



Australian Government

FNSPIM416 Work effectively in the medical indemnity sector

Release: 1

FNSPIM416 Work effectively in the medical indemnity sector

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to work effectively in the medical indemnity sector and manage medical indemnity claims. It encompasses the application of research and consultation skills to complete work processes.

It applies to individuals who use specialised legal and medical knowledge in following organisational procedures. They work independently and in teams and make judgements within their level of responsibility to achieve organisational objectives and standards.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Personal Injury Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Provide an overview of medical indemnity processes	1.1 Outline the concept of negligence and risk management in medical indemnity 1.2 Identify key stakeholders and participants in the medical indemnity sector and explain their roles, responsibilities and functions in different jurisdictions 1.3 Identify and categorise types of claims managed in the medical indemnity sector 1.4 Identify the role of public and private insurance and jurisdictional coverage issues in medical indemnity insurance 1.5 Outline reporting requirements including data collection

ELEMENT	PERFORMANCE CRITERIA
	requirements
2. Access and research information on medical issues	2.1 Research policies and standards relating to patient safety initiatives in relevant jurisdictions 2.2 Identify approaches used in hospitals to manage clinical risk including adverse medical incidents and investigations 2.3 Identify suitable sources of information to undertake research into medical issues 2.4 Research key features and trends relevant to common and uncommon types of medical indemnity claims 2.5 Identify key medical practice areas in medical indemnity cases and interpret terminology relevant to claims within these practice areas 2.6 Identify the medical skills and qualifications required to provide expert evidence in the medical indemnity sector
3. Access and research information on legal issues in medical indemnity	3.1 Identify and source relevant legislation, regulations and codes of practice relevant to the medical indemnity sector and to the work role 3.2 Demonstrate knowledge of relevant legislation, regulations and codes of practice when working with stakeholders 3.3 Identify the basic legal process involved in litigation of medical indemnity claims 3.4 Identify the process for medical indemnity claims within the court system 3.5 Identify and explain key legal terminology used in the medical indemnity sector 3.6 Identify and access the key policies and guidelines relevant to medical indemnity cases
4. Undertake consultation with stakeholders	4.1 Follow organisational processes and procedures for consulting and negotiating with stakeholders 4.2 Provide accurate and timely verbal and written communication to stakeholders to support the consultation process 4.3 Manage ongoing communications with internal and external stakeholders

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	2.1-2.6, 3.1-3.6	Researches information to build own knowledge and understanding of requirements of the sector
Reading	1.3, 2.1, 2.3-2.6, 3.1, 3.5, 3.6	Gathers and comprehends complex text information to develop comprehensive sector knowledge and determine requirements
Writing	4.2	Completes documentation accurately following organisational procedures and protocols
Oral Communication	4.2	- Participates in verbal exchanges with a range of personnel using appropriate language - Uses active listening and questioning skills to confirm and convey understanding
Navigate the world of work	1.1-1.5, 2.1-2.6, 3.1-3.6	- Recognises and follows relevant legislative requirements and organisational policies and procedures and meets expectations associated with own role - Takes steps to develop knowledge and understanding relevant to work role
Interact with others	3.2, 4.1-4.3	Uses appropriate communication strategies to build effective communication and rapport
Get the work done	4.1-4.3	- Organises work according to defined requirements taking responsibility for decisions and sequencing tasks to achieve efficient outcomes - Uses the main features and functions of digital tools to complete work tasks

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSPIM416 Work effectively in the medical indemnity sector	Not applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSPIM416 Work effectively in the medical indemnity sector

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Performance Evidence

Evidence of the ability to:

- access, source and maintain current information relating to medical indemnity legislation, regulations and codes of practice as required
- research key legal and medical information relevant to own role
- consult with stakeholders demonstrating a sound knowledge of the medical indemnity sector and the processes involved.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the key steps in the medical indemnity claims process including consultation and negotiation
- describe the roles and responsibilities of key stakeholders and participants in medical indemnity within Australia including:
 - public and private health systems
 - medical professionals
 - allied health practitioners
 - insurance companies
 - legal service providers
- identify key medical indemnity federal, state and territory authorities and their roles and responsibilities including:
 - independent health services commissions (state and territory)
 - Australian Health Practitioner Regulation Agency (AHPRA)
 - health practitioner professional associations and registration boards including the Australian Medical Association (AMA)

- Health and Disability Services Complaints Office (HADSCO)
- coroner and coroners court in relevant jurisdiction
- WorkCover authorities
- explain the role of patient consent in medical indemnity
- describe hospital processes and reporting requirements for managing clinical risk including adverse medical incidents and investigations
- explain the general process for litigation relating to medical indemnity claims
- provide an overview of medical indemnity claims processes within the Australian court system including the role of coronial inquests
- identify the rules relating to causation and damage in medical negligence
- list and define key legal terminology used in the medical indemnity sector
- describe the key features of:
 - relevant industry codes of practice
 - organisational policies and procedures
 - relevant medical indemnity legislative and regulatory requirements including the Civil Liability Act and the Privacy Act.

Assessment Conditions

- • Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the personal injury management field of work and include access to: office equipment, technology, software and consumables
- organisational records, policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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