



Focus
Accreditation


Managing the Accreditation Freeze

29 July 2020

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Director and founder of Focus Accreditation

Facilitated by  **HotDoc**



**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**



Who is Focus Accreditation?



- Thank you HotDoc!
- Located in Perth – service clinics nationwide on variety of GP related services, including Accreditation Preparation Assistance
- Registered Nurse over 20 years of experience in healthcare as a nurse, practice manager, nurse manager, reception prior even.
- Assist clinics of all sizes in all stages of their journey with accreditation and non accreditation services
- Non accreditation services include education, systems and process analysis and clinic improvements, remote staff recruitment, plus much more.

“Why even stress it? It’s just ticking a box after all.....”



- All Standards have a purpose
- Standards should be maintained year round, not just for the site visit.
- Work Smarter not harder
- Patient outcomes = priority





“When will the extension be removed?”

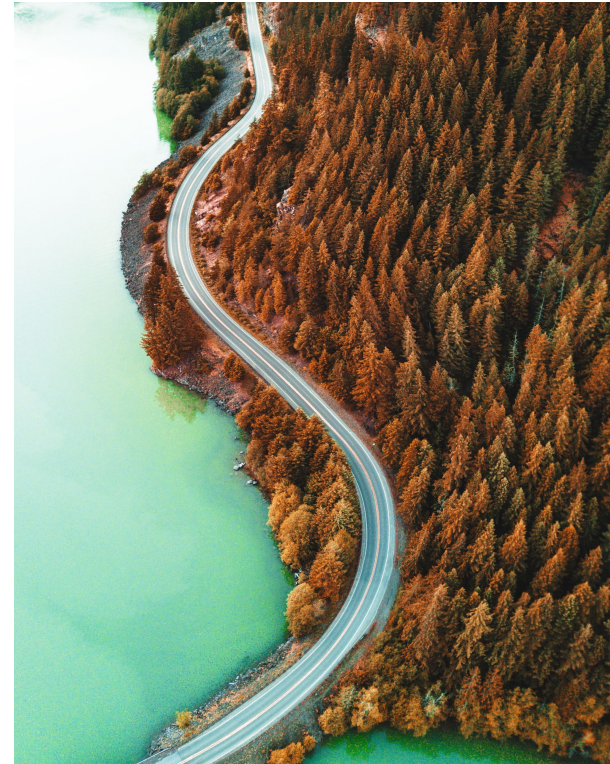
- Nothing official released
- Multiple scenarios – each accreditation body may have different approaches once site visits resume
- Borders open verses increase each state team
- At the end of the day, when and how is irrelevant.
- Maintain 5th edition or transition to 5th edition without regard to when site visit will be.





What does the road ahead look like?

- Registration, self assessments etc are all still business as usual.
- The only part on hold currently is the actual site visit.
- Extension issued by the Commission means it does not affect your PIP.
- Asking for additional extensions once blanket extension is lifted?





What can we do to prepare without knowing WHEN our accreditation will occur?

- WHEN the site visit occurs is irrelevant.
- RACGP suggest 12-18 months to prepare for accreditation. Currently at 4 months of blanket extension
 - Review
 - Gap Analysis
 - Plan with deadlines
 - Action
 - Review
 - Delegate (if possible)
 - Repeat



Which to sacrifice – business function or patient care?

Trick Question (sorry!)

If planning is performed appropriately, you don't have to sacrifice either in your clinic for accreditation or other aspects of your clinic. It isn't one or the other!



Maintaining Standards – not just for your site visit.



- Time flies – schedule reviews (Emerg cont. plan, business plan, etc)
- Include in staff meetings
- Constantly strive for meeting and exceeding the standards
- Include accreditation in your staff induction
- Ensure if delegating that all parties are aware of the task, the due date, and schedule the follow up to ensure as PM or owner that it meets the expectations as well as the standards
- Don't prep to just go back to business as usual!

What has 2020 taught GP Clinics?



- Bush Fires
 - Pandemics
 - Low or no supplies for PPE
 - Low or no supplies for Vaccines
 - Contradicting information
 - Second wave appears to be underway
-
- Preparation is key
 - Staff training is vital
 - Policies in place is priceless
 - Procedures in place are not optional
 - The standards keep us on track and accountable with documents we ACTUALLY need in all the times we thought we would “never need these”

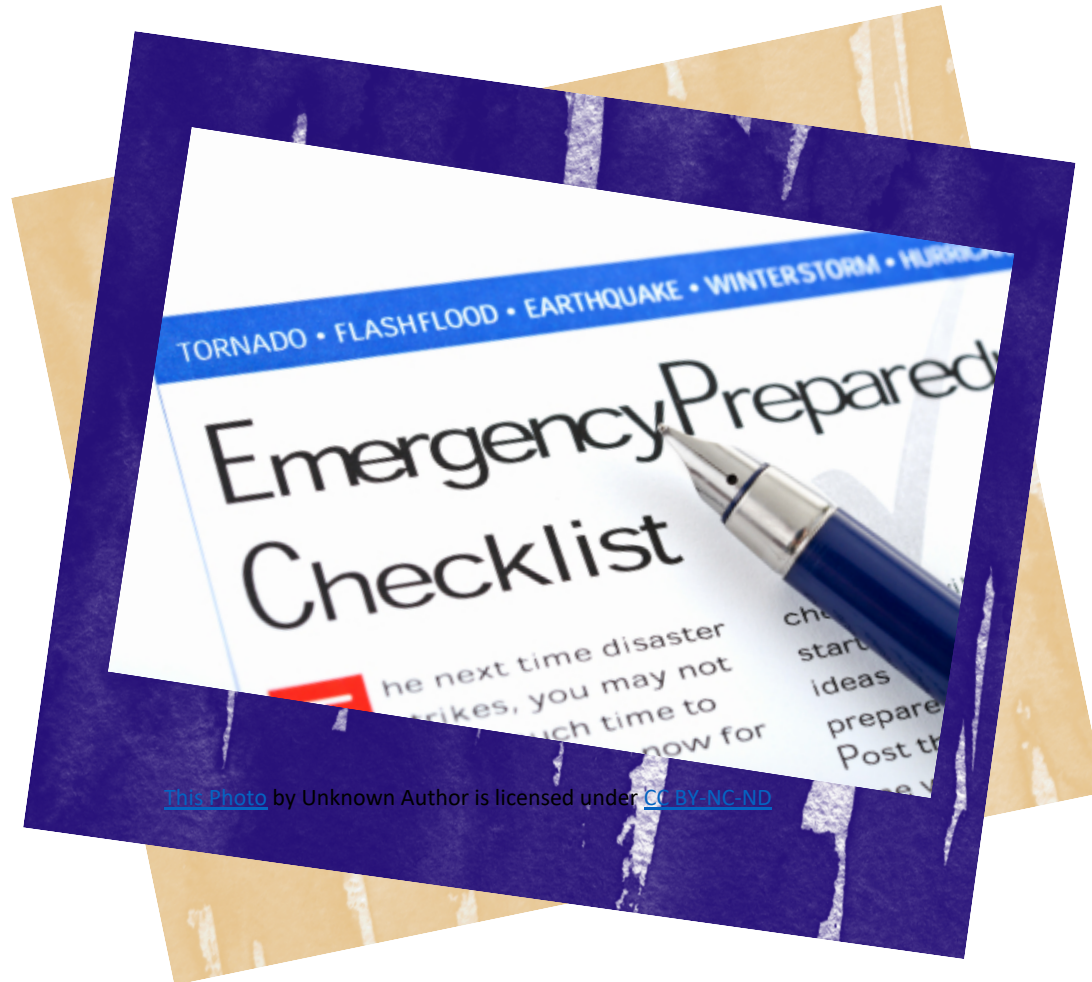
Policy and Procedure Manual

- Mirror manual to Clinic actual procedures
- Not just a document to collect dust
- When things that will “never occur” actually occur, what do we do?
- Update regularly
- Functional document for existing and new staff
- “Who has time?”
- How to transition manual from 4th to 5th edition?





Emergency Continuity Plan



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- Ensure up to date
- Test regularly
- Both bushfires and COVID has shown how valuable this document is
- NOT just a tick box
- Ensure printed
- Ensure staff know how to locate/access document
- Include in induction/staff meetings/etc

In Summary



- Ignore Blanket Extension
- Keep up to date with your Accreditation companies plans when the blanket extension is lifted – but go on them – they are also learning to manage this as well.
- Ensure documents are up to date and that the standards are up to date year round with regular reviews
- Delegate – realistically
- If you need assistance in your clinic with accreditation or other areas, please do not hesitate to get in touch with the team at Focus Accreditation.
 - info@focusaccreditation.com.au and either myself or our GP Projects Manager, Stephanie (pictured) will respond ASAP.
 - For more information on our Policy and Procedure Manual Template please email for further information.





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Question and Answer

Let's chat and discuss!



Feel free to get in touch with
our team on info@focusaccreditation.com.au

Or

social media pages (Linkedin, FB, IG)

Or

Ring 0439 361 897

An illustration featuring several diverse characters representing healthcare and patients. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with orange hair in a white shirt. Below them is a young woman with blonde hair in a green shirt. On the right, an elderly woman with white hair and glasses in a pink shirt stands behind a woman with dark hair in a green shirt. Below her is an elderly man with grey hair in an orange sweater. All characters have their arms outstretched towards the center. In the center, there is a logo with a green heart held by two hands, followed by the text 'for the love of Healthcare' in a mix of script and bold sans-serif fonts.

JOIN THE CONVERSATION



April & Magali will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/forthe love of healthcare>



WEBINAR

1 CPD

SPECIAL GUEST SERIES

The Importance of a Privacy Policy and Website T&Cs for Medical Practices

Wednesday 19th August at 12:30pm AEST



Hosted by

Sarah Bartholomeusz
Principal & Director
You Legal





Thank you for attending

Please email news@hotdoc.com.au with any feedback regarding this session