

## GETTING STARTED

The accreditation process can be a highly motivating and team building exercise. Some of the ways you can begin a whole practice approach to your practices accreditation journey are:



- Engage with your Quality Accreditation Manager (QAM) at Quality Practice Accreditation (QPA)
- Engage in all pre-survey components of the QPA program including the Self Assessment and Action List
- Hold regular meetings – review policies and procedures with your team.
- Keep a log of training and ongoing professional development
- Have a plan, some indicators may have requirements to engage with a third party service (e.g. equipment maintenance, CPR, patient feedback survey completion), and their availability or turnaround time may require more time to complete
- If you are unsure or need guidance, reach out to your:
  - QAM at QPA
  - Primary Health Network
  - RACGP

[www.qpa.health](http://www.qpa.health)

## CONTACT US

For further support please call  
Quality Practice Accreditation

- P.** 1800 188 088  
**E.** [info@qpa.health](mailto:info@qpa.health)  
**W.** [www.qpa.health](http://www.qpa.health)

QPA has provided certification services to individual general practices and the largest medical corporations across Australia for more than 20 years. We focus solely on general practice and are committed to excellence, not only to our practices but our own quality assurance and improvement. We are not just a certificate factory but a partner in quality improvement with our practices. We have a personal approach and pride ourselves on customer service, support, and service tools. Others give you a piece of paper, we give you peace of mind.

General practices deserve the optimum in accreditation and we as a provider, care about your practice and want it to be unique by driving and engaging good practice behaviour. We value accreditation as an investment in your business, your staff and your patients.



# Quality Practice Accreditation

*Accreditation*  
**A whole practice approach**



# POWER OF TEAMWORK

A whole practice team approach has many benefits. Here are some areas that can be addressed by various members of the practice staff:

## 01. CLINICAL STAFF

- Infection Control
- Policy and procedure development
- Sterilisation process
- Cleaning
- Sharps and waste management
- Education of staff and patients
  - Cold Chain
- Vaccine management
- Cold chain breach protocol & equipment
- Education of staff and patients
  - Recalls and reminders
  - Quality improvement activities
  - Clinical meeting minutes
  - Risk management monitoring and mitigation
  - Incident reporting
  - Patient records
  - Patient feedback response
  - Maintenance of equipment & schedule
  - Perishables check
  - Doctors bag check
- Training of staff on use of clinical equipment

## 02. ADMIN STAFF

- Recall processes
- Infection control (cleaning, spills kit)
- After hours, triage
- Incident reporting
- Patient feedback
- Cold chain management protocol

## 03. MANAGEMENT

- Non-clinical meetings
- Quality improvement
- Risk management
- Business plan & goals
- Complaints management
- Patient feedback response
- Agreements – after hours, cleaning, IT, sharps and waste
- Continuity, emergency and disaster recovery
- Maintenance of equipment & schedule
- Documentation of qualifications, ongoing professional development and CPR



## 04. IT MANAGEMENT

- Policies and procedures
- Disaster recovery
- Computer information security policies and procedures
- IT agreement and scope of works
- Back up logs and test and restore interval evidence
- Firewalls, antivirus and monitoring and maintenance evidence
- Equipment checks

## ADDITIONAL BENEFITS

Team engagement and ongoing quality improvement has multiple benefits for the practice and patients such as:

- Staff empowerment, Increased knowledge and awareness
- Consistency in delivery of services and completion of procedures
- Shared responsibility and workload
- Efficiencies in time management and completion of requirements
- Improvements in overall experiences within the practice
- Creation of autonomy in the practice