



## 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 functions including prevocational accreditation services to maintain highest standards. A continuous improvement process will ensure that all aspects of the PMAS including prevocational accreditation services are measured and are fit for purpose and meet stakeholder needs and expectations.

It is a process which achieves:

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

## SCOPE

This process applies to all work undertaken as part of PMAS, including the work of committees, panels and secretariat. For the purposes of this process “committee” will be taken to include the prevocational accreditation committee and panel, intern application allocation panel and any other working group, etc. that may be formed from time to time in order to deliver PMAS functions.

## PROCESS DESCRIPTION

1. PMAS staff to complete the continuous improvement register (CIR/ACIR) on receiving an issue or item.
2. Quality assurance officer identifies responsible person/committee to implement improvement/corrective/preventative action.
3. Quality assurance officer to monitor progress of implementation action. Report progress for CIR/ACIR to the PMAS/accreditation manager.
4. For accreditation matters the accreditation manager to sign off completed actions and report to the PAC, the progress of ACIR.
5. For all other PMAS matters the quality assurance officer to sign off completed actions and report to PMAS manager
6. Quality assurance officer to action review and evaluate 6 months after action of improvement.

## SUPPORTING DOCUMENTATION

1. *Continuous Improvement Policy 1.6*
2. *Continuous Improvement Register*

# CONTINUOUS IMPROVEMENT RECORD PROCESS



## PERFORMANCE MEASURES/KPI

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

Process contact officer: Quality Assurance Officer