

Accreditation Team Observer Guide



Scope

This guideline sets out a clear role for observers participating in accreditation teams.

Context

- > South Australian Medical Education and Training (SA MET) Unit conducts training for accreditation team members participating in accreditation visits, on behalf of SA MET Health Advisory Council (the Advisory Council).
- > SA MET Unit may include observers on accreditation visits.
- > Observers generally will be in the role as part of their training to be on an accreditation team, although they may also be observing as part of their preparation for an accreditation visit at an unrelated local health network (LHN).

Detail

- > An observer's attendance at an accreditation visit may be initiated by invitation from SA MET Unit, or through request from an individual or LHN.
- > Any identified conflict of interest should be declared to SA MET Unit and may, at the discretion of the Chair of the Advisory Council, disqualify an observer from participating in an accreditation visit.
- > The accreditation team leader will be advised when an observer will be attending and will have the opportunity to refuse their participation.
- > The LHN will be informed of the name of the observer along with the names of members of the accreditation team.
- > The observer should not communicate with the LHN on any matter arising from an accreditation visit. Communication should be directed through the SA MET Unit.
- > Observers will generally be present for the duration of an accreditation visit, including team meetings pre and post visit.
- > Observers should familiarise themselves with all relevant documents on SA MET Accreditation Standards, procedures, this guideline, accreditation data provided by the LHN and the program for the visit. These documents will be provided by SA MET Unit.
- > Observers must treat all documentation and information gathered in relation to an accreditation visit confidentially, are required to sign a Confidentiality Agreement and Conflict of Interest Declaration prior to observing any accreditation function, and must return all documentation and notes to SA MET Unit after the visit.
- > Observers will be present at accreditation interviews with LHN staff but may not independently pose questions to staff as part of the accreditation process.

- > Observers can feel free to contribute to discussions in closed team meetings, and can be present at the formulation of the accreditation team's report, but should not influence the team's accreditation decision.
- > The team leader/s may, at their discretion, assign duties to the observer to assist team members while on the visit.
- > As part of the SA MET quality assurance process, observers may be requested to provide feedback on the visit or the accreditation process. This feedback will be treated as confidential and not divulged without prior consent.
- > Observers will not be asked to audit the performance of accreditation team members.
- > It is expected that observers or their organisation will meet any costs associated with participation in an accreditation team.

Related Documents

- > Accreditation Policy
- > Visitor Guide
- > Confidentiality Agreement and Conflict of Interest Declaration Template

For more information:

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Document History:

Date effective	Author/Editor	Approved by	Version	Change Reference
4 April 2012	Project Officer, Accreditation	SA MET Health Advisory Council Accreditation subcommittee	0.5	Original document
26 June 2013	Project Officer, Accreditation	Senior Project Officer, Accreditation	1.0	Update process
February 2015	Project Officer, Accreditation	Senior Project Officer, Accreditation	1.1	Minor update