



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 approved accreditation of the Intern Training Program and posts at WIMMERA HEALTH CARE GROUP as a rotation site from Melbourne Health 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 Facility:	WIMMERA HEALTH CARE GROUP
Parent Health Service:	Melbourne Health (13 intern posts)
Date of PMCV visit:	25 May 2018
Facility accreditation status:	NHQHS Standards accredited ; expiry 22/11/2019
Key data regarding facility:	
Number of accredited ITP intern posts: ¹	13 intern posts (three <i>core</i> medicine, two <i>core</i> surgical, four <i>non-core</i> ED/Ward/Anaes ² , two <i>non-core</i> ED/O&G posts)
Number of approved PGY2 posts:	There are no PGY2 posts
Management staff and supervisors interviewed:	6 medical management and medical education staff, 5 senior medical staff, 10 interns, 2 registrars, 3 NUMs
Junior doctor feedback:	The intern survey had a response rate of 46% and, at the survey visit, the PMCV team met with 10 out of the 13 interns.
DURATION OF ACCREDITATION:	Four years until January 2023 (a survey visit to occur prior to the end of 2022)
Intern accreditation and PGY2 quality review standards summary:	PGY1: 10 Standards Substantially Met, 33 Met, 1 Not Met PGY2: not applicable

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

² Can be counted as part of a *core* emergency term if split with five weeks *core emergency* term at Royal Melbourne Hospital

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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Commendations for aspects of program:

- ◇ There is a supportive culture and engagement of the executive and senior staff with the interns.
- ◇ The executive demonstrated their support of intern training at Wimmera Health. The team are enthusiastic and have both formal and informal opportunities for interactions with the interns. They encourage the interns to provide feedback and to alert them to any issues in regards their training/time at Wimmera Health.
- ◇ There is a good relationship and engagement of Wimmera Health and Melbourne Health staff (the parent health service) and there is an annual face to face meeting to review the intern program.

Conditions of accreditation:

- Develop a formal appeals policy and procedure so that there is a clear and transparent process for an intern to commence a dispute resolution process which is fair, transparent and impartial. [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. The appeals process is satisfactory.](#)

Recommendations for improvement:

- Ensure that the Supervisor of Intern Training (SIT) at Wimmera Health care Group is known to the interns. Facilitate the SIT's attendance at all intern orientation sessions or else provide the opportunity for interns to meet with the regularly.

Domain 2: Organisational Purpose	Setting and promoting high standards of medical practice and junior doctor training	This set of standards is MET.
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There were no specific conditions or recommendations identified by the survey team for this domain.

Domain 3: The intern/PGY2 training program	Program structure, Flexible training	This set of standards is SUBSTANTIALLY MET.
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Commendations for aspects of program:

- ◇ The interns appreciate the opportunity to experience and gain an understanding of rural practice and exposure to a range of clinical and educational experiences including varied and practical clinical skills, working in small and supportive teams and management of a range of patients under supervision.
- ◇ Handover is done very well in all units and there is an excellent Friday afternoon handover to weekend staff.

Conditions of accreditation:

- WHCG must ensure interns are not rostered at any time in the Emergency Department when appropriate supervision is not available. Whilst the ED has two visiting FACEMs twice a month from Ballarat and registrar and locum support, there needs to be a more defined senior supervision structure. In particular, supervision of interns at night in ED cannot always be guaranteed as the registrar is often called to the ICU. [This condition was reviewed by the PMCV Accreditation Committee in June 2019 and is progressing satisfactorily. It is evident that WHCG is working hard to ensure interns have access to clinical supervisors at all times and the increase in senior staffing in ED seems very positive.](#)
- Wimmera Health must inform PMCV of any loss of senior staff who are involved in either direct or indirect (via registrars) supervision of interns. [The PMCV Accreditation Committee reviewed this condition in June 2019 and is satisfied this would occur.](#)

Recommendations for improvement

- Wimmera Health explore the possibility of PGY2 doctors rotating from Melbourne Health.

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

- ◇ There are a range of educational and learning opportunities and intern specific meetings which are known to the interns. The interns value the diversity of their clinical learning.

Recommendations for improvement:

- Strengthen arrangements and support for protected teaching time for junior doctors as a majority of interns are unable to attend the protected education tutorial. A review of the timing of the current protected education session may be required.

Domain 5: Assessment of learning	Assessment approach, Feedback and performance review, Assessors training	This set of standard is MET.
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Commendations for aspects of program:

- ◇ The senior medical staff demonstrated engagement and commitment to the junior medical staff and provide regular formal and informal feedback to interns.
- ◇ The feedback process is known to the supervisors and known by the interns, there is regular informal feedback and end of term formal feedback to the parent health service.

Recommendations for improvement:

- Wimmera Health should pursue with Melbourne Health the sharing of intern assessment feedback to assist in reviewing and improving their training program and in providing feedback to the supervisors.
- Wimmera Health should develop a formal documented process for managing poor performance of the interns and make this known to interns.

Domain 6: Monitoring and evaluation	Evaluation and regular review of intern and PGY2 training program	This set of standards is SUBSTANTIALLY MET.
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Commendations for aspects of program:

- ◇ Wimmera Health has a range of methods to seek evaluation of the intern training program, including education and orientation and end of placement feedback.
- ◇ Supervisors are involved in the evaluation and feedback process.

Recommendations for improvement:

- Whilst there is a weekly meeting of the Director of Medical Services and Medical Workforce Manager with the interns, it is recommended that the processes for action, follow-up and communication of outcomes be discussed with interns so that they feel invested and engaged in the process.

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 SUBSTANTIALLY MET.
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Recommendations for improvement:

- Wimmera Health has introduced BaseCamp as a key communication tool for the interns, which is evaluated. Regularly monitor usage by interns to ensure that this tool provides information useful to the interns.

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

- ◇ The facilities and amenities at the health service for the interns are excellent; they have access to computers on the ward, the library is accessible 24/7; the interns have access to modern education facilities for education sessions.

Recommendations for improvement:

- It is recommended that all surgeons are encouraged to complete the RACS “Operating with Respect” module.

Response from facility/training provider

WIMMERA HEALTH CARE GROUP 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. [Wimmera Health Care Group provided a detailed report in regards each condition which was accepted by the PMCV Accreditation Committee.](#) [A survey of interns was also conducted.](#)

Mid-cycle review update

To be inserted following mid-cycle review in 2019.

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