Reporting Policy

Effective: January 2023

Introduction

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

CPD Home is available to non-exempt medical practitioners in Australia at www.cpdhome.org.au. It is not limited to members of the AMA.

Background

CPD Home is obligated as an accredited CPD home to report to the Medical Board of Australia (MBA) on the compliance of its subscribers with the MBA *Registration Standard: Continuing Professional Development*. Compliance reports must be provided to the MBA within six months of each CPD Year's end to meet the MBA's reporting requirements.

CPD Home will also periodically be required to report to the Australian Medical Council (AMC) to demonstrate it meets the standards for accreditation, is progressing towards or has met any conditions of accreditation, and that it continues to provide a high quality CPD program.

CPD Home, being committed to continuous quality improvement, will also on an ongoing basis monitor and report internally to ensure the quality and relevance of our certified learning provider CPD activities, resources, and support services. These reports may be used as evidence of our compliance to accreditation standards or any set conditions when reporting externally to the AMC.

Purpose

To outline the reports CPD Home will produce to meet its obligations as a CPD Home and to ensure the ongoing quality of its CPD Program and service offerings, and performance against the expectations of our subscribers and certified learning providers.

Objective

To inform our subscribers and certified learning providers and provide guidance to CPD Home staff on our reporting obligations to the MBA and AMC as an accredited CPD Home, and how we use internal reporting to inform quality assurance.

Scope

This policy applies to all areas of CPD Home operations.

Definitions

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

Term	Definition
AMC	Australian Medical Council
Certified Learning Provider	A learning provider who is certified by CPD Home and can apply for accreditation of a CPD activity for listing in the CPD Home 'Catalogue'.
CPD activity	
CPD Home Program	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

	2023, the CPD Program is a mandatory program for subscribers to the CPD Home service.
Learning Management System (LMS)	Online system used to deploy, track and report completion of learning activities measured against the CPD Program.
MBA	Medical Board of Australia

Policy

Principles

CPD Home will produce reports to:

- meet our reporting obligations to the MBA and the AMC;
- monitor subscribers progress in meeting their CPD requirements;
- monitor the quality and relevance of the CPD Home Learning Program;
- monitor the quality and relevance of learning available via the CPD Home 'Catalogue';
- monitor our performance in supporting subscribers meet their CPD requirements;
- monitor our performance in supporting Certified Learning Providers to list their content on the CPD Home 'Catalogue';
- monitor the nature, management and outcome of complaints; and
- monitor the nature, management and outcome of reconsideration, review or appeal applications.

All external reports will be comprised from de-identified and aggregated data except when reporting to the MBA on subscribers who have met their CPD requirements.

CPD Home may from time-to-time use case studies in its reports. These case studies may be informed by real-life situations or experiences. To protect the anonymity of those who have shared their story, or the subject of the story, any identifying information such as names and locations we will modified.

CPD Home may from time-to-time use quotes extracted from surveys in its reports. Data, including commentary, gathered via surveys will be collected anonymously.

Roles and Responsibilities

CPD Home Support Officer

The CPD Home Support Officer will be responsible for:

- working with the IT Manager and the General Manager CPD Home, to design, modify as required, and implement automated reports that meet CPD Home needs;
- randomly quality checking automatic notifications prior to release;
- presenting the CPD Advisory Panel with reports on quality and relevance of CPD Home Learning Program and learning content available via the CPD Home 'Catalogue';
- contributing data or findings from monitoring reports to submission to AMC to demonstrate CPD Home provides a high quality CPD program and has met or is progressing towards meeting standards for accreditation; and
- annually reporting to the CPD Advisory Panel on the nature of, management, and outcome of complaints and reconsideration, review or appeal applications.

General Manager CPD Home

The General Manager CPD Home will be responsible for:

- working with the IT Manager and CPD Home Support Officer to design and modify report templates as required, and implement automated reports that meet CPD Home reporting needs;
- surveying subscribers and learning providers for feedback, as applicable, on the quality and relevance of CPD learning available on the CPD Home 'Catalogue' and CPD Home support services;
- preparation of accreditation submissions to AMC;
- preparation of subscriber CPD compliance reporting to MBA; and
- preparing reports for the Advisory Panel and AMA (WA) CEO, as required.

CPD Advisory Panel

The CPD Advisory Panel will be responsible for:

- considering reports highlighting the quality and relevance of the CPD Home Learning Program, CPD activities listed in the CPD Home 'Catalogue', and on the nature of, management, and outcome of complaints and reconsideration, review or appeal applications; and
- pursuant to the above dot point, providing advice to the CPD Home Executive on any modifications to CPD Home policies and procedures that may be recommended.

IT Manager

The IT Manager will be responsible for:

- working with the CPD Home Support Officer and the General Manager CPD Home to design, modify as required, and implement automated reports that meet CPD Home reporting needs.

CPD Home Executive

The CPD Home Executive will be responsible for:

- assessing annual reports on the nature of, management and outcome of complaints and reconsideration, review or appeal applications for continuous improvement purposes;
- making decisions on quality improvements based on the needs of all stakeholders.

Action
Method

CPD Home will use SQL queries to extract the data from our Learning Management System (LMS) to populate and inform the following listed reports.

CPD Compliance reporting

CPD Home within 6 months of the completion of the CPD Year will report to the MBA the following information:

- the number of CPD Home subscribers;
- a list of all subscribers who have been issued a CPD Statement of Completion;
- the number of exemptions granted;
- the number of deferrals granted; and
- the number of variations granted.

The latter three will also be used by CPD Home as part of its horizon scanning and risk management assessments.

CPD Audit reporting

CPD Home will run quarterly audit reports to monitor subscriber progress towards meeting their CPD requirements (see Audit Policy). These reports will be internal use only and will identify subscribers deemed to be at risk of not meeting their CPD Program requirements for the CPD Year for further follow-up by the CPD Home Support Officer.

The SQL queries for these quarterly audit reports will exclude subscribers who have been granted an exemption or are applying for an exemption.

CPD Audit reports will be run on an exception basis. Subscribers who meet the required criteria will not be included in the report. The SQL queries will utilise the following criteria for the audit reports (see Audit Policy).

At key points in time, the subscriber record has:

By the end of Quarter 1

- a completed written CPD plan
- three focus topics listed in their 'Learning Profile'

By the end of Quarter 2

- planned learning activities including:
  - at least one program-level requirement for each domain of learning, and
  - if specialist high-level requirements indicated, relevant CPD activities are listed

By the end of Quarter 3

- the minimum number of hours are recorded against:
  - Domain 1: Educational Activities;
  - Domain 2: Reviewing Performance and Measuring Outcomes; and
- accepted supporting CPD evidence has been uploaded to the subscriber record.

By the end of Quarter 1 the following CPD Year

- the maximum number of hours are recorded against:
  - Domain 1: Educational Activities
  - Domain 2: Reviewing Performance and Measuring Outcomes
- CPD written plan reflection is completed
- CPD Statement of Completion has been triggered and available for download.

Engagement reports

CPD Home will also run an engagement report to identify subscribers who have been inactive on the CPD Home Tracker for 90 days since their last login. Any such subscribers will subsequently be notified and have up to 30 days to contact us before being made a non-subscriber. After the initial notification, a follow-up reminder will be sent at 15 days. These time frames will be reduced if the subscriber ceases to be financial in the interim.

Internal Quality Improvement reporting

CPD Home as part of our continuous quality improvement efforts will annually run the following reports

- audit of the CPD Home 'Catalogue', to determine:
  - number of Certified Learning Providers, to monitor growth;
  - breakdown of types of learning content, e.g. reading, podcast, online learning etc;

- popularity of specific learning content, across subscribers, and across subscriber demographics
- percentage of started content completed;
- breakdown of learning content not completed; and
- popularity of learning type, e.g. reading, podcast, online learning etc
- the number of subscribers who transferred data either in and out;
- the number of, nature, management, and outcome of complaints;
- the number and nature of applications for a reconsideration, review or appeal; and
- the number of decisions upheld, modified, or reversed upon a reconsideration, review or appeal.

CPD Home will use this information to assess if modifications to its CPD Program of Learning, policies, procedures or decision-making processes may be required.

Feedback surveys

CPD Home will survey all complainants and applicants for a reconsideration, review or appeal at the conclusion of the matter for feedback on:

- timeliness of our initial response;
- satisfaction with progress updates;
- timeliness of issue resolution; and
- satisfaction with outcome.

CPD Home will bi-annually survey subscribers seeking feedback on our performance in supporting them with meeting their CPD requirements, including listing quality and relevant learning in the CPD Home 'Catalogue' that meets the CPD Home Program of Learning, resources such as how-to guides, and customer service.

CPD Home will bi-annually survey our Certified Learning Providers for feedback on:

- our performance when listing their learning, and/or developing learning modules from their content; and
- our customer service.

Financial reporting

CPD Home as part of our continuous quality improvement efforts will annually run reports on the financial engagement of our subscribers to determine the number and percentage of:

- automatic renewals;
- payments made within 30 days of renewal/due date;
- subscriber cancellations; and
- subscriber's made non-subscribers by CPD Home.

Related Documents / Legislation
The following documents are related to this policy.

1. CPD Home Data Management Policy
2. CPD Home Audit Policy
3. CPD Home Complaint Policy
4. CPD Home Financial Hardship Policy
5. CPD Home Communications Policy

Appendices
1. Glossary

Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	February 2023	Amendment to reflect General Manager, CPD Home job title.

Appendix 1
Glossary

Term	Definition
Appeal	Of a decision, to be undertaken by an Appeals Committee, an ad-hoc committee of the AMA (WA) Board.
Applicant	Any Subscriber or Education Provider directly affected and unsatisfied with an CPD Home decision who applies to have the decision reviewed, reconsidered or appealed.
Aphra	Australian Health Practitioner Regulation Authority
Certified Learning Provider	A learning provider who is certified by CPD Home, and can apply for accreditation of a CPD activity for listing in the CPD Learning catalogue.
Conflict of Interest	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. Conflict of interests may be: • Real – where a direct conflict exists between the decision maker and their duty to act in the best interests of CPD Home. • 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. • Potential – where personal interests are not currently but could come into conflict with their duty to act in the best interests of CPD Home.
CPD Advisory Panel	Panel of medical advisers which provides advice to the AMA (WA) CEO and senior leadership team regarding the CPD Home Program.
CPD Home 'Catalogue'	This is the catalogue of learning modules and readings available to CPD Home subscribers.
CPD services	Carrying out 'CPD Home' related functions or activities offered to subscribers.
CPD Tracker	Online tracking tool enabling subscribers to record courses, events and other completed CPD activities. Each CPD activity record includes the length of time, area for self-reflection and optional storage of learning evidence.
Learning Providers	Entities who deliver education or learning to doctors.
CPD Home Executive	Includes the AMA (WA) CEO, Chief Operating Officer and Chief Financial Officer
CPD Home Managers	Line managers responsible for a particular area of the CPD Home business.
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 2023, the CPD Program is a mandatory program for subscribers to the CPD Home service.
CPD Home Staff	Includes employees or contracted consultants, legal or financial professionals acting for CPD Home
CPD requirements	Means CPD requirements against the Standard, as follows: • develop a written annual professional development plan; • complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs;

	• allocate your minimum 50 hours per year between the following types of CPD activities: ○ at least 12.5 hours (25 percent of the minimum) in educational activities; ○ 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 ○ 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; • self-evaluate your CPD activity at the end of the year as you prepare your professional development plan for the next year; and • 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.
CPD Year	The CPD Year is 1 January to 31 December.
Complaint	Dissatisfaction or concern about the conduct or actions of CPD Home expressed in a written complaint submitted via the CPD Home Complaint Form by a: • Subscriber to CPD Home services; • CPD Home Education or Service Provider; or • Member of an CPD Home decision making or advisory entity.
Complaints Officer	A CPD Home staff member trained in complaints handling and delegated the responsibility for managing a complaint.
Cooling off period	A 14 day period in which the subscriber can change their mind about subscribing without penalty.
CSV File	Comma Separated Value - A electronic file in which the data in each data field is separated by a comma.
Decision maker	Any person or persons making decisions for or on behalf of CPD Home.
Deferral	An extension of time, up to three months from the end of the CPD Year, in which to complete the CPD requirements for that CPD Year. The deferred CPD activities to be undertaken concurrently with the current CPD Year requirements.
eDM	Electronic Direct Mail
Exemption	CPD requirements for the CPD Year are waived.
Exit Poll	A series of questions to ascertain reasons for subscription cancellation and identify areas for improvement.
Frivolous report or complaint	The matter giving rise to the report or complaint is minor or trivial, vague or poorly explained inhibiting its investigation, or unable to be substantiated?
Learning Management System (LMS)	Online system used to deploy, track and report completion of learning activities measured against the CPD Program.
Malicious report or complaint	A report or complaint that appears to be motivated by a purpose that is dishonest and intended to cause harm.
Outgoing Subscribers	Subscribers who are moving to a different CPD home provider.
Parent Entity	doctorportal Learning Pty Ltd, trading as 'CPD Home' is a wholly-owned subsidiary of the Australian Medical Association (WA) Inc.
Participating Subscribers	Subscribers to CPD Home who do not have an exemption and who by default are participating in the 'CPD Program'

Personal information	Personal information includes a broad range of information such as name, gender, contact details, financial information and may also include other personal information (e.g. professional details) or an opinion, that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances.
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.
Point-in-Time Snapshot	A Point-in-Time snapshot is a copy of a storage volume, file or database as they appeared at a given point in time and is used as a method of data protection. In the event of a failure, data can be restored from the most recent snapshot before the failure.
Procedural matters	Refer to an application for a Review or Appeal of a CPD Home decision.
Professional details	Professional details include information such as qualifications, scope of practice, specialty or specialties, employment information (status, type, role), and educational/supervisory/research activities.
Sensitive information	Sensitive information is personal information that includes information or an opinion about an individual's: • racial or ethnic origin • political opinions or associations • religious or philosophical beliefs • trade union membership or associations • sexual orientation or practices • criminal record • health or genetic information • some aspects of biometric information
Subscribers	Subscribers to CPD Home may be members of the AMA or non-member medical practitioners who have selected us as their CPD Home.
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 CEO 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	MBA *Registration Standard: Continuing Professional Development*
Variation	The hours for each domain of CPD activity as per the Standard for the CPD Year are proportionally reduced to reflect the period where the subscriber did not practise medicine.
Vexatious report or complaint	A report or complaint that is falsely made, unwarranted or made repetitively, or made for some other collateral purpose such as to cause delay or disruption, gain leverage or cause disadvantage or to harass or annoy.