

Reporting Policy

Introduction

doctorportal Learning Pty Ltd, trading as 'CPD Home' is a jointly owned subsidiary of the Australian Medical Association (WA) Inc, and Australian Society of Anaesthetists.

CPD Home is available to non-exempt medical practitioners in Australia at www.cpdhome.org.au. It is not limited to members of the AMA.

Background

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

CPD Home will also periodically be required to report to the Australian Medical Council (AMC) to demonstrate it meets the standards for accreditation, is progressing towards or has met any conditions of accreditation, and that it continues to provide a high quality CPD program.

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 our certified learning provider CPD activities, resources, and support services. These reports may 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 Home Program of Learning (CPD Program) and service offerings, and performance against the expectations of our subscribers and certified learning providers.

Objective

To inform our subscribers and certified learning providers and provide guidance to CPD Home staff on our reporting obligations to the MBA and AMC as an accredited CPD home, and how we use internal reporting to inform quality assurance.

Scope

This policy applies to all areas of CPD Home operations.

Definitions

Please refer to the Glossary for definition(s) of terms that apply to this policy.

Policy

CPD Home will produce reports to:

- meet our reporting obligations to the MBA and the AMC
- monitor subscribers progress in meeting their CPD requirements
- monitor the quality and relevance of the CPD Program
- monitor the quality and relevance of learning available via the CPD Home Catalogue
- monitor our performance in supporting subscribers meet their CPD requirements
- monitor our performance in supporting Certified Learning Providers to list their content on the CPD Home Catalogue
- monitor the nature, management and outcome of complaints
- monitor the nature, management and outcome of reconsideration, review or appeal applications.

All external reports will be comprised from de-identified and aggregated data except when reporting to the MBA on subscribers who have met their CPD requirements.

CPD Home may from time-to-time use case studies in its reports. These case studies may be informed by real-life situations or experiences. To protect the anonymity of those who have shared their story, or the subject of the story, any identifying information such as names and locations we will modified.

CPD Home may from time-to-time use quotes extracted from surveys in its reports. Data, including commentary, gathered via surveys will be collected anonymously.

Action

Method

CPD Home will use SQL queries to extract the data from our Learning Management System (LMS) to populate and inform the following listed reports.

CPD Compliance reporting

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

- the number of CPD Home subscribers
- a list of all subscribers who have been issued a CPD Statement of Completion
- the number of exemptions granted
- the number of deferrals granted
- the number of variations granted.

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

CPD Audit reporting

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 deemed to be at risk of not meeting their CPD Program requirements for the CPD year for further follow-up.

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

The Audit reports will be run on an exception basis. Subscribers 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, the subscriber record has:

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
 - if specialist high-level CPD 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
- accepted supporting CPD evidence has been uploaded to the subscriber record.

By the end of Quarter 1 the following CPD year

- the maximum number of hours are recorded against:
 - Domain 1: Educational Activities
 - Domain 2: Reviewing Performance and Measuring Outcomes
- written CPD Plan and reflection is completed
- CPD Statement of Completion has been triggered and available for download.

Engagement reports

CPD Home will also run an engagement report to identify subscribers who have been inactive on the CPD Home Tracker for 90 days since their last login. Any such subscribers will subsequently be notified and have up to 30 days to contact us before being made a non-subscriber. After the initial notification, a follow-up reminder will be sent at 15 days. These time frames will be reduced if the subscriber ceases to be financial in the interim.

Internal Quality Improvement reporting

CPD Home as part of our continuous quality improvement efforts will annually run the following reports:

- audit of the CPD Home 'Catalogue', to determine:
 - number of Certified Learning Providers, to monitor growth
 - breakdown of types of learning content, e.g. reading, podcast, online learning
 - popularity of specific learning content, across subscribers, and across subscriber demographics
 - percentage of started content completed
 - breakdown of learning content not completed
 - popularity of learning type, e.g. reading, podcast, online learning
- the number of subscribers who transferred data either in and out
- the number of, nature, management, and outcome of complaints
- the number and nature of applications for a reconsideration, review or appeal
- the number of decisions upheld, modified, or reversed upon a reconsideration, review or appeal.

CPD Home will use this information to assess if modifications to its CPD Program, policies, procedures or decision-making processes may be required.

Feedback surveys

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

- timeliness of our initial response
- satisfaction with progress updates
- timeliness of issue resolution
- satisfaction with outcome.

CPD Home will bi-annually survey subscribers seeking feedback on our performance in supporting them with meeting their CPD requirements, including listing quality and relevant learning in the CPD Home 'Catalogue' that meets the CPD Program, resources such as how-to guides, and customer service.

CPD Home will bi-annually survey our Certified Learning Providers for feedback on our:

- performance when listing their learning, and/or developing learning modules from their content
- customer service.

Financial reporting

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

- automatic renewals
- payments made within 30 days of renewal/due date
- subscriber cancellations
- subscriber's made non-subscribers by CPD Home.

Related Documents / Legislation

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

Appendices

1. Glossary

Version Tracking

Version	Date	Comments
1.0	December 2022	
1.1	February 2023	Amendment to reflect General Manager, CPD Home job title.
1.2	September 2024	Updated Introduction to reflect the joint ownership of CPD Home. Amended CPD Home Program of Learning start year from 2023 to 2024. Replaced AMA (WA) CEO with Executive Lead, IT Manager with Technical Lead, and General Manager CPD Home with Compliance and Policy Lead to reflect current SOP. Separated and listed the responsibilities of General Manager, CPD Consulting under its own heading. Inserted references to special considerations in 'Roles and Responsibilities' section. Removed unrelated glossary terms.
1.3	October 2024	Added Definitions statement and edited glossary. Transferred roles and responsibilities to SOP. Updated minor amendments.

Appendix 1

Glossary

Term	Definition
AMC	Australian Medical Council
Appeal	Of a decision, to be undertaken by an Appeals Committee, an ad-hoc committee of the CPD Home Board.
Applicant	Any Subscriber or Education Provider directly affected and unsatisfied with a CPD Home decision who applies to have the decision reviewed, reconsidered or appealed.
Certified Learning Provider	A learning provider who is certified by CPD Home and can list approved CPD activities relevant to doctors in the CPD Home Catalogue.
Conflict of interest	<p>A conflict of interest occurs when a person's personal interests' conflict, or could be perceived to conflict, with their responsibility to act in the best interests of CPD Home.</p> <p>Conflict of interests may be:</p> <ul style="list-style-type: none"> • Real – where a direct conflict exists between the decision maker and their duty to act in the best interests of CPD Home • Apparent – where it appears or could be perceived that personal interests are influencing the decision maker to not act in the best interests of CPD Home • Potential – where personal interests are not currently but could come into conflict with their duty to act in the best interests of CPD Home.
Conflicts of Interest Register	A record of declared or identified conflicts of interests listing to whom they apply, the nature and extent of the conflict and any steps taken to address it.
CPD Advisory Panel	Panel of medical advisers who provide advice regarding the CPD Home Program of Learning.
CPD Home Catalogue	The online listing of CPD activities on the CPD Home website and app, accessed by doctors who sign-up to CPD Home as a paid Subscriber or free Learner.
CPD Home Program of Learning	The CPD Home Program of Learning (CPD Program) provides a pathway for Australian registered medical specialists, international medical graduates, PGY2+ trainees and non-vocationally registered doctors to engage in an accredited CPD program. From 1 January 2024, the CPD Program is a mandatory program for subscribers to the CPD Home service.
CPD requirements	<p>Means CPD requirements against the Standard, as follows:</p> <ul style="list-style-type: none"> • develop a written annual CPD Plan • complete a minimum of 50 hours per year of CPD activities that are relevant to your scope of practice and individual professional development needs • allocate your minimum 50 hours per year between the following types of CPD activities <ul style="list-style-type: none"> ◦ at least 12.5 hours (25 percent of the minimum) in educational activities

	<ul style="list-style-type: none"> ○ at least 25 hours (50 per cent of the minimum) in activities focused on reviewing performance and measuring outcomes, with a minimum of five hours for each category ○ the remaining 12.5 hours (25 percent of the minimum), and any CPD activities over the 50-hour minimum across any of these types of CPD activities, including any relevant specialist high-level CPD requirements ● reflect on your CPD goals at the end of the year in preparation for your next CPD Plan ● retain records of your annual CPD compliance for auditing purposes by your CPD home and the MBA for three years after the end of each one-year cycle.
CPD year	CPD year commences 1 January and concludes 31 December.
Complaint	Dissatisfaction or concern about the conduct or actions of CPD Home expressed in a written complaint submitted via the CPD Home Complaint Form by a: <ul style="list-style-type: none"> ● Subscriber to CPD Home services ● CPD Home Education or Service Provider ● member of an CPD Home decision making or advisory entity.
Decision maker	Any person or persons making decisions for or on behalf of CPD Home.
Deferral	An extension of time, up to three months from the end of the CPD year, in which to complete the CPD requirements for that CPD year. The deferred CPD activities to be undertaken concurrently with the current CPD year requirements.
Exemption	CPD requirements for the CPD year are waived in part or full.
MBA	Medical Board of Australia
Personal interest	Personal interests include where the decision maker or a person or organisation affiliated with them would receive a benefit or incur a detriment because of the decision being made. That benefit or detriment could be financial or non-financial.
Reconsideration	Of a decision, to be undertaken by the original decision maker.
Review	Of a decision, to be undertaken by a Review Panel.
Review Panel	A panel comprised of three people chosen at the discretion of the Executive Lead or their delegate for the purpose of reviewing a decision under the Review, Reconsideration and Appeals Policy. The Review Panel shall not include a member who participated in the original decision or its reconsideration, or who otherwise has, or is perceived to have, a conflict of interest.
the Standard	The Medical Board of Australia's (MBA)'s revised <i>Registration Standard: Continuing professional development</i> .
Variation	The hours required for CPD activities across the two domains of learning, being Domain 1: Educational Activities and Domain 2: Reviewing Performance and Measuring Outcomes as per the Standard for the CPD year, are proportionally reduced to reflect the period where the subscriber did not practise medicine.