

QICSA FACT SHEET NUMBER 5

INTERNAL CONTACTS

QIC's expectations?

According to the Quality Improvement Council (QIC) Protocol, the Internal Contact is "The person nominated by the participating organisation to be responsible for co-ordinating the internal review stage of the program and assist in the process of the external review".

QICSA's expectations?

QICSA expects there to be a single point of contact within the organisation for all aspects of the program. QICSA aims to develop an ongoing relationship of mutual support with this person. QICSA provides process training sessions every year and expects internal contacts to keep apprised of QICSA processes.

Selecting internal contacts

- Internal contacts are selected by their organisations and contact details should be forwarded to QICSA, including any updates and or changes.
- An organisation should appoint someone who has sufficient authority to effectively oversee the whole quality cycle, including accreditation.

Who are internal contacts?

They are people who have — or could develop — an interest in quality improvement and accreditation.

They may already:

- convene quality workgroups or committees; or
- have quality leadership as part of their position descriptions.

They need to:

- understand their organisations and how it works;
- have sound organisational and communication skills;
- have sufficient authority to co-ordinate the self-assessment (internal review); and
- know how to access resources and information.

What internal contacts do

Getting Started

- Access the password-protected website to become familiar with QICSA materials.
- Attend appropriate training sessions.
- Read the Standards and Quality Journal Folders.

Quality

- Advocate on behalf of QICSA and quality within the organisation and in the field.
- May undertake training to become a review manager.

Internal Review

- Develop /implement a Review Preparation Plan.
- Encourage co-operation and collaboration across the agency in reflecting on systems.
- Promote CQI within the organisation.
- Organise the completion of quality journals.
- Co-ordinate completion of all documentation and audits required for the review.
- Liaise with QICSA regarding support and resources required.
- Seek appropriate feedback and benchmarking.
- Co-ordinate evidence gathering for the external review.

External Review

- Co-ordinate the presentation of evidence to the external review team.
- On behalf of the organisation, liaise with QICSA and the review team in the organisation of the external review (Interviews and other activities).

Feedback

- Ensure completion of documentation required for accreditation by QIC and QICSA.

Taking Action

- Coordinate the development of the quality workplan after the review with the support of the Review Manager.
- Liaise with QICSA regarding six-monthly reports.
- Participate in the CQI Network.
- Attend forums, networks and other educational activities.

Support for internal contacts

QICSA Support

QICSA supports internal contacts through the provision of resources on the website, regular email newsletters (Triple Q), access to education and training, and regular contact via phone and e-mail.

Organisation Support

Organisations are asked to support their internal contacts through ongoing, appropriate allocation of time and resources to quality. Positive benefits are to be gained from wholehearted participation in QICSA, when quality improvement is seen not as an "extra" or a burden, but as a fundamental activity of everyone in the organisation.