



## Your response

Last month's *Extra!* contained many handy articles on policies and initiatives that are available for staff. In the weeks since the January issue many people have gained from the support for study and the healthy lifestyle initiatives.

A recent healthy lifestyle initiative reimbursement included a scooter.

## Meet Samantha Mackay



*How long have you been with us?*

I started with the Accreditation Agency in May 2006 as part of the Parramatta operations team

*What roles have you had with us?*

During the past four and a half years I have moved around and learnt various roles within the Parramatta operations team, however for the majority of time I have been part of a small team responsible for the scheduling of all visits across

New South Wales. I have been given the opportunity on a couple of occasions to act in other roles which include Senior Administration Officer, Corporate Support Services Manager and most recently helped out the Education division.

*What is your background?*

My previous employer was International Standards Certifications: a family owned and run certification company who certified a large number of clients worldwide. They provided certification for a number of management systems - Quality, Environmental, HACCP and OHS.

*What do you love about your job?*

I love the team that I work with and the great culture and atmosphere in Parramatta office. Any task is never too hard when you have great support and a great bunch of colleagues there to help you out.

*Tell us something about yourself?*

I recently got married in March last year to my high school sweetheart of six years Harry. We have a house at Woodcroft and live with two mischievous dogs: Riley, a miniature Dachshund; and Cooper, a King Charles Cavalier.

## This month...



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# ADP online

Our website currently hosts an Assessor page that contains the latest assessor resources and tools. The Assessor page also contains links to recent research, legislation changes and article reviews relating to the Accreditation Standards.

ADP online is part of the overall improvements to our assessor professional development. When assessor training was reviewed, assessors commented that many assessors struggled with attending ongoing face-to-face professional development activities due to their work and travel commitments. Assessors also commented that while face-to-face activities were highly valued there was real value and interest in developing online learning, and other learning opportunities that were not classroom-based.

ADP online provides learning opportunities on topics covered at ADP workshops making information available to all assessors, without the added stress of balancing work and travel commitments. The ADP online training option focuses on the Support contact report, introduced at the September 2010 ADP workshop. This ADP online training option contains a 30 minute audio presentation as well as a number of other resources and an assessment task. Completing this online training option via ADP online will count towards assessor annual professional development requirements.

Behind the scenes, there have been a number of dedicated people in IT, HR, Operations and external experts who have worked tirelessly to bring ADP online to life. Our IT team will provide ongoing support to all ADP online users. The IT team understand that many ADP online users will be new to using online learning tools as part of their professional development.

Our IT team will only be able to provide support for ADP online. Contact Learning and Development Manager Megan McNab for any questions about the learning package.

# Malaysian Society for Quality in Health (MSQH)

*Here is another accreditation organisation in our series on international accreditation organisations and accreditation systems.*

The Malaysian Society for Quality in Health (MSQH) was formed through the initiatives of the Ministry of Health Malaysia (MOH), Association of Private Hospitals of Malaysia (APHM) and the Malaysian Medical Association (MMA).

The MSQH is an independent, not for profit organisation working actively in participation with healthcare professionals to ensure safety and continuous quality improvement in health in the services provided by healthcare facilities and services in the country.

MSQH is dedicated to improving the quality of the nation's healthcare through voluntary accreditation. The Malaysian Hospital Accreditation Standards are intended to stimulate continuous, systematic improvement in an organisation's performance and the outcomes of care. The Malaysian Hospital Accreditation Standards, which are at par with international standards are recognized and acknowledged benchmarks for healthcare facilities. Hospitals are able to use the standards as a tool to ensure the continuous and systematic improvement of delivery of care, organisation-wide.

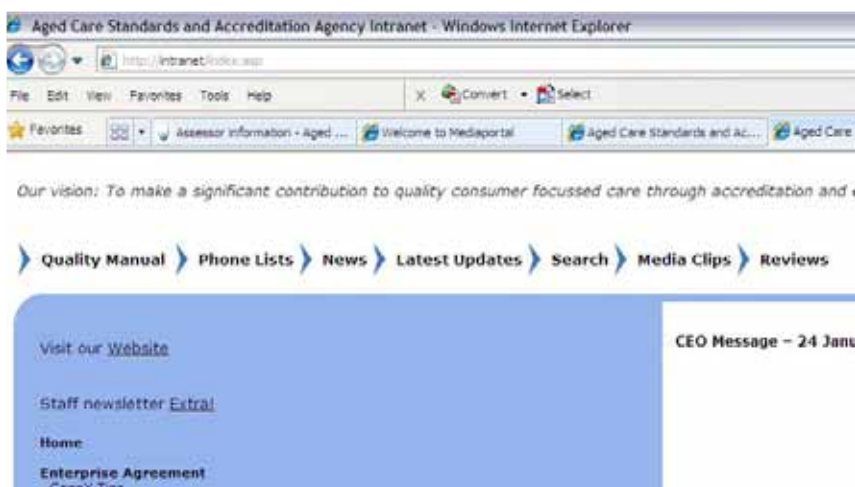
MSQH is a member of International Society for Quality in Health Care (ISQua). MSQH is also affiliated with the ISQua Accreditation Council Federation, a federated structure that oversees in Programs for Healthcare Accreditation worldwide. MSQH is also a member of the Accreditation Council which comprises of representatives from WHO, World Bank, the International Hospital Federation (IHF) and national accreditation bodies from the US, Canada, France, UK, Netherlands, South Africa, Jordan, India and Australia.

# Latest releases

Keep checking the intranet for the latest policy and procedure updates.

In January, the Standard Operating Instructions for Support contact hours on site and report writing for Module 4 has been re-released. The fields for recording the Assessment team's Support contact hours on site and total report writing hours have been incorporated into the Review and finalise support contact report work item.

Go to **Latest Updates** on the intranet to learn more.



## Resource clean-out

As part of our corporate values: "We actively work towards the efficient use of resources and minimising our impact on the environment." It's the beginning of 2011 and this is your opportunity to clean-out or recycle your resources.

Here is a suggested list of activities you may wish to consider during your clean-out.

Check the version number of your supply of **Assessor questionnaires**:

- Look at the bottom of the first page and ensure your Assessor questionnaire is v2.0. If your Assessor questionnaire is not v2.0 please recycle these copies.
- Team leaders will receive a copy of the Assessor questionnaire in your work pack or contact your state office.

Check your hard copy of the **Assessment modules** and any electronic copies you may have:

- Make sure your Assessment modules copy is v3.0 October 2010. If your version is not v3.0, please recycle this copy.
- Contact your relevant state office to pick up a current copy of the Assessment modules.

For assessors who have passed their **support contact report** competency:

- Ensure you have deleted previous versions of the support contact report insert templates from your computer. A full list of the current insert templates were emailed to you on the 21/10/2010.
- Contact Ingrid Fairlie (Ingrid.fairlie@accreditation.org.au) to obtain the current template.

Consider adding to your MS Outlook calendar a reminder of when your **assessor re-registration** is due. This reminder should be at least **three months** prior to your expiry date.

Do you have any completed **assessor workbooks** from visits to return?  
Send these to your state office today.