

Risk Management Program for Eligible Midwives

**1 April 2017
to 31 March 2018**

Key Dates

2017

April

1 Program year commences

May

Bookings and activities available

August

8 Workshops begin

December

4 Interim Points Statement sent

2018

March

31 Program year ends

All online activities, Action Plans and Accredited Activity certificates must be submitted by the end of the Program

April

10 Final Points Statements sent



MIGA's Risk Management Program was the first of its kind introduced in Australia and we believe it remains at the forefront of risk management initiatives in the medical indemnity insurance industry.



Liz Fitzgerald

National Manager – Risk Services

Welcome to the MIGA 2017/2018 Risk Management Program.

A key differentiator for MIGA is our strong focus on risk management. We see it as a very important tool to help us and our clients control claim costs in the future.

Your insurance with MIGA provides you free access to our Risk Management Program which offers an exciting variety of support materials, resources and activities to support your practise. The Program materials and activities can be accessed online or as part of a virtual classroom from anywhere in Australia.

Program activities attract either 5 or 10 Points. When you complete a single 10 Point activity or undertake two 5 Point activities we'll provide a discount of 10% off next year's premium with MIGA.

Eligible Midwives will be able to claim Australian College of Midwives CPD points for the MIGA activities they complete.

MIGA understands the importance of providing a framework to assist Eligible Midwives to plan and undertake appropriate risk management education to enhance the safety and quality of the care you provide.

How to complete the Program

Either complete one 10 Point activity, or combine any two 5 Point activities:

10 POINTS

Workshop and Action Plan
Practice Review

5 POINTS

Workshops
Questionnaires
Accredited Activity

How to book or complete activities

Step One

Log into the Client Area on our website: www.miga.com.au

Step Two

Select 'Midwife'

Step Three

Enter the five digits of your client reference number that begins with WM

Step Four

Enter your password

If you have never set a password, enter your date of birth in a dd/mm/yyyy format.

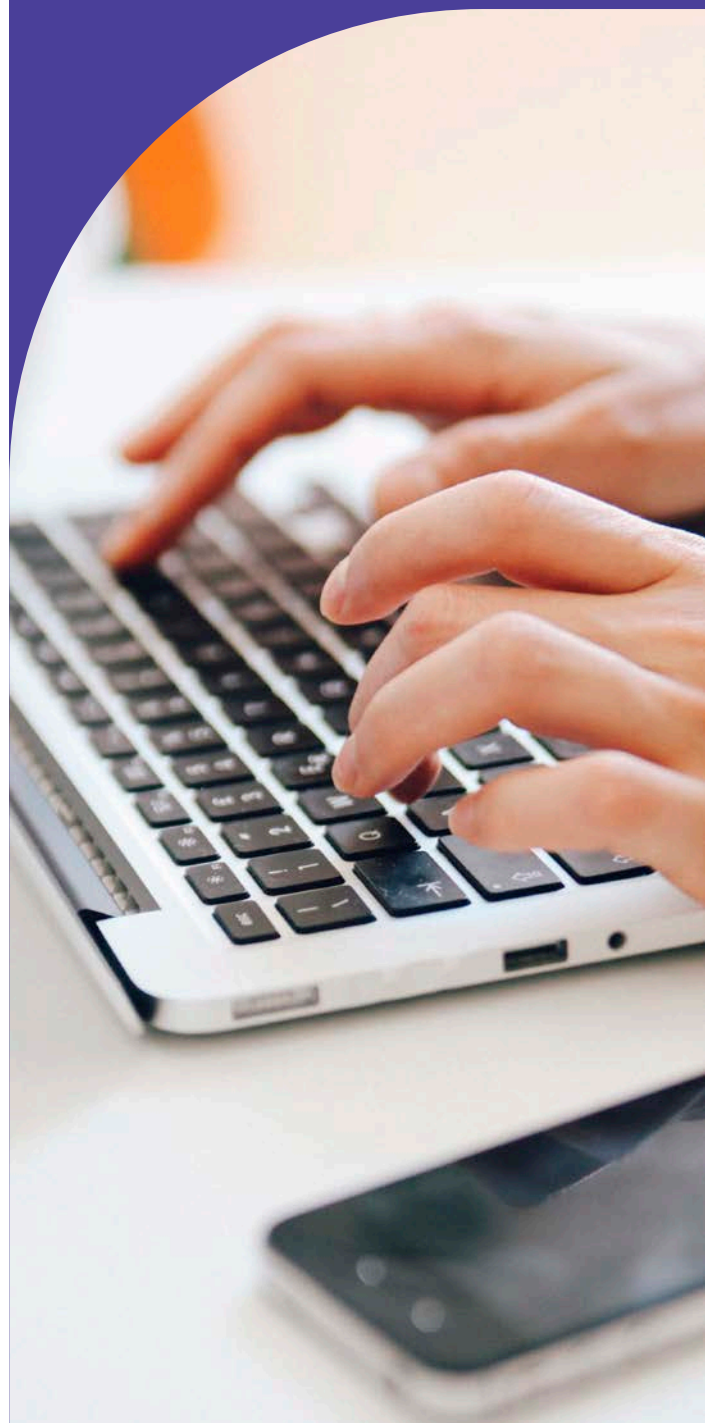
In the Client Area you can:

- ✓ Book for a Workshop
- ✓ Complete a Questionnaire
- ✓ Complete a Practice Review
- ✓ See how many Points you have so far
- ✓ See the Risk Management activities you have previously completed.

College CPD Points

You can claim Australian College of Midwives CPD points for the MIGA activities you complete!

In the event of a CPD audit by the College or by AHPRA, you can use the Points Statements MIGA provides to you in December and April.





5 POINTS EACH

Workshops

MIGA Workshops focus on our claims experience. Workshops provide an interactive forum for discussing clinical and professional risk issues and preventative strategies. Case examples, practical exercises and risk management tips are provided.

Online Workshop topics and dates

Date & time	Workshop	
Thurs 17 Aug 2017 19:30 – 21:30 (AEST)	Introduction to risk management for midwives	<ul style="list-style-type: none"> • Definition of risk management and quality assurance • Introduction to clinical risk • Discussion on clinical risk issues • Practical exercises on identifying, assessing and treating risks
Tue 8 Aug 2017 19:30 – 21:30 (AEST)	Health records for midwives	<ul style="list-style-type: none"> • The role of health records in health care • Evaluation of case studies and current law • Practical exercises highlighting areas of vulnerability • Practical solutions for improving your practice
Wed 20 Sep 2017 19:30 – 21:30 (AEST)	Managing complaints for midwives	<ul style="list-style-type: none"> • What prompts clients to complain • Share and learn skills to resolve complaints quickly • Utilising tools and staff to prevent and diffuse complaints • How AHPRA and the health complaints bodies work together and what that means for you
Mon 9 Oct 2017 19:30 – 21:30 (AEDT)	eHealth for midwives	<ul style="list-style-type: none"> • Explores risks associated with new communication technologies • Provides insight into the risks associated with electronic medical records, electronic forms of communication, mobile medical devices and social media • Examines the privacy and governance related issues
Wed 29 Nov 2017 19:30 – 21:30 (AEDT)	Managing expectations for midwives	<ul style="list-style-type: none"> • Explore the opportunities for misunderstanding between midwives and the women in their care • Identify strategies for promoting shared expectations of the birthing process • This should involve the midwife, the patient, families and other health professionals in a collaborative setting
Tues 17 Oct 2017 Thurs 2 Nov 2017 Thurs 8 Mar 2018 Mon 19 Mar 2018 <i>All sessions are 19:30 – 21:30 (AEDT)</i>	The perils of silence – Communicating for safety <small>NEW</small>	<ul style="list-style-type: none"> • Communicating effectively with clients and colleagues is just as important as the clinical treatment • Explore the role of poor communication in clinical errors and discuss strategies for empowering midwives to communicate for safety <p>Available to MIGA insured doctors and Eligible Midwives</p>

You can attend 2 Workshops to complete the Risk Management Program.

How to complete the Program when attending a Workshop:

Points

- 10** Workshop + Action Plan
- 10** 2 Workshops
- 10** Workshop + a Questionnaire
- 10** Workshop + an Accredited Activity



Register

Book online in the Client Area of our website:

- » **Risk Management**
- » **Workshop Bookings**

Workshop and Action Plan

10 POINTS

When you attend an MIGA Workshop it may highlight some gaps in your current practise or your practice set up. We encourage you to use what you have learned to make some changes to your practise by developing and submitting an Action Plan of how you will address any gap(s) you identified. Improvements must be linked to the topic covered in the Workshop and should be a step towards reducing your medico-legal risk.

An Action Plan can only be completed once a Workshop has been attended.

By attending a Workshop and submitting an Action Plan you will complete the Risk Management Program.

To claim Points an Action Plan must be submitted to MIGA by 31 March 2018.



Practice Review

10 POINTS

The Practice Review provides an opportunity to evaluate your current practice through a process of self-assessment and making an improvement to your practice. Improvements should be a step towards reducing your medico-legal risk.

Stage 1 Self-Assessment

Complete a Self-Assessment in the Client Area of our website:

- » **Risk Management**
 - » **Practice Review**
 - » **Practice Self-Assessment for midwives**
- or
- » **Risk Management**
 - » **Practice Review**
 - » **Complaints Self-Assessment**

Stage 2 Action Plan

Identify an area for improvement based on your Self-Assessment result:

- » **Risk Management**
 - » **Practice Review**
 - » **PSA Result**
- or
- » **Risk Management**
 - » **Practice Review**
 - » **CSA Result**

Review the MIGA resources that correspond to the area identified for improvement. Document your proposed or completed improvement on the Action Plan and submit the Action Plan with any revised policies, procedures or guidelines to MIGA.

If you score 100%, we suggest that you review your current policies and procedures to ensure they are current and up to date and document this in the Action Plan.

To claim 10 Points, both stages of the Practice Review must be completed by 31 March 2018.

5 POINTS EACH

Questionnaires

MIGA offers self-directed and self-paced learning options through newly developed interactive online Questionnaires.

Each involves a combination of learning materials, case studies, videos, resources and short quizzes.

We anticipate that each Questionnaire will take approximately 90 minutes to complete. This does not need to be completed in any one session, and can be completed in stages, provided you use the same device and do not erase your browser history or cookies.

If you submit 2 Questionnaires you will complete the Risk Management Program and earn 10 Points.



How to complete a Questionnaire

You must complete a Questionnaire in the Client Area of our website:

- » Risk Management
- » Questionnaires

Once you successfully pass a section within the Questionnaire, only then does the next section become available.

To claim Points, Questionnaires must be submitted online by 31 March 2018.

How to complete the Program when completing a Questionnaire:

Points

10 Questionnaire + a Workshop

10 2 Questionnaires

10 Questionnaire + an Accredited Activity



Accredited Activities

5 POINTS

MIGA accredits workshops and seminars offered via professional associations – such as Colleges and Associations that provide Continuous Professional Development.

Accredited Activities **must be focussed on medico-legal or clinical risk management** and be comparable to an MIGA Workshop with regard to focus, intensity, duration, interaction and resource materials.

MIGA will not accept applications directly from attendees. If you are attending education provided by a professional association, encourage the organisers to seek accreditation from us before the event.

If you are involved in delivering education via a professional association, please contact the Risk Management Department to discuss the process for MIGA accrediting your activity. MIGA does not charge any fees to accredit activities.

You can access the list of **Accredited Activities** via our website.

To claim Points, you must submit a copy of the Accredited Activity's Certificate of Attendance to MIGA by 31 March 2018.

How to complete the Program when attending an Accredited Activity:

Points

10 Accredited Activity + an MIGA Workshop

10 Accredited Activity + a Questionnaire

Do you need more information?

Please do not hesitate to contact the friendly staff in our Risk Management Department on 1800 777 156.

Alternatively you can email us at risk@miga.com.au.

We are happy to help.



Liz Fitzgerald
National Manager – Risk Services



Keryn Hendrick
Risk Education Manager



Gareth Thomas
Clinical Risk Coordinator



Hallie Barron
Clinical Risk Coordinator



Jane Clark
Administrative Officer

Terms and Conditions

Participation in MIGA's Risk Management Program (the Program) is subject to the following terms and conditions:

Dates

- The Program year runs from 1 April 2017 until 31 March 2018
- The Current Period of Insurance for insurance cover is from 1 July 2017 until 30 June 2018
- The Next Period of Insurance for insurance cover is from 1 July 2018 until 30 June 2019.

Enrolment

- Enrolment in the Program does not automatically guarantee a premium discount, unless all requirements are met.

Activities

- All Eligible Midwives insured with MIGA can complete any of the activities
- There are no compulsory activities
- Activities can be completed or combined in accordance with the information outlined in this Booklet
- To be considered for Points, all risk management activities must be completed between 1 April 2017 and 31 March 2018 and (where required) submitted to MIGA by 31 March 2018
- There is no charge for MIGA activities
- You cannot receive Points if you repeat a Workshop or Questionnaire
- You must participate in a Workshop for at least 90 minutes in order to earn Points
- Both stages of the Practice Review must be completed in the same Program year
- You can only receive Points for one Accredited External Activity in the Program year
- The Points values and amount needed for a discount apply equally to all Eligible Midwives, whether working part time or full time
- Points cannot be brought forward from a previous Program year nor carried over to a future Program year.

Premium discount

- To achieve a 10% premium discount in the Next Period of Insurance, Eligible Midwives must complete at least 10 Points in the Program to the satisfaction of MIGA
- Earn less than 10 Points and standard premiums will apply and Eligible Midwives will not receive a discount
- Eligible Midwives are only entitled to a premium discount in the Next Period of Insurance if they:
 - Achieve the required Points in the Current Program, and
 - Maintain professional indemnity insurance with Medical Insurance Australia for the Next Period of Insurance
- Any discount will only apply to the Medical Insurance Australia insurance premium for the Next Period of Insurance and not to other charges such as GST, ROCS levy or stamp duty
- If Eligible Midwives:
 - Cancel or fail to renew their insurance in the Next Period of Insurance, no discount will apply
 - Change their part time/full time status or amend their practice category to a different indemnity level, the discount in the Next Period of Insurance will be applied to the new premium.



**General Enquiries
and Client Service**

Free Call 1800 777 156
Facsimile 1800 839 284

Claims and Legal Services

(During Office hrs and 24hr
emergency legal support)

Free Call 1800 839 280
Facsimile 1800 839 281

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