

# Riverina Medical & Dental Aboriginal Corporation



271 Edward Street  
14 Trail Street  
WAGGA WAGGA  
NSW 2650

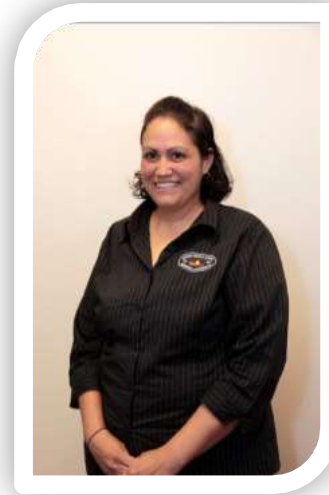
# Acknowledgement

- I would like to Acknowledge the traditional custodians, on who's Land we meet today the Gaddigal people of the Eora Nation, and pay my respects to Elders, both past and present.

# Introduction



**SELENA LYONS**  
*Chief Executive Officer*



**JODY SMITH**  
*Quality Improvement  
Manager Executive  
Assistant*

# RivMed Sites 271 Edward Street



Clinical Services – Doctors & Allied  
Health

Riverina Medical & Dental Aboriginal Corporation

# RivMed Sites 14 Trail Street



Administration Team, Family Health Team &  
Dental Services

Riverina Medical & Dental Aboriginal Corporation

# RivMed's Journey to Dual Accreditation



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# AGPAL Accreditation

- Agpal was first reached in 2003, under the direction of Medical Director Dr Jennifer Bell. RivMed are now accredited under the 4<sup>th</sup> Edition of the AGPAL Standards.

# QIC Accreditation

- In 2010, RivMed Board of Directors appointed Selena Lyons, CEO. This is where Our Accreditation journey started. Throughout the following 2.5 years, RivMed worked closely with Quality Management Services (QMS) & Accreditation Specialists to reach Dual Accreditation.



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## How RivMed decided it was time for Accreditation?

- The Board of Directors commenced Governance Training and completed in December 2010
- Board of Directors & CEO had decided that the organisational structure, the policies and procedures needed to be reviewed and then updated.



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# How Quality Management Services helped?

- Provided information workshops, which gave a better understanding of the accreditation journey. This meant travelling to Sydney for workshops throughout the following 2 years.
- Provided the Quality Improvement Journal – online. All Policies & Procedures could be uploaded into the Journal.
- Kept in contact throughout the process

# How Accreditation Specialists helped?

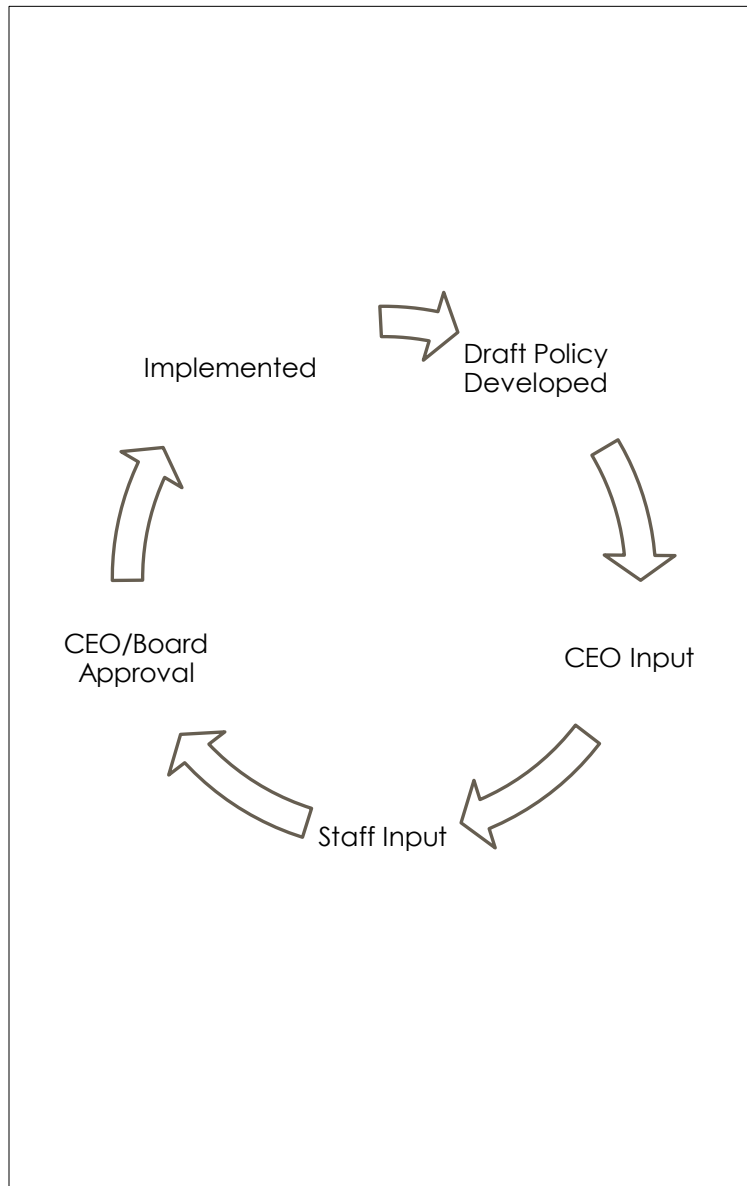
- Assisted in updating, implementing & creating Policies & Procedures within RivMed, as there were only a handful of Policies & Procedures in place.
- RivMed now have over 120 Policies & Procedures in place which were all provided to the Board of Directors for approval.

## Implementing the Policies into the organisation?

- Staff Meetings
- Emails – Policy & Procedure of the Day
- Hardcopy for signing off.



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## Other AMS's

- Winnungah Nimmityjah Aboriginal Health Services ACT (Winnunga)
- RivMed already had an established relationship with Winnunga & they provided support/guidance on how we can improve our accreditation process.
- Albury/Wodonga Aboriginal Health Service (AWAHS) provided IT Support about our IT systems to make sure our systems were up to speed.

# May 2013

## Accreditation Review

- RivMed finally reached the accreditation in May 2013, we were audited by 3 Reviewers appointed by QMS.
- RivMed was one of only a few Organisations that reached QIC Accreditation first time around. This would have not been possible without dedication of the Board & Staff in achieving this great accolade.

# What have we done since achieving Accreditation?

## **Forward Planning**

- ✓ We have developed an ongoing Action Plan
- ✓ Which is Reviewed & Monitored monthly

## **Communication**

- ✓ Regular feedback to Board of Directors & Staff on the Accreditation process and changes if needed which enhances CQI



## Ngangaagi Intensive Family Based Services

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## **Brungle Health & Aboriginal Community Centre**

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# Board of Directors



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# Administration Team



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# Clinical Team



# Clinic Admin Team



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# Family Health Team



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# Ngangaagi Intensive Family Based Services



Riverina Medical & Dental Aboriginal Corporation

Medical Director  
Dr Jennifer Bell



Practice Manager  
Jane Kearnes





# Manager Family Health Team



Riverina Medical & Dental Aboriginal Corporation

IFBS Manager  
Cecily Lyons



Finance Manager  
Karene Eggleton



HR Manager  
Karen Smith



Program Manager  
Pam Nix



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# THANK YOU

For listening to our Journey to Accreditation and I would also like to Thank AH&MRC for inviting us to present today and share our Story with you all.