



The Postgraduate Medical Council of Victoria Inc. (PMCV) is accredited by the Medical Board of Australia as an intern training accreditation authority and is authorised by the Department of Health and Human Services to review postgraduate year two posts (PGY2). The accreditation process involves a survey visit every four years and progress reports during the accreditation period to ensure junior doctor education, training and support meet the PMCV accreditation standards and promote safe patient care.

PMCV has accredited the Intern Training Program and posts at BALLARAT HEALTH SERVICES as a parent health service and as a rotation site for other health services and has approved the PGY2 Training Program and posts subject to satisfying PMCV monitoring requirements and addressing accreditation conditions. The PMCV Accreditation Committee conducted a review of the conditions in June 2019, including a survey of interns. The outcomes are recorded in the body of this report.

NAME of Training Provider:	BALLARAT HEALTH SERVICES (includes Ballarat Base Hospital and Queen Elizabeth Centre)
Parent Health Service:	Melbourne Health (one intern post), Royal Children’s Hospital (one PGY2 post)
Rotation site(s):	<i>not applicable</i>
Date of PMCV visit:	8-9 August 2018
Facility accreditation status:	ACHS accredited in 2017 until 2021
Key data regarding training provider:	
Number of accredited ITP intern posts: ¹	31 intern posts (8 core medicine, 9 core ED, 7 core surgical, 7 non-core posts)
Number of approved PGY2+ posts:	55 posts (across 16 units at two sites)
Management staff and supervisors interviewed:	Ten medical management and medical education staff, 17 senior medical staff and 16 registrars, six nurse managers
Junior doctor feedback:	The intern survey had a response rate of 75% and, at the survey visit, the PMCV team met with 21 interns. The PGY2 survey had a response rate of 50% and, at the survey visit, the PMCV team met with 10 PGY2s.
DURATION OF ACCREDITATION:	Four years until end of 2022 prevocational training programs (a survey visit to occur prior to the end of 2022)
Intern accreditation and PGY2 quality review standards summary:	PGY1: 4 Standards Met with Merit and 46 Met (83%); 8 Substantially Met and 2 Not Met PGY2: 47 Standards Met (84%); 8 Substantially Met; 1 Not Met

¹ Accreditation details on individual intern posts are published on the PMCV website

Domain 1: The context in which training is delivered	Governance, Program management, Educational expertise, Relationships to support medical education, Reconsideration, review and appeals processes	This set of standards is MET
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Domain 2: Organisational Purpose	Setting and promoting high standards of medical practice and junior doctor training	This standard is MET
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Commendations for aspects of program

- ◇ There is a clear focus on education within the strategic plan and it is evident that Ballarat Health Services is making every effort to create a high quality education and training environment for prevocational doctors.
- ◇ The delivery of intern training is supported by constructive working relationships with other organisations. Special mention for the education support provided to the Grampians Intern Training program.
- ◇ The appointment of new education roles and the excellent work undertaken by the medical education team.

Recommendations for improvement

- Review medical workforce staffing and processes to address systemic issues consistently reported by prevocational doctors including roster coordination and communication. [This recommendation was reviewed by the Accreditation Committee in June 2019 and is progressing satisfactorily although survey feedback was mixed with regards professional support and orientation suggesting that communication with junior doctors could be further improved.](#)
- Develop a specific position description for term supervisors to formally define the role expectations particularly in regards to orientation and performance assessment and feedback.

Domain 3: The intern/PGY2 training program	Program structure, Flexible training	This set of standard is MET
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The intern allocations were reviewed; all interns are completing the required *core* terms, the *core* terms meet the mandatory intern training requirements, and all interns will be able to complete the minimum 47 weeks required for internship.

For PGY2s, there is an excellent clinical learning environment with opportunity to be exposed to a diverse casemix.

Commendations for aspects of program

- ◇ The inter-professional orientation program for interns and graduate nurses is effective and highly regarded. In particular, the team-based activities were a great success.

Conditions of accreditation

- Ensure even distribution of workload between the surgery units and that all interns are rostered and actively participate in at least one theatre session per week during core surgical terms.² [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. The addition of the two additional intern posts has had a positive impact.](#)
- The survey team noted that the ENT intern post also covers ophthalmology, dental and maxillofacial patients. Ballarat Health Services to provide an assurance that there is an appropriate mechanism for supervision of the intern when covering ophthalmology and the level of supervision provided for

² Post-visit: Ballarat Health Services applied for accreditation of two additional surgery intern posts to commence from 2019 so that both single intern units will now have two interns each

dental and maxillofacial. [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. The update provided by BHS in regards supervision was accepted.](#)

Recommendations for improvement

- Improve unit orientation processes so that they include clear explanation of expectations and are consistent across all terms and all units. It is recommended that unit orientation include face-to-face orientation to ensure that prevocational doctors clearly understand procedures and expectations.

Domain 4: The training program	Teaching and learning	This set of standard is MET
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Commendations for aspects of program

- ◇ The broad range of educational opportunities is excellent and protected teaching time works well for interns. Special mention for the protected three hours of paid training time in emergency for prevocational doctors and the teaching program at Queen Elizabeth Centre.

Recommendations for improvement

- Develop an intern education program that is targeted to the clinical learning needs of interns and is mapped and planned for the entire year. This should include regular opportunities for simulation based education.
- Improve PGY2 education, teaching and rotation options to enable increasing scope of practice (responsibility) and pursuit of vocational training objectives.

Domain 5: Assessment of learning	Assessment approach, Feedback and performance review, Assessors training	This set of standard is SUBSTANTIALLY MET
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Conditions of accreditation

- Develop a formal, systematic approach for intern review and certification including for when interns do not complete their training requirements. Establish an intern assessment review panel with terms of reference. [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. The update provided by BHS in regards committee structures was accepted.](#)

Recommendations for improvement

- Encourage formal face-to-face feedback to prevocational doctors by term supervisors at mid- and end-term.
- Develop an overarching policy and procedure specifically for prevocational doctor performance management.
- Monitor mid and end term assessment completion for PGY2s and how assessments are being completed by supervisors.

Domain 6: Monitoring and evaluation	Evaluation and regular review of intern and PGY2 training program	This set of standards is MET
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There were no specific commendations or recommendations identified by the survey team for this domain.

Domain 7: Implementing the education and training framework - junior doctors	Appointment to program and allocation to rotation, Welfare and support, Junior doctor participation in governance of their training, Communication with junior doctors, Resolution of training problems and disputes	This set of standard is MET
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Commendations for aspects of program

- ◇ There is a strong sense of collegiality, collaboration and community experienced by prevocational doctors working in the health service. This was a feature of junior doctor feedback when asked what was best about working at Ballarat Health Services.

Conditions of accreditation

- Review and improve the staffing and support of interns when rostered on weekends in general medicine. [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. The update provided by BHS in regards recent work to improve staffing and rostering on the weekends was accepted.](#)

Recommendations for improvement

- Review workload of prevocational doctors in rehabilitation, oncology, neurology and psychiatry. Review supervision and workload of the medical admissions PGY2 and the night surgical PGY2. [The PMCV Accreditation Committee was pleased to note the update provided by BHS on review of workload of junior doctors and that implementation of this recommendation appears to be progressing satisfactorily.](#)

Domain 8: Implementing the training framework - delivery of educational resources	Supervisors and supervision, Clinical experience, Facilities	This set of standard is MET
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Commendations for aspects of program

- ◇ Prevocational doctors value the support provided by supervisors, registrars, nurses and allied health staff. Teamwork and collaboration are features of the working and learning environment according to junior doctors. Queen Elizabeth Centre is well regarded with good supervision models, excellent teaching and high levels of support and contact from consultants.
- ◇ Prevocational doctors reported that Ballarat Health Services is an excellent clinical learning environment with the opportunity to be exposed to diverse patient populations.

Recommendations for improvement

- Ensure the designated work spaces and computers for prevocational doctors are adequate, particularly in the planned redevelopment, and review and improve the utilisation of the pager system.

Response from facility/training provider

BALLARAT HEALTH SERVICES provided a report following the survey visit, which demonstrates that the conditions are being addressed satisfactorily and the recommendations have been accepted and will be addressed during the accreditation cycle.

Progress reports during the accreditation cycle

Implementation of the conditions [was reviewed during 2019. Ballarat Health Services provided a detailed report in regards each condition and two of the recommendations which was accepted by the PMCV Accreditation Committee. A survey of interns was also conducted.](#)

A mid-cycle review, which includes junior doctor feedback and a progress report on implementation of the recommendations, will be conducted during 2020.

Mid-cycle review update

To be inserted following mid-cycle review in 2020.

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