

## 1. Purpose

This procedure ensures all health care professionals (either contracted or employed) are appropriately credentialed to provide mental health services, are re-credentialed each year to specific expiring documentation, and appropriately inducted into the relevant program.

This ensures:

- Safety and quality of care that the client receives from APMHA HealthCare Ltd. staff.
- APMHA HealthCare Ltd. expectations of the clinician are clear and documented.
- APMHA HealthCare Ltd. employs / contracts staff who can provide appropriate support and service to health care professionals in their roles.
- APMHA HealthCare Ltd. employed or contracted providers are appropriately “skills matched” to client need.

## 2. Scope

This procedure applies to employees and contractors who provide mental health care, program management and supervision. It also applies to those who perform the credentialing of employees and contractors.

## 3. Procedure

APMHA HealthCare Ltd. seeks to preserve the quality and capacity of its service delivery through stringent credentialing, contracting and induction processes.

For APMHA HealthCare Ltd., credentialing, contracting and induction are an integral part of clinical governance.

Credentialing and induction ensures clinicians practice within the bounds of their training (scope of practice) and competency, and within the capacity of the service in which they are working. Credentialing and induction enables better health outcomes for the consumers, risk mitigation for the organisation and implementation of high standard practice delivery.

### 3.1 Credentialing

Credentialing involves the initial review of current qualifications, and ensures that qualifications and certificates of practice match the employee’s position description or the contractor’s eligibility to perform service delivery within specific program areas and streams.

3.1.1 All clinical service providers must apply to provide services on behalf of APMHA HealthCare Ltd. using the relevant application form:

1. Employee Provider Application Form
2. Contractor Provider Application Form
3. Organisation Provider Application Form

These forms set out the credential requirements and evidence required to provide APMHA HealthCare Ltd. services:

Qualifications include:

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- Tertiary qualification relating to the applicant's direct profession
- AHPRA's registration or registration with an alternate body for AASW
- Professional body registration
- Continuing Professional Development record (annual record of ongoing and regular education and research related activities likened to responsibilities within the position description or contract).
- Clinical supervision contract
- Current Curriculum Vitae

Associated mandatory documentation required:

- Insurance (public liability and professional indemnity)
- Working with Children's Check
- Police Check

3.1.2 Each health professional is provided a Portfolio on APMHA HealthCare Ltd.'s internal system to hold their credentialing information. APMHA HealthCare Ltd. staff will contact you during contract periods to update this Portfolio.

3.1.3 Providers are requested to provide their professional documents as evidence of their qualifications and experience. This is also housed on the APMHA HealthCare Ltd. internal Portfolio system and the Administration Manager is notified each time a document is provided.

3.1.4 The Administration Manager

- Monitors and uploads relevant documentation into APMHA HealthCare Ltd.'s internal system 'Folio', adding the expiry date for each piece of evidence to prompt for re-credentialing, as expiries become due.
- Notifies the General Manager Operations when all evidence has been received and recorded
- Monitors the Provider Contract KPI Databases for expiring documentation and requests updated evidence from providers

3.1.5 The General Manager Operations, on notification from the Administration Manager, will

1. Complete the Credentialing Audit Form and save it in the relevant provider folder
2. Issue the service provider (or their organisation) with:
  - A Service level Agreement created using the correct template and in compliance with the Clinical Supplier Contracting Procedure and the Chart of Delegations.
  - For organisation applications, each employee is to provide the required documentation for credentialing. Once credentialed, each employee is listed on the Schedule in the Service Level Agreement.
  - A copy of the relevant PHN service delivery manual

### 3.2 Induction

On receipt of a signed contract (Service Level Agreement):

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- 3.2.1 General Manager Operations will check the contract for accuracy, sign the contract and notify the Administration Manager
- 3.2.2 The Administration Manager will:
1. Upload the signed contract into Folio
  2. Save a copy of the signed contract in provider file in the drive
  3. Send a signed copy of the contract to the provider
  4. Forward a clinical induction checklist
- 3.2.3 The relevant APMHA HealthCare Ltd. program lead will:
1. Ensure the service provider has access to the appropriate systems as described in the induction checklist
  2. Induct the service provider via face to face training session or webinar and provide any supporting documentation
  3. Ensure the service provider completes and signs the induction checklist

## 3.3 Re-credentialing

All providers are re-credentialed bi-annually in May and November, when AHPRA renewals are processed. These renewals prompt a re-audit of required documentation which may have expired.

- 3.3.1 The Administration Manager
- Monitors and uploads renewed documentation into APMHA HealthCare Ltd.'s internal system 'Folio', adding the new expiry date for each piece of evidence to prompt for re-credentialing, as expiries become due.
  - Notifies the General Manager Operations when all evidence has been received and recorded
  - Notifies the General Manager Operations when evidence is over one month expired. In this event, the provider will be listed as 'Do not refer' in APMHA HealthCare Ltd.'s client management system (CRM), 'Insightly' and referrals will cease until renewed documentation is received.

## 4. Definitions

### Credential

Credentialing by health service organisations is a process used to verify the qualifications and experience of health clinicians to determine their ability to provide safe, high quality health care services within a specific health care setting or program.

## 5. Responsibilities

### Operations General Manager and Administration Manager

The General Manager of Operations and Administration Manager are responsible for overseeing APMHA HealthCare Ltd. credentialing process.

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## Employees / Contractors / Subcontractors

Clinical staff are responsible for ensuring their qualifications, licensing boards, accrediting organisation and professional association registration and any other appropriate documentation do not lapse, are maintained and provided annually to APMHA HealthCare Ltd.

Clinical staff are responsible for completing the activities in the Clinical Induction Checklist.

## 6. References

### Internal interdependencies

- Employee, Contractor and Organisation Provider Application Forms
- Contract / Service Level Agreement, relevant to the commissioned activity
- Clinical Governance Framework (APMHA HealthCare Ltd.)
- Service Delivery Manual
- Credentialing Audit Form
- Clinical Induction Checklist
- Clinical Supplier Contracting Procedure
- Chart of Delegations.

### External interdependencies

- Workplace Health and Safety Act 2011
- Fair Work Act 2009
- [National standards for mental health services 2010](#)
- [ISO 9001:2016 – quality management systems](#)

## 7. Version Control

Version	Date	Owner (title)	Approver (title)	Nature of change
01	24/09/2016	J Craggs (GMC)	R Hayden (CEO)	N/A
02	24/04/18	D McGoldrick (GMO)	R Hayden (CEO)	Update