

# Professional development



mips

Supporting education programs  
by educating practitioners to  
manage clinico-legal risks



# MIPS provides accredited risk education that complements healthcare education programs

## Why we provide education

Healthcare practitioners face significant risk of complaints, legal action and investigation. We draw on our claims experience and work with key education stakeholders to deliver custom education that complements their requirements.

MIPS encourages good, safe and honourable healthcare practice as part of its Constitution. As a not-for-profit membership organisation, MIPS acts to protect the interests of its members and the community.

Consistent with our philosophy, we are proud of the part we play in the industry, educating healthcare practitioners, supporting key education providers and ultimately improving the provision of healthcare to the public.

## Learning objectives

From basic principles to emerging trends, our main focus is to impart the knowledge and skills that meet key learning objectives. By drawing from member experiences and our strong understanding of clinico-legal principles, we develop education that is both theoretical and practical. Where appropriate we align to key frameworks, standards and regulations including:

- Australian Curriculum Framework for Junior Doctors, for example:
  - Clinical Management (informed consent, risk and prevention)
  - Communication (records, breaking bad news, open disclosure, complaints, team dynamics)
  - Professionalism (professional standards, medicine and the law)
- Codes of Conduct for healthcare practitioners (Australian Health Practitioner Regulation Agency - AHPRA)
- College or association healthcare guidelines and standards
- Australian clinico-legal principles and common law legislation.

## Some key topic areas

The following provides examples of our workshop topics:

- **Wellbeing can affect patient safety**

Young practitioners often seek assistance for issues relating to their health and wellbeing. Issues can stem from poor work performance, illness and impairment, drug abuse, AHPRA investigation, harassment and discrimination. When a practitioner's health is not their priority, it can affect their ability to deliver appropriate safe healthcare and potentially jeopardise ongoing suitability in this profession. This session provides strategies to help avoid that 'slippery slope'.

- **Intern risk 101**

What special skills do interns need to get them through the challenges with which they may be faced? This session provides interns with the basics of medical indemnity (employer indemnity) and an introduction to the Medical Board's Code of Conduct. It's designed to minimise both personal and employer exposure and provide tips to maintain personal wellbeing.

- **Dealing with difficult patients**

All practitioners will inevitably face difficult patients. This session provides insight into why patients can be difficult and strategies to minimise and manage concerns. Mishandling such patients can escalate the situation and lead to clinico-legal risk and/or precipitate a regulatory or hospital complaint and investigation. Even a difficult patient may have genuine health concerns.

- **Death, The Final Complication!**

Young practitioners can be challenged when asked to complete a 'Medical Certificate of Cause of Death' document (ie death certificate). Equally challenging is knowing when a death may be a 'Reportable Death' for which a Coroner must be notified. Failure can create complications and expose practitioners to adverse outcomes. The session provides an overview of the clinico-legal and administrative requirements following patient death.

- **Breaking bad news**

Young practitioners might not have had to break bad news to patients yet, but as you can imagine, it is important that it is conveyed competently, confidently and compassionately. This session is a practical 'how to' designed to reduce complaints and improve the delivery of bad news.



- **Legal bag – privacy & confidentiality**

Doctors need to know about privacy, confidentiality and when and when not to release health information. This session uses video case studies to teach doctors how to deal with information requests from patients, families, lawyers, police, the courts and various government entities. Inappropriate management can create clinico-legal risks.

- **Working with other healthcare professionals**

This session focuses on a video vignette case study in which a difficult consultant and a junior practitioner have a breakdown in communication and professionalism. The session explores how a poor relationship with colleagues can weaken doctor patient relationships and endanger patient care. These issues highlight the importance of AHPRA's Code of Conduct in regard to inter-colleague professionalism.



## Custom workshops

Custom education can be developed into a workshop covering elements within the above topics or specifically responding to areas or challenges that you think are relevant.

## Key benefits

Our education program responds to specific learning challenges and may supplement your curriculum. It is designed to minimise the risk of an adverse or unexpected outcome to patients or in the event they do occur, assist with a defence and help mitigate adverse impacts. This in turn should minimise hospital costs and time required to manage incidents, complaints, claims and investigations.

A Certificate of Attendance is provided to participants to contribute toward their continuing professional development (CPD) requirements.

## Engagement

We can deliver education through face to face workshops, webinars and online. However, we find that concepts are better understood when the audience participates in the activity. The right combination of theory and use of practical case studies and roleplays improve engagement and understanding. Participants receive relevant reference materials and handouts.

## Presenters

Our presenters cover a diverse set of skills, backgrounds and experiences from healthcare practitioners of varying craft groups to clinico-legal professionals across Australia. This enables us to best match the right presenter with the target audience and objectives.

## Accredited risk education

In setting high standards for our risk education, MIPS has obtained accreditation from RACGP, ACCRM and RACS.



More info  
[mips.com.au/  
meo](https://mips.com.au/meo)

This organisation is an authorised provider of accredited activities under the RACGP QI&CPD Program 2017-2019

## More information

If you would like to find out about an education program or book a presentation, please contact:



**Manager Member Risk Education**  
[education@mips.com.au](mailto:education@mips.com.au)

[www.mips.com.au/meo](http://www.mips.com.au/meo)

Medical Indemnity Protection Society  
ABN 64 007 067 281 | AFSL 301912  
1800 061 113 | [info@mips.com.au](mailto:info@mips.com.au) | [mips.com.au](http://mips.com.au)  
PB201612-285

