

What Makes a Good Regulator

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Before we begin...

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Introduction

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Thank you to our co-presenters at the CNAR pre-conference workshop

- Mary Russell, AHPRA
- Mark Stobbs, PSA
- Claude Balthazard, HRPA
- Darrel Pink, Julie Maciura and Rebecca Durcan

Risk-Based Regulation

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Change the conversation

- Objective: to reduce harm
- Proactive, principled and proportionate
- Resistant and disengaged practitioners
- Directing resources



Risk-Based Regulation

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Discussion:

- Industry trends (e.g., stress)
- Identifying at risk practitioners
- Using educational and remedial strategies
- Training of decision makers


Performance Measures

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- Measuring a regulator's impact using data
- Challenges:
 - Malleable concepts
 - Measuring the absence of conduct
- Practice-based measurement
 - Behaviour of the regulator
 - Impact on environment

Performance Measures

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- Discussion:
 - Innovative and effective measures
 - Internal vs. external performance reviews
 - Gathering data
 - ✦ From practitioners
 - ✦ From the public

Complaints

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- Lessons from the Professional Standards Authority
 - The Lessons Learned Review into the Nursing and Midwifery Council's handling of concerns about midwives' fitness to practise at the Furness General Hospital
 - A review conducted for the Saskatchewan Registered Nurses Association
- PSA Standards for Good Regulation in relation to complaints, investigations and discipline

Complaints

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- Discussion:
 - Effect of the media on public confidence
 - Techniques for involving complainants
 - Challenges and opportunities associated with remediation
 - Committees vs. case examiners
 - Learning from complaints



Governance

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- Size of Board
- Selection of Board
- Service (Role) of Board
- Skills of Board members

Governance

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- Discussion:
 - Advantages and disadvantages
 - Desirable skills for Board members
 - Election rules
 - Uncontrolled side conversations

Public Expectations and Oversight

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- Australia's national oversight body, AHPRA
 - Objectives and oversight processes
 - Assessing workforce requirements
 - Registration standards
- Challenge: developing national standards
- Goal: responsive and flexible system



Public Expectations and Oversight

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- Discussion:
 - Evaluating quality and consistency
 - Common challenges from discipline reviews
 - Identifying and managing bias and conflicts of interest
 - Where could we use oversight?

Transparency

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- Information about professionals:
 - Informative, accurate, accessible information
 - Balance privacy considerations
- Information about regulatory processes:
 - Consultation
 - Evaluation
 - Trust

Transparency

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- Discussion
 - User-friendly public registers
 - Rating practitioners?
 - Possibility of national public registers
 - Consider potential for bias based on posted information



Questions?

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