

Standard in Focus

Standard 6.1 - Monitoring and Evaluation

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- **6.1** - *The intern training provider regularly evaluates and reviews its intern training program and terms to ensure standards are being maintained. Its processes check program content, quality of teaching and supervision, assessment and trainees' progress.*

An intern training provider is required to evaluate various elements of their program to ensure that overall, the program meets the objectives and standards set by state and national bodies. A program provider may have several different types of evaluation data and mechanisms of evaluation, but all should be purposefully designed and relevant to the program.

With evaluation and quality improvement loops, it is not enough just to collect data. All intern training providers are required to analyse the data and show how it has been used within the program to inform ongoing improvements and quality assurance processes.

Intern Training Programs are made up of a number of components including but not limited to FEP, assessment, orientation, supervision, terms etc, that all require continual monitoring as they undergo the normal changes relative to any HHS. Continual monitoring of such systems allows program delegates to adjust the content and direction of each different component as necessary to ensure the program continues to meet training needs. By documenting these changes and adjustments to the program, a provider can readily demonstrate that it has the mechanisms in place to catch any adverse events or situations as they arise and make adjustments in real time.

Any quality improvement loop should ensure that any changes made to program elements are then evaluated to ensure that they meet the targets intended. The phrase 'closing the loop' is often used in the context of monitoring and evaluation. Generally, there are two loops that should be closed – 1) providing feedback to those individuals who have filled out evaluations regarding the changes made to the program as a direct result of their input, this can help to ensure their active engagement in the future; and 2) providing documentation of QI loops with oversight and governance committees can ensure that those delegates have the information to make important decisions regarding the overall program. Both of these can be done using summary reports that de-identify any specific individual or group.

Monitoring and evaluation processes should be responsive and support the early identification and subsequent management of deviations from the expected processes. They should acknowledge the context in which the program elements are being delivered and provide assurance of the consistency of experience for interns in the overall program.