



# Glossary

## QUALITY FRAMEWORK

**Assessor approval:** The College-endorsed assessor has evaluated the practice's performance and has determined all indicators and criteria have been 'met.' The assessor will approve certification or accreditation of the practice.

**Assessor training:** A one to two day workshop where assessor candidates will participate in Foundation or Cornerstone assessor training.

**College-endorsed assessor:** A person who has been trained and approved by the College to evaluate a practice's self-assessment and or onsite assessment. PHO and/or practices will contact assessors to schedule an assessment.

**Cornerstone programme:** The College's quality improvement programme. Cornerstone is comprised of individual modules focused on specific topics within general practice.

**Cornerstone Module:** A self-contained component of the Cornerstone programme that is focused on specific topics within general practice.

**CPD:** Continuing professional development.

**CQI Module:** The Continuous Quality Improvement module.

**Foundation Programme:** The College's quality assurance programme.

**Foundation Standard:** Represents a collection of legislative, regulatory and clinical requirements for all general practices in Aotearoa New Zealand. It represents a nationally consistent benchmark by which a practice can measure its current quality of care and progress towards health equity outcomes.

**New Zealand Rural General Practice Network (NZRGPN):** Membership and support organisation for rural health professionals.

**Online assessment:** The practice team will upload comments and evidence to their self-assessment to the online quality tool. That content will then be evaluated by a College-endorsed assessment online, and there is no onsite assessment.

**On-site assessment:** The practice team will upload comments and evidence to their self-assessment to the online quality tool and be reviewed by a College-endorsed assessment online. The College-endorsed assessor will then undertake an onsite assessment.

**PSAAP:** PHO Service Agreement Amendment Protocol (PSAAP).

**Quality Framework:** This includes the College's quality programmes: Foundation and Cornerstone.

**Refresher:** A proportion of the certification or accreditation process to articulate and affirm how the practice team has maintained (or improved) their performance since originally completing and achieving Foundation certification or Cornerstone Module(s) accreditation. The College will review the refresher outcome and determine reaccreditation.

**Self-assessment:** The portion of the assessment process where a practice explains their policies and processes and uploads supporting evidence to demonstrate their performance against the indicators and criteria of the Foundation Standard and/or Cornerstone module(s).

**Smartsheet:** Quality tool where practice teams can upload comments and evidence allowing an assessor to evaluate their performance.

**Tier status:** Levels of quality performance in the Cornerstone programme (i.e. Bronze, Silver and Gold).

**Tier status review:** The review date will occur a year after the practice last achieved a tier status (e.g. if a practice achieved Silver tier status on 2 March 2020, the College, will review this status again on 2 March 2021).