



HEALTH  
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## HETI CPD HOME

### EVALUATION FRAMEWORK

#### 1 INTRODUCTION

HETI is committed to reviewing regularly the CPD Home using a continuous quality assurance and improvement framework to ensure participants are receiving the best support, advice and professional development in order to continue to meet MBA registration standards annually and provide optimal and safe patient care.

#### 2 EVALUATION GOALS

The HETI CPD Home is committed to a cycle of evaluation and improvement. Within this cycle, the following principles will be followed:

1. There will be well-defined and clear expectations of what the CPD home will provide to members, based upon realistic, achievable and appropriate outcomes.
2. System functionality will be regularly reviewed for fitness for purpose for both users and administrators.
3. The program will review whether the human resources in place are appropriate for the program.
4. Content and outcomes will be regularly reviewed (at minimum) annually and in response to:
  - a. healthcare developments
  - b. robust evidence for change in clinical practice and education delivery
  - c. patient safety issues
  - d. stakeholder feedback
5. The rationale for all change to the CPD Homes program will be clearly articulated.
6. HETI will have a framework for organisational management to ensure necessary enabling conditions for the CPD home to function and for managing any conflict in roles and responsibilities.
7. Regular systematic analysis of risks facing the effective working of the CPD home and corresponding mitigating factors to alleviate their impacts.
8. Seek feedback from all stakeholders and be transparent about how this feedback is used and what changes as a result

### 3 PROGRAM EVALUATION

#### 3.1 EVALUATION MODALITIES

For program governance, management and operations the program will apply a multi-modality method of data collection, analysis and review. Evaluation and implementation of improvements will focus on program process and outcomes.

Evaluation modalities will include:

- CPD home members online feedback surveys on individual educational activities undertaken, IT portal functionality, number of issues reported, time to resolution of reported issues, and the annual process to fulfil CPD registration requirements
- Audit metrics –
  - numbers and percentage meeting requirements
  - spread of hours across the 3 domains (i.e., is one domain more likely than others to be non-compliant and why)
  - adequacy of supporting evidence
  - numbers needing help to meet requirements
  - members contacting staff for help with audit remediation – time to respond
  - numbers leaving the home
- Exit surveys for members leaving home
- Details about number and quality of interventions/remediation required and outcomes
- Data from CPD returns/portal to determine whether participants are progressing in the right way, at the right time
- Activity log and feedback from administration and management staff about frequent queries, time to respond to queries
- Deidentified information from complaints, reconsiderations, appeals. This may include:
  - Comparison of demographics, which may include age, location, gender, postgraduate year. This will enable HETI to investigate and address possible biases
  - Analysis of intervention timeliness and appropriateness
  - Exploration of factors leading to CPD non-compliance to identify any systems failures such as portal access and functionality
- Feedback from the AMC and MBA
- Cross organisation evaluation. This may include information from annual reports, HETI Performance Agreements and NSW Health to understand how learnings about system wide issues may affect the program
- Evaluation may also consider how often members of the HETI CPD Home are seeking external CPD activities, compared with My Health Learning and Local Health District education, meetings and other activities.

Feedback will be reviewed by HETI CPD Home management and clinical leadership. Reports with recommendations will be prepared for program governance and HETI executive at least annually, or as determined by HETI Executive. The annual evaluation will accompany the annual HETI report to the AMC if requested.

A summary of the evaluation report and planned changes will be published on the CPD home portal.

## 4 EVALUATION PROCESS

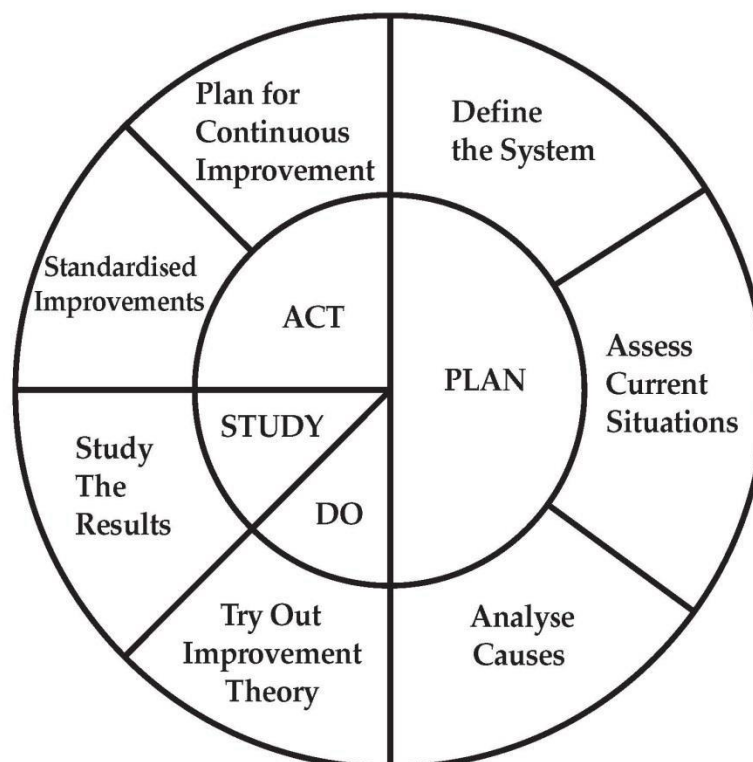
Evaluation process will be conducted in accordance with *HETI Higher Education Academic Quality Assurance Framework*.

The framework uses the Plan-Do-Study-Act (PDSA) cycle of improvement. PDSA cycles form part of the academic quality assurance process, and provide a model for developing, testing and implementing changes leading to improvements.

The PDSA model is based in scientific method and encourages a balance between taking immediate action with the need for careful analysis. The PDSA model features three key questions and a process for testing ideas for change:

1. What are we trying to accomplish? The aims statement.
2. How will we know if the change is an improvement?
3. What changes can we make that will result in improvement?

The diagram below reflects the approach being utilised by HETI CPD Home, which is used for program evaluation activities in other HETI Programs.



HETI CPD Home has access to significant internal expertise to assist with evaluation and continuous improvement activities.



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## 5 EVALUATION OUTCOMES

Procedurally, evaluation outcomes will generally follow the process below:

- HETI CPD Home will continuously monitor feedback mechanisms.
- HETI CPD Home will conduct an internal evaluation or may decide to engage external resources.
- Evaluation outcomes will be considered by program management, governance, and HETI executive.
- Proposals for change will be put forward to HETI executive for approval with any relevant budget request.
- Approved changes will be implemented according to an approved project plan.
- Material changes to the program will be communicated to CPD Home members as soon as possible, with a lead in time of at least 6 months.
- New courses/ resources/ web content or other minor changes will be implemented according to agreed timelines and communicated to CPD Home members when released for use.

## 4 ROLES AND RESPONSIBILITIES

**HETI Executive** will review and approve evaluation reports and any material changes to the Program

**HETI CPD Home administration** will manage the continuous improvement and evaluation process, including identifying relevant internal or external expertise to provide input

**HETI CPD Home Clinical Chair** will lead evaluation working groups and provide expert advice to continuous improvement and evaluation activities

**HETI CPD Home Council** will participate in evaluation activities, provide expert input, review evaluation input modalities, endorse evaluation reports and proposed program changes.

## 6 CONTACT

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