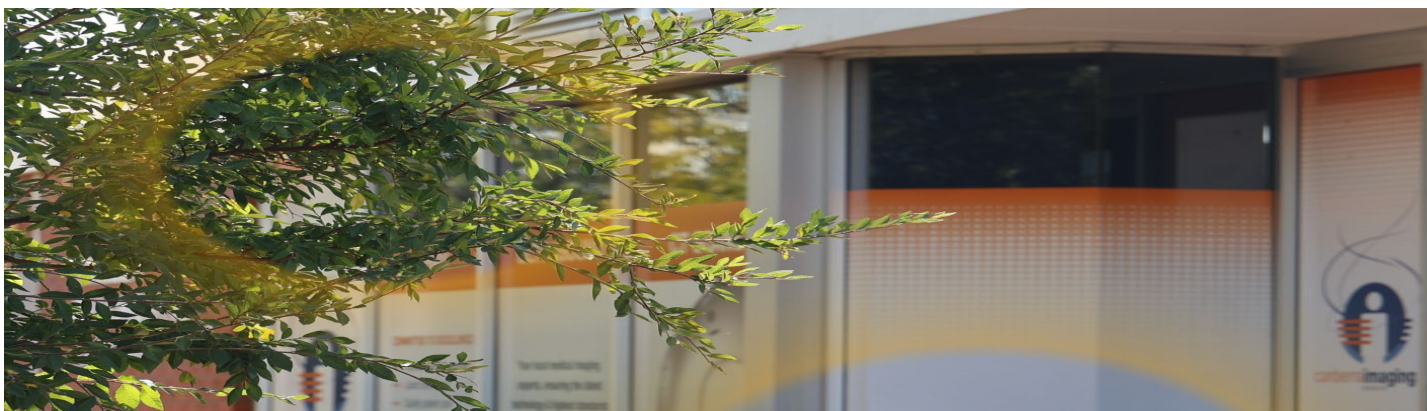


INDUCTION MANUAL

CONSUMER
REPRESENTATIVES

CANBERRA
IMAGING GROUP



WELCOME

We are thrilled to welcome you to the Canberra Imaging Group team! As a key member of our medical imaging service, you will play a crucial role in supporting our mission to provide compassionate, high quality imaging services to our patients and healthcare partners.

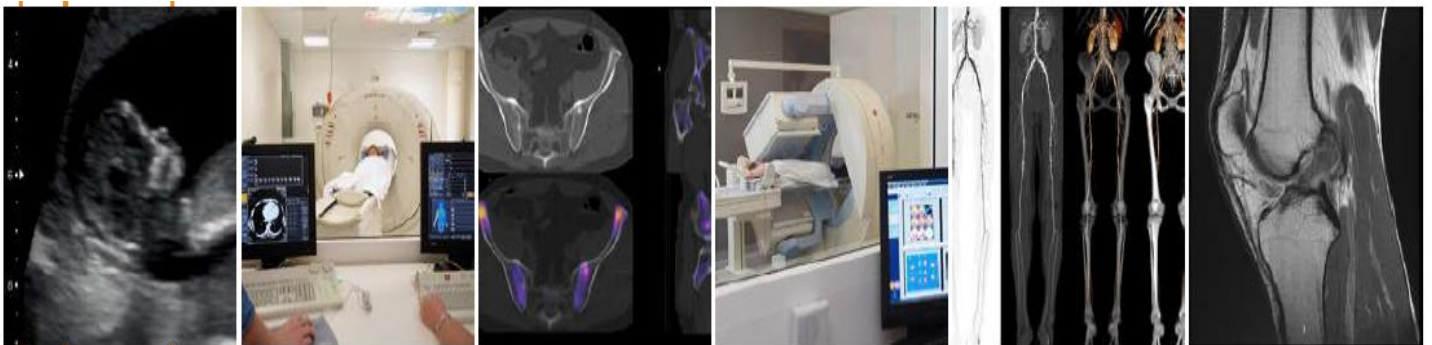
At Canberra Imaging Group, we understand that medical imaging is often an important and sometimes stressful experience for our patients, and your role as a Consumer Representative is vital in ensuring that each person feels supported, informed and cared for. We ask you to do this through an evaluation process of our quality programs, policies and procedures and where possible by direct interaction with our services

JOB DESCRIPTION

As a consumer representative for Canberra Imaging Group, you will play a key role in ensuring that our policies, procedures, quality and safety practices align with both regulatory standards and the needs of our patients and healthcare partners.

Your responsibilities will include reviewing and ensuring compliance with policies, as well as contributing to our continuous improvement efforts aimed at enhancing service delivery, patient safety and operational efficiency.

This is a behind the scenes analytical role that ensures the high standards of our medical imaging services are maintained. All consumer representatives at Canberra Imaging Group must have completed the HealthCare Consumers ACT consumer training prior to commencement.



Clinical Risk and Audit meeting

A key aspect of your role will be to participate in and contribute to our Clinical Risk and Audit Meeting (CRAC). CRAC is held quarterly in our executive office which is located at Unit 2 Royal Life Saving House, 26-28 Napier Close, Deakin. You may also choose to participate via Zoom.

Reporting

From time to time, we may request you to review documentation related to new systems, procedures or site improvements so that we may obtain the consumer perspective. Our focus is to understand aspects that may affect the quality and safety of healthcare informed by your own experience.

COMPANY OVERVIEW

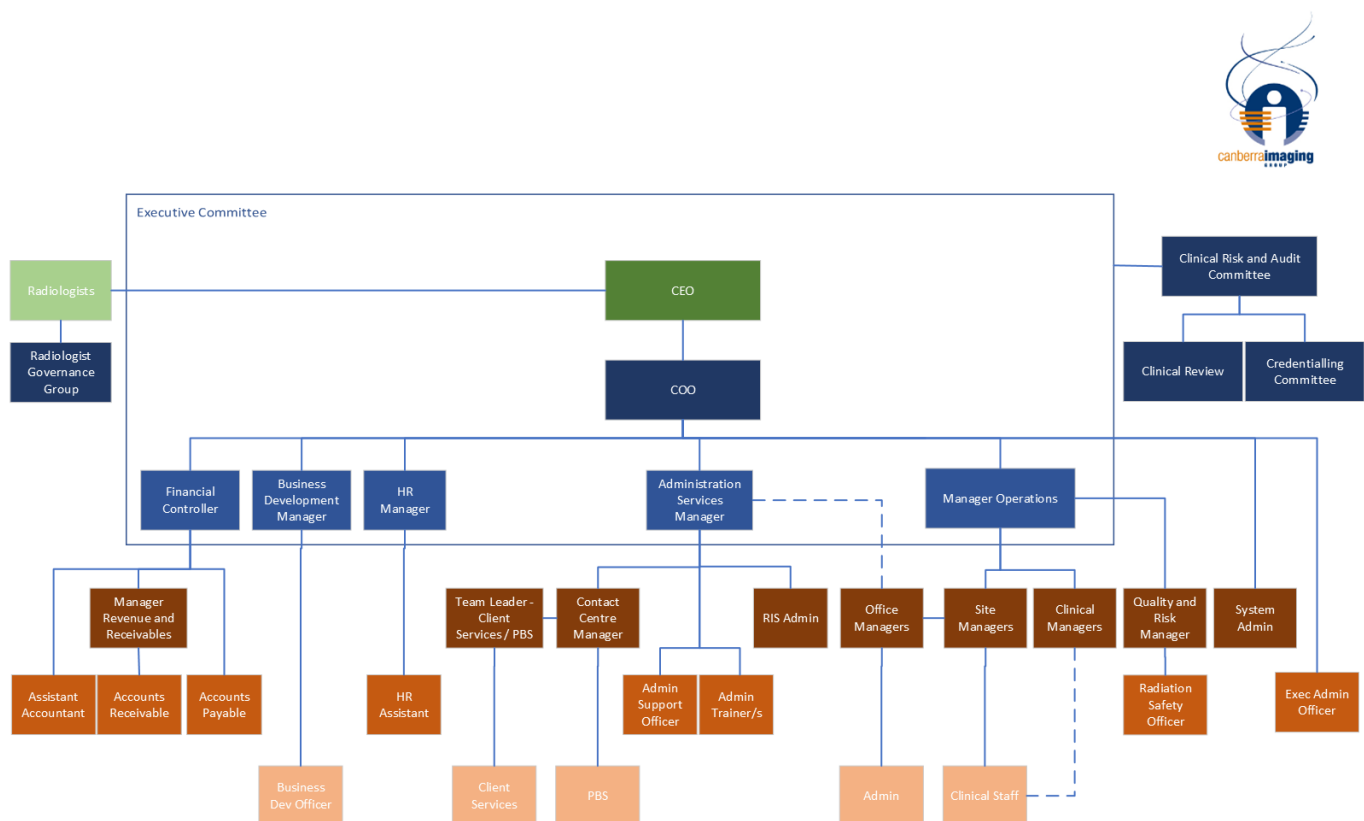
Canberra Imaging Group is a wholly owned subsidiary of Sonic Healthcare. Sonic is a publicly listed Australian company (ASX Top 30) operating in 7 countries and currently employs 37,000 staff, including 1,250 pathologists and 250 radiologists and nuclear medicine physicians.

This guide aims to provide a formal overview of your role, our company and the associated expectations. It should be used as a reference point for discussion during your initial orientation meeting with our Manager Operations and Quality & Risk Manager.

ORGANISATIONAL STRUCTURE

Canberra Imaging Group has a relatively flat decision-making structure and operates on a “matrix” whereby staff work across sites and in modality groupings.

All clinical staff report to a Site Manager and a Modality Clinical Manager. Radiologists also coordinate sites and modalities and provide specialist clinical direction and support to the modality according to the qualifications and interest of the specialist radiologist/physician elected.



CONSUMER POLICIES AND PROCEDURES

Our policies and procedures are designed to ensure that our medical imaging services are efficient, patient centered, and in full compliance with the relevant laws and regulations.

Under the Sonic umbrella we operate a tiered policy strategy where global policies are issued by the upper external management and local procedures are implemented to reflect our business environment.

As an introduction to our organisation we will orient you procedures which broadly cover;

- Our privacy and confidentiality policies
- Safety protocols and imaging procedures
- Quality Assurance and Monitoring
- Incident reporting and Risk Management
- Compliance with regulatory standards such as NSQHS and DIAS

COMMUNICATION PROTOCOLS

Effective communication is at the heart of our success in providing high quality medical imaging services. Clear, concise, and professional communication helps us maintain efficiency, ensure patient safety, and uphold the trust of our patients and healthcare partners.

As a consumer representative, your role will involve significant interaction with internal teams including with our Medical, Allied Health, Nursing and Executive staff, so understanding and adhering to our communication protocols is crucial.

We ask that you ensure your communications are respectful with a focus on constructive improvement. Always use professional language and avoid jargon that may be confusing.

Communication channels

To ensure clarity and proper tracking we ask that you contact either the Quality and Risk Manager or the Manager Operations for all input. You may elect to phone their office numbers directly or send an email. We do not participate in chat groups or communicate via other methods of social media.

CONFIDENTIALITY AND DATA PROTECTION

At Canberra Imaging Group, we take the confidentiality and security of patient and business information very seriously.

As a consumer representative, you will have access to sensitive information regarding patient procedures, internal policies, and operational data. Therefore, maintaining confidentiality is not just a policy but a fundamental part of your role.

To ensure that we comply with all applicable laws and regulations, including the Privacy Act 1988 (Cth), Australian Privacy Principles (APPs), and relevant territory health privacy laws, all contractors are required to sign a confidentiality agreement.

This agreement ensures that everyone who has access to sensitive data understands their responsibilities and the legal obligations regarding the protection of personal and health information.

The agreement will include;

- Non disclosure of sensitive information
- Handling and security of data, and
- Consequences for Breach

TOUR

To help you understand our business we are happy to organise a tour of our clinical facilities if you like.

During your first visit to our executive office, we will conduct a walkthrough of the office facilities including showing you the tearoom, washroom access and egress from the building.

Our office manager will provide you with an overview of our emergency planning and evacuation points for the building.

QUESTIONS

If you have any questions about your role, please do not hesitate to contact;

	Brad Whittaker	Sharon Tripodi
	Manager Operations	Quality & Risk Manager
Phone	6203 2188	6203 2054
Email	Bradley.Whittaker@cig.com.au	Sharon.Tripodi@cig.com.au

APPENDIX

Membership

1. Quality and Risk Manager - Chair
2. Manager Operations
3. Radiologist
4. Chief Operating Officer
5. Angiography and Interventional Suite Site Manager
6. CT Clinical Manager
7. General Radiography Clinical Manager
8. Mammography Clinical Manager
9. MRI Clinical Manager
10. Molecular Imaging Clinical Manager
11. Nursing Clinical Manager
12. Ultrasound Clinical Manager
13. Community Representative

Role of Committee

The primary aim of the Clinical Risk and Audit Committee is to achieve measurable and sustainable improvements in the quality of diagnostic imaging and patient care provided by Canberra Imaging Group through a process of clinical review and audit. The Committee will:

- Monitor current clinical practice, quality assurance and improvement activities of each modality committee, of all medical practitioners and clinical staff working in CIG.
- Where possible promote measurement of CIG performance against national and international standards.
- Improve CIG performance against agreed national benchmarks on a range of clinical risk areas.
- Improve CIG management of clinical risk.
- Reduce adverse outcomes and all preventable adverse events.
- Report to the relevant public health authority on all sentinel events.
- Improve teaching of clinical staff through multi-disciplinary education forums and meetings of the Committee.
- Direct the work of the Patient Care Review Morbidity and Mortality Subcommittee. This subcommittee will review all episodes of patient care, all adverse outcomes and morbidity associated with the services offered by Canberra Imaging Group, Angiography and Interventional Suite.
- Direct the work of the Credentialling Committee. This subcommittee will ensure all medical practitioners and clinical staff working with CIG are sufficiently skilled and credentialled to undertake all referred diagnostic imaging and interventional procedures.

Specifically, the Clinical Risk and Audit Committee will:

- Oversee the accreditation and licensing of all CIG services and equipment.
- Oversee the licensing and registration of all staff and doctors.
- Establish and monitor an Audit Schedule for Canberra Imaging Group.
- Approve any ad hoc audits and review the results.
- Investigate and report as required on all adverse and sentinel events, including mortality data and patterns of morbidity.
- Monitor and take corrective action on any pattern in patient and referring doctor complaints.
- Identify, classify and provide corrective/preventative actions for significant risks.
- Monitor and evaluate the outcomes for actions implemented.
- Submission of an Annual Report to ACT Health.
- Review and make recommendations on the status of the Angiography and Interventional Suite risk register.
- Review and approve any patient information documentation in consultation with consumer representative member.

Meeting Schedule

The Committee will meet at least 4 times a year and will present a formal report to the Executive Committee twice a year. Standard agenda items include Management of the Quality System, Review of Audit Reports, Review of Incident Reports, Radiation Protection and Licensing, Infection Prevention and Control, Consumer Feedback, and WHS Meeting review.

CRAC is also listed as a standing item on the Canberra X-Ray Pty Ltd Executive Committee meeting agendas. The meeting schedule is available on the Canberra Imaging Group Intranet.

Preparation of Committee Materials

The Quality and Risk Manager, in consultation with the Manager Operations, will compile the agenda and provide all documentation, reports and minutes.

Reporting Structure

The Committee receives reports from:

- Work Health and Safety Committee
- Patient Care Review, Morbidity and Mortality Subcommittee
- Infection Prevention
- Community Representative member

The Committee reports to the Executive Committee as the highest level of governance.