

Continuing Professional Development

> **Handbook**
CPD Home Participants

ROYAL AUSTRALASIAN COLLEGE
of Medical Administrators

TABLE OF CONTENTS

| | |
|---|----|
| A word from the Continuing Education Program Committee Chairperson | 3 |
| 1. Overview | 4 |
| 2. Requirements | 5 |
| 3. Documenting RACMA CPD Activities | |
| 3.1 MyRACMA | 7 |
| 3.2 Evidence | 7 |
| 4. CPD Categories and Resources | |
| 4.1 Overview | 9 |
| 4.2 Cultural Safety, Professional and Ethical Practice and Addressing Health Inequity | 9 |
| 4.3 Professional Development Plan (DPD) | 10 |
| 4.4 Annual Conversation | 12 |
| 4.5 CPD Activity Category 1: Reviewing Performance | 13 |
| 4.6 CPD Activity Category 2: Measuring Outcomes | 16 |
| 4.7 CPD Activity Category 3: Educational Activities | 22 |
| 5. Reporting of Compliance and Non-compliance | |
| 5.1 Audits by MBA | 24 |
| 6. Exemptions | 25 |
| 7. FAQs | 26 |
| 8. References & Resources | 27 |
| TEMPLATES | |
| Annual Conversation | |
| Audit Reporting | |
| Regular Practice Review | |
| Professional Development Plan | |

A WORD FROM CHAIR CONTINUING EDUCATION PROGRAM COMMITTEE (CEPC)

Professional medical practice is founded on the goal of providing the best possible healthcare for patients and the community. Medicine is constantly evolving and to maintain our expertise, we must continue to develop professionally throughout our careers, from before we graduate until after we retire. The Medical Board of Australia (MBA) recognises the vital importance of continuing professional development (CPD) and, as a pre-requisite for registration, it requires all doctors to annually complete a vocationally appropriate CPD program which has been accredited by the Australian Medical Council.

The Royal Australasian College of Medical Administrators (the College), Australia's pre-eminent provider of medical leadership and management education and training, has a long and successful tradition of providing its members with the means and environment that enable them to continue to develop as doctors. The college's accredited CPD program is unique in its focus on providing exceptional education resources that are specifically designed for doctors in medical administration and other indirect clinical roles. By completing the college's program, you will meet the MBA's requirements for annual re-registration.

This handbook describes the College's CPD program and provides examples of the types of activities that will help you in your professional development. The range of activities that are suitable for CPD is very wide and the suggestions in this handbook are not exhaustive. I encourage you to design and undertake the activities which will be of most benefit for your own professional development needs.

Maintaining and developing our skills as doctors is a valuable and fulfilling part of our professional life and it is a pleasure to welcome you to our CPD program. The College is eager to help you in this journey and, if you would like our assistance, please do not hesitate to contact the college CPD office at cpd@racma.edu.au.

Best wishes for your CPD endeavours.



Dr Greg Watters FRACMA
Chair – Continuing Education Program Committee



1. OVERVIEW

This handbook outlines the requirements to complete the RACMA Continuing Professional Development (CPD) program. The program is compliant with the professional performance framework of the Medical Board of Australia (MBA) and its completion meets the Board's annual re-registration standards.



The strategic purpose of the handbook is to:

- Articulate clear expectations for CPD
- Map the RACMA CPD program to MBA requirements
- Inspire and support you to participate in activities that will aid your professional development

If you require any assistance in completion of your CPD requirements, please contact the RACMA office at cpd@racma.edu.au.

2. REQUIREMENTS

The MBA mandates the minimum CPD requirements for registration.

- More details of the minimum standards set by the MBA for registration are available [here](#)

Within this broad framework, RACMA is required to construct and regulate a program which encourages participants to achieve the greatest benefit from their CPD activities.

Completion of the program requires a minimum of 50 hours of approved CPD activity per year. To be re-registered, the full program must be completed even if you work as a locum or part-time.

Activities must be within a framework of cultural safety, health equity and ethical and professional practice and be relevant to your professional scope of practice and competencies.

The 50 hours of CPD activities must include:

1. A Professional Development Plan
2. An Annual Conversation with a peer, colleague or employer.

The professional Development Plan and Annual Conversation are each credited for up to 5 hours in the Reviewing Performance category of CPD (see below).

3. A mixture of activities in the following 3 categories.
 - Category 1: Reviewing Performance
 - Category 2: Measuring Outcomes
 - Category 3: Educational Activities

This will include:

- a. A minimum of a combined 25 hours in CPD categories 1 and 2.
 - Reviewing Performance
 - Measuring outcomes

Members will decide the best mix for these activities to suit their development needs, with a minimum of 5 hours in each category.

- b. A minimum of 12.5 hours in CPD Category 3: Educational activities.
- c. For the remaining 12.5 hours and any hours in addition to the minimums, members choose across the three types of CPD to best suit their development needs

Figure 1: Minimum Hours of CPD Activities



The core components of the program interlink to provide a comprehensive CPD package which encourages practitioners to reflect on their practice and plan their activities according to their individual needs (image courtesy MCNZ).

Figure 2: Interaction of CPD components



3. DOCUMENTING RACMA CPD ACTIVITIES

3.1 MyRACMA

Your CPD activities must be recorded in the MyRACMA dashboard. The CPD cycle is based on a calendar year from 1 January to 31 December. To ensure that you remember all your activities, it is recommended that they are entered throughout the year as they are undertaken. Members have until March of the following year to finalise their entries for the previous annual CPD cycle.

MyRACMA can be accessed by logging into [MyRACMA](#) via computer, mobile phone or tablet. Your username will be provided by RACMA once you have registered and paid the annual CPD Home fee.

Some activities organised by the College (e.g., Annual Conference, monthly member webinars etc.) will be automatically logged on your behalf. The CPD hours associated with each of these activities will be displayed on the program or promotional materials with a logo as demonstrated in Figure 3. The hours will relate to the relevant program.

Figure 3: RACMA CPD logo



3.2 Evidence

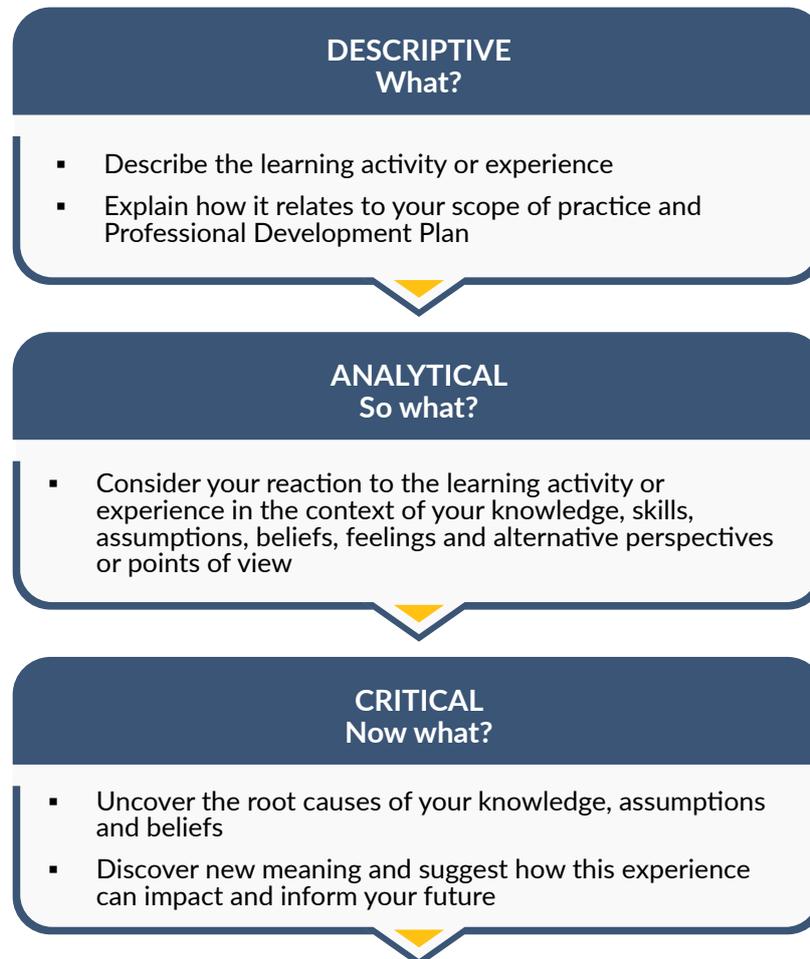
When recording CPD activities in MyRACMA you must provide evidence describing the nature or outcome of your activity and/or a reflective statement indicating what you learned and how the activity changed your practice.

How do I write a reflective statement about a CPD activity?

A reflective statement should explain the relevance of the activity to your current scope of practice and your competence and performance as a health professional. It should explore your reaction to the activity. Did it help you, inform you or challenge you? Then it should demonstrate whether the experience has informed your future practice or plans for further professional development. This is often referred to as the **What? So what? What now?** approach.

There are many frameworks available to support reflective practice and lifelong learning and a useful toolkit can be found [here](#). The following image highlights some of the questions to think about when writing a reflective statement in relation to your CPD activities:

Figure 4: Reflective questions



Other functions and resources within [MyRACMA](#):

- You can download and print your own CPD Certificate once your annual record has been approved. Instructions are available on the website.
- You can download and print a summary of your CPD activities. This may be used as evidence if your CPD portfolio is audited by the MBA.
- A user-friendly dashboard on the landing page shows how many hours you have achieved against each CPD category together with a YTD running total.
- A link to this handbook
- Quick Reference Guides:
 - Updating password and personal details
 - How to enter a new activity
- Downloadable Templates:
 - Professional Development Plan
 - Annual Conversation
 - Regular Practice Review
 - Audit reports

4. CPD CATEGORIES AND RESOURCES

RACMA IS COMMITTED TO THE CONTINUING DEVELOPMENT OF HIGH QUALITY CPD RESOURCES FOR DOCTORS WORKING IN INDIRECT CLINICAL ROLES

4.1. OVERVIEW

Continuing professional development may take many forms and comprise many different activities. The RACMA CPD program recognises appropriate activities from diverse providers and of numerous types. This section provides examples of some CPD activities and the resources that may be used to achieve their completion and compliance, however it is not exhaustive.

Your CPD portfolio should be tailored to your own development needs but undertaking a wide variety of activities, rather than just one or two, may allow for greater learning opportunities. The College, therefore, suggests a maximum number of hours for each type of activity. These are recommendations rather than mandatory limits except for the Professional Development Plan and Annual Conversation, which are limited to five hours per year.

4.2. CULTURAL SAFETY, PROFESSIONAL AND ETHICAL PRACTICE AND ADDRESSING HEALTH INEQUITY

Within the systems and positions in which they work, doctors are advocates for their patients and clients. In this role they strive for equitable health outcomes for all communities, particularly communities that are socio-economically disadvantaged. Good medical practice is culturally safe, professional and ethical and addresses health equity. The MBA requires that a practitioner's CPD is framed within these values.

Your CPD program should be reflective of the needs of all communities but should explicitly include Aboriginal and Torres Strait Islander. Some of your CPD activities should allow for critical reflection on:

- Indigenous approaches to health.
- The impacts of colonisation, racism and bias on health outcomes.
- The history, culture and health of the Indigenous peoples of Australia.
- Indigenous health outcomes including causes and responses.¹

Similarly, your CPD activities should reflect on the professionalism and ethics of your practice and address any identified issues.

There are many ways to demonstrate your compliance with this requirement including through targeted learning, undertaking an audit of the cultural safety of your practice and reviewing the health outcomes for First Nations and socio-economically disadvantaged groups in your geographical area.

Some useful resources include:

- RACMA has developed a [Reconciliation Action Plan \(RAP\)](#) to provide its members with a structured and accountable approach to advancing reconciliation.
- The Australian Indigenous Doctors Association provides courses in [cultural safety](#) and [cultural awareness](#)
- The Medical Board of Australia has published [Good medical practice: a code of conduct for doctors in Australia](#), which is a useful guide to ethical and culturally safe practice.
- The [Australian Institute of health and Welfare](#) publishes numerous resources on the issues of health inequity among communities including LGBTQI+ and the disabled.

¹ Australian Medical Council, Criteria for AMC Accreditation of CPD Homes

4.3. PROFESSIONAL DEVELOPMENT PLAN (PDP)

Your annual PDP is the cornerstone of your CPD. It is a mandatory requirement for MBA registration and will be credited with the time taken to develop, to a maximum of 5 hours annually, as a category 1 (Reviewing Performance) CPD activity.

Creating a PDP at the beginning of the CPD cycle serves as a guide to stimulate targeted learning and professional development over the next 12 months. The process should not in itself be a major undertaking, but it should be a 'road map' guiding the selection of relevant activities. Having a PDP ensures that your CPD is focused on the activities that will provide most benefit to you, based on your identified development needs. The PDP is most effective when it incorporates specific goals that are achievable, of high benefit and appropriate to your work setting.

Developing a PDP begins with a reflection on all the facets of your practice as a doctor, including your strengths, weaknesses, and particular interests. From this reflection, you can construct a plan of proposed activities which is targeted at enhancing your abilities, addressing issues, and taking advantage of opportunities for practice improvement. The plan includes your expected outcomes from each activity and how these achievements will be measured.

A structured conversation with a peer, colleague or employer is also a mandatory component of your CPD program and reflections on this conversation may help inform the creation and ongoing maintenance of your PDP. It is not compulsory for the PDP to be discussed or reviewed within a peer group but many doctors also find input from colleagues helpful in refining their plans.

The PDP is a dynamic document which should be reviewed throughout the year, to reappraise your progress and record successes and disappointments. These reviews may result in the PDP being revised to accommodate your changing learning requirements and outcomes. The PDP is not finalised until the end of the CPD cycle when a final review allows you to reflect on your progress and help develop your PDP for the next year.

Evidence that you have created a PDP must be documented in your MyRACMA portfolio. You may use the [RACMA template](#), which is also downloadable within MyRACMA and on the College website. Alternatively, you can upload a copy of the PDP outlining your development plans that you do with your employer through your annual performance review cycle.

In summary, developing a PDP can be seen as a cycle in four steps:

- **1 THINK**
 - Review your PDP from the previous year
 - Consider the results of your structured conversation or discussions with peers
 - Reflect on current practice
 - Identify gaps in practice
- **2 PLAN**
 - Identify specific learning outcomes that will maximise your professional development over the next year and plan activities that are:
 - a. Achievable
 - b. Good value for time and money spent
 - c. Appropriate to your practice

- **3 DO**
 - Do planned activities
 - Evaluate successes and limitations
 - Record in MyRACMA
- **4 REVIEW**
 - Review and reflect on the PDP
 - Revise PDP to acknowledge changing development needs and CPD opportunities
 - Reformulate PDP for next year

Figure 5: The PDP Cycle



4.4. ANNUAL CONVERSATION

An annual structured conversation with a colleague, employer or mentor is a mandatory requirement of the RACMA CPD program. It is an excellent way to review and reflect on your practice and will be given a maximum credit of 5 hours as a category 1 (Reviewing Performance) CPD activity.

The conversation should include:

- constructive feedback and sharing of best practice
- an opportunity to explore your satisfaction in your current role
- the setting of performance targets
- reflections on your development needs
- your goals for learning and professional activities for the next year
- a review of self-care and health and wellbeing issues
- longer-term career aspirations

Evidence that you have had a conversation must be documented. A [template](#), which is also downloadable within MyRACMA and on the [College website](#) may be useful.

For many members the annual conversation will occur during a workplace performance review. It is appreciated that the documentation of this review may be confidential, and it is sufficient to note the date, place and people involved in the conversation.

Wellbeing

Awareness and care of your own wellbeing is a vital part of both your professional development plan and your annual conversation.

These activities provide you with an opportunity to reflect on your health and how you can achieve a work-life balance that is sustainable and beneficial to you, your patients and employer.

The College has developed several resources which may be of help with your physical, mental and emotional wellbeing. The details are available on the [College website](#).

4.5. CPD ACTIVITY CATEGORY 1: REVIEWING PERFORMANCE

A minimum of 5 hours and a combined minimum of 25 hours with Category 2: Measuring Outcomes CPD activities.

These activities involve informal or formal reviews of your practice with feedback based on actual work processes. This includes working with colleagues, peers, co-workers and/or patients to review, reflect and learn about your practice. This process may include processes that your employer advises or mandates such as an annual workplace performance review.

Mandatory activities included in this category:

- Professional Development Plan
- Annual Conversation

Other activities in this category:

RACMA 360-degree Leadership Survey/other multi-source feedback tools

Multi-source feedback surveys document the opinions formed from the direct observation of participant's performance from those who work with the participant, including managers, peers and direct reports. This provides participants with information that is immediately useful in targeting areas for improvement and can be used to enable the identification and formulation of ongoing self-development activities.

RACMA has designed and developed a customized [360 degree Leadership Survey](#) and the information collected is compiled and presented in a confidential feedback report. A reflection on the survey report may be used as evidence on your MyRACMA dashboard. There is also an optional 1:1 debrief with an executive coach for a nominal fee. Further information can be found on the [College website](#).

Membership of Peer Review and Support Groups

Forming a relationship with a Professional Buddy

Creating an informal one-on-one, co-operative relationship with a colleague allows for the sharing of experiences and can provide professional and emotional support as acute work situations arise. A more experienced colleague can mentor the professional development of a more junior specialist.

Regular Practice Review (RPR)/Collegial Visit

RPR is a collegial review by a senior peer or peers of a doctor's practice in its usual setting.

This is a structured process that may take several weeks to complete. It commences with a practitioner choosing a practice visitor(s) who should be a senior colleague who is independent of the practice. The colleague is provided with a portfolio of documents including the PDP and a record of the annual conversation and this is followed by a practice visit or visits which are preferably face-to-face but may be virtual. During the visit, the reviewer(s) and practitioner discuss, in a formative and constructive manner, the reviewee's practice and identify any strengths and opportunities for improvement. After reflecting on the visit, the reviewer(s) provide and discuss feedback with the practitioner including suggestions for further professional development. To be successful, the review must be supportive but should also overcome any professional hesitancy or complacency to provide a strong and effective appraisal of the practitioner's practice.

A template and resources to support the RPR/Collegial Visit activity can be found [here](#). This is also downloadable within MyRACMA.

Reflective Journal

Keeping a reflective journal may help you to observe your experiences of work incidents, analyse what happened and consider and plan to use the experience to improve and develop professionally.

Self-assessment of practice competencies

Use the [College self-assessment](#) tool to assess your practice against medical administration and indirect clinical competencies. If possible, have your assessment reviewed by a colleague.

Activities for Locums

Doctors with a predominantly locum practice can arrange employer-based feedback directly from the employer. If this is not possible a locum agency will be able to provide feedback usually through a reference that they have received from a recent employer.

In assessing a locum assignment, pertinent reflective questions based on the review or reference might include:

- Why did they engage me?
- What do I do that met their needs?
- What did I do well?
- What did I do less well?
- Was I effective?
- What would I do differently next time?
- Does this locum role fulfill my professional needs?
- Was I as active an advocate for patient safety and quality as I could be?
- Did I close my eyes to anything?

If you are not asked to return for a further locum, it is pertinent to reflect on:

- Why did they not re-engage me?
- Was it me or was it them?
- Why?

Other Activities

Among the possibilities for practice review some other activities include:

- Third party accreditation of your health setting or organisation e.g., College or ACHS accreditation.
- Client reviews and surveys (see in Type 2 CPD Activities below).
- Review by an executive coach, employment psychologist or non-medical mentor including psychometric testing or the Myer-Briggs MBTI.
- Participation in Morbidity & Mortality meetings or multi-disciplinary meetings relevant to medical administration

Table 1: Summary of Suggested Category 1 CPD Activities – Reviewing Performance

| ACTIVITY | EVIDENCE REQUIRED | MAXIMUM HOURS (p.a)* |
|--|---|----------------------|
| Professional Development Plan (mandatory) | Plan or documentation that an employment associated plan has been created. The Professional Development Plan Template can be used for this activity. Once completed, attach as evidence. | 5 |
| Annual Conversation (Including Workplace Performance Review and locum employee reviews) | Summary of conversation including date, place and people involved or documentation that an employment-based conversation has occurred The Annual Conversation Template can be used for this activity. Once completed, attach as evidence | 5 |
| Multi-source (360°) Feedback | Outline of activity, and a reflection on learning. Information on the RACMA 360 Degree Management and Leadership Survey can be found here . | 5 |
| Peer Review Support Groups | Outline of activity and a reflection on learning | 12 |
| Professional Buddying | Outline of activity and a reflection on learning | 12 |
| Regular Practice Review | Report on activity or a reflection on learning. The Regular Practice Review Template can be used for this activity. Once completed, attach as evidence. | 20 |
| Reflective Diary | Report on activity or a reflection on learning | 10 |
| Self-assessment of RACMA Competencies | Report on activity or a reflection on learning | 5 |
| Third party accreditation of health setting | Summary of accreditation document or recommendations or a reflection on learning | 10 |
| Client reviews (This may also be a category 2 activity) | Summary of findings and reflections on learnings | 10 |
| Third party (non-FRACMA) review and mentoring e.g., executive coaching, occupational psychologist | Outline of activity and reflection on learning | 12 |
| Participation in clinical governance, morbidity and mortality and multi-disciplinary processes which include review of your practice | Outline of activity and reflection on learning | 12 |
| Other | If there is an activity you have undertaken that is not shown as a selection from the drop-down list, you may place it under 'Other'. You must provide an outline of activity and a reflective statement. | 12 |

*The hours claimed should reflect the time spent on the activity. Except for a mandated 5 hours each for the PDP and Conversation, these are suggested maxima.

4.6. CPD ACTIVITY CATEGORY 2: MEASURING OUTCOMES

A minimum of 5 hours and a combined minimum of 25 hours with Reviewing Performance CPD activities.

These are activities in which the outcomes of your practice or of your organisation are measured and reviewed against established standards. Through analysis and reflection, you can then use the information gathered to identify what you are doing well and where and how you can improve patient care and health outcomes.

Suggested activities include:

AUDITS OF THE OUTCOMES OF YOUR OWN PRACTICE OR OF YOUR ORGANISATION

As doctors with predominately indirectly clinical practices, it may appear that the opportunities to measure and improve on our outcomes are limited. However, non-clinical audits provide abundant prospects for reflection and improvement.

The audit cycle has six stages:

1. Identifying an issue

The topic should be something that interests you and relates to your practice or to your organisation. It is also possible to do an audit on a local, national or international health outcome that interests you. The topic does not need to be a complex issue but should be one in which the data is easily accessible and open to analysis. Ethics approval is usually not required for non-clinical audits, but you should check the policies in your jurisdiction.

2. Developing or selecting standards

Benchmarks exist for most quality improvement and patient safety topics so that you can compare your, or your organisation's outcomes with your peers and with the best practice in that domain.

Alternatively, you can develop your own standards based on national or international guidelines, the medical literature, case studies and other evidence.

3. Collecting data

Data can be collected retrospectively or prospectively but a retrospective audit by using, for example, patient notes is often quicker and more likely to be concluded during the CPD cycle.

Auditable data may already be available through your organisation's quality projects or external datasets provided by Health Round Table, ACHS clinical indicators, NSW BHI data, Victorian SCV data and other state-based comparison datasets.

4. Analysing results

Analysis of the results will include a comparison to the previously determined standards and a recognition of opportunities for improvement.

You should consider any elements of cultural competence or health equity which could impact your results.

5. Implementing Changes

Following the analysis of the results, a plan to implement change to improve outcomes is constructed.

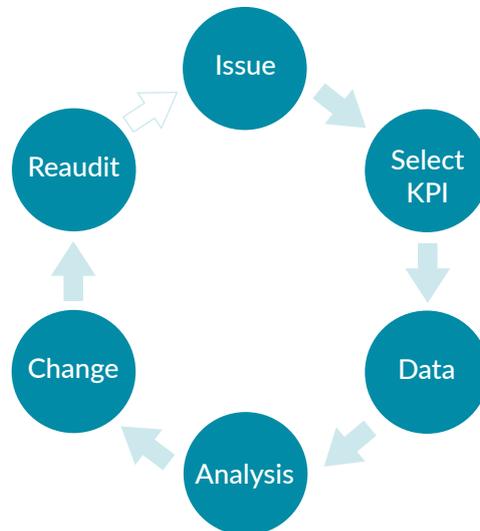
6. Reauditing to assess success

A realistic time frame to assess the results of the improvement plan should be made but the audit can be undertaken over several CPD cycles.

A useful resource for designing your audit can be found [here](#).

A template which may be helpful in reporting your results can be found on the [College website](#).

Figure 6: The Audit Cycle



SUGGESTED AUDITS

The following audits are among many that may be appropriate for doctors in indirect clinical practice.

CULTURAL SAFETY

Review your practice or organisation against cultural safety standards and frameworks for marginalised groups.

A NSW Health self-assessment tool can be accessed [here](#).

READABILITY

There are several on-line tools that can be used to assess the effectiveness of a sample of your written communications to a lay audience, including:

- [Readability test](#)
- [Hemingway App](#)

After analysing the results, make a plan to improve your readability and reaudit in a few months' time.

NSQHS STANDARDS

If you are a member of a team preparing for an accreditation, audit the National Safety and Quality Health Standard you are responsible for against the benchmarks of the Australian Commission for Quality and Safety in Healthcare.

NSQHS provides monitoring tools for each of the standards which can be accessed [here](#).

REVIEW OF A KEY PERFORMANCE INDICATOR

Most organisations have a range of performance indicators which compare the organisation's performance against its peers.

Examples include hospital standardised mortality, average length of stay, surgical and emergency access times, transfusion rates, rates of hospital acquired complications etc.

Indicators may be measured internally or provided by organisations such as the Health Round Table, ACHS clinical indicators, NSW BHI data, Victorian SCV data etc.

Indicator based audits identify areas for improvement and analyse the causes of underperformance. A quality improvement strategy is then developed and implemented. The success of the strategy will be reflected through improvements in the indicator.

ANALYSING HEALTH OUTCOMES THAT ARE INDEPENDENT OF YOUR PRACTICE OR ORGANISATION

Auditing a health outcome on a local, national or international level is also a useful CPD activity. Health performance and variation indicators are provided down to a locality level by the [Australian Atlas of Healthcare Variation](#).

Look at a health outcome that interests you and compare your local results to the rest of the country. What is the cause of any variation and what actions can be done to improve this outcome?

Are there issues of cultural safety and health equity?

REVIEW AN ADMINISTRATION OR LEADERSHIP PROCESS THAT OCCURS IN YOUR ORGANISATION

For example:

- *Open Disclosure*
Check your recent experience in open disclosure procedures against the standards included in the ACQSH open disclosure checklist [here](#).
- *Morbidity and Mortality and Multi-Disciplinary Meeting frameworks*
Audit your organisation's framework against a checklist such as the NSW Clinical Excellence Commission Guidelines and Standards [here](#).
- *Review of adverse events*
Audit 5-10 reports of the investigations of reportable incidents, root cause analysis and sentinel events for compliance with local policies and the fulfillment of recommendations. Identify opportunities for improvement. The NSW Clinical Excellence Commission's resources for adverse event management are available [here](#).
- *Review of management of a complaint or concern against a clinician*
Review and reflect on your management of a concern or complaint about a clinician and contrast your management against the standards required by your local policy. Identify opportunities for improvement, plan strategies and implement.
- *Bullying and Harassment*
Review and reflect on your management of a reported case of bullying or harassment and contrast your management against the standards required by your local policy. Identify opportunities for improvement, plan strategies and implement.
- *Review and reflect on a Change management process*
Review and reflect on why was change needed, what was changed and was it safe, effective and sustainable.
- *Review medical records*
Audit a sample of clinical records and compare them with your organisation's standards.

CLINICAL AUDIT

A clinical audit may be an appropriate CPD activity if it is related to your scope of practice as a medical administrator or as an indirect clinical practitioner.

MEDICO-LEGAL AUDITS

Examples include:

- Reviewing and reflecting on 5-10 of your recent reports against a standard such as the AMA Ethical Guidelines for Doctors Acting as [Legal Witnesses](#).
- Compare your report or opinion against other witness reports or medico-legal opinions in the same case and reflect on the completeness and clarity of your report. Identify opportunities for improvement, plan strategies and implement.
- Worker's Compensation Reports: Create a checklist to review aspects of workers' compensation reports including confidentiality, readability, appropriateness of clinical examination, consideration of relevant legislation and the feasibility of recommendations.

CLIENT AND STAFF AUDIT

A de-identified assessment by clients is a common form of feedback. For medical administrators and those in indirect clinical practice, clients may include patients, junior or senior staff and other customers.

Commonly, annual surveys of the junior medical staff, down to an institutional level are undertaken by health service organisations, and the doctors' representative organisations. For example, [Wellbeing Matters](#) and [Hospital Health Check](#).

These surveys enable you to identify an opportunity for improvement, plan strategies and implement remedial actions.

Surveys of participant satisfaction in tutorials and other teaching opportunities are also frequently available and can be used to reflect on your teaching methods.

Patient Reported Experience Measurements (PREMs) and Patient Reported Outcome Measurements (PROMs)

These valuable client surveys are frequently collected and made available by health organisations. Auditing the results to identify a common cause of concern and forming a response is a worthwhile way to measure your organisations outcomes.

RESEARCH AUDITS

Some examples

- Auditing your success in gaining research funding and comparing the results to other units. You can also analyse your proposal against a guideline or [checklist](#) for writing a successful application .
- Review your or your group's research practices against a relevant section of NHMRC guideline, using a checklist.
- Review your performance against some employment KPIs including:
 - Grants/ research funding applied for and received
 - Publications – number, journal IF, citations
 - Conference Presentations
 - Technical reports
 - PhD student supervision
 - Student satisfaction scores from teaching activities
 - Accreditation of courses

Some other CPD activities that measure and improve outcomes:

Undertaking a quality improvement or change management project

Undertaking and reflecting on a quality improvement or change management project is a valuable CPD activity which involves a review of outcomes. These can be employment based and be either tactical or strategic projects.

Undertaking a Morbidity and Mortality or Multi-disciplinary team process in which patient outcomes are reviewed is a valid CPD activity with aspects of both outcome measurement and performance review.

Leading, analysing and writing reports on healthcare outcomes

These reports may be part of your employment, or you may wish to analyse healthcare outcomes on a local, state or national basis using publicly available databases such as health atlases, health roundtable and health department information.

Table 2: Summary of Suggested Category 2 CPD Activities – Measuring Outcomes (AUS) and Measuring and Improving Outcomes (NZ)

| ACTIVITY | EVIDENCE REQUIRED | MAXIMUM HOURS (p.a)* |
|--|---|----------------------|
| Audits of your own practice or of your organisation | Results, outline of activity or reflective statements. The Audit Reporting Template can be used for this activity. Once completed, attach as evidence. | 20 |
| A quality improvement project | Outline of activity or reflective statement | 20 |
| A Morbidity and mortality or multi-disciplinary team process | Outline of activity or reflective statement | 12 |
| Leading, analysing, writing reports on healthcare outcomes | Outline of activity or reflective statement | 20 |
| Other | If there is an activity you have undertaken that is not shown as a selection from the drop-down list, you may place it under 'Other'. You must provide an outline of activity and a reflective statement. | 12 |

*The hours claimed should reflect the time spent on the activity. These are suggested maximums.

4.7 CPD ACTIVITY CATEGORY 3: EDUCATIONAL ACTIVITIES

A minimum of 12.5 hours is required.

Educational activities can include learning from a wide variety of resources, teaching and mentoring, all of which maintain, develop or increase your medical knowledge. Activities should be guided by your professional development needs and be reflective.

An appropriate appraisal of the activity might involve reflection on the following questions:

- What did it teach me?
- What did it cause me to do differently?
- Why did it not have any effect on me?
- What do I seek from medical education?
- How will I use this in my workplace; in my professional life; In my private life?
- Am I better for having attend the session?

Suggested activities include:

- RACMA educational activities:
 - Annual Conference
 - Monthly CPD webinars.
 - Complimentary access to the [British Medical Journal \(BMJ\) Leader](#)
 - You may apply for access to training material through the [Resource Hub](#) on the College website. Currently available modules include:
 - Advocacy in Medical Management and
 - Indigenous Health Program
 Further modules will become available during the next year.

- Non RACMA Conferences, tutorials, workshops etc. (relevant to your professional scope of practice).
- Study towards relevant formal qualifications.
- Employee provided and/or mandated training if they include elements of your professional competencies.
- Cultural Safety and health equity training:

RACMA has developed a [Reconciliation Action Plan \(RAP\)](#) to provide doctors with a structured and accountable approach to advancing reconciliation. Other useful resources can be found at:

 - The Australian Indigenous Doctors Association provides courses in [cultural safety](#) and [cultural awareness](#)
 - [Australian Indigenous HealthInfonet](#)
- Other Teaching and Research including preparing lectures, patient education material or journal articles
- Self-directed learning – journal reading etc.

Table 3: Summary of Suggested Category 3 – Educational Activities

| ACTIVITY | EVIDENCE REQUIRED | MAXIMUM HOURS (p.a)* |
|--|---|----------------------|
| RACMA Conference | Recorded by College and/or reflective statement. | 12 |
| RACMA Monthly Member Webinars | Recorded by College and/or reflective statement | 12 |
| Non RACMA Conferences, tutorials, workshops etc | Attendance certificate and/or reflective statement | 12 per conference |
| Study towards relevant formal qualifications | Outline of activity and/or reflective statement | 25 |
| Employee provided and/or mandated training | Certificate of completion and/or reflective statement | 10 |
| Cultural safety and health equity training | Certificate of completion and/or reflective statement | 10 |
| Other Teaching and Research including preparing lectures and writing journal articles etc. | Outline of activity and reflective statement | 20 |
| Preparing patient education and clinical guideline material etc | Outline of activity and reflective statement | 20 |
| Self-directed learning | Outline of activity and reflective statement | 12 |
| Other | If there is an activity you have undertaken that is not shown as a selection from the drop-down list, you may place it under 'Other'. You must provide an outline of activity and a reflective statement. | 12 |

*The hours claimed should reflect the time spent on the activity. These are suggested maximums.

5. REPORTING OF COMPLIANCE AND NON-COMPLIANCE

Between October of the relevant year and March of the following year, RACMA will give you 4 initial reminders plus a final reminder to finalise your records. You have until 31 March to complete your CPD record on MyRACMA for the previous calendar year.

A certificate of completion will be available on MyRACMA after your activities have been audited.

If you are non-compliant on 31 March, the college will provide remediation support between April and June through the RACMA CEPC committee and staff. Support is provided by email, phone and face-to-face meetings where possible. The Medical Board of Australia will be advised if you do not respond to rectify your non-compliance by July.

5.1 Audits by MBA

The MBA undertakes CPD compliance audits of registered practitioners. Please retain records of your CPD activities for a minimum of three years.

Table 4: Important Dates for RACMA CPD Participants

| ACTION / ACTIVITY | DATE / TIME FRAME |
|--|---|
| Establish PDP | Beginning of CPD cycle e.g. start of each calendar year |
| Enter CPD activities | Throughout the year and link PDP where applicable |
| Completion of CPD record | December each year |
| 1st reminder to participants | October |
| 2nd reminder to participants | December |
| 3rd reminder to participants | February |
| Final reminder to participants | March |
| Final cut-off date for CPD entries to be completed | 31 March following year |
| Sign off CPD records | April – June |

6. EXEMPTIONS

An exemption to your annual CPD obligations may be granted under the following circumstances:

Exemptions may be granted on a pro-rata basis, depending on individual circumstances and proportionate to the amount of leave taken.

- Significant ill health of the practitioner.
- Providing care or support to a member of the immediate family or household because of signs of an illness or injury affecting the immediate member of the family or household.
- An approved career break – e.g., parental or long service leave

To apply for exemption, please fill out the [form](#) on the College website.

If you wish to discuss your personal circumstances prior to applying, please contact us by emailing cpd@racma.edu.au.

Your request will be reviewed by the Continuing Education Program Committee (CEPC) and the outcome will be provided to you in writing from the CEPC Chair.

7. FAQs

Why do I have to do CPD?

Medicine is constantly evolving and to maintain our skills and expertise all doctors must continue to learn and develop throughout their career.

In addition, completing the College CPD program meets the re-registration standard of the Medical Board of Australia.

Why do I have to do CPD if I don't work full-time or do intermittent locum work?

If you wish to be registered in both Australia, then you need to be CPD compliant and there is no variation in the requirements for part-time or locum work.

What changes are happening in CPD?

The MBA is committed to improving CPD for medical practitioners. This has led to new requirements for registration which include planning for appropriate and high-value CPD through a professional development plan and placing an emphasis on “active CPD” activities including practice review and the measurement and improvement of outcomes.

The requirements of the MBA are fulfilled by the College CPD program which is detailed in pp. 5-6 of this handbook.

Professional development is a continuous process, but the College’s verification procedures will continue to be based on the calendar year.

What is a CPD "Home" or provider?

The MBA requires that every doctor must nominate an accredited CPD “home” in which they complete a CPD program.

Doctors with more than one registered specialty or vocational scope of practice are required to complete CPD for each specialty and this may require the nomination of more than one home or provider

8. REFERENCES & RESOURCES

- [Medical Board of Australia website](#)
- [Information on the Medical Board of Australia Professional Performance Framework](#)
- [Information on AHPRA website – revised CPD registration standards](#)
- [Australian Medical Council website](#)
- [Information on RACMA CPD for non-Members](#)
- [Information on MyRACMA on RACMA website](#)

RACMA CPD Policies

Policies currently under development.