



Postgraduate Medical Council
of Western Australia

POSTGRADUATE MEDICAL COUNCIL OF WESTERN AUSTRALIA POLICY

CREDENTIALLING OF SURVEYORS

SCOPE

This policy applies to all persons appointed by the Postgraduate Medical Council (PMCWA) to survey health service facilities within Western Australia.

POLICY STATEMENT

PMCWA is committed to supporting and facilitating the education and training of prevocational doctors in Western Australia. One of the Council's key objectives is an open and transparent accreditation system, supported by efficient and effective processes. Appropriately skilled and experienced accreditation surveyors are essential to the success of the accreditation program. In order to maintain a high calibre of assessors and thereby ensure the accreditation reviews are conducted at a high standard, surveyors will be trained and assessed in accordance with the listed principals.

DEFINITIONS

Credentiailling	The formal process used to verify the qualifications, experience, professional standing and other relevant professional attributes of medical practitioners and Department of Health, WA employees. Performed for the purpose of reviewing surveyor competency, performance and professional suitability to undertake accreditation surveys to ensure safe and high quality supervision, education and training within health services.
Verification	Relates to the process of citing, reviewing, inspecting and authenticating documents supplied by a potential surveyor to establish that the supplied documents, qualifications and references meet PMCWA surveyor standards and requirements.
Accreditation	A status that is conferred upon an organisation/unit/department/practice when it has been assessed as having met particular accreditation standards.
Trainee Surveyor	An individual who is being trained and assessed to become a surveyor.
Support Surveyor	An individual who has been trained to perform an accreditation survey.
Lead Surveyor	An appropriately credentiailled medical practitioner who has been authorised by the Accreditation and Standards Committee as a lead surveyor. Except where an exception is made by the Committee to reflect a surveyor's extensive experience, a lead surveyor shall have completed a minimum of 6 surveys including Primary Employing Health Service (PEHS) and placement health service surveys in both the private and public sector.

PRINCIPLES

1. Surveyor status (support and lead) is conferred by the Accreditation and Standards Committee. Lead surveyor assessments and other information received will inform this decision.
2. All surveyors will be assessed by an approved lead surveyor as defined by the PMCWA Accreditation and Standards Committee.
3. The following information/evidence should be considered as a part of initial credentialling:
 - Verification of the candidate's educational and clinical qualifications
 - Scope and level of surveyor duties specific to the candidate
 - Review of the considered opinion of at least two professional referees who are able to advise on the candidates skills, competency and suitability for the scope of accreditation activity being sought
4. All surveyors are expected to be able to utilise their knowledge of the PMCWA Accreditation Standards and extensive workplace knowledge to review and assess the performance of organisations without bias.
5. Surveyors are expected to be able to provide feedback and advice to organisations on how to improve the education and training for prevocational doctors.
6. The appointment of a nominated person as a trainee surveyor must be approved by two of the following:
 - Chair, Accreditation and Standards Committee
 - Deputy Chair, Accreditation and Standards Committee or
 - Member of the PMCWA Executive Committee
7. Trainee surveyors will be registered by the PMCWA Secretariat which will coordinate assessment by lead surveyors, inform and forward reviews of the trainee surveyors to the Committee.
8. Trainee surveyors will observe a minimum of two surveys prior to being assessed except where an exception is made by the Committee to reflect a surveyor's extensive experience.
9. Lead surveyors are responsible for the leadership and direction of each survey, assessment of trainee surveyor and the finalisation of each report.
10. Lead surveyors are responsible for offering advice to the Accreditation and Standards Committee regarding the accreditation status of a health service or term.
11. Lead surveyors must complete a minimum of two term surveys per annum to maintain their lead status. Surveyors previously credentialled as lead surveyors who do not meet this requirement return to support surveyor status and must seek approval from the Accreditation and Standards Committee to be re-credentialled as a lead surveyor in addition to meeting the surveys per annum requirement.
12. Appointment of a lead surveyor should have regard to the professional seniority of the candidate. Considerations should include the effects of accreditation activities and outcomes on personal career progression. For such reasons it is preferable if an appointed lead surveyor is a consultant/college fellow, or alternatively a senior registrar/hospitalist with substantial experience i.e. minimum 5 years.
13. Re-credentialling of surveyor credentials must occur to ensure currency and relevance to accreditation activities of PMCWA.

14. A surveyor's credentials should be renewed every 5 years or as determined by the Accreditation and Standards Committee, PMCWA.
15. The following information/evidence should be considered prior to making a decision on whether or not a surveyor will be re-credentialed:
 - Review evidence of the surveyor's compliance with surveyor requirements
 - Education, training and experience gained since the last review
 - Performance reports by and feedback from lead surveyors and/or peers
 - Other relevant information such as complaints and/or surveyed sites feedback
16. Surveyors of interstate Postgraduate Medical Councils (PMCs) or equivalent will be credentialled as independent lead surveyors. Such persons should be recognised as senior and experienced surveyors within their own jurisdictions.

RESPONSIBILITIES

Accreditation and Standards Committee

- Principal responsibility to ensure that only suitably qualified individuals are granted trainee/support/lead surveyor status.
- Reviews and verifies a surveyor qualifications, skills, experience and competencies
- Defines the scope of a surveyor's role, with regard to their professional qualifications and experience, and PMCWA's role and needs.

PMCWA Secretariat

- Maintains a database of surveyor credentials and scope of accreditation duties.
- Collates information relating to surveyor credentials, as requested by the Accreditation and Standards Committee in reviewing and verifying surveyor credentials.
- Regularly reports to the Accreditation and Standards Committee on credentialling status.

Individual Surveyors

- Provides necessary and timely information to the Accreditation and Standards Committee and Secretariat for credentialling purposes.
- Complies with their defined scope of accreditation duties.

SUPPORTING DOCUMENTS

[Assessment Form for the Credentialling of Surveyors](#)

Postgraduate Medical Council of Western Australia. (2014). Accreditation Standards Guidelines.

Postgraduate Medical Council of Western Australia. (2014). [Confidentiality and Conflict of Interest](#)

Postgraduate Medical Council of Western Australia. (2014). [Accreditation Survey Team Selection Criteria](#).

VERSION CONTROL

Endorsed by:	PMCWA Accreditation & Standards Committee
Effective Date:	24/03/2014
Review Date:	24/03/2017
Link to policy page:	http://www.pmcwa.health.wa.gov.au/publications/index.cfm
Primary Contact	Program Officer, PMCWA