



Westgate Division of General Practice POLICY DOCUMENT# 1

Guidelines for Conduct of QA&CPD

Purpose of these guidelines

As a Quality Accredited Provider, the primary purpose of these guidelines is to :

- ✎ ensure high quality standards are maintained by the Division in the conduct of QA&CPD activities
- ✎ ensure high quality information management systems and processes are developed and maintained by the Division which complements the above.

1. Planning

- 1.1 A Training Needs Survey will be conducted for all GPs and Practice Staff at least 3 weeks prior to the planning day
- 1.2 A Planning Forum will be conducted during the first week of November each year and a calendar of activities developed.
- 1.3 A letter to Pharmaceutical and Pathology companies will be sent out by the CEO during the second week of November
- 1.4 All program staff and the Senior Administration Officer are involved in the planning process.

2. QA&CPD Criteria

2.1 Lecture format (2pph)

The educational activity should reflect critical appraisal of valid evidence about ways to improve patients' health outcomes.

Activities may deal with the following features:

- competence of the GP; what the doctor is able to do in providing care to patients. Includes knowledge, skills, attitudes and judgement
- Performance of the GP; what the doctor actually does day-to-day
- Structural factors; equipment, trained staff, information technology
- Organisational factors; medical records systems, patient registers, appointment schedules, communications with other health professionals and information management.

2.2 Five Point Per Hour Activities

Educational activities which are developed for 5pph and which do not focus directly on patient care would normally deal with an advanced skill that impacts significantly on the behaviour of GPs in relation to care of their patients.

May deal with the following features:

- competence of the GP
- knowledge, skills, attitudes and judgements
- performance of the GP
- structural factors
- organisational factors

The material covered must demonstrate high clinical and ethical standards.

- 2.2 Activities not eligible for points include those that promote:
- ✗ product brand names
 - ✗ particular products or modes of treatment out of proportion to their usual contribution to good quality patient management
 - ✗ particular products or modes of treatment that are not balanced by other opinions in areas of practice where accepted management standards are not developed
 - ✗ experimental treatments and methods that have not been fully evaluated by intervention research
 - ✗ theories and techniques, which are not supported by scientific evidence, or that, are not generally accepted by the medical profession.

3. Administrative Requirements

- 3.1 Notification to RACGP
Complete and submit a notification form to the QA&CPD Unit at least **2 weeks prior to the activity date.**
- 3.2 Evaluation pre and post
A report summarising the results of participants' evaluation should be sent within **two months** of the completed activity. For 5pph this is following the receipt of completed post-tests.
(SEE ATTACHMENT 1)
- 3.3 Attendance lists
An attendance list of all participating GPs must be submitted to the QA&CPD Unit of the RACGP within **one month** of the activity being held. The attendance list must include the activity number, and the points gained and must be submitted in an **electronic format.**
(SEE ATTACHMENT 2)
- 3.4 Certificates
The Division will provide each participating GP a Certificate of Participation within **one month** of the activity being held. The GP's name, the activity number and the date of the activity must be included (please use standard template implemented by the Division).
(SEE ATTACHMENT 3)

4. Information management
All information relating to an education or training activity conducted by the Division must be filed accurately including activity plans, survey results for needs assessments, planning documents, pre and post reports, evaluation reports, GP attendance lists, agreement contracts, activity development notes. Please ensure that a complete copy of all information, which includes attendance list, evaluation results, applications, handouts etc is handed over to Carole.

All applications, fliers etc pertaining to a particular event must be electronically filed in the CPD folder on the F Drive.

4. Invitations to GPs

4.1 Invitations to GPs to attend a QA&CPD activity must be in the template developed by the Division, which clearly demonstrates the Quality Accredited logo and the Westgate Logo.

4.2 Invitations should also included learning outcomes and the **after hours mobile contact** of the organising program/project officer.

5. RACGP Guidelines for sponsors

5.1 Sponsors will not be permitted to:

- ✗ promote brand names
- ✗ particular products or models of treatment out of proportion to their usual contribution to good quality patient management
- ✗ particular products or modes of treatment that are not balanced by other opinions in areas of practice where accepted management standards are not developed
- ✗ experimental treatments and methods that have not been fully evaluated by intervention research, or
- ✗ theories and techniques which are not supported by scientific evidence or generally accepted by the medical profession

5.2 Where there is uncertainty about the clinical, scientific or ethical standards of an educational activity, the RACGP may seek course material and/or details of supporting evidence and/or refer the application to external referees.

5.3 The person responsible for the program must liaise with speakers and make them aware of the guidelines

5.4 They must not use brand names but generic terms

5.5 Any promotional material must be maintained outside of the educational process – eg: sponsor can put name of product or company on letter of invitation, but not on the work book.

5.6 Products and representatives stay outside the room (or in a corner if space is not available).

5.7 Sponsors cannot be part of the activity, eg: they cannot introduce the speaker or participate.

6. Collaborative initiatives

6.1 Some pharmaceutical companies run CPD accredited workshops, which could be promoted through the Division if relevant to GP needs and programs run by the Division.

6.2 Joint activities with other divisions/organizations

The Division will develop a clear plan of action which will be discussed with the CEO or Senior Program Manager prior to an agreement being reached with another organization. This should include roles and responsibilities of Division and participating organization, RACGP requirements for the activity, details of

sponsorship or financial contributions, all other extra costs that might be incurred.

7. Who is eligible to attend?
 - 7.1 All GPs within the Division catchment will be given first priority.
8. Fees for attendance
 - 8.1 Financial members – there will be no fees for financial members of the Division.
 - 8.2 Non financial members – a \$20.00 fee will apply for attendance by not financial members of the Division.
 - 8.3 GPs outside the Division catchment – a \$25 fee will apply to GPs outside of the catchment who wish to attend Westgate activities
 - 8.4 Cancellation fee - a cancellation fee of \$10.00 will apply to all GPs who fail to attend an activity and who fail to register their absence.

Developed by CEO:	3 October 2002
Discussed at team meeting:	8 October 2002
Endorsed by Board:	October 2002
Revised:	