Regulation Activities as Human Capital Management:
Efforts in the United States and Australia

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Federation of State Boards of Physical Therapy (US)

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Notification Rate by Profession (2010 - 2016)

- Medical Practitioner
- Dental Practitioner
- Chiropractor
- Pharmacist
- Psychologist
- ATSIHP
- Podiatrist
- Optometrist
- Chinese Medicine Practitioner
- Osteopath
- Nurse or Midwife
- Physiotherapist
- Occupational Therapist
- Medical Radiation Practitioner
What is Human Capital Management (HCM)?
Influence Pyramid

- Build relationships with others who have influence
- Get out of the box/
  Obtain a heart at peace
- Build the relationship
- Listen and learn
- Teach and communicate
- Correct

Dealing with things that are going wrong

Helping things go right
The Australian perspective

• Origins of National Registration and Accreditation Scheme (NRAS)
  – Objectives of the National Law
• Strategic Alignment
• Performance Culture
  – Data driven developments
• Talent Management
• Measuring effectiveness
Patient safety and workforce driving reform
Global trends in regulation

- Time of great change – no single model
- Core focus on **patient and public safety**
- **Well designed regulation and burden**
- ‘Professionally led’ rather than ‘self regulation’
- Greater range of stakeholder involvement
- Drive for greater transparency
- Common frameworks across professions
- Greater focus on ongoing competence to practise - different techniques
- **Global mobility of health workforce (and patients)**
Reducing barriers to practice

- National Law objectives
  - Facilitate **workforce mobility** across Australia by reducing administrative burden...
  - Facilitate **access to services** provided by health practitioners in the public interest
  - Enable the continuous development of a **flexible and responsive workforce...innovation** in education and services

- Other National Law provisions
  - Guiding Principles: restrictions only to ensure safety and quality of services
  - Emphasis on title protection

- Regulatory Principles
NRAS Strategy 2015-2020

Vision
We are recognised as a leading risk-based regulator enabling a competent and flexible health workforce to meet the current and future health needs of the Australian community.

Mission
To protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare.

Strategic outcomes
1. Reduced risk of harm to the public associated with the practice of regulated health professions.
2. Assurance that registered health practitioners are suitably trained and qualified to practise in a competent and ethical manner.
3. Increased public confidence in the effective and efficient regulation of health practitioners.
4. Increased public benefit from the use of our data for practitioner regulation, health workforce planning and research.
5. Improved access to healthcare through our contribution to a more sustainable health workforce.

Our guiding principles
Our Regulatory principles underpin the work of the National Boards and AHPRA. They guide our decision making.
What does it mean for AHPRA to be a risk-based regulator…?

• Martin Fletcher (IAMRA “Lifting our Gaze”):
  – New skills
  – Treat data with care
  – Taxonomy
  – Partnerships
  – “So what?” test
Performance Culture

• Balanced Scorecard methodology
• Relevant strategic objectives:
  – Enhance strategic partnerships
  – Increase shared efficiencies with strategic partners
• Reporting against measures to commence July 2017
• What this means for us
Our data sources…

- >660,000 practitioners
- >13,000 fields within our regulatory compliance system, applications, notifications, monitoring and compliance (Pivotal)
- >153,710 students
- >3.7 million records in document repository (TRIM)
- >20,000 archived document storage boxes
- >580,000 telephone calls annually (ave. 5 mins)
- 50,000 web enquiries annually
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<th>Profession</th>
<th>ACT</th>
<th>NSW</th>
<th>NT</th>
<th>QLD</th>
<th>SA</th>
<th>VIC</th>
<th>WA</th>
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<th>TAS</th>
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*Registrants as at 31 January 2017
Chance of Receiving another notification in the next 12 months

[for dental practitioners]
Leadership and Knowledge Management

• Board member induction and orientation training
• Governance and decision-making training for the national scheme
• Stakeholder engagement
• Future developments
  – Board effectiveness assessment and reporting
  – Stakeholder sentiment assessment and reporting
Future Directions?

- Best practices for staffing
- Research forum
- Engaging stakeholders
- Informing legislation
- Sharing metrics