



ACAM Reporting Policy

**POLICY NUMBER/
REFERENCE:** 14-250723

POLICY TITLE: ACAM Reporting Policy

POLICY STATEMENT:

ACAM CPD Home membership is available to non-exempt medical practitioners in Australia at www.acam.org.au. It is not limited to members and fellows of ACAM but is open to those whose academic and clinical practice are aligned with the Australasian College of Aesthetic Medicine.

Objective

To inform our subscribers, members and fellows and certified course merchants' providers as well as guidance to ACAM CPD Home representatives concerning the CPD Home reporting obligations to the MBA and AMC as an accredited CPD Home. This policy also outlines how the ACAM CPD Home will use internal reporting to inform quality assurance.

DEFINITIONS:

Background

ACAM CPD Home is obligated, as an accredited CPD home, to report to the Medical Board of Australia (MBA) concerning the compliance of its subscribers to meet the MBA *Registration Standard: Continuing Professional Development*. Compliance reports must be provided to the MBA within six months of each CPD year's end (31st December) to meet the MBA's reporting requirements.

To demonstrate it meets the standards for accreditation ACAM CPD Home will also periodically be required to report to the Australian Medical Council (AMC). This reporting will also highlight if the CPD Home is progressing towards or has met any conditions of accreditation and that it continues to provide a high quality CPD program. ACAM CPD Home, being committed to continuous quality improvement, will also, on an ongoing basis monitor and report internally to ensure the quality and relevance of ACAM's certified course merchant provider CPD activities, resources, and support services. These reports can be used as evidence of our compliance to accreditation standards or any set conditions when reporting externally to the AMC.

Purpose

To outline the reports CPD Home will produce to meet its obligations as a CPD Home and to ensure the ongoing quality of its CPD Program and service offerings, and performance against the expectations of our subscribers and certified learning providers.

Scope



This policy applies to all registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered medical practitioners and course merchant providers considering or planning to subscribe ACAM CPD Home or who are ACAM CPD Home subscribers.

PROCEDURES:

Principles

ACAM CPD Home will produce reports to meet the CPD Home reporting obligations to the MBA and the AMC and monitor:

- Subscriber's, member's or fellow's progress in meeting their CPD requirements;
- the quality and relevance of the CPD Home Learning Programme;
- the quality and relevance of learning available via the CPD Home 'Catalogue';
- ACAM CPD Home performance in supporting subscribers meet their CPD requirements;
- ACAM CPD Home performance in supporting Certified course merchant providers to list their content on the CPD Home 'Catalogue';
- ACAM CPD Home the nature, management and outcome of complaints; and
- ACAM CPD Home the nature, management and outcome of reconsideration, review or appeal applications.

External reports will be collated from de-identified and aggregated data except when reporting to the MBA on subscribers, members and fellows who have met their CPD requirements. CPD Home may from time-to-time use case studies to illustrate its reports.

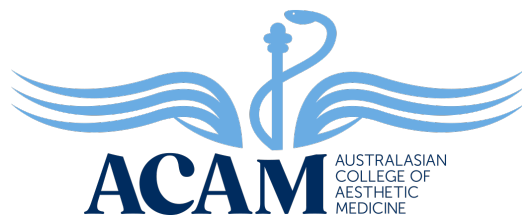
These case studies may be informed by experiences or situations, and to protect the anonymity of those who have shared details. Any identifying information such as names and locations will be modified. ACAM CPD Home may from time-to-time use direct quotes extracted from surveys in its reports. All data, including commentary, gathered via surveys will be collected anonymously?

Roles and Responsibilities

CPD Home Support Officer

The CPD Home office will be responsible for:

- working with the IT Manager and the Association Manager of ACAM CPD Home, to design, modify as required, and implement automated reports that meet CPD Home needs;
- randomly quality check automatic notifications and communications prior to release;
- presenting the ACAM CPD Advisory Panel with reports concerning the quality and relevance of CPD Home Program and course and educational content available via the ACAM CPD Home 'Course Merchant Catalogue';
- prepare data monitoring reports for submission to AMC to demonstrate ACAM CPD Home provides a high quality CPD program and has met or is progressing towards meeting standards for accreditation; and



- annually reporting to the ACAM CPD Advisory Panel on the nature and management as well as outcome of complaints and reconsiderations, reviews or appeal applications.

Association Manager ACAM CPD Home

The Association Manager ACAM CPD Home will be responsible for:

- working with the IT Manager and ACAM CPD Home Support Officer to design and modify report templates as required, and implement automated reports that meet ACAM CPD Home reporting needs;
- surveying subscribers and learning providers for feedback, as applicable, on the quality and relevance of CPD learning available on the ACAM CPD Home 'Catalogue' and ACAM CPD Home support services;
- preparation of accreditation submissions to AMC;
- preparation of subscriber CPD compliance reporting to MBA; and
- preparing reports for the ACAM Advisory Panel as required.

CPD Advisory Panel

The ACAM CPD Advisory Panel will be responsible for:

- considering reports highlighting the quality and relevance of the ACAM CPD Home Program, CPD activities listed in the ACAM CPD Home 'Catalogue', and on the nature of, management, and outcome of complaints, reconsiderations, reviews or appeal applications; and
- pursuant to the above dot point, providing advice to the ACAM CPD Home Association Manager on any modifications to ACAM CPD Home policies and procedures that may be recommended with changes in legislation, guidelines or standards.

IT Manager

The IT Manager will be responsible for:

- working with the ACAM CPD Home medical education officer, support officer and Association Manager with regard to the CPD Home design, any required modifications, and implement automated reports that meet CPD Home reporting needs.

ACAM CPD Home Association Manager

The ACAM CPD Home Executive will be responsible for:

- assessing annual and other reports on the nature of, management and outcome of complaints, reconsiderations, reviews or appeals [applications] for continuous improvement purposes;
- providing solutions concerning quality improvements based on the needs of all stakeholders.



Action

Method

ACAM CPD Home will use SQL queries to extract the data from the CPD collation dashboard to populate and inform the following listed reports:

CPD Compliance reporting

ACAM CPD Home within 6 months of the completion of the CPD year will report to the MBA the following information:

the number of ACAM CPD Home subscribers, members and fellows [in total];

- a list of all subscribers, members and fellows who have been issued an ACAM CPD Statement of Completion;
- the number, if any, exemptions granted;
- the number, if any, deferrals granted; and
- the number, if any of variations granted.

The latter three will also be used by ACAM CPD Home as part of its reviewing and risk management assessments.

CPD Audit reporting

ACAM CPD Home will run quarterly audit reports to monitor subscriber progress towards meeting their CPD requirements (see Audit Policy). These reports will be internal use only and will identify subscribers, members or fellows deemed to be at risk of not meeting their ACAM CPD Program requirements for the CPD year for further follow-up by the CPD medical education officer.

The SQL queries for these quarterly audit reports will exclude subscribers who have been granted an exemption or are applying for an exemption.

ACAM CPD Audit reports will be run on an exception basis. Subscribers, members and fellows who meet the required criteria will not be included in the report. The SQL queries will utilise the following criteria for the audit reports (see Audit Policy):

At key points in time:

By the end of Quarter 1

- a completed written CPD plan
- three focus topics listed in their 'Learning Profile'

By the end of Quarter 2

- planned learning activities including
- at least one program-level requirement for each domain of learning, and
- if specialist high-level requirements indicated, relevant CPD activities are listed

By the end of Quarter 3

The minimum number of hours are recorded against:

- Domain 1: Educational Activities
- Domain 2: Reviewing Performance and Measuring Outcomes, and



- accepted supporting CPD evidence has been uploaded to the subscriber, member or fellow record

By the end of Quarter 1 the following CPD Year

The maximum numbers of hours are recorded against:

- Domain 1: Educational Activities
- Domain 2: Reviewing Performance and Measuring Outcomes
- CPD written PLAN reflection is completed
- CPD Statement of Completion has been triggered and available for download.
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Engagement reports

- ACAM CPD Home will also run an engagement report once every two months to identify subscribers, members or fellows who have been inactive on the ACAM CPD Home dashboard for at least 90 days since their last login.
- Any such subscribers, members or fellows will subsequently be notified and have up to 30 days to contact ACAM before being made a non-subscriber.
- After the initial notification, a follow-up reminder will be sent at 15 days. These time frames are applicable to subscribers, members and fellows who are financial with ACAM, but will be reduced for those who are non financial.

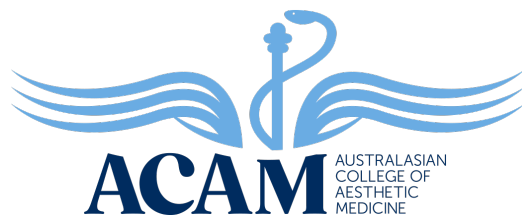
Internal Quality Improvement reporting

ACAM CPD Home, as part of ACAM's continuous quality improvement efforts, will annually run the following reports:

- audit of the CPD Home 'course merchant catalogue', to determine:
- number of Certified Course Merchant Providers, monitoring both growth and quality;
- the report will provide a % of types of learning options, e.g. reading, podcast, online learning etc;
- The report will review the popularity of specific learning content, across subscribers, members and fellows as well as subscriber demographics;
- The number of courses and started with content completed;
- The number of courses and started with content not completed; and
- Elucidate the popularity of educational modalities, e.g. reading, podcast, online learning etc.;

Reporting will also gather information on:

- the number of subscribers, members or fellows who transferred data either in and out;
- the number of, nature, type, management, from whom, and outcome of complaints;
- the number and nature of applications whom request reconsideration, review or appeal; and
- the number of decisions upheld, modified, or reversed upon a reconsideration, review or appeal.



ACAM CPD Home will use this information to assess if modifications to its CPD program, policies, procedures or decision-making processes require refinement or further explanatory information.

Feedback surveys

ACAM CPD Home will survey all complainants and applicants who have applied for reconsideration, review or appeal at the conclusion of the matter for feedback on:

- timeliness of initial response;
- satisfaction with progress updates and reporting;
- timeliness of issue resolution; and
- satisfaction with outcome.

CPD Home will bi-annually survey subscribers, members and fellows seeking feedback on ACAM's performance in supporting them with meeting their CPD requirements. This feedback will include listing quality and relevant learning in the ACAM CPD Home 'Course Merchant Catalogue' that meets the ACAM CPD Home Program, as well as resources (such as how-to guides) and customer and medical education officer service.

CPD Home will bi-annually survey our Certified Course Providers for feedback on: our performance when listing their learning (courses), and/or developing learning modules from their content; and our customer and educational support services.

Financial reporting

ACAM CPD Home, as part of our continuous quality improvement efforts, will annually collate reports on the financial engagement of our subscribers, members and fellows to determine the number and percentage of:

- automatic renewals;
- payments made within 30 days of renewal/due date;
- subscriber, member or fellow cancellations; and
- subscriber's, members or fellows who have been made non-subscribers of ACAM CPD Home.

AMENDMENTS/REVIEW:

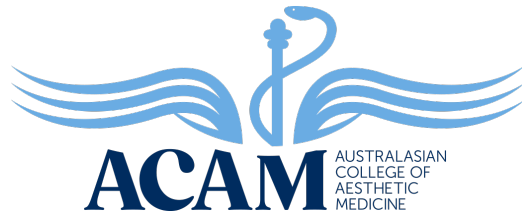
'Review or Amended by the Management Committee (23 July 2023)'

'Endorsed by Management Committee (31 July 2023)'

RELATED DOCUMENTS

The following documents are related to this policy.

1. CPD Home Data Management Policy
2. CPD Home Audit Policy
3. CPD Home Complaint Policy
4. CPD Home Financial Hardship Policy
5. CPD Home Communications Policy
6. Glossary of Terminology



REFERENCES:

File: ACAM Policy and Procedural Manual/Policy Manual Complete/Updated Policies/ACAM Reporting Policy 14-250723

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