



RELATED POLICY

Continuous Improvement Policy 1.6

PURPOSE

Members of the Prevocational Medical Assurance Services (PMAS) Committees, Panels, Secretariat and accreditation surveyors are expected to consistently strive to improve all of PMAS services including our prevocational accreditation services according to the highest standards. A continuous improvement process will ensure that all aspects of the PMAS including our prevocational accreditation services are measured and are fit for their purpose and meet our stakeholder's needs and expectations.

It is a process which, in the long term, achieves:

- Stakeholder focus
- Enhanced quality of service delivery
- Simplified processes and procedures
- Attitudinal change
- Recognition of stakeholders, both internal and external

SCOPE

This process applies to all work undertaken as part of the PMAS, including the work of committees, panels and secretariat. For the purposes of this policy "committee" will be taken to include the Governance, Prevocational Accreditation Committees and Accreditation and Prevocational Allocation Panels. There is no endpoint to continuous improvement.

DEFINITIONS

Continuous Improvement – is a long term approach of work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality. It is the responsibility of every worker, not just a selected few.

Quality – what the stakeholder needs or expects.

This includes:

- Timeliness
- Completeness
- Courtesy
- Consistency
- Accessibility and convenience

CONTINUOUS IMPROVEMENT RECORD PROCESS



- Accuracy
- Responsiveness
- Value for Money

PROCESS DESCRIPTION

1. PMAS Staff to complete Continuous Improvement Record (CIR/ACIR) on receiving issue or item.
2. Send a Word version of CIR/ACIR to PMAS Quality Assurance Officer
3. Quality Assurance Officer checks and completes CIR/ACIR and enters in CIR/ACIR register.
4. Quality Assurance Officer identifies responsible person/committee/panel to implement improvement/corrective/preventative action.
5. Quality Assurance Officer to monitor progress of implementation action. Report progress for CIR/ACIR to PMAS/Accreditation Manager.
6. For accreditation matters the Accreditation Manager/Prevocational Accreditation Committee (PAC) Chair to complete and sign off completed actions and report to the PAC, the progress of ACIR.
7. For all other PMAS matters the PMAS Manager to complete and sign off completed actions. Quality Assurance Officer to report to PMAS Governance Committee the CIR progress.
8. Quality Assurance Officer to action review and evaluation 6 months after action of improvement.

SUPPORTING DOCUMENTATION

1. *Continuous Improvement Policy 1.6*
2. *Continuous Improvement Record (CIR/ACIR) Template*

PERFORMANCE MEASURES/KPI

1. 100% of notifications of continuous improvement requests are acted upon according to this Process

Process Contact Officer: Quality Assurance Officer