

Te Whatu Ora – Hauora a Toi Bay of Plenty – Progress on required actions

Bay of Plenty DHB underwent an accreditation assessment as a provider of prevocational medical training on 1 and 2 May 2017.

The overall outcome of the assessment for Bay of Plenty DHB's accreditation was '**substantially met**'.

On 1 July 2022, Te Whatu Ora | Health New Zealand replaced Aotearoa New Zealand's 20 DHBs. The prevocational training programme run by Bay of Plenty DHB is now run by Te Whatu Ora – Hauora a Toi Bay of Plenty.

Bay of Plenty underwent an enhanced monitoring assessment between April and May 2023.

Bay of Plenty is currently accredited for prevocational medical training until 30 June 2025, subject to satisfactorily addressing the required actions listed below.

	Required actions on accreditation	Standard	Status
1	The DHB's Intern in Difficulty policy must be finalised, publicised widely and implemented.	Organisational and operational structures - the context of intern training (2.1)	Addressed (June 2018)
2	The process of obtaining informed consent at the DHB must be taught, supervised and adhere to Council's standards.	The intern training programme - programme components (3.2)	Addressed (June 2018)
3	The DHB must review the night handover at Whakatāne and ensure that the handover process is supported and consistent.	The intern training programme - programme components (3.2)	Addressed (April 2019)
4	Attendance at the formal education sessions must be effectively protected by the DHB.	The intern training programme - formal education programme (3.3)	Addressed (April 2019)
5	Processes need to be in place at the DHB to address all inappropriate behaviours, including bullying, with monitoring to ensure effectiveness.	Implementing the education and training framework - welfare and support (6.2)	Addressed (June 2018)

	Required actions on enhanced monitoring assessment	Standard	Status
1	<p>Bay of Plenty must establish a governance group for the intern training programme with appropriate intern representation, across both hospital sites. This group must have the authority to effect change and facilitate support and appropriate decision making in response to identified issues. This must also include advocating, at executive level, for the role and requirements to be an effective training organisation.</p>	<p>Strategic priorities – Strategic priorities</p> <p>1.5: The training provider ensures intern representation in the governance of the intern training programme.</p>	<p>Addressed (August 2024)</p>
2	<p>Bay of Plenty must strengthen the leadership resource dedicated to the prevocational training programme, which includes providing oversight and leadership to the prevocational educational supervisors. This could be fulfilled by appointment of a DCT or similar.</p>	<p>Organisational and operational structures – The context of intern training</p> <p>2.1.2: The chief medical officer (CMO) or their delegate (for example a Clinical Director of Training) has executive accountability for meeting prevocational education and training standards and for the quality of training and education.</p> <p>Assessment and supervision – Supervision – Prevocational educational supervisors</p> <p>4.2.3: There is oversight of the prevocational educational supervisors by the CMO (or delegate) to ensure that they are effectively fulfilling the obligations of their role.</p>	<p>Addressed (August 2024)</p>
3	<p>Bay of Plenty must provide an adequately resourced RMO unit to manage and support interns at Tauranga, including providing a mechanism to seek and respond to feedback on the performance of this service.</p>	<p>Organisational and operational structures – The context of intern training</p> <p>2.1.3: There are effective organisational and operational structures to manage interns.</p> <p>Monitoring and evaluation of the intern training programme</p> <p>5.1 Processes and systems are in place to monitor the intern training programme with input from interns and supervisors.</p> <p>5.4 There are mechanisms in place that enable interns to provide anonymous feedback on their prevocational educational supervisors, RMO unit staff and others involved in intern training.</p>	

	Required actions on enhanced monitoring assessment	Standard	Status
4	Bay of Plenty must ensure all interns complete at least one CBA over the course of their internship, and that interns understand the requirement to complete a CBA.	<p>The intern training programme – Programme components</p> <p>3.1.6: The training provider, in discussion with the intern and the prevocational educational supervisor, must ensure that over the course of the two intern years each intern completes at least one community-based attachment.</p> <p>Assessment and supervision – Process and systems</p> <p>4.1.1 There are systems in place to ensure that all interns and those involved in prevocational training understand the requirements of the intern training programme.</p>	
5	Bay of Plenty must establish formal processes for structured handover between shifts and for unwell patients admitted to the ward from the ED to promote continuity of clinical care, including ensuring that interns understand their role and responsibilities in handover.	<p>The intern training programme – Programme components</p> <p>3.1.9: The training provider ensures there are procedures in place for structured handovers between clinical teams and between shifts (morning, evening, nights and weekends) to promote continuity of quality care. The training provider ensures that interns understand their role and responsibilities in handover.</p>	
6	Bay of Plenty must ensure systems are in place to ensure that interns maintain their ePort records, including their PDP, and that clinical supervisors regularly review PDP goals with interns.	<p>The intern training programme – ePort</p> <p>3.2.1: There is a system to ensure that each intern maintains their ePort as an adequate record of their learning and training experiences from their clinical attachments and other learning activities.</p> <p>3.2.2: There is a system to ensure that each intern maintains a PDP in ePort that identifies their goals and learning objectives which are informed by the learning activities, mid and end of clinical attachment assessments, personal interests and vocational aspirations.</p> <p>3.2.3: There are mechanisms to ensure that the clinical supervisor and the prevocational educational supervisor regularly review the goals in the intern’s PDP with the intern.</p>	

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7	Bay of Plenty must ensure a systematic approach in development and delivery of the teaching programme at Whakatāne is implemented.	<p>The intern training programme – Formal education programme</p> <p>3.3.1: The intern training programme includes a formal education programme that supports interns to achieve the learning outcomes outlined in the 14 learning activities that are not generally available through the completion of clinical attachments.</p>	
8	Bay of Plenty must ensure barriers to intern attendance at formal teaching sessions are minimised.	<p>Assessment and supervision – Process and systems</p> <p>3.3.2 The intern training programme ensures that interns can attend at least two thirds of formal education sessions, by structuring the formal education sessions so that barriers to attendance are minimised.</p> <p>6.1.1: Processes and mechanisms are in place to ensure the currency of accredited clinical attachments.</p>	
9	Bay of Plenty must ensure orientation is provided at the start of each clinical attachment which includes clearly communicating who the clinical supervisors are. Changes to clinical supervision should be clearly communicated to interns.	<p>The intern training programme – Orientation</p> <p>3.4.2: Orientation is provided at the start of each clinical attachment, ensuring familiarity with key staff, systems, policies, and processes relevant to that clinical attachment.</p>	
10	Bay of Plenty must make sufficient administrative support available to its prevocational educational supervisors.	<p>Assessment and supervision – Supervision – Prevocational educational supervisors</p> <p>4.2.4: Administrative support is available to prevocational educational supervisors so they can carry out their roles effectively.</p>	

	Required actions on enhanced monitoring assessment	Standard	Status
11	Bay of Plenty must strengthen its processes for identification and support for interns not performing at the required standard of competence, including training for clinical supervisors and PESs on their responsibilities and establishment of an appropriate interface with HR. This also includes a process for notifying Council in a timely manner of interns not performing at the required standard.	<p>Assessment and supervision – Feedback and assessment</p> <p>4.4.2: There are processes to identify interns who are not performing at the required standard of competence. These ensure that the clinical supervisor discusses concerns with the intern, the prevocational educational supervisor, and that the CMO (or delegate) is advised when appropriate. A remediation plan must be developed, documented, and implemented with a focus on supporting the intern and patient safety.</p> <p>4.4.3: There are processes in place to ensure prevocational educational supervisors inform Council in a timely manner of interns not performing at the required standard of competence.</p>	
12	Bay of Plenty must strengthen mechanisms to evaluate PES and Clinical Supervisor effectiveness taking into account intern feedback.	<p>Monitoring and evaluation of the intern training programme</p> <p>5.5: The training provider routinely evaluates supervisor effectiveness taking into account feedback from interns.</p>	
13	Bay of Plenty must develop and formalise a transparent and fair process of allocating interns to clinical attachments.	<p>Implementing the education and training framework – Establishing and allocating accredited clinical attachments</p> <p>6.1.3: The process of allocation of interns to clinical attachments is transparent and fair.</p>	
14	Bay of Plenty must ensure that interns are treated fairly and professionally in their interactions with both clinical and non-clinical services.	<p>Implementing the education and training framework – Welfare and support</p> <p>6.2.2: The training provider ensures a safe working and training environment, which is free from bullying, discrimination, and sexual harassment.</p>	
15	Bay of Plenty must develop and implement a plan that makes plain to interns where they can access counselling and support for welfare.	<p>Implementing the education and training framework – Welfare and support</p> <p>6.2.4: Interns have access to personal counselling, and career advice. These services are publicised to interns and their supervisors.</p>	