

Standard in Focus

Standard 1.2: Program Management

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- **1.2.1** *The intern training program has a mechanism or structures with the responsibility, authority, capacity and appropriate resources to direct the planning, implementation and review of the intern training program, and to set relevant policy and procedures.*

This standard explores the role of a provider's governance and administrative groups and how they manage their responsibilities for developing, reviewing and ratifying the policies and processes underpinning Intern Training Programs. While many intern training providers have well established Medical Education Units (MEU) responsible for day-to-day management of their Intern Training Program, it is not uncommon for providers to demonstrate a lack of understanding regarding the nature and extent of the MEU's responsibilities compared with that of the Medical Education Committee (MEC) or other similar governance groups.

A critical factor in ensuring program success is entrusting the management of programs to people with key skills and experience. Program management of Intern Training Programs normally includes a delegated manager with executive accountability for meeting PMAQ's Standards. In a hospital this responsibility usually falls to the Director of Medical Services.

While intern training providers may deliver intern training in a variety of ways in order to meet PMAQ's requirements for intern training there is an expectation that each Intern Training Program is supported by staff with sufficient educational, healthcare and program management expertise to direct program planning, implementation and review processes including the ability to:

- anticipate and manage issues
- lessons learned
- define and successfully execute change
- build, maintain and align relationships
- pro-actively manage the governance processes to facilitate timely and effective decision making
- effectively manage conflict as it arises.

Directors of Clinical Training are usually afforded responsibility for the quality of the training offered in each term (including supervision, assessment, content and structure), the formal education program and for collaborating with intern supervisors to ensure the quality of the intern experience is maintained from term to term. While operationally some of these tasks may fall to the MEU, the Director of Clinical Training maintains responsibility for program quality. It is expected that the quality of each program will be regularly evaluated as part of the program management process by the Medical Education Committee (or equivalent).

- **1.2.2** *The intern training program documents and reports to the intern training accreditation authority on changes in the program, units or rotations which may affect the program delivery meeting the national standards.*

This standard requires intern training providers to notify PMAQ of any changes to a health service, intern training program or terms that may affect the quality of intern training and require assessment by PMAQ. Major changes in circumstances that normally prompt a review include:

- absence of senior staff with significant roles in intern training for an experienced period with no replacement (for example, a Director of Medical Services or supervisor or intern training absent for more than one month)
- plans for significant redesign or restructure of the health service that impacts on interns (for example, a significant change to clinical services provided or a ward closure causing change to caseload and case mix for the term).
- rostering changes that significantly alter access to supervision or exposure to educational opportunities
- resource changes that significantly reduce administrative support, facilities or educational programs available.

The PMAQ Accreditation Committee recently endorsed a modified Change in Circumstance Procedure whereby intern training providers are only required to report changes to Intern Training Programs that will impact on adherence to the Standards, as articulated by the AMC Intern Training Framework. As a result, the requirement for intern training providers to report like for like changes (for example changes to Term Supervisors or MEU staff) has been removed.

For more information regarding the procedure for notifying PMAQ of changes to an Intern Training Program including examples of changes which require notification please see [PMAQ Change in Circumstance Guideline](#).