

Criterion 4.1.1 Human resource system

Our practice has a system to manage its human resources.

Indicators

- ⌘ A. Our GP(s) and staff can describe their roles within our practice (interview).
- ⌘ B. Our practice can identify the person/people who coordinate the seeking of feedback, and the investigation and resolution of complaints (interview).
- ⌘ C. Our practice can identify the person/people leading its clinical improvement (interview).
- ⌘ D. Our staff are able to discuss administrative matters with the GP(s), practice directors and/or owner(s) when necessary (interview).
- ⌘ E. Our practice has an induction program for new GPs and new staff (document review).
- ⌘ F. Our employed GP(s) and staff have position statements/job descriptions (document review).
- ⌘ G. We have a regular staff meeting (interview or document review).