

F.11 CREDENTIALLING

1.0 INTRODUCTION/BACKGROUND

Mercy Services is committed to ensuring that we provide quality services and that we protect the public by confirming that individuals, programs, services and products meet agreed standards. Credentialing by Mercy Services is a process used to verify the qualifications, skills and experience and other attributes of staff in order to determine their ability to provide safe, high quality services within a community care setting.

‘Credentialing’ refers to the formal process used to verify the qualifications, experience, skills, professional standing and other relevant attributes of workers for the purpose of forming a view about their competence, performance and suitability to provide safe, high quality health care services within specific organisational environments.

‘Defining the scope of a worker’s practice’ involves defining the extent of an individual worker’s range or limits of work within Mercy Services based on the worker’s credentials, competence, performance and suitability and the needs and the service role which specifies the capability of the organisation to support the worker’s practice.

2.0 SCOPE

This policy applies to all Mercy Services staff with a role in:

- credentialing; and
- defining the scope of worker practice.

3.0 POLICY STATEMENT

Mercy Services will clarify staff credentials as part of a wider organisational quality and risk management system. Credentialing is designed primarily to protect clients by ensuring that staff only work within the bounds of their training and competency, and within the capacity of the service in which they are working.

Complementarily, this policy will also enable Mercy Services to increase the likelihood of high performance, high standards of conduct and high levels of staff satisfaction by assisting staff to identify the right job for her/him according to their assessed credentials while giving clear expectations of job role and performance and providing regular supervision and support.

Principles of this policy:

- This policy will comply with all legal requirements;
- Clients have the right to be treated by competent workers;
- Mercy Services is responsible for ensuring the competence of its staff;
- All staff should have their scope of practice reviewed at least annually;
- The principles of natural justice should be observed at all stages; and
- No staff member should be denied the ability to work on the basis of any elements of discrimination.

4.0 PROCEDURES

4.1 Responsibilities and Delegations:

- As the Governing body of Mercy Services, the Board of Directors is aware of its responsibilities for ensuring that services are provided by competent staff. The Board delegates to the Chief Executive Officer (CEO) of Mercy Services the responsibility for developing and implementing this policy and ensuring that it complies with relevant legislative and funding body requirements, standards and other relevant Mercy Services organisational policies.
- The CEO works with other Mercy Services Managers as part of the Management Team which has the overall responsibility for implementing this policy and ensuring that all staff members' credentials are initially assessed before commencing a job and that they are reviewed and evaluated at least annually.
- As part of their annual performance review and development process with staff reporting to them, each manager and/or supervisor will assess and review the credentials and define the scope of the work to be carried out by each staff member.

4.2 Credentialing and Defining the Scope of worker Practice:

- As stated above, the Mercy Services Management team is the allocated committee responsible for ensuring effective processes for credentialing and for continually monitoring clinical practice.
- The credentialing and defining scope of practice processes will be conducted prior to a new worker being offered a position at Mercy Services.
- Where applicable, a worker's right to practise will be contingent upon their maintaining appropriate registration.
- In urgent situations where the credentials and scope of a worker's practice require immediate assessment or review, the CEO is delegated to make a decision regarding the suitability of the worker's credentials and the scope of their practice.
- Generally, information regarding a worker's credentials and scope of practice is kept confidential within Mercy Services. However, where Mercy Services is part of consortium and an agreement applies which obliges Mercy Services to share such information, then the worker will be informed of such an obligation and the conditions under which such information will be shared.
- The appeals mechanism is as follows:
 - The worker will put their case in writing to the CEO who will convene a separate committee of senior coordinators to examine the case which can include meeting with the particular worker.
 - If the worker is still not happy with this committees' decision, they will be informed that they can approach the Board of Directors which will make a final decision.
- In emergency situations where the worker deems that they need to work outside of their agreed scope of practice, they are to contact their direct supervisor/manager for advice and a decision. The latter may need to contact the CEO before making a final decision.
- A worker's right to practice will be concluded, terminated or suspended on conclusion, termination or suspension of the worker's appointment to Mercy Services.

5.0 REFERENCES

1. Australian Standards	a) ACSQHC "Standard for Credentialing and Defining the scope of clinical practice". Canberra 2004.
2. Legislation	a) Fair Work Act 2009 (Cth) b) Work Health & Safety Act 2011 (NSW) c) Anti Discrimination Act 1977(NSW)
3. Professional guidelines	a) Nil
4. Codes of Practice	a) None identified
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	a) None identified
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

- A.01 Mission and Philosophy
- A.02 Code of Conduct Policy
- B.02 Delegations Policy
- C.01 Management Roles and Responsibilities
- C.06 Risk Management
- D.12 Anti-Fraud and Anti-Corruption
- E.01 Service Guarantee
- E.15 Privacy Policy
- E.16 Protection and Vulnerable Adults from Abuse and Neglect
- E.17 Protection of Children from Abuse and Neglect
- F.01 Employment Conditions
- F.03 Recruitment Policies
- F.05 Performance Review and Development
- F.06 Staff Grievances
- F.07 Employee Records
- G.07 Anti-Aggression, Harassment and Bullying
- G.12 Stress Management Policy
- G.13 Post Traumatic Incident Policy

7.0 RELATIONSHIP WITH STANDARDS

<i>Aged Care Accreditation Standards</i>	<i>Home Care Standards</i>	<i>Disability Standards</i>	<i>EQUIP Standards</i>
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8.0 DOCUMENT CHANGES RECORD

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
28/06/2010	All sections	Document created
28/03/2011	7.0 Relationship to Standards	Updated Community Care Common Standards and EQUIP5 Standards
27/11/2012	All Sections	Organisation name updated
16/12/2015	a) All sections b) 2.0 Scope c) 5.0 References d) 6.0 Other related policies e) 7.0 Relationship to Standards	a) Replace title GM with CEO b) Minor rewording c) Update legislation and Codes of Ethics d) Updated e) Added Aged Care Accreditation and update Disability Standards
Review due 16/12/2018		