPD Home subscribers who are identified as requiring remediation for not performing to expected standards or who are formally required by a regulatory body for performance improvement or upskilling.

### Definitions

The following definition(s) apply to this policy and where applicable, its procedures.

Term	Definition
CPD Advisory Panel	Panel of medical advisers which provides advice regarding the CPD Home Program
Outgoing subscriber	Subscribers who are moving to a different provider of CPD home services
Remedial activities	Activities to address the under-performance of a subscriber, which may include clinical up-skilling, further training, supervision or mentoring
Remediation	Action to overcome a situation of deficiency

## Policy

Wherever a subscriber self-identifies or is identified by a regulatory body or employer as needing remediation CPD Home will, upon a request from the subscriber, with advice from CPD Advisory Panel as required, work with the subscriber, and, if required, any relevant specialty college, to identify remedial activities and implement a plan to address the reasons for the remediation.

Remediation activities may involve:

- clinical upskilling
- education on ethical and professional behaviour
- training and/or mentoring to enhance decision making, teamwork, leadership and supervisory skills
- any other aspects as identified by either the regulatory body or the CPD Advisory Panel.

Any remediation plan agreed to by the subscriber will be incorporated by CPD Home into the subscriber's professional development plan for that CPD year.

Should CPD Home not be able to provide the subscriber with required remedial activities, they will refer the subscriber to learning providers who may be able to assist. This may require the subscriber and CPD Home to work with another CPD home provider. Should a subscriber choose to move CPD homes, CPD Home does not provide a refund to outgoing subscriber's but will facilitate any required transfer of a subscriber's details and CPD records from one CPD home provider to another.

Where a subscriber is required to undertake remedial activities, the costs involved in undertaking those activities are at the subscriber's expense.

If the subscriber remains with CPD Home, we will continue to monitor the subscriber's progress and completion of remedial activities against their amended professional development plan.

The amended professional development plan should include:

- a reflection on learning needs
- learning goals
- specified activities for addressing the learning need
- the timeframe for completion
- any supervisory arrangements where required.

Provided all activities in the amended professional development plan are completed by the cut-off date for the end of the CPD year, CPD Home will issue the subscriber a CPD Statement of Completion. Should the subscriber not complete the activities required they will still be able to download a record of their CPD activities for a CPD year.

## Roles and Responsibilities

### Subscriber

The subscriber will be responsible for:

- requesting advice if he/she requires it on CPD activities to support their remediation;
- working with CPD Home to identify remedial activities to address the reasons for remediation;
- agreeing to the inclusion or required remediation activities into their current professional development plan;
- completing the required activities as per the revised professional development plan and all CPD requirements;
- reflect upon their professional development plan at the end of the CPD year; and

- reporting and demonstrating to the regulatory body the actions taken to address the reasons for remediation.

### **CPD Home Support Officer**

The CPD Home Support Officer will be responsible for:

- responding to the subscriber request for support, and seeking further clarification if required;
- seeking advice from the Compliance and Policy Lead and the CPD Advisory Panel on relevant CPD activities or any other remedial activities to address the reasons for remediation;
- counselling the subscriber requiring remediation on relevant CPD activities that could be incorporated into their professional development plan;
- making any agreed changes to the subscriber's professional development plan; and
- monitoring through the CPD Home audit process the subscriber's progress towards completion.

### **Compliance and Policy Lead**

The Compliance and Policy Lead will be responsible for:

- reviewing the request for support and providing advice as required on relevant CPD activities or any other remedial activities to address the reasons for remediation;
- requesting support from the CPD Advisory Panel, if required
- liaising with a specialty college or professional association as required regarding appropriate remedial activities, and/or supervisory requirements and support

### **CPD Advisory Panel**

The CPD Advisory Panel will be responsible for reviewing the request for support and providing advice as required on relevant CPD activities or any other remedial activities to address the reasons for remediation.

## **Action**

Upon a request from a subscriber for advice on CPD activities to address required remediation, CPD Home will:

- acknowledge receipt of request;
- seek any further clarification from the Subscriber required;
- prepare information relevant to the request for the review of the Compliance and Policy Lead and/or CPD Advisory Panel, if required. Consultation with the CPD Advisory Panel may occur out-of-session or in-session as required to ensure timeliness of response;
- counsel the subscriber on relevant CPD activities for inclusion in their professional development plan;
- when agreed with the subscriber, amend the professional development plan as required;
- liaise with relevant specialty college/s or professional association should remedial activities, external to the CPD Home Program, or supervision or mentorship of the subscriber, be required;
- provide any transfer of data that may be required on request;
- monitor the subscriber's progress towards completion of required CPD activities as per their revised professional development plan, and provide support when required;
- issue a CPD Statement of Completion when CPD requirements are met; and
- archive (and retain for seven years after the reporting period for each CPD year) the subscriber's record of CPD activity for the relevant CPD year.

## Related Documents / Legislation

1. Participation and Compliance Policy
2. Data Management Policy

## Appendices

1. Glossary

## Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	February 2022	Amendment to reflect General Manager, CPD Home job title.
1.2	September 2024	Updated Introduction to reflect the joint ownership of CPD Home. Amended CPD Home Program of Learning start year from 2023 to 2024. Replaced AMA (WA) CEO with Executive Lead, and General Manager CPD Home with Compliance and Policy Lead to reflect current SOP. Removed unrelated glossary terms.

## Appendix 1

### Glossary

Term	Definition
Conflict of Interest	<p>A conflict of interest occurs when a person's personal interests' conflict, or could be perceived to conflict, with their responsibility to act in the best interests of CPD Home.</p> <p>Conflict of interests may be:</p> <ul style="list-style-type: none"> <li>• Real – where a direct conflict exists between the decision maker and their duty to act in the best interests of CPD Home.</li> <li>• Apparent – where it appears or could be perceived that personal interests are influencing the decision maker to not act in the best interests of CPD Home.</li> <li>• Potential – where personal interests are not currently but could come into conflict with their duty to act in the best interests of CPD Home.</li> </ul>
CPD Advisory Panel	Panel of medical advisers which provides advice regarding the CPD Home Program
CPD Home Program of Learning	The CPD Home Program of Learning (CPD Program) provides a pathway for Australian registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered doctors to engage in an accredited CPD program. From 1 January 2024, the CPD Program is a mandatory program for subscribers to the CPD Home service.
CPD requirements	Means CPD requirements against the Standard, as follows: <ul style="list-style-type: none"> <li>• develop a written annual professional development plan;</li> </ul>

	<ul style="list-style-type: none"> <li>• complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs;</li> <li>• allocate your minimum 50 hours per year between the following types of CPD activities:             <ul style="list-style-type: none"> <li>◦ at least 12.5 hours (25 percent of the minimum) in educational activities;</li> <li>◦ at least 25 hours (50 per cent of the minimum) in activities focused on reviewing performance and measuring outcomes, with a minimum of five hours for each category; and</li> <li>◦ the remaining 12.5 hours (25 percent of the minimum), and any CPD activities over the 50-hour minimum across any of these types of CPD activity, including any relevant specialty high-level requirements;</li> </ul> </li> <li>• self-evaluate your CPD activity at the end of the year as you prepare your professional development plan for the next year; and</li> <li>• retain records of your annual CPD activity for audit by your CPD home and the Board for three years after the end of each one-year cycle.</li> </ul>
CPD Year	The CPD year is 1 January to 31 December
Decision maker	Any person or persons making decisions for or on behalf of CPD Home
Outgoing Subscribers	Subscribers who are moving to a different CPD home provider
Personal interest	Personal interests include where the decision maker or a person or organisation affiliated with them would receive a benefit or incur a detriment because of the decision being made. That benefit or detriment could be financial or non-financial.
Reconsideration	Of a decision, to be undertaken by the original decision maker
Review	Of a decision, to be undertaken by a Review Panel
Review Panel	A panel comprised of three people chosen at the discretion of the Executive Lead or their delegate for purpose of reviewing a decision under the Review, Reconsideration and Appeals Policy. The Review Panel shall not include a member who participated in the original decision or its reconsideration, or who otherwise has, or is perceived to have, a conflict of interest.
Register of Interests	A record of declared or identified conflicts of interests listing to whom they apply, the nature and extent of the conflict and any steps taken to address it
the Standard	<i>MBA Registration Standard: Continuing Professional Development</i>