

CRMEC Policy 16

Accreditation Visit Team Observer Guide Policy



Scope

This guideline sets out a clear role for observers participating in Accreditation Visit Teams.

Overview

- Before participating in accreditation visits, members of an Accreditation Visit Team (“Visit Team”) are required to have undergone appropriate training, conducted either by the CRMEC or an equivalent postgraduate medical council.
- The CRMEC may include observers on accreditation visits.
- Observers generally will be in the role as part of Visit Team member training, although may also be from a medical education unit of an unrelated facility preparing for an accreditation visit.

Process

- An observer’s attendance at an accreditation visit may be initiated by invitation from the CRMEC, or through a request from an individual or facility/organisation.
- Any identified conflict of interest should be declared to the CRMEC and may, at the discretion of the Chair of CRMEC, disqualify an observer from participating in an accreditation visit.
- The Team Leader will be advised when an observer may be attending with the team and will have the opportunity to refuse having an observer participate.
- The facility will be informed of the name of the observer along with the names of other Visit Team members.
- The observer should not have communication with the facility on any matter arising from an accreditation visit. Communication should be directed through the CRMEC secretariat (“the Secretariat”).
- Observers will generally be present for the duration of an accreditation visit, including pre and post survey Visit Team meetings.
- Observers should familiarise themselves with all relevant documents on CRMEC Standards, procedures, this guideline, and accreditation data provided by the facility and the program for the visit. These documents will be provided by the Secretariat.
- Observers must treat all documentation and information gathered in relation to an accreditation visit confidentially, are required to sign a Confidentiality Agreement prior to observing any accreditation function, and must return all documentation and notes to the Secretariat after the visit.
- Observers will be present at accreditation interviews with facility staff, but may not independently pose questions to staff being interviewed as part of the accreditation process.

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- Observers may feel free to contribute to discussions in closed Team meetings, and can be present at the formulation of the Visit Team's report, but should not influence the Team's accreditation decision.
- The Team Leader/s may, at their discretion, assign duties to the observer to assist team members while on the visit.
- As part of the CRMEC quality assurance process, observers may be requested to provide feedback on the visit or the accreditation process. This feedback will be treated as confidential and not divulged without prior consent.
- Observers will not be asked to audit the performance of Visit Team members.
- It is expected that observers or their organisation will meet any costs associated with participation in a Visit Team.

Definition of terms

Accreditation – Accreditation is the evaluation process used to assess the quality of prevocational medical education and training against established standards. It comprises compliance and quality improvement elements that are complementary to service delivery and training. The process ensures facilities and units offer appropriate education and training for prevocational junior medical officers and promote best practice.

Accreditation Visit Team – A group formed for the purpose of a specific accreditation survey. The composition of a team will depend on the size and role of the facility, and the training program it provides. The accreditation visit team will usually comprise three to six visitors, who may represent the following groups: Directors of Prevocational Education & Training, Clinicians, Junior Medical Officers, Medical Education Support Officers or Medical Administrators. Special expertise may be sought if particular issues have been identified prior to the accreditation visit.

Appeal – A request for review of a report made by an accreditation visit team or a recommendation of the Accreditation Committee, prior to the submission of the report to the ACTBMBA and/or Minister for Health and Wellbeing.

Appeals Committee – An independent group established by the Chair of the CRPMC (or nominee) responsible for reviewing the accreditation recommendations regarding the facility or unit making the appeal and any submissions made by the appellant.

CRMEC Accreditation Committee – the committee responsible for an efficient and effective accreditation process taking into account jurisdictional requirements, national program developments, and the needs of JMOs.

CRMEC Secretariat - Supports the functions of the CRMEC and its committees. The secretariat is committed to supporting the education and training of junior medical officers in the ACT Prevocational Network and supports the CRMEC in ensuring an open and transparent accreditation system.

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Facility – The institution or clinical setting in which junior medical officers (JMO) work and train. These organisations will usually be hospitals but may be health care centres or supervised practice locations in community settings which have met accreditation requirements for JMO education and training.

Related documents

- Accreditation Policy
- Visitors Guide
- Confidentiality Agreement Template

Version control

<i>Policy 16: Accreditation Visit Team Observer Guide</i>				
Review date	Version	Updated by	Approved by	Changes made
May 2014	1.0	CRMEC	CRMEC	
May 2016	2.0	Manager	Manager	Formatting
August 2017	2.1	Admin	Manager	Formatting