

Risk Management Program for Doctors

**1 April 2017
to 31 March 2018**

Key Dates

2017

April

1 Program year commences

May

Bookings and activities available

July

4 Workshops begin

December

4 Interim Points Statement sent

2018

March

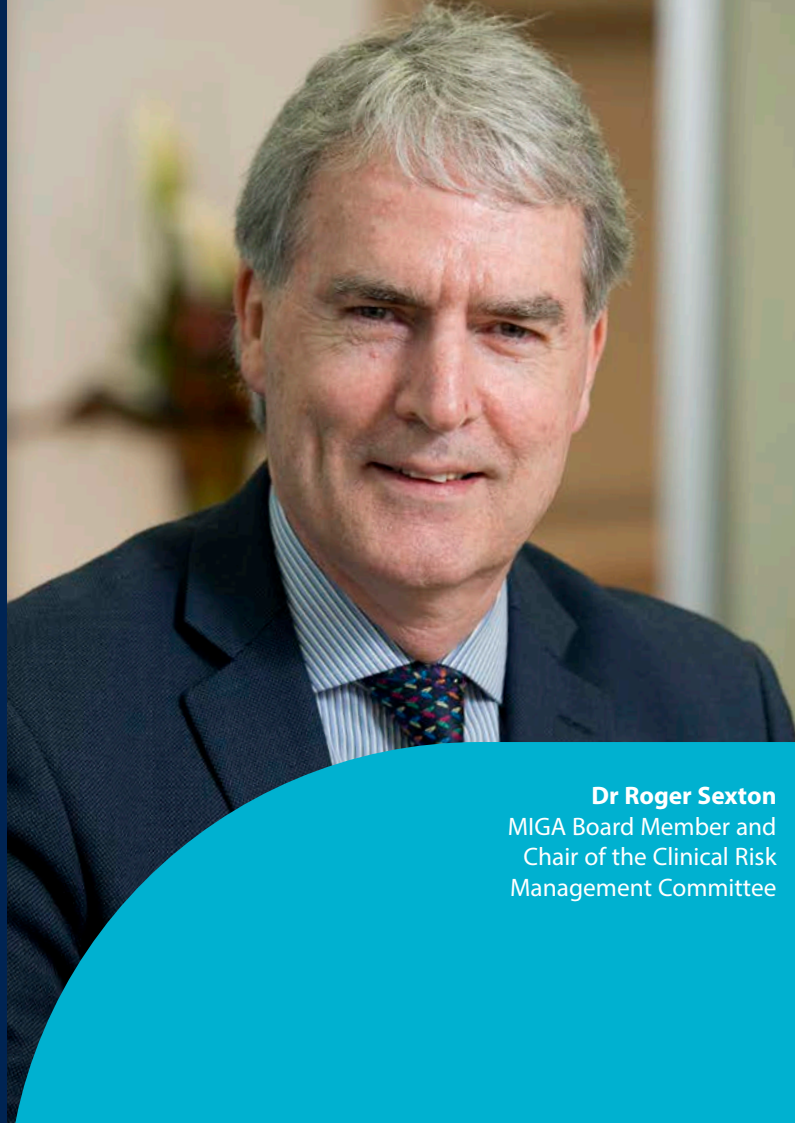
31 Program year ends

All online activities, Action Plans, Doctor's Health Certificates and Accredited Activity certificates must be submitted by the end of the Program

April

10 Final Points Statements sent





Dr Roger Sexton

MIGA Board Member and
Chair of the Clinical Risk
Management Committee

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.

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 claims costs in the future.

We provide doctors insured with us free access to the Risk Management Program offering them an exciting range of support materials, resources and activities. It includes an extensive range of risk management initiatives that can be completed online, as part of a virtual classroom or by attending Conferences and Workshops across Australia.

All activities attract 5 or 10 Points. Completion of a single 10 Point activity or two 5 Point activities provides doctors a discount of 10% off next year's premium with MIGA.

The Program runs from 1 April 2017 to 31 March 2018 and CPD points can be claimed for MIGA activities with most Medical Colleges.

How to complete the Program

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

10 POINTS

MIGA Conference

Workshop and Action Plan

Practice Review

Ophthalmology Clinical Practice Review

5 POINTS

Workshops

Questionnaires

Doctor's Health Assessment

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 'Doctor'

Step Three

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

Step Four

Enter your password

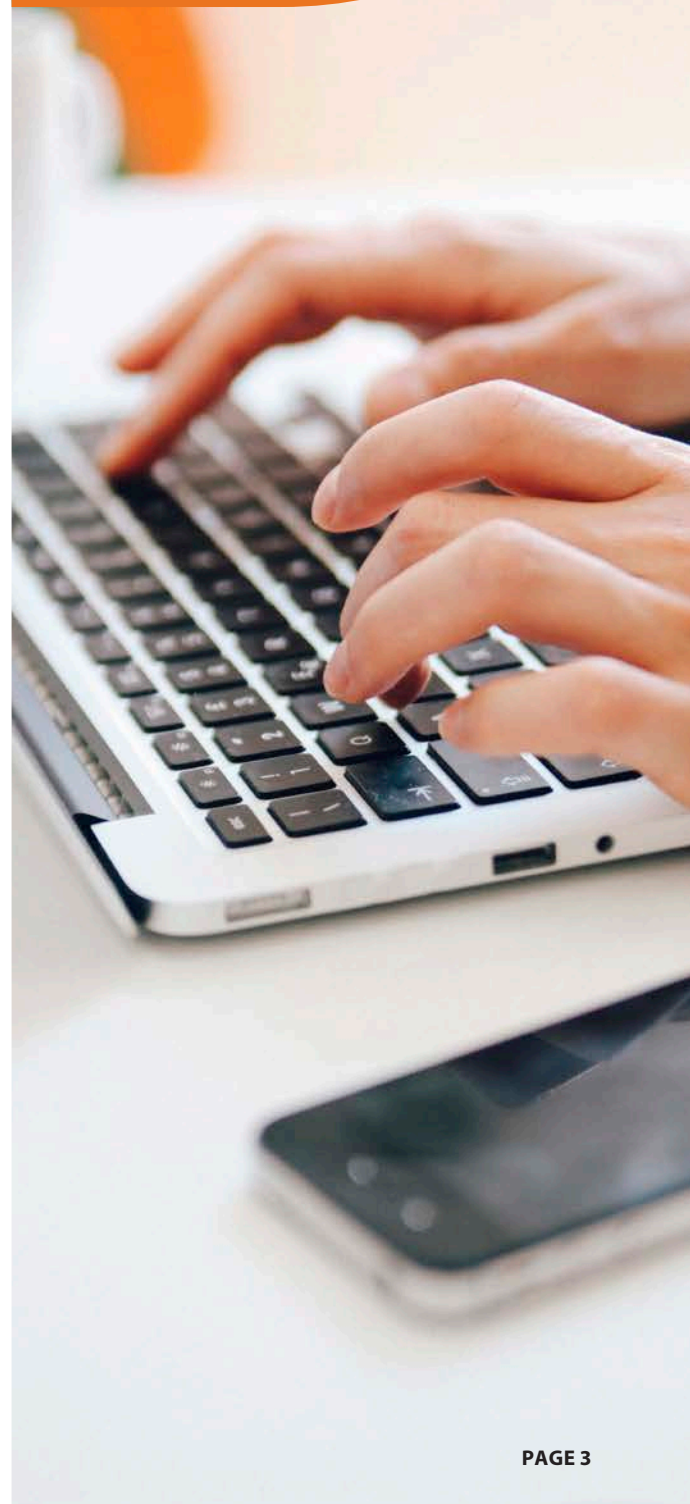
If you have never set a password, enter your date of birth in a dd/mm/yyyy format.

In the Client Area you can:

- ✓ Book for a Conference or 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

Your Medical College may allocate CPD Points for MIGA activities. For more information go to our website, www.miga.com.au





Conferences

10 POINTS

All but one Conference involves a Plenary Session with a panel of experts, followed by a small group Workshop of your choice. The Limestone Coast Conference is delivered as 2 Workshop Sessions instead. The Conferences are scheduled as follows:

Most Conferences	Adelaide 2#	Limestone Coast*
08:30 Registration	08:30 Registration	09:30 Registration
09:00 Plenary Session	09:00 MIGA AGM	10:00 Workshop Session 1
10:30 Morning tea	10:00 Morning tea	12:00 Lunch
11:00 Workshop Session	10:30 Plenary Session	13:00 Workshop Session 2
13:00 Close	12:00 Lunch	15:00 Close
	12:45 Workshop Session	
	14:45 Close	

When and Where

Adelaide	1 12 August 2017 Hilton, Adelaide
	2# 25 November 2017 Hilton, Adelaide
	3 17 February 2018 Hilton, Adelaide
Barossa	3 February 2018 Novotel Barossa Valley Resort
Brisbane	11 November 2017 Hilton, Brisbane
Limestone Coast*	28 October 2017 The Lakes Resort, Mount Gambier
Melbourne	14 October 2017 Park Hyatt, Melbourne
Sydney	1 2 September 2017 Amora Jamison, Sydney
	2 3 March 2018 Amora Jamison, Sydney

Note different times for Adelaide 2 Conference

*A Workshop is offered at Limestone Coast Conference in place of the Plenary Session

Session 1 (Plenary)

Hypothetical: Who dunnit? A poisonous pill NEW

An interactive Claims Hypothetical moderated by Professor Guy Maddern will, with the support of an expert panel, investigate the death of a patient and de-mystify a Coronial inquest through a mock court scenario. Participants will have access to coronial representatives, medical practitioners and solicitors to answer their questions.

Session 2 (Workshop)

Choose from:

The perils of silence - Communicating for safety NEW

The anatomy of a claim NEW

Cost

There is a small cost to attend a Conference.

Minimum attendance for Points

Participants must be present for at least **60 minutes** of the Plenary Session and at least **90 minutes** of a Workshop in order to earn Points.

More information

MIGA Conference Pamphlet



Register

Book via our secure payment option online in the Client Area of our website:

» **Risk Management** » **Conference Bookings**

Workshops

5 POINTS EACH

MIGA Workshops are based 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.

For details on the topics, dates and venues available, please refer to pages 8 and 9.

Cost

Free MIGA members
\$250 non-MIGA members

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



Register

Book online in the Client Area of our website:

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

Completing the Program when attending a Workshop:

Points

- 10** Workshop + Action Plan
- 10** 2 Workshops
- 10** Workshop + a Questionnaire
- 10** Workshop + a Doctor's Health Assessment
- 10** Workshop + an Accredited Activity

Workshop and Action Plan

10 POINTS

Using the information you have learned by attending an MIGA Workshop, identify some gaps in your practise and commit to making some changes by developing and submitting an Action Plan. Improvements must be linked to the topic covered in the Workshop and be a step towards reducing your medico-legal risk.

An Action Plan can only be completed once a Workshop has been attended. To claim Points an **Action Plan** must be submitted to, and approved by, MIGA by 31 March 2018.

Questionnaires

5 POINTS EACH

MIGA offers self-directed and self-paced learning options through interactive online Questionnaires. Each involves a combination of learning materials, case studies, videos, resources and short quizzes.

You can submit 2 Questionnaires to complete the Risk Management Program.



How to complete a Questionnaire

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

- » **Risk Management**
- » **Questionnaires**

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

Completing the Program when submitting a Questionnaire:

Points

- 10** Questionnaire + a Workshop
- 10** 2 Questionnaires
- 10** Questionnaire + a Doctor's Health Assessment
- 10** Questionnaire + an Accredited Activity

Practice Review

10 POINTS

Evaluate your current practise through a process of self-assessment and making an improvement. Improvements must 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**
- » **Own Practice Self-Assessment**

or

- » **Risk Management**
- » **Practice Review**
- » **Employed Doctor Practice Self-Assessment**

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.

Ophthalmology Clinical Practice Review

10 POINTS

Ophthalmologists can undertake a records audit, attend a peer group session to discuss the results, and make an improvement to your practice. Improvements must be a step towards reducing your medico-legal risk.

Stage 1 Records Audit (Clinical Audit)

Complete the MIGA Audit Tool for at least 5, but preferably 10, relevant concurrent records.

Stage 2 Seminar (Peer Review Meeting)

Attend one of the MIGA Ophthalmology Seminars to discuss the results, compare your results with the wider membership and discuss some relevant case studies.

You can only register for the Seminar once you have submitted your Audit.

Register for the Seminar:

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

Stage 3 Action Plan (Implementing Practice Changes)

Identify an area for improvement based on your Self-Assessment result or the Seminar discussion.

Review your Audit results, the corresponding MIGA resources in the Risk Resources library and those topics discussed at the Seminar. Document your proposed or completed improvement on the Action Plan and submit the Action Plan with any revised policies, procedures or guidelines to MIGA. Even if you score 100% in the Audit, you will need to identify an area for improvement and implement changes.

2017 Audit Topic: Rhegmatogenous Retinal Detachment

The focus for the Audit is the management of patients with Rhegmatogenous Retinal Detachment. The Audit is based on the RANZCO Office Record Review tool.

To claim MIGA Risk Management Points, all 3 stages of the Ophthalmology Clinical Practice Review must be completed and an Action Plan submitted to MIGA by 31 March 2018.

RANZCO

Completing the Clinical Audit, attending the Peer Review Meeting and implementing practice changes entitles Fellows to claim 30 RANZCO CPD Category 1, Level 2 points. Completing the first and second stages only will limit a Fellow's entitlement to 10 RANZCO CPD Category 1, Level 2 points. The RANZCO CPD program runs on a calendar year, and any practice changes that are implemented should be completed by 31 December 2017.



Doctor's Health Assessment

5 POINTS

MIGA recognises that doctors' health is a very important issue for the medical profession.

There is clear evidence that a significant proportion of doctors do not have their own GP. Self-investigation and self-treatment is undesirable and not recommended by the Medical Board of Australia or medical Colleges and Associations.

The adage "Healthy doctor - healthy patient" is so important, not only in delivering good treatment outcomes for your patients but also in reducing the likelihood of complaints and claims.

To encourage you to actively look after your health, MIGA offers Risk Management Points when you have a comprehensive health check-up with your own GP.

Doctors who undergo a comprehensive health check-up with a GP, based on the Guidelines prepared by Doctors' Health SA, can claim 5 Risk Management Points. This initiative applies to all doctors regardless of where they practise.

To assist you and the GP, you can access the Guidelines, Confidential Medical History Questionnaire and a Certificate of Assessment via the **Doctor's health** section of our website.

To claim Points, you must submit a Certificate of Assessment, completed by your GP, to MIGA by 31 March 2018.

Completing the Program when having a Doctor's Health Assessment:

Points

10 Doctor's Health Assessment + a Workshop

10 Doctor's Health Assessment + a Questionnaire

10 Doctor's Health Assessment + an Accredited Activity

Accredited Activities

5 POINTS

MIGA accredits workshops and seminars offered by professional associations – such as Medical Colleges or doctor education 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** on our website, www.miga.com.au.

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

Completing the Program when attending an Accredited Activity:

Points

10 Accredited Activity + an MIGA Workshop

10 Accredited Activity + a Questionnaire

10 Accredited Activity + a Doctor's Health Assessment



Workshop topics

The anatomy of a claim **NEW**

- Follow the pathway of a claim from the notification of the incident, the collection of evidence, the defence of allegations and the judicial process
- Unravel the complexities of the adversarial process and expose the critical stages that can influence the ultimate outcome.

Caring for our colleagues

- Preventative healthcare starts with you
- Explore the benefits, personally and professionally, of staying well
- Recognise the warning signs from a colleague who is not coping
- Discuss strategies for offering genuine professional support.

The complaining patient

- What prompts a patient to complain
- Share and learn skills to resolve complaints quickly
- Utilising frontline staff to prevent and diffuse complaints
- How AHPRA and the health complaints bodies work together and what that means for you.

Errors in health – Exploring the human factors

- An introduction to the concept of human factors in healthcare
- Explores the factors that guide our behaviour in the workplace
- Looks at how these factors impact patient outcomes.

Exploring the prognosis of misdiagnosis

- A failure to diagnose in a timely manner is still a significant cause of claims
- Case studies will be presented for your evaluation of the areas of vulnerability in managing the claim
- Will you decide to defend a claim or will you seek to settle?
- What is your advice on future risk management strategies?

Follow up – Your duty of care explored

- A presentation on the issues in following up tests and patients
- Evaluation of case studies and current law
- Practical solutions for dealing with follow up discussed
- Practical exercises.

Introduction to risk management

- Defines risk management and quality assurance, and introduces clinical risk
- Discussion on clinical risk issues
- Practical exercises on identifying, assessing and treating risks.

iRecords – Is there an app for that?

- Explores risks associated with new communication technologies
- Examines the privacy and governance related issues.

Just sign here, Doctor

- Explores the pressures on doctors to shortcut consultations, especially in relation to the signing of reports, certificates, care plans, licences and permits, and prescriptions.

Medical notes

- The role of medical notes in patient care
- Evaluation of case studies and current law
- Practical exercises highlighting areas of vulnerability
- Practical solutions for improving practice.

The perils of silence - Communicating for safety **NEW**

- Communicating effectively with patients and colleagues is just as important as providing the best clinical treatment possible
- Explore the role of poor communication in medical errors and discuss strategies for empowering practitioners to communicate for safety.

Workshop dates

All 2 hours in duration

Face to face sessions are all in local times

Adelaide MIGA Offices

SEP 2017 **Monday 18, 18:30**
The anatomy of a claim **NEW**

OCT 2017 **Wednesday 18, 18:30**
The perils of silence – Communicating for safety **NEW**

NOV 2017 **Wednesday 8, 18:30**
The anatomy of a claim **NEW**

FEB 2018 **Wednesday 7, 18:30**
The perils of silence – Communicating for safety **NEW**
Monday 19, 18:30
The perils of silence – Communicating for safety **NEW**

MAR 2018 **Wednesday 7, 18:30**
The anatomy of a claim **NEW**
Monday 22, 18:30
The anatomy of a claim **NEW**

Brisbane DibbsBarker

NOV 2017 **Monday 20, 18:30**
The perils of silence – Communicating for safety **NEW**

FEB 2018 **Tuesday 27, 18:30**
The anatomy of a claim **NEW**

Darwin Hilton

OCT 2017 **Monday 30, 18:30**
The perils of silence – Communicating for safety **NEW**

Melbourne TressCox Lawyers

NOV 2017 **Thursday 30, 18:30**
The anatomy of a claim **NEW**

Perth Parmelia Hilton

NOV 2017 **Saturday 25, 10:00**
The anatomy of a claim **NEW**

Sydney DibbsBarker

OCT 2017 **Tuesday 3, 18:30**
The anatomy of a claim **NEW**

MAR 2018 **Wednesday 14, 18:30**
The perils of silence – Communicating for safety **NEW**

Online Workshop dates

All 2 hours in duration

Online

JUL 2017 **Tuesday 4, 19:30 AEST**
Just sign here, Doctor
Wednesday 12, 19:30 AEST
Follow up – Your duty of care explored
Thursday 20, 19:30 AEST
Caring for our colleagues
Monday 31, 19:30 AEST
The complaining patient

AUG 2017 **Wednesday 23, 19:30 AEST**
iRecords – Is there an app for that?

SEP 2017 **Monday 4, 19:30 AEST**
Introduction to risk management
Tuesday 12, 19:30 AEST
Medical notes
Thursday 28, 19:30 AEST
Ophthalmology clinical practice review Seminar **NEW**

OCT 2017 **Tuesday 17, 19:30 AEDT**
The perils of silence – Communicating for safety **NEW**
Wednesday 25, 19:30 AEDT
The anatomy of a claim **NEW**

NOV 2017 **Thursday 2, 19:30 AEDT**
The perils of silence – Communicating for safety **NEW**
Monday 13, 19:30 AEDT
Ophthalmology clinical practice review Seminar **NEW**
Tuesday 21, 19:30 AEDT
Ophthalmology clinical practice review Seminar **NEW**

FEB 2018 **Thursday 1, 19:30 AEDT**
Errors in health – Exploring the human factors
Monday 12, 19:30 AEDT
Exploring the prognosis of misdiagnosis
Tuesday 20, 19:30 AEDT
The anatomy of a claim **NEW**
Wednesday 28, 19:30 AEDT
The anatomy of a claim **NEW**

MAR 2018 **Thursday 8, 19:30 AEDT**
The perils of silence – Communicating for safety **NEW**
Monday 19, 19:30 AEDT
The perils of silence – Communicating for safety **NEW**
Monday 26, 19:30 AEDT
The anatomy of a claim **NEW**



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.

Enrolling in the Program

- Existing members who are currently enrolled in the Program will be automatically re-enrolled in the next Program unless they opt out
- Existing members who have not previously enrolled may do so by contacting the Risk Management Department
- All members are eligible to enrol in the Program
- Enrolment in the Program will only be valid if a member:
 - Is a financial member of MDASA as at the start of the Current Period of Insurance or a later date for members who join after the commencement of the Current Period of Insurance, and
 - Maintains membership with MDASA and insurance with Medical Insurance Australia for the Current Period of Insurance
- Enrolment in the Program does not automatically guarantee a premium discount, unless all requirements are met.

Activities

- All enrolled members are eligible to complete 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
- Aside from attending a Conference, there is no charge to members for MIGA activities
- You cannot receive Points if you repeat a Workshop or Questionnaire
- You must participate in Session 1 at a Conference for at least 60 minutes in order to earn Points
- 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 Doctor's Health Assessment in the 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 members, 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, members 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 members will not receive a discount
- Members are only entitled to a premium discount in the Next Period of Insurance if they:
 - Achieve the required Points in the current Program, and
 - Do not opt out of the next Program, and
 - Maintain medical 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 membership fees, GST, ROCS levy or stamp duty
- If members:
 - 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

miga@miga.com.au
www.miga.com.au

Postal

GPO Box 2048 Adelaide
South Australia 5001

Head Office

Level 14, 70 Franklin Street
Adelaide, South Australia 5000