

Quality Framework Review Program Information Session



Conducted by the Institute for Healthy
Communities Australia Limited

Monday 22 October 2007

Facilitated by: Rebecca MacBean

Purpose of the Review Program

- Support the progression of organisational implementation of the Quality Framework
- Identify constraints to implementation



When will the reviews take place?

- Pilot process March 2008
- First group of reviews March – May 2008
- Second group of reviews August – October 2008



The Review Process

- Pre Review Requirements
 - Self Assessment
 - Opportunity for Improvement Plan
 - Interview Schedule
 - Details regarding size of organisation and contact person for the review



The Review Process

- Length of Review
 - Dependent upon the size of the organisation and extent of implementation of the QF
 - Average length = 2 days on site



The Review Process

- Who the reviewers will talk to
 - Management/Board
 - Staff
 - Clients



The Review Process

- Types of documents the Reviewers may look at
 - Strategic/Operational Plans
 - Policies and Procedures
 - Meeting Minutes
 - Monitoring and Evaluation Results (satisfaction surveys etc)
 - Records (complaints, staff training, performance appraisal, etc)
 - Audited financial statements
 - Other documents



The Review Process

- Identification of constraints to implementing the Quality Framework, eg:
 - Staffing
 - Expertise
 - Resources (physical and financial)
 - Time




What Happens After the Review?

- Report, including recommendations to progress implementation sent to service
- New Opportunities for Improvement Plan Developed
- Periodic Reporting of aggregate results to WANADA



Who will conduct the reviews?


- Either one Peer Reviewer, assisted by IHCA reviewer, or 2 Peer Reviewers



Who will conduct the reviews?


Group Discussion

What are the attributes you think would make a good Peer Reviewer?



Reviewer Attributes

- Diplomatic
- Good communicator
- Honest
- Inquiring
- Patient
- Unbiased
- Open Minded
- Interested
- Analytical



Peer Reviewers

- Role of the Peer Reviewer:
 - Peer Reviewer Position Description
- Role of the IHCA Reviewer:
 - Support Peer Reviewer
 - Conduct Performance Appraisal of Peer Reviewer



Peer Reviewer Training

- 2 day workshop, covering:
 - Requirements of the Quality Framework
 - Interview Techniques
 - Observation Skills
 - Document Review
 - Report Writing
 - Making Recommendations
 - Continuous Improvement
 - Objective Evaluation of Evidence



Peer Reviewers

- Other Requirements:
- Senior Management Support
 - Ability to commit to one review per annum (2 – 4 days, including travel)
 - Commitment to attending ongoing professional development as a Peer Reviewer (1 day per annum)



Peer Reviewers

Costs:

- No cost to attend training workshops
- IHCA arranges travel and accommodation for reviewers
- Release from regular duties to conduct review



Expressions of Interest

- Due by 5pm, Friday 21 December 2007
- Invitations to attend will be sent early 2008
- Training scheduled for 19 – 20 February 2008