MIGA Module information

Module name	Details
Boundary Violations	Boundary violations are a significant area of complaint to Aphra, health complaints entities, the Medical Board and ultimately the Medical Tribunals. The therapeutic relationship between a practitioner and patient can be a vulnerable relationship for both parties. This Module explores four areas of vulnerability supported by case examples and guidelines. • Treating family, friends and self • Fouling the play – inappropriate practices within the clinician-patient setting • Off-field misdemeanours – non-healthcare relationships with patients • Grappling the opponent – sexual relationships with patients
Bullying & Harassment	This module examinex an increasing occurrence of employment matters in MIGA complaints and claims. It assists in understanding the triggers and behaviours; as well as the steps needed to break the cycle, and the impact, of this conduct. This does not just affect you and your colleagues, but your patients as well.
Clinical Risk Management	This is the best module to start with if you have not previously completed medico-legal risk management education; yet still a great reminder of the core concepts, even if you are a seasoned hand. Much of MIGA's educational activities builds from the principles outlined in this module including • Clinical risk management - why it's important • Adverse events - the role of human factors in healthcare errors • Your legal duty of care • The role of insurance - the causes of claims and complaints – what we see in our claim's files • Communication - including managing patient expectations

	• Professionalism - in providing quality care • Systems and processes • Documentation
Consent	This module will examine the duty of care to obtain informed consent, and in particular: • The legal framework • What information should be provided to a particular patient and the process for obtaining consent • Whether the obtaining of consent can be delegated to someone other than the practitioner providing the treatment / performing the procedure • Where capacity to consent must be assessed • An analysis of Court decisions and settled claims on informed consent. What we can learn from these cases? • What can be done to optimise patient care by ensuring that the patient's decision to proceed (or not to proceed) with a recommended treatment is based on a shared understanding of what that involves • The importance of documentation.
Doctors' Health	There is a clear link between the poor health of doctors and complaints. Managing your health is a critical risk management strategy. Understand the areas of vulnerability and warning signs that might mean you, or a colleague, are not coping. This Module will explore, and provide access to, strategies for improving well-being in the context of medical practice.
Health Records	Obtain a better understanding of the need for good health records in optimising patient care, and supporting the decisions made by the clinician. This module explores: • What **constitutes a health record** and why they are needed

	• **Case examples and messages** from:
	  ◦ the Coroner
	  ◦ Medical Board
	  ◦ Medicare
	  ◦ Civil courts
	• **Risk management tips**

Medicare	Medicare is a complex web of rules, item numbers and audits. You may not think too much about it day-to-day but with complacency comes many risks: repaying incorrectly claimed benefits may be the least of your worries. Penalties also apply and findings of inappropriate practice may result in suspension of provider benefits with loss of income and reputational damage. Let us guide you through that web and arm you with knowledge to help keep you safe should Medicare scrutinise your billing practices. It's a valuable use of your time now, to avoid the loss of time later. **The key messages from this module are:** ▪ The Australian Government is responsible for billions of dollars in benefits delivered under the Medicare scheme and for protecting the integrity of the scheme through ensuring its appropriate use ▪ Protecting the scheme is essentially about compliance - ensuring the requirements and the obligations of legislation, regulations and policies are met. This is done through education, intervention and/or benefits recovery ▪ In 2018-2019 Medicare recovered $49 million in debts from health providers for incorrect billing ▪ The Federal Government is investing more resources into compliance activities such as data matching and expanding their focus in examining the billing practices of GPs, other specialists, other health providers and various health entities.

	▪ Now is not the time to be complacent. Understand Medicare's concerns and whether you would be vulnerable in the event of an audit.
Opioids	Get an understanding of the impact that the opioid epidemic has on patients and doctors. Hear from experts on the issues stemming from limited understandings of the effects of opioids. Examine the cases before the Coroner and the courts and revisit your opioid prescribing practices. This module will explore • Some of the critical **issues** for the medical profession • A **hypothetical** scenario in the Coronial setting where many of these issues are first aired • The **Coronial process**.
Prescribing	Understand the extent and cause of medication errors. Explore some of the issues prescribing can highlight: antibiotics, benzodiazepines, opioids, prescribing to children, pharmacy errors, electronic and handwritten records, doctor-shopping and polypharmacy. Work through the 6 steps of the WHO Guide to good prescribing. **This module will explore:** 1. **Medication errors** The extent of the problem, where in the process these errors occur, whether the causes are evident 2. **Prescribing issues** Case Examples – prescribing antibiotics, prescribing benzodiazepines and opioids, prescribing to children, pharmacy errors, electronic and handwritten records, doctor-shopping and polypharmacy

	3. **Areas of vulnerability** Claims and incidents, Medical Board matters, Coronial investigations, Criminal consequences, Medicare audits 4. **Prescribing practices** ▪ World Health Organisation: Guide to good prescribing ▪ Working through the 6 steps (with case studies and self-assessments) – define the patient's problem, specify the therapeutic objective, choose a treatment, start the treatment, give warnings and advice, monitor the effectiveness of the treatment (and stop?) – plus document! **5. Resources**
Action Plan	Complete the action plan template that is available to you on completion of the module. Once completed, you will need to upload it and the associated evidence of the changes you have made to mitigate against the identified, to REO. Once you have uploaded it, it will be reviewed by an MIGA Risk Services team member and feedback will be provided where necessary. The areas requiring consideration include those listed below. • What was the issue identified that may expose you to a claim, complaint or criticism? • What improvement(s) have you made to address this issue? • How will you measure the effectiveness of the improvement? • Who is responsible for implementation of the improvement?