Health Service Directive

Credentialing and defining the scope of clinical practice

Purpose
The purpose of this health service directive is to ensure identified health professionals are credentialed and have a defined scope of clinical practice to support the delivery of safe and high quality health care within Hospital and Health Services.

Scope
This Health Service Directive applies to all Hospital and Health Services and is relevant to professionals identified in the professional stream requirements section of this document. Health professionals employed within the Department of Health should refer to the appropriate policy and guidelines.

Principles
- **patient safety**: ensuring health professionals practice within the bounds of their education, training and competence and within the capacity and capability of the service in which they are working.
- **consistency**: aligning with National Safety and Quality Health Service Standard and Queensland Health credentialing processes.
- **natural justice and procedural fairness**: the credentialing and scope of clinical practice processes are underpinned by natural justice and procedural fairness.
- **due care and diligence**: all parties act with due care and diligence to support procedural fairness. Credentialing and defining scope of clinical practice processes are underpinned by transparency and accountability.
- **equity**: applicants be treated equally and without discrimination. All decisions shall be based on the professional competence of the applicant and the capacity of the relevant service.
Outcomes
All Hospital and Health Services shall ensure all identified health professionals are credentialed and have a defined scope of clinical practice.

Mandatory requirements
All Hospital and Health Services shall:

- be *accredited* against the National Safety and Quality Health Service Standards.
- report by briefing to the Director-General, Queensland Health, a near miss, an actual or potential case of patient injury or adverse event where a breach of this directive was a contributing factor.
- have a process in place, and afford health professionals the opportunity, to appeal the decision regarding their scope of clinical practice.

Specific mandatory professional stream requirements

1. **Medical Practitioners and Dentists**
   All Hospital and Health Services shall:
   - ensure all identified, Australian Health Practitioner Regulation Agency (AHPRA) registered medical practitioners and dentists are issued with a current documented scope of practice covering all work performed.
   - contribute to the minimum data set for each eligible practitioner to the central *credentialing* repository, and provide updates upon any variation to approved scope of clinical practice upon implementation of the Shared Credentialing Repository within each Hospital and Health Service.
   - upon *request*, make the results of compliance audits available to areas within the Department of Health that have assigned responsibilities for credentialing i.e. the Director-General and the Office of the Principal Medical Officer.
   - ensure *reports* of a near miss, an actual or potential case of patient injury or adverse event where a breach of this directive was a contributing factor, are provided to the Principal Medical Officer at time of submission to the Director-General.

2. **Nurse Practitioners**
   All Hospital and Health Services shall:
   - ensure all nurse practitioners hold a current endorsement as a nurse practitioner under the *Health Practitioner Regulation National Law Act 2009 (Qld)* and have no restrictions on practice.
   - ensure *health* professionals employed or engaged in a position that requires endorsement as a nurse practitioner are credentialed and issued with a
Credentialing and defining the scope of clinical practice

current, documented scope of clinical practice covering all clinical work performed.

- ensure credentialing decisions are professionally led with appropriate nursing representation.

3. Mental Health Nurses and Mental Health Nurse Practitioners

All Hospital and Health Services shall:

- support all registered nurses with mental health nursing qualifications working within identified mental health and alcohol and drug treatment service settings to be credentialled with the Australian College of Mental Health Nurses (ACMHN) ‘Credential for Practice Program’.

4. Eligible Midwives

All Hospital and Health Services shall:

- ensure all eligible midwives hold current general registration as a midwife in Australia with no restrictions on practice and a notation on the register as an eligible midwife.
- ensure appropriate professional indemnity insurance arrangements are in place for midwifery practice.
- ensure midwives employed or engaged in a position requiring eligibility are credentialled and issued with a current, documented scope of clinical practice covering all clinical work performed.
- ensure credentialing decisions are professionally led with appropriate midwifery representation.

5. Allied Health Professionals

All Hospital and Health Services shall:

- ensure all allied health professionals intending to engage in complex clinical practices not traditionally performed by their profession are credentialled and have a documented defined scope of clinical practice.
- ensure all allied health professionals working in Public Health System facilities but not employed by a Hospital and Health Service are credentialled and have a documented defined scope of clinical practice.
- have mechanisms in place to support professional support activities for all allied health professionals regardless of the allied health professional’s clinical area, career stage, location or profession speciality.

Related or governing legislation, policy and agreements

- Anti-Discrimination Act 1991 (Qld)
- Criminal Law (Rehabilitation of Offenders) Act 1986 (Qld)
Credentialing and defining the scope of clinical practice

- Guardianship and Administration Act 2000 (Qld)
- Health Quality and Complaints Commission Act 2006 (Qld) Health Ombudsman Act 2013 (Qld)
- Hospital and Health Boards Act 2011 (Qld)
- Hospital and Health Boards Regulation 2012 (Qld)
- Judicial Review Act 1991 (Qld)
- Right to Information Act 2009 (Qld)
- Health Practitioner Regulation National Law Act 2009 (Qld)
- Witness Protection Act 2000 (Qld)

Related policy or documents
- Department of Health:
  - Recruitment and Selection Human Resources Policy B1 (QH-POL-212)
  - Employees to Notify Supervisor if Charged with or Convicted of an Indictable Offence Human Resources Policy E4 (QH-POL-127)
  - Mental or Physical Incapacity of Employees Human Resources Policy E11 (QH-POL-170)
  - Indemnity for Queensland Health Medical Practitioners Human Resources Policy I2 (QH-POL-153)

Supporting documents
- Australian Commission on Safety and Quality in Health Care, Safety and Quality Improvement Guideline October 2012, Standard 1: Governance for Safety and Quality in Health Service Organisations available at:
- National Standard for Credentialing and Scope of Clinical Practice 2004 available at:
- Australian Health Practitioner Regulation Agency (AHPRA) Guidelines for Mandatory Notifications relevant to the professions, available at:
- Australian Health Practitioner Regulation Agency (AHPRA) Recency of Practice Registration Standard relevant to the professions, available at:

- Clinical Services Capability Framework for Public and Licensed Private Health Facilities

Business area contact
Office of the Principal Medical Officer, Health Service and Clinical Innovation Division

Review
This Health Service Directive will be reviewed at least every three years.

Date of last review: 7 May 2014
Supersedes: Version 1

Approval and Implementation
Directive Custodian
Deputy Director-General, Health Service and Clinical Innovation Division

Approval by Chief Executive
Director-General, Department of Health

Approval date: 28 August 2014

Issued under section 47 of the Hospital and Health Boards Act 2011

Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Prepared by</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>01/07/2013</td>
<td>Office of Principal Medical Officer</td>
<td>New Health Service Directive</td>
</tr>
<tr>
<td>1.1</td>
<td>18/07/2013</td>
<td>Office of Principal Medical Officer</td>
<td>Minor updates incorporated resulting from feedback from second round of Statewide consultation.</td>
</tr>
<tr>
<td>1.2</td>
<td>10/04/2014</td>
<td>Office of Principal</td>
<td>Minor inclusions following state-wide consultation, feedback, Credentialing Officers Network and</td>
</tr>
</tbody>
</table>
### Definitions of terms used in this directive

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adverse event</td>
<td>An incident in which harm resulted to a person receiving care</td>
<td>National Safety and Quality Health Service Standards, June 2011</td>
</tr>
<tr>
<td>Allied Health Professionals</td>
<td>This directive applies to the following allied health professions: audiology; clinical measurement sciences; dietetics; exercise physiology; music therapy; nuclear medicine technologists; nutrition; occupational therapy; optometry; orthoptics; orthotics / prosthetics; pharmacy; physiotherapy; podiatry; psychology; physicists; radiation therapy; radiography; radiochemists; sonography; social work; speech pathology; social work associates; welfare officers.</td>
<td>Allied Health Professions Office</td>
</tr>
<tr>
<td>Complex clinical practice (allied health)</td>
<td>Intervention or procedure which requires an allied health professional to conduct clinical practice that is not traditionally within the scope of their profession.</td>
<td>Allied Health Professions Office</td>
</tr>
<tr>
<td>Credentialing</td>
<td>The formal process used to verify the qualifications, experience, professional standing and other relevant professional attributes for the purpose of forming a view about their competence, performance and professional suitability to provide a safe, high quality</td>
<td>National Safety and Quality Health Service Standards, Governance for Safety and Quality in Health Service Organisations, Standard 1, October 2012 <a href="http://www.safetyandquality.gov.au/ou">http://www.safetyandquality.gov.au/ou</a></td>
</tr>
<tr>
<td>Term</td>
<td>Definition / Explanation / Details</td>
<td>Source</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>healthcare service within specific environments.</td>
<td></td>
<td>r-work/accreditation/nsqhs/safety-and-quality-improvement-guides-and-accreditation-workbooks/</td>
</tr>
<tr>
<td>Eligible Midwife</td>
<td>Notation as an eligible midwife applies to a class of registered midwives and not to all registered midwives. Having notation as an eligible midwife on the register of midwives indicates that the midwife is competent to: provide pregnancy, labour, birth and postnatal care to women and their infants; and is qualified to provide the associated services and order diagnostic investigations appropriate to the eligible midwife's scope of practice. An eligible midwife may also prescribe scheduled medicines in accordance with relevant state or territory legislation once an endorsement for scheduled medicines under section 94 has been attained.</td>
<td>Nursing and Midwifery Board Registration Standard <a href="http://www.nursingmidwiferyboard.gov.au/documents/default.aspx?record=WD10%2F1340&amp;dbid=AP&amp;chksum=ZWejXbYCyI0yXm4PJR5oaA%3D%3D">www.nursingmidwiferyboard.gov.au/documents/default.aspx?record=WD10%2F1340&amp;dbid=AP&amp;chksum=ZWejXbYCyI0yXm4PJR5oaA%3D%3D</a></td>
</tr>
<tr>
<td>Health professional</td>
<td>A trained health professional who may or may not be registered with AHPRA</td>
<td></td>
</tr>
<tr>
<td>Identified health professionals</td>
<td>This directive applies to professionals identified in the professional stream requirements section of this document.</td>
<td></td>
</tr>
<tr>
<td>Medical Practitioner</td>
<td>An individual registered by the Medical Board of Australia, whose name appears on the register of medical practitioners and/or medical specialists.</td>
<td>Australian Health Practitioner Regulation Agency <a href="http://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx">http://www.ahpra.gov.au/Registration/Registers-of-Practitioners.aspx</a></td>
</tr>
<tr>
<td>Mental Health Nurse / Nurse Practitioner</td>
<td>A Mental Health Nurse is a registered nurse who holds a recognised specialist qualification in mental health nursing.</td>
<td>Australian College of Mental Health Nurses <a href="http://www.acmhn.org/publications/standards-of-practice.html">http://www.acmhn.org/publications/standards-of-practice.html</a></td>
</tr>
<tr>
<td>Term</td>
<td>Definition / Explanation / Details</td>
<td>Source</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Near miss</td>
<td>An incident that does not cause harm, but has the potential to do so</td>
<td>National Safety and Quality Health Service Standards, June 2011</td>
</tr>
<tr>
<td>Professional support</td>
<td>A term that refers to activities that create an environment where personal and professional growth may occur.</td>
<td><a href="http://www.safetyandquality.gov.au/our-work/accreditation/nsqhss/safety-and-quality-improvement-guides-and-accreditation-workbooks/">Source</a></td>
</tr>
<tr>
<td>Scope of clinical practice</td>
<td>The extent of an individual practitioner’s approved clinical practice within a particular organisation based on the individual’s credentials, competence, performance and professional suitability and the needs and capability of the organisation to support the practitioner’s scope of clinical practice.</td>
<td>National Safety and Quality Health Service Standards, Governance for Safety and Quality in Health Service Organisations, Standard 1, October 2012: <a href="http://www.safetyandquality.gov.au/our-work/accreditation/nsqhss/safety-and-quality-improvement-guides-and-accreditation-workbooks/">Source</a></td>
</tr>
</tbody>
</table>