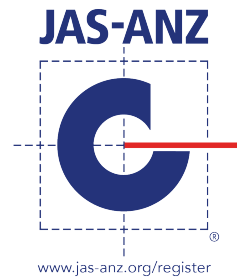


We're here to empower you to make
your practice the best it can be.



Engaging Your Team
For a Successful
Accreditation Journey

Acknowledgement of Country _____

'In the spirit of reconciliation Quality Practice Accreditation 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.'



Agenda

- What does success look like
- Team building in the accreditation journey
- How, and who, you should engage
- Coordination & Implementation
- Resources
- Questions

KEY STAFF & KEY DISCOVERIES

- ▶ Staff with key roles can provide input and exercise autonomy in their scope of work
- ▶ Creates a goal-focused understanding of their roles and responsibilities
- ▶ Empower and grow, minimising burnout and disengagement from key staff

Define Success

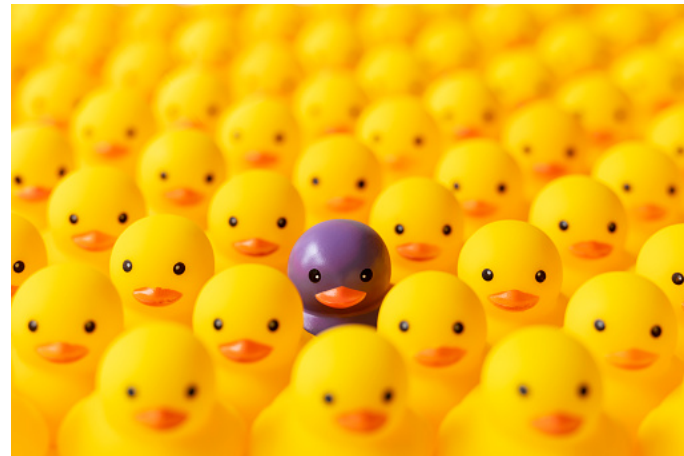
Definition of success differs

- What do you want to get out of accreditation?
- Ask every member of your team
- Collate the responses
- Share the results with your team

Unique Perspectives

Key staff can provide unique perspectives on how effective practice processes can be

Keep them in the loop early..and often



Encourage Transparency Culture

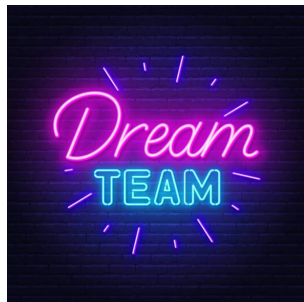
- Providing opportunities for professional development should ideally be in an environment of open discussion and transparency
- Best-case approach for patients & team morale



How (and who) you should engage

- Each practice is unique, and therefore there is no set structure on which staff to engage.

- Determine your “Dream Team”.



- Clinical and non-clinical staff
- Leaders and mentors



Allocating Resources & Coordinating Implementation

- Be realistic about tasks & responsibilities
- Communicate your goals, tasks and timelines effectively
- Monitor and identify any hurdles staff may have

Allocating Resources & Coordinating Implementation

When in doubt or needing guidance – ask

There is a variety of information that can assist practices in addressing the requirements for accreditation

- RACGP Resources
- Accreditation agency resources
- PHN

Celebrate the milestones

- Accreditation is a journey - not a race!
- Thrive on enthusiasm and opportunity for learning
- Create a system that is sustainable and consistent
- Celebrate your accomplishments with your team



Tips & Tricks

- Seek and utilise resources
 - PHN
 - Accreditation Agency
 - RACGP
- Think outside the box
 - Flexibility
 - Adaptability

Tips & Tricks

- Regular communication
 - Meetings
 - Evidence requirements
- Training & ongoing development
 - Plan (and budget) for it
 - Maintain records
 - Training logs

Tips & Tricks

- Incidents and Adverse Events
 - Start talking about it - risk management
 - Evidence requirements
- Third party engagement
 - Patient feedback
 - Maintenance of equipment
 - Training providers (CPR etc)

Tips & Tricks

- Accreditation Program Engagement
 - Checklists
 - Opportunity to engage team
 - QAM - tailored support
 - Guidance
 - Tweaks
 - Proven fewer NCs

Q & A

To ask a question please use the Question function in your GoToWebinar control panel. If you type your question in, we can read it out and will answer to share the knowledge with the audience.

THANK YOU FOR JOINING US

