



COSMETIC PHYSICIANS
COLLEGE
OF AUSTRALASIA

Policy - Continuous Improvement

Policy Domain:	
Policy Area:	
Policy Author:	
Contact:	
Version:	
Approval Details:	
Effective Date:	
Review Date:	
Related Documents:	

1. Purpose

To ensure that the CPD Home demonstrates continuous improvement of its CPD program(s) and supporting guidance to meet changing needs and respond to:

- the outcomes of the CPD home's audit and support processes
- feedback from practitioners, the Medical Board of Australia, and the AMC.

2. Policy statement

The CPCA is committed to a continuous improvement framework which consists of identifying opportunities and risks for development from various formal and ad hoc sources on a regular basis that will inform the development of the CPD program(s) (including requirements, systems, support, and any content).

Through the CPD Home Committee the CPD Home will

- reflect on changing models of care, developments in healthcare delivery, medical education, medical and scientific progress, cultural safety and changing community needs
- incorporate outcomes of the CPD homes' audit and support processes
- obtain feedback from practitioners, the Medical Board of Australia and the AMC, and identify how this feedback will be used to inform development of the CPD program(s)

3. Responsibility

Implementation of this policy is the responsibility of the CPD Home Committee. Activities as outlined in the procedure may be conducted by authorised representatives with all outcomes and actions reported through to the CPD Home Committee and CPCA Board (if required).

4. Scope

This policy applies to all aspects of the CPD Home delivery and management systems. Continuous improvement in all areas will be available for consideration and development under the guidance of the CPD Home Committee.

5. Procedure

Obtaining Feedback

1. All CPD Home members will have access to provide feedback through the following sources:
 - a. Phone call
 - b. Direct email
 - c. Webform
 - d. Event survey
 - e. General survey
2. Non-members or applicants can provide feedback to the CPD Home via
 - a. Phone call
 - b. Direct email
 - c. Webform
3. Data analysis of the CPD Home's tracking system will be undertaken regularly by the CPD Home Administrator to understand members' experience with using the system, including monitoring of outcomes achieved, support required, and learning needs met, identifying and reporting any suggested changes.
4. Feedback from the Medical Board of Australia and the AMC may be received or requested via general communication, such as email or as part of a report after audit or annual reporting is completed.
5. All feedback received will be provided to the CPD Home Committee for consideration.
6. Any continuous improvement items identified will be entered to the Register.

Appeals / Complaints

1. Any Appeals or Complaints that have been received will be considered in relation to potential opportunities for improvement
2. If it is identified that the circumstances of a complaint or appeal, regardless of the outcome of that complaint or appeal should result in an improvement the details of this will be added to the Register.

Internal Review / Audit

1. As the CPD Home is required to undertake regular audits and internal reviews it is another avenue of identifying opportunities for improvement.
 - a. Any non-compliances identified or feedback received from the auditing party will be included as a continuous improvement item added to the Register.
2. The CPD Home Committee and Education Committee meet regularly will consider the following in relation to their own experience, feedback received, or emerging expert information:
 - a. changing models of care
 - b. developments in healthcare delivery
 - c. medical education
 - d. medical and scientific progress
 - e. cultural safety and
 - f. changing community needs
3. During consideration, if either committee feels that an emerging issue should be incorporated into the CPD Program, including the education program, it will be added to the Register to be implemented.

Register

1. The Continuous Improvement Register is a repository that houses all feedback received or gathered with identified opportunities for improvement and will be used to track progress on all raised items.
2. The Register will be managed by the CPD Home Committee and it will be tabled at each Committee meeting to ensure items are progressed

3. Each item added to the register must be considered with a required action, responsible party and deadline decided.
4. Once the responsible party has completed the described action it will be reviewed after it has been implemented to ensure that the desired outcome has been achieved.
 - a. If the desired outcome has not fully resolved the issue or if further improvements are identified other items will be added to the Register.
5. Actions, as listed in the register will provide details about how improvements will impact the CPD Program and ensure that all steps for implementation have been considered.

6. Supporting Documents / Systems

- CPCA Website
- Register - Continuous Improvement
- Feedback Forms
- CPD Home Committee Terms of Reference

7. Review

This policy will be reviewed no less than annually to ensure it remains fit for purpose.

8. Version Control

Version	Date	Changes Made	Approved By
DRAFT	11/09/2022	New document created	Dr Michael Molton
V2	15/05/2023	HT - Minor updates to including wording around data analysis from CPD Home tracking system and feedback from MBA and AMC.	