

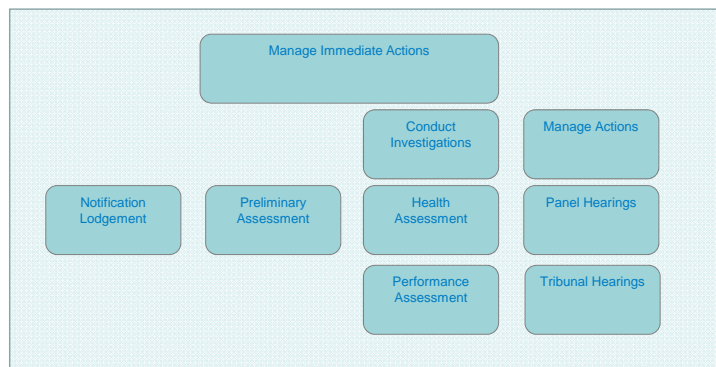


State Based Management of National Registration and Disciplinary Decisions

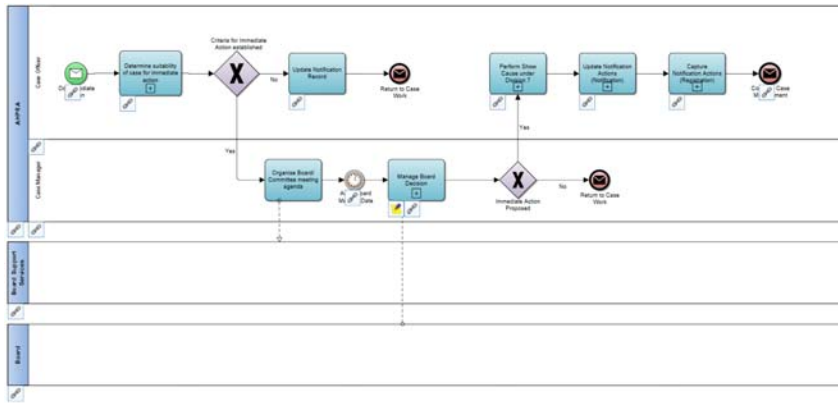
Kym Ayscough

Chair, AHPRA State and Territory Managers Committee

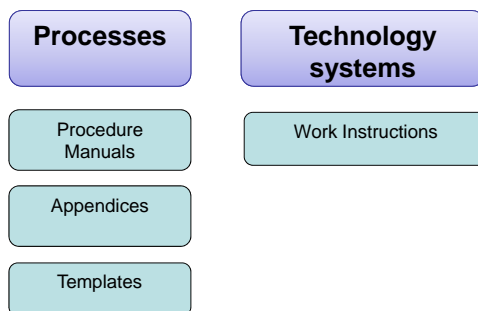
Stages of a Notification



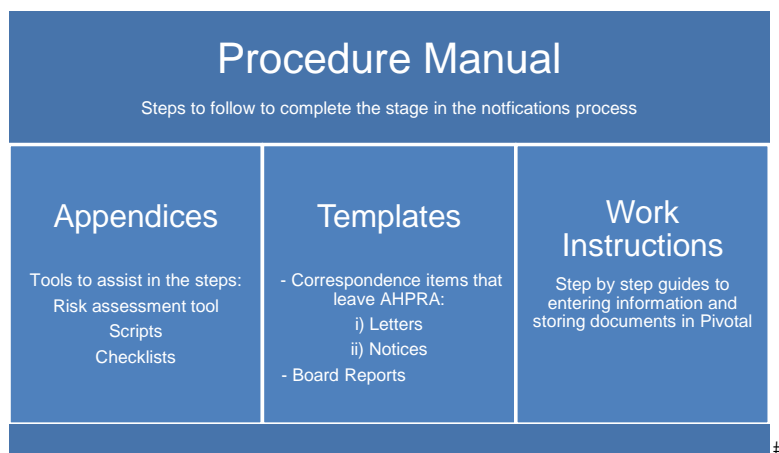
Process Map example



Information Assets



Notifications Manual Structure



Functional Scorecards to meet NRAS reporting needs

NRAS needs performance reporting to:

- Provide improved accountability to national boards, the Agency Management Committee, AHPRA National Executive, governments and the professional community
- Provide assurance that legislative requirements and standards are being met
- Highlight areas of most risk
- Drive continuous improvement and national consistency
- Support evidence based decision making and management
- Monitor regulatory process management including timeliness and process compliance
- Support resource allocation and caseload management
- Manage outstanding transitional issues
- Track organisational costs and highlight cost drivers

National Boards Scorecard – Notifications Function

Reporting Dimensions <small>- Drawn from Framework</small>	Volume/ Throughput	Process Performance	Risk Management	Due Process	Consistency	Outcomes
Performance of AHPRA:	<ul style="list-style-type: none"> •Notifications received per month and YTD •Stage of open notifications at end of month •Notifications finalised per month and YTD •Notifications closed YTD •Mandatory notifications received YTD 	<ul style="list-style-type: none"> •Response time benchmarks for preliminary assessments and investigations •Aged cases outside of benchmarks •Profile of outliers exceeding benchmarks •Preliminary assessments within 60 days •Conversion rate of PA to investigation, health/performance assessment, panel, tribunal etc 	<ul style="list-style-type: none"> •% of high risk cases that are recommended for immediate action •Duration of high risk cases at preliminary assessment, at investigation - moving quarterly average 	<ul style="list-style-type: none"> Complaints from registrants about AHPRA's: <ul style="list-style-type: none"> •Inadequate or lack of notice •Delays in investigating notification Appeals by registrants for reasons of natural justice or procedural fairness 	<ul style="list-style-type: none"> Comparison x state: <ul style="list-style-type: none"> •Outcomes at preliminary assessment •Outcomes of closed cases x stage at closure x stream 	<ul style="list-style-type: none"> •Outcomes at preliminary assessment •Outcomes of closed cases x stage at closure x stream Differences between AHPRA recommendation and Board decision at: <ul style="list-style-type: none"> •preliminary assessment •investigation
Performance of Board Committees		<ul style="list-style-type: none"> Board/Committee decision making timeliness: <ul style="list-style-type: none"> •immediate action process against agreed benchmark •establishment health/performance panel against agreed benchmark •profile of no. of times notification considered •Meeting frequency- tabs 	<ul style="list-style-type: none"> •Overall risk profile of cases x stage •Risk profile of cases at preliminary assessment stage •Immediate actions arising from mandatory notifications x stream x profession x state •Immediate actions x issue 	<ul style="list-style-type: none"> Complaints from registrants about the Board/Committee's: <ul style="list-style-type: none"> •lack of due process in decision making: <ul style="list-style-type: none"> •adequate show cause processes •delays in setting up panels Appeals by registrants for reasons of natural justice or procedural fairness 	<ul style="list-style-type: none"> •Closed cases x stream x stage •Closed cases x stream x outcome •Closed cases x issue x outcome •Profile of immediate action decisions and recommended action x issue x profession 	<ul style="list-style-type: none"> •Outcome at closure x issue x profession x state •Outcome at closure x stream x profession x state •Immediate action outcome x issue x profession x state
Profile of Registrants			<ul style="list-style-type: none"> Complexity trends in notification cases: <ul style="list-style-type: none"> •Multiple notifications per practitioner •Practitioners with prior notifications history with AHPRA •Practitioners with current conditions/limitations 			<ul style="list-style-type: none"> •Notification cases x outcome at closure x stream or issue x profession •Immediate action outcomes x issue/hypology x profession •Profile of outcomes of appeals

■ - Monthly reporting
 ■ - Quarterly reporting
 ■ - Annual reporting

Australian Health Practitioner Regulation Agency