

<b>Policy name:</b>	<b>PMCT Accreditation Policy – Communications</b>
<b>Subject:</b>	Communication strategy for the PMCT Accreditation Process in line with the Medical Board of Australia’s Registration Standards
<b>Date of last approval:</b>	23 August 2022
<b>Date due for review:</b>	August 2026
<b>Policy Revision Number</b>	Version 2.2
<b>Responsible Officer</b>	Chair, Accreditation Committee and Manager, Accreditation Committee

## Policy Statement

This policy outlines the communications strategy for PMCT’s accreditation process and provides an overview of the key activities and processes to provide information as well as to gain input from stakeholders. Strategies involve:

- Information dissemination and appropriate updates to stakeholders about the accreditation process;
- The Medical Board of Australia’s intern registration requirements and standards, and
- Eliciting information and feedback from stakeholders about the accreditation process and relevant documentation.

This policy is reviewed every four years, or more frequently, if deemed necessary by the Accreditation Committee.

## Context

The PMCT accreditation process has been designed to review, monitor and evaluate the provision of intern training by health services. The performance is measured against specific standards and criteria, with the ultimate aim of achieving the following objectives:

1. That Interns achieve a high standard of general clinical education and training; and
2. The best possible environment is provided for the organisation, supervision, education and training of Interns.

The objective of the accreditation process is to ensure that the training health service complies with the following seven standards:

1. Health service culture and support for interns;
2. Orientation;
3. Education and training program;
4. Supervision;
5. Feedback and assessment;
6. Program evaluation; and
7. Facilities and amenities.

Please refer to the *PMCT Accreditation Guidelines* [here](#).

## Communication Strategy

***To communicate with key stakeholders to convey accreditation information, updates, and provide opportunities for feedback to improve the accreditation process. This is achieved through a range of communication activities and methods.***

### Communication Objectives

The communications strategy objectives are to:

1. Inform the Tasmanian Health Services of the accreditation process and reinforce the requirements of accreditation including any relevant changes;
2. Inform interns and other Junior Medical Officers (JMOs) of the accreditation process and health service requirements to provide high quality education and training, as well as supervision and support;
3. Inform stakeholders of the accreditation process and health service requirements;
4. Provide the opportunity for stakeholders to provide input to and feedback about the accreditation process;
5. Carry out regular evaluation of the communications strategy; and
6. Better inform, maintain and improve the accreditation process through collaboration with stakeholders, including other accreditation bodies and providers of medical education;
7. Provide regular communication about the implications of the Medical Board of Australia's registration requirements and Registration Standards.

### Key Stakeholders

The target audience for the communications strategy are identified as:

- Health services in Tasmania;
- Interns and other JMOs employed by the health services;
- Accreditation survey team members;
- PMCT Council, Board and Committee members;
- PMCT Committee members;
- PMCT staff including Medical Education Advisors and Directors of Clinical Training;
- Affiliated stakeholders including other prevocational medical education accreditation bodies, the Tasmanian Board of the Medical Board of Australia, AMA Tasmania, and providers of medical education.
- Community stakeholders

### Communication Activities

There are a range of communication activities and methods employed to convey accreditation information and to invite feedback from stakeholders. These include:

- Email/written correspondence;
- Accreditation Committee meetings/minutes;
- Accreditation Committee yearly report;
- PMCT website;
- PMCT Accreditation newsletter
- Accreditation process presentation – forums, information sessions on an ad hoc basis;
- Survey team member training workshops;
- National accreditation and medical education related meetings/forums.

The communication activities are funded and supported by PMCT. The following outlines responsibilities and actions to provide sound communication activities:

- The Manager of the Accreditation Committee and the PMCT Executive Officer are responsible for the development and implementation of communication activities and information dissemination;

- The Medical Education Advisors are also involved in the accreditation process and take a part in informing the Accreditation Committee and Executive Officer of information and feedback;
- Up to date information will be available from regular Accreditation Committee meetings; and
- Stakeholder feedback is available via the Accreditation Committee, the Board and Council meetings in addition to email communication to PMCT staff and representatives.

### Communications Strategy Evaluation

To ensure the communications strategy is successful or to identify any changes that need to be made, a variety of evaluation methods will be used. The evaluation of the communications objectives is described below.

Communications objectives	Communication activity	Evaluation method
Inform Tasmanian Health services of the accreditation process and reinforce the requirements of accreditation including any relevant changes	<ul style="list-style-type: none"> <li>• Email/written correspondence</li> <li>• Accreditation presentation</li> <li>• PMCT website</li> </ul>	<ul style="list-style-type: none"> <li>• Record and retain all correspondence</li> <li>• Record dates of presentations including presentation delivered and attendees</li> </ul>
Inform interns of the accreditation process and Tasmanian Health Service requirements to provide high quality education and training, as well as supervision and support	<ul style="list-style-type: none"> <li>• PMCT website</li> <li>• Accreditation presentation</li> <li>• Email/written correspondence</li> </ul>	<ul style="list-style-type: none"> <li>• Record dates of presentations including presentation delivered and attendees</li> <li>• Record and retain all correspondence</li> </ul>
Inform key stakeholders of the accreditation process and Tasmanian Health Service requirements	<ul style="list-style-type: none"> <li>• Email/written correspondence</li> <li>• Accreditation Committee meetings/minutes/report</li> <li>• Board and Council meetings/minutes</li> <li>• Accreditation presentation</li> <li>• PMCT newsletter</li> <li>• PMCT website</li> <li>• Survey team member training workshops</li> </ul>	<ul style="list-style-type: none"> <li>• File/backup correspondence and replies</li> <li>• Record attendance of meetings, distribution list of minutes and report for Committee, Board and Council meetings</li> <li>• Record dates of presentations including presentation delivered and attendees</li> <li>• Record number of unique hits of newsletter on websites (monthly)</li> <li>• Evaluation of training workshop to determine appropriate content provided</li> </ul>
Provide the opportunity for key stakeholders to provide input to and feedback about the accreditation process	<ul style="list-style-type: none"> <li>• Email/written correspondence</li> <li>• PMCT website</li> <li>• Accreditation Committee meetings</li> <li>• Board and Council meetings</li> <li>• Survey team member training workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Record and retain all correspondence</li> <li>• Develop process for stakeholders to provide feedback (written, online)</li> <li>• Record minutes of meetings</li> <li>• Evaluation surveys at the completion of training workshop to determine suggestions and comments</li> </ul>
Better inform, maintain and improve the process through collaboration with stakeholders, including other accreditation bodies and providers of medical education	<ul style="list-style-type: none"> <li>• Email/written correspondence</li> <li>• Accreditation Committee meetings</li> <li>• Board and Council meetings</li> <li>• National accreditation and medical education related meetings/forums</li> </ul>	<ul style="list-style-type: none"> <li>• Record and retain all correspondence</li> <li>• Record minutes</li> <li>• Provide information at meetings/networking, minutes to inform PMCT committees</li> </ul>
Provide regular communication about the implications of the Medical Board of Australia's registration requirements and Registration Standards.	<ul style="list-style-type: none"> <li>• Email/written correspondence</li> <li>• Accreditation Committee meetings</li> <li>• Board and Council meetings</li> <li>• National accreditation and medical education related meetings/forums</li> <li>• PMCT newsletter</li> </ul>	<ul style="list-style-type: none"> <li>• Record and retain all correspondence</li> <li>• Record minutes</li> <li>• Provide information at meetings/networking, minutes to inform PMCT committees</li> <li>• Provide information on the PMCT website</li> </ul>

## Document History

<b>Date effective</b>	<b>Author/Editor</b>	<b>Approved by</b>	<b>Version</b>	<b>Change Reference Information</b>
February 2015	PMCT Accreditation Manager	PMCT Accreditation Committee	1.0	Original document
23 August 2022	PMCT Accreditation Manager	PMCT Accreditation Committee	2.2	Minor changes to links