

Review and Continuous Improvement 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. 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 regarding the CPD Home Program.
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.

Compliance and Policy Lead

In relation to this policy, the Compliance and Policy Lead will be responsible for:

- monitoring and evaluating the appropriateness of the CPD Home Program of Learning.

General Manager, CPD Consulting

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

- 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.

Executive Lead

In relation to this policy, the Executive Lead 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
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. Separated and listed the responsibilities of General Manager, CPD Consulting under its own heading. Removed unrelated glossary terms.

Appendix 1

Glossary

Term	Definition
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
CPD Advisory Panel	Panel of medical advisers which provides advice regarding the CPD Home Program
CPD Home 'Catalogue'	This is the catalogue of learning modules and readings available to CPD Home 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.
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"> • 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: <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

	<p>minimum across any of these types of CPD activity, including any relevant specialty high-level requirements;</p> <ul style="list-style-type: none"> • 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
Decision maker	Any person or persons making decisions for or on behalf of CPD Home.
the Standard	MBA <i>Registration Standard: Continuing Professional Development</i>