

Review and Continuous Improvement 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 aims to:

- provide a high-quality, accredited learning program that supports the vertical integration of education, training, and career-long professional development of all medical practitioners
- direct subscribers to a vast pool of accredited CPD activities delivered by approved medical learning providers that meets a repertoire of learning needs
- measure subscriber CPD completion, tracking and compliance
- audit and reporting subscriber CPD compliance to the MBA to meet the new CPD standards framework.

We understand that in order to achieve our aims we need to regularly review and update what we do and how we do it to ensure we continue to deliver our services to the standard required and expected of us.

CPD Home is committed to operating efficiently and effectively in order to meet the needs of our subscribers and certified learning providers, and our obligations as an accredited CPD Home. We see continuous improvement in the way we operate as essential to the success, and sustainability of our operations.

Purpose

To demonstrate our commitment to continuous quality improvement and how we intend delivering on it.

Objective

To guide our continuous improvement activities.

Scope

This policy applies to all aspects of CPD Home operations.

Definitions

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

Term	Definition
CPD Advisory Panel	Panel of medical advisers that provides advice to the AMA (WA) CEO and senior leadership team regarding the CPD Home Program.
CPD Home staff	Includes employees or contracted consultants, legal or financial professionals acting for CPD Home.
Quality management	The systems and processes used to monitor, review, plan, control and ensure quality of services, supports or products.

Policy

CPD Home continually monitors all aspects of its business operations to identify and implement improvements aimed at ensuring the provision of efficient, effective and high-quality services.

CPD Home recognises that through review and continuous improvement we can:

- provide an account of our operations;
- assess our achievements against our aims;
- identify opportunities for improvement; and
- continue to respond to the requirements and expectations placed on us.

CPD Home is committed to:

- maintaining good governance processes;
- maintaining a quality management system;
- ensuring our learning program and support services are responsive to changing needs;
- ensuring the satisfaction of our subscribers, learning providers and regulators;
- creating a learning culture that welcomes input and feedback from across our operations; and
- strengthening operational sustainability through informed innovation.

Roles and Responsibilities

All CPD Home staff will be responsible for monitoring the efficiency and effectiveness of our policies, processes, procedures, service offerings and provision; identifying matters requiring improvement and contributing to their resolution.

CPD Advisory Panel

In relation to this policy, the CPD Advisory Panel will be responsible for:

- providing guidance in the development of the CPD Program of Learning to support subscribers by specialty or non-specialty; and
- providing advice in the development of policies and procedures supporting participation in the service.

CPD Home Support Officer

In relation to this policy, the CPD Home Support Officer will be responsible for:

- monitoring the outcomes for the CPD Home in supporting subscribers to meet their CPD requirements;
- monitoring the subscribers experience of the functionality of the CPD Tracker and CPD Home 'Catalogue' systems;
- monitoring the ability of CPD Home to meet the learning needs of its subscribers; and
- informing CPD Home management of areas/issues for improvement.

General Manager CPD Home

In relation to this policy, the General Manager CPD Home will be responsible for:

- monitoring and evaluating the appropriateness of the CPD Home Program of Learning;
- monitoring the capacity of CPD Home to deliver a range of comprehensive learning;
- monitoring subscriber and learning provider satisfaction with CPD Home services; and
- developing improvement options for consultation and consideration.

CPD Home Executive

In relation to this policy, the CPD Home Executive will be responsible for:

- monitoring and assessing the external environment for potential risks to or opportunities for CPD Home;
- monitoring CPD Home regulatory compliance; and
- appropriately resourcing CPD Home processes and operations

Action

CPD Home will regularly review and measure for the quality and effectiveness of our:

- policies, processes and procedures;
- service offerings; and
- performance delivering on our objectives.

CPD Home will assess review findings to identify opportunities for improvement and make informed considerations when deciding on enhancements or modifications.

When making improvements, CPD Home will utilise the principles of the [Deming](#) Plan, Do, Check, Act framework for continuous improvement.

CPD Home will:

- **Plan the improvement** – having:
 - analysed the current situation;
 - identified options for achieving desired improvement;
 - consulted with staff, CPD Advisory Panel, subscribers, learning providers or other stakeholders as required; and
 - established goals and actions required to implement the plan.
- **Implement the improvement** – by:
 - testing/considering alternative options to identify preferred
 - allocating appropriate resources
 - communicating with the stakeholders the rationale for and/or benefit to be realised
 - documenting implementation decisions.
- **Check the improvement** – by:
 - measuring the impact/benefit of the improvement
 - assessing if improvement delivering the intended outcome
 - documenting the evaluations.
- **Act** – to:
 - make any necessary modifications
 - fully implement and standardise the improvement.

Appendices

1. Glossary

References

1. Deming: The Deming Philosophy, <https://deming.org/the-deming-philosophy/>, viewed 21 July 2022

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	<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"> • 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	<p>Means CPD requirements against the Standard, as follows:</p> <ul style="list-style-type: none"> • develop a written annual professional development plan;

	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ◦ 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<i>MBA Registration Standard: Continuing Professional Development</i>
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.