

Agency Management Committee

Meeting Number 31

8 November 2011

AHPRA, 111 Bourke Street, Melbourne

Final decisions and actions arising

Members present

Mr Peter Allen

Mr Michael Gorton

Professor Genevieve Gray

Professor Con Michael

Professor Merrilyn Walton

In attendance

Mr Martin Fletcher - Chief Executive Officer

Mr John Ilott – Director, Finance and Corporate Operations

Mr Jim O’Dempsey - National Director, Business Improvement and Innovation

Ms Kate Milbourne - Project Director for 2012 Professions (Part Two, Item 7.3)

Ms Amanda Robinson - Executive Assistant to Chief Executive Officer, Minute Secretary

Apologies

Mr Chris Robertson – Director, National Board Services

Ms Dominique Saunders – General Counsel

PART ONE

Item 1: Disclosure of any conflicts of interest in relation to agenda items

In accordance with Section 6(1) of Schedule 2 of the *Health Practitioner Regulation (Administrative Arrangements) National Law Act 2009* (the Act), members declare any possible conflict of interest in relation to agenda items for consideration by the Committee.

No conflicts of interest were advised by Members.

Item 2: Record of previous minutes

The minutes of the meeting held on 11 October 2011 were approved by the Committee as a true record of the meeting.

Item 3: Current Situation

Item 3.1: Update from Chair, CEO and Members

Mr Fletcher reported:

- The AHPRA 2010 – 2011 Annual Report has now been publicly released, following tabling in the Parliament of Western Australia on 1 November 2011. It is now available through the AHPRA and National Board websites.
- Mr Fletcher and Ms Kym Ayscough (State Manager, NSW) met with the Complaints Commissioners on 4 November in Sydney at the Australian and New Zealand Health Complaints Commissioners Meeting.
- Mr Fletcher has spoken at a number of national conferences as a guest speaker, to raise awareness of the National Registration and Accreditation Scheme and the work of AHPRA and the National Boards.
- Mr Allen, Prof. Michael and Mr Fletcher will meet with The Hon. Kim Hames (Chair, Australian Health Workforce Ministerial Council) on 9 November 2011 to brief him on progress.
- Mr Fletcher will be available for the Australian Health Workforce Ministerial Council (AHWMC) meeting, 11 November 2011 to address any issues Ministers may want to raise regarding progress with the scheme to date and the planned inclusion of new professions in 2012.

The Committee discussed the updates and noted:

- Discussions about work the Complaints Commissioners are interested in undertaking with National Boards about 'complaint-prone' practitioners will be scheduled at an upcoming meeting, once further progress has been made.
- Mr Allen will write to The Hon. Kim Hames in relation to financial arrangements for the Aboriginal and Torres Strait Islander Health Practitioner Board.

Item 3.2: Action Summary

The Committee discussed the action summary noting:

- Negotiations with Medicare regarding implementation of a mail out system have not progressed further and will be followed up.
- Action items from the notifications workshop will be amended to insert the word 'routinely' into the action item as follows: Should assessment/investigation reports be routinely released to notifiers without requiring an FOI application?

Item 3.3: Minutes of Chairs Meeting October 2011

The Committee discussed the minutes of the October Chairs meeting noting:

- Minutes Secretary to review whether the February 2012 Management Committee date/location can be re-scheduled to align with the National Board Chairs meeting in Adelaide on 1 February 2012.
- The Medical Board of Australia will be hosting a 'definition of practice' consultation forum for targeted stakeholders in Melbourne.

Item 4: Items for Decision/Discussion

Item 4.1: Developing the Organisational Maturity of AHPRA

Mr Fletcher provided an overview of a planned program of organisational developmental work.

The Committee discussed the recommendations of the report. Further discussions will be scheduled for the December and February Management Committee meetings (following the annual planning meeting of the Executive Management Group).

Item 4.2: Practitioner Audit Project High Level Business Analysis

Mr O'Dempsey provided an overview on the high level business analysis for auditing health practitioner compliance with registration standards.

The Committee discussed the report, noting that the final audit model to be implemented will be informed by the pilot audit to be conducted with pharmacists in 2012.

Item 4.3: Revised Complaints Data Report and Review of Policy

Mr Fletcher provided an overview on the revised administrative Complaints Data Report and the terms of reference for a review of the AHPRA Complaints Handling Policy and Procedure.

The Committee discussed the report and:

- Welcomed improvements in the presentation of the quarterly administrative complaints report,
- Endorsed the proposed scope of the review of the Complaint Handling Policy and Procedure,
- Noted the wording within the policy on internal reviews may need to be reviewed to provide greater clarity on the process,

- Noted work is planned in conjunction with the Professions Reference Group to provide further practitioner and community facing information about processes for managing notifications.

Item 4.4: Data Quality Management Roadmap

Mr O'Dempsey provided an overview on the Data Quality Management Roadmap.

The Committee discussed the report and:

- Noted current progress, priorities and planned future directions for ongoing work to improve data quality
- Endorsed the goals and approach being undertaken, with amendment:
 - The first goal, '*achieve and maintain the quality of AHPRA data to levels judged to be acceptable by AHPRA*' be amended to make reference to external industry standards by which AHPRA might assess quality.
- Noted that development of a data quality management framework will be completed for implementation from July 2012.

Item 4.5: Customer Service Team (CST) Peak Call Volume Strategy

Mr O'Dempsey provided an overview of the CST Peak Call Volume Strategy.

The Committee discussed the strategy and:

- Noted the call volumes were lower than projected for the medical renewal and that CST performance was better than KPIs
- Endorsed the strategy for call volumes to be monitored until a full 12 month renewal and registration cycle has been completed for all professions before a final decision is made with regard to CST resourcing for baseline and peak call volumes
- Noted that the CST resourcing strategies prepared by each State and Territory for peak call volumes have been reviewed and endorsed by the CST Project Board
- Noted that processes have been established for resources from one office to be temporarily assigned to assist another office during unusual call volumes.

Item 5: Performance Reporting and Risk Management

Item 5.1: Operational Report – October 2011

The Committee noted the report on activity levels during October 2011.

Item 5.2: Business Improvement Update

Mr O'Dempsey provided the Committee with an update on the portfolio of Business Improvement Projects.

The Committee noted the update.

Item 5.3: First Quarter Report on Business Plan

Mr Ilott provided an overview on the first quarter report on the business plan.

The Committee noted the report.

Item 5.4: First Quarter Report on Health Profession Agreements (HPAs)

Mr Ilott provided an overview on the first quarter report on the Health Profession Agreements.

The Committee noted the performance in relation to Health Profession Agreement standards for the first quarter.

Item 5.4.1: Framework for HPA Business Operations Reports

The Committee considered the proposed Health Profession Agreement Performance Report framework for reporting on business operations and agreed to provide any feedback.

Item 6: Items for Noting

Item 6.1: Key issues from October board meetings (verbal)

Mr Fletcher provided an overview of key issues from the October board meetings:

- Discussions have commenced around community engagement strategies, with some boards requesting further information on scope and cost
- Consideration of the high level business analysis which proposes a framework for audit compliance
- Discussion of business rules for sitting fees.

Item 6.2: Summary of National Board Projects

The Committee discussed the summary of Board projects and sought further advice on how AHPRA is working with National Boards to set clear priorities for Board specific work programmes and ensure that AHPRA has the capability and capacity to deliver.

The Management Committee noted the potential interest of the Ministerial Council in Board programs of work. It was agreed that further advice would be provided on the issues.

Item 6.3: Management Calendar 2011 – 2012

The Committee noted the management calendar 2011 – 2012.

Item 6.4: Consultation Update

The Committee noted the October Consultation update.