

Communications Plan

Project: 2022 SA MET Accreditation Engagement Plan
Health Unit responsible: SA Medical Education and Training (SA MET) Unit

Background

The SA Medical Education and Training (SA MET) Health Advisory Council (Advisory Council) is the Accreditation Authority for South Australia. The Advisory Council accredits all TMO (intern and PGY2+) posts and LHN education and training programs across the State.

The Advisory Council receives recommendations for approval regarding accreditation of TMO posts and Local Health Network (LHN) education and training programs from the Accreditation Committee. The Accreditation Committee is responsible for an effective accreditation process that considers jurisdictional requirements, national program developments and the needs of TMOs in training.

The Advisory Council and Accreditation Committee receive operational support from the SA MET Unit. The SA MET Unit is committed to supporting facilities and units in preparing for accreditation and in meeting provisos following visits. Accreditation is a collaborative process between the SA MET Unit and LHN ensuring there is ongoing improvement to prevocational TMO education and training.

The accreditation assessment process appraises and monitors TMO training programs and posts against established standards, assisting in the attainment of a universally high standard of general clinical training. Accreditation helps to ensure that the best possible environment exists for the organisation, supervision and training of TMOs.

Accreditation Visit Assessment Process

One aspect of the SA MET Unit's responsibility is undertaking accreditation visit assessments. The SA MET Unit appoint an accreditation visit team who utilises clearly defined and established standards to formally evaluate a LHN that employ TMOs. An accreditation visit team will visit the LHN under consideration and conduct a comprehensive review of the supervision, education, training and welfare received by TMOs against the accreditation standards.

After the visit the accreditation visit team will make a recommendation to the Accreditation Committee regarding the accreditation status. The Accreditation Committee will then further recommend approval or make its own recommendation, based on the team's report. The Accreditation Committee's recommendation will be reviewed and approved or amended by the Advisory Council. The SA MET Unit will then forward the final report to the LHN and upload the Executive Summary to the SA MET Unit's webpage.

A typical accreditation team will include the following expert members:

Director of Clinical Training (DCT)/Consultant Clinicians
TMO (intern, PGY2+, registrar or unaccredited registrars)
Medical Education Officer (MEO); or Medical Administrator

The SA MET Unit places a high priority on engaging with stakeholders in the process of accrediting TMO posts and other responsibilities. Accreditation ensures that the best possible environment exists for the training, supervision and welfare of TMOs. Effective communication supports an open and transparent accreditation process.

While the SA MET Unit is part of the Clinical Collaborative portfolio within SA Health, it is represented separately and comprehensively by a personalised [SA MET Unit website](#), with an overview presence on the [SA Health website](#) and [SA Health intranet](#). The SA MET Unit also operates its own [Facebook account](#).

The annual Communications Plan supports the Accreditation Communications Guideline and the Accreditation Stakeholder Consultation Guideline to provide guidance on engagement activities with health stakeholders for the SA MET Unit accreditation events in 2022. The annual Communications Plan will also support the development, consultation and promotion of SA MET Unit accreditation documentation.

Project management

Executive Sponsors

- > Chief Medical Officer
- > Presiding Member, SA MET Health Advisory Council

Project Sponsor

- > Manager, SA MET Unit, System Leadership and Design

Project Team

- > Education & Accreditation Manager, SA MET Unit
- > Education & Accreditation Project Officers, SA MET Unit (three positions)
- > Executive Assistant, SA MET Unit

Objectives for the communications plan

To provide communication activities to support the Education and Accreditation team during 2022:

- > Promotion of the SA MET Unit Education and Accreditation team and their responsibilities.
- > Promotion of accreditation events during the year, including LHN accreditation assessment visits
- > Promotion of Education and Accreditation training (VAM, Visit Members/Leaders).
- > Strengthen training and education programs for TMOs by facilitating sharing of best practice between facilities.
- > Encourage a collaborative view of accreditation, recognising the process as a tool for advocating for improvements.
- > To promote a culture of learning in SA Health, whereby education and training is a part of everyone's focus and responsibility.

- > To promote an open, transparent and objective communication channel that will bring accurate, respective and timely information and different perspectives into the accreditation process.
- > Improved communication increases community confidence in the safety and quality of health care.
- > Gain a greater understanding of the challenges and opportunities in medical education common to LHNs and health consumers and develop where possible statewide solutions.

Target audience

Primary

- > Department for Health and Wellbeing Officers (Chief Executive, Chief Medical Officer, Deputy Chief Executive Officer)
- > LHN Heads of Unit/Departments
- > LHN Executives (Chief Executive Officer, Executive Director Medical Services and Directors of Clinical Training)
- > LHN Medical Education Officers (MEOs)
- > LHN TMO Term Supervisors/Consultant clinicians
- > Minister for Health and Wellbeing
- > TMOs, Interns and Unaccredited Registrars (Doctors in Training)

Secondary

- > Health Consumers and the Community
- > Internal Medical Graduates
- > Medical students

Stakeholders

- > Aboriginal consumers, health consumers and the community
- > Australian Health Practitioner Regulation Agency (AHPRA)
- > Australian Medical Association (AMA)
- > Australian Medical Council (AMC)
- > Health Services Union (HSU SA/NT)
- > Medical Board of Australia (MBA)
- > Medical Colleges
- > South Australian Salaried Medical Officers Association (SASMOA)
- > Universities: Adelaide University and Flinders University

Key messages

Overarching

- > The overall aim of accreditation is improving the TMO education and training experience and their wellbeing.
- > Accreditation of education and training programs across South Australia (through national and SA MET Accreditation Standards) is central to providing quality patient care.
- > Accreditation of education and training programs underpin the delivery of a safe, contemporary and sustainable healthcare system for the State.

Primary – General

- > Quality outcomes in patient care stem from a skilled and knowledgeable workforce.

- > Accreditation of LHN education and training programs is the foundation of SA Health's commitment to providing high quality innovative healthcare to all South Australians.
- > By increasing awareness of the SA MET Unit Education and Accreditation team, it increases genuine engagement with TMOs, LHN staff, health consumers and the community which increases feedback and support for quality improvement actions.

Primary – Documents / Training Modules

- > SA MET Unit Accreditation Standards document
- > LHN Accreditation Visit Reports
- > Processes, policies and guidelines
- > Accreditation team member training overview
- > TMO welfare including supporting trainees in difficulty and mental health support documents

Secondary

- > The SA MET Advisory Council Accreditation process ensures that medical training is provided in safe and culturally appropriate ways.

Why should they believe it?

- > The SA MET Unit has successfully provided quality medical education and training support services since 2009 including accrediting intern and PGY2+ prevocational positions.

What should they do as a result?

- > Keep up to date with all the latest SA MET Unit news and opportunities to maximise the value of their training/internship. Follow the SA MET Unit on [Facebook](#).
 - > Visit the [SA MET website](#) for more professional development resources, including upcoming accreditation team workshops and the latest SA MET Unit newsletter.
 - > Register to be an accreditation team member and undertake accreditation activities for quality improvement.
 - > Register to attend Education and Accreditation Project Officer meetings held at LHNs.
 - > Provide feedback or ask any questions on medical education and training in SA Health via email HealthSAMETAccreditation@sa.gov.au.
 - > Speak with their local Medical Education Officer or local TMO members of an Advisory Committee or sub-committee to provide feedback or to ask any questions.
-

Communications tools/tactics

SA MET Unit Accreditation Documents

The following list of documents will be made or are available online from the SA MET Unit webpage:

- > *SA MET Health Advisory Council Accreditation Standards review consultation*
- > *Updates to Policy, Guideline and Process documents*
- > *Approved Full Facility Executive Summaries from Accreditation Visit Reports*
- > *Updates to any accreditation resources, useful for LHNs, MEOs & TMOs (such as Forms and Templates, reporting on Accreditation provisos, processes)*
- > *Accreditation Visit Team information*
- > *2022 Accreditation Schedule (once approved)*

SA MET Unit Accreditation Activities

The following list of activities will be made available online from the SA MET Unit webpage and will also be promoted in the SA MET Unit newsletter throughout the year, via emails and on the SA MET Unit Facebook account (where appropriate):

- > *Local Health Network and Unit Accreditation visits*
- > *SA MET Unit's Education and Accreditation team LHN visits*
- > *TMO New Unit and End of Term Surveys/SATMOS*
- > *Consultation workshops to discuss updating the Accreditation Standards as part of the AMC prevocational review*
- > *Refresher courses for MEOs on the Virtual Accreditation Manager (VAM)*
- > *Accreditation Team Member/Leader training sessions*

The SA MET Unit have a separate detailed action plan communicating important information including (but not limited to):

- > *2022 Calendar of Events*
- > *Prevocational Medical Education Simulation Based Education (SBE) Framework*
- > *Prevocational Manager's Guide*
- > *Medical Education and Training Strategic Plan 2021-2026*
- > *2021 Allocation Report*
- > *Word Document template*
- > *Bullying and Harassment Guide (to be developed)*
- > *Training in Difficulty Guide (to be developed)*
- > *Reporting Death to the Coroner training poster (to be developed)*

SA MET Unit promotion / internal communication:

- > *Crazy Socks 4 Docs2022 PGY2+ recruitment: Application open June 2022*
- > *Resilience Training - 24 May*
- > *Virtual Simulated Education and Training Community of Practice*
- > *2022 Annual Prevocational Medical Education Forum*

The SA MET Unit will arrange drafting of articles, online uploads and distribution of SA MET Unit newsletter articles via Mail Chimp and Facebook.

The accreditation team will advise TMOs via email when a new or amended document has been uploaded to the SA MET Unit webpage. TMOs are able to provide feedback or ask any questions by emailing HealthSAMETAccreditation@sa.gov.au.

Budget

- > The budget for activities is existing within the SA MET Unit education and accreditation budget.
- > Catering for events is also covered within the existing education and accreditation budget.
- > Ministerial appointed members attending accreditation activities are also covered within the existing Department of the Premier and Cabinet (DPC), PC016 Circular. Advice will be sought from the DPC Chief Executive and approval by the Minister for Health and Wellbeing of an event and its remuneration for members before an event can be undertaken.

Timing (or Action Plan)

Action	Timing
Local Health Network and Unit Accreditation visits	2022 Accreditation Schedule approved by the Advisory Council.
SA MET Unit's Education and Accreditation team LHN visits	To be set up at various times of the year e.g. in particular leading up to a LHN accreditation visit.
TMO End of Term Surveys/SATMOS	In early 2022, the SA MET Unit communicated to LHNs regarding SATMOS' availability.
Consultation workshops to discuss updating the Accreditation Standards as part of the AMC prevocational review	To be determined as part of the AMC guidelines of implementation.
Refresher courses for MEOs on the Virtual Accreditation Manager (VAM)	Available to all LHN Medical Education Officers on an as needs basis.
Accreditation Team Member training session	17 February 2022. There is scope to include a further date depending on registered attendees.