



Allied Health Assistants in Aged and Community Care

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Ensuring people receive:

- The right service
- At the right time
- From the most appropriate person





Challenges

- Increased demand for health services
 - Ageing population
 - Increased incidence of acquired and chronic health conditions and disability
- Tightening workforce supply
 - Ageing workforce
 - Recruitment- competition with other industries
 - Retention- job satisfaction and sustainability



Models of Care and Workforce Redesign

- Currently around 28 separate demonstration sites trialling redesigned allied health service provision
- Several of these are designated Allied Health Assistant (AHA) trial sites



AHA Project aims

1. Define the role and scope of practice of AHAs
2. Enhance utilisation through role redesign
3. Develop an education and training framework
4. Enhance career pathways
5. Enhance the value and profile of AHAs



Definition of the role and scope of practice

- Delphi Survey
 - A consultative tool to create a shared understanding about the role and scope of practice of allied health assistants



Delphi Survey

- Issues identified
 - Lack of appropriate governance and supervision for AHA
 - Inconsistent practice of AHPs around supervision & delegation
 - Training and education requirements
- Concerns from AHPs
 - Concerns around patient safety
 - Professional workforce replacement strategy



Generic Role Descriptions

How were they developed?

- Statements extracted from Delphi Survey
- Benchmarking with commensurate roles
- Mapping against training and education
- Review by stakeholders



Trial Roles

- 7 demonstration projects
- Trialling 70 roles
 - 21 x Advanced scope roles
 - 45 x Full scope roles
 - 4 x Allied Health Aide roles
- Across 8 disciplines
- Many different types of roles being trialled
 - Multi versus discipline specific



Demonstration Projects - Phases

Planning-scoping-consultation (Feb-Jul 09)



(Implementation proposals submitted for consideration)

Implementation (Sep 09-Sep 10)



Evaluation (Sept/ Oct 10)



Reporting (Dec 10)





Demonstration sites in aged and community care:

- Mt Isa: Allied health services for people with chronic disease
 - AHA service provision between visits by Allied Health Professionals
- Gold Coast and Sunshine Coast: community based allied health services in aged care
 - Advanced Allied Health Practitioner
 - Advanced Allied Health Assistant
 - Full scope Allied Health Assistant



Demonstration sites in aged and community care:

- Townsville:
 - AHAs in podiatry and dietetics in a community health setting
- Brisbane Metro North
 - 5 community sites
 - 1 site in residential aged care



Social Work Assistant

- Brand new role being trialled in Brisbane's Mater Hospital
- Delegated model (as distinct from Welfare Officer or Social Work Associate roles)
- Important role in aged care- assisting transition from hospital to community and the reverse!



Education and training

- Scholarships for AHAs to attain formal quals relevant to their clinical roles
 - Cert IV in Allied Health Assistance
 - Certs III and IV in Hospital/Health Services Pharmacy Support
- Scholarships for AHPs and AHAs to attain
 - Certificate IV In Training and Assessment



Residential aged care- where nursing and allied health collide

- Residential Aged Care NUMs requested AINs be considered for Cert IV AHA scholarships
- Southbank Institute of Technology
 - Cert IV AHA short courses for those who already hold Cert III or IV in Aged Care



Training for advanced scope AHAs

- Diploma level qualification identified by Delphi survey as appropriate
- Diploma of AHA does not currently exist
- Outcomes of these trials expected to inform development of Diploma level qualification



Deliverables

- Evaluated role descriptions
- Governance framework for AHA
- Process/checklist for optimising skills mix
- Tool allowing AHP to analyse their role and determine what can be safely delegated
- Business case template for workforce redesign



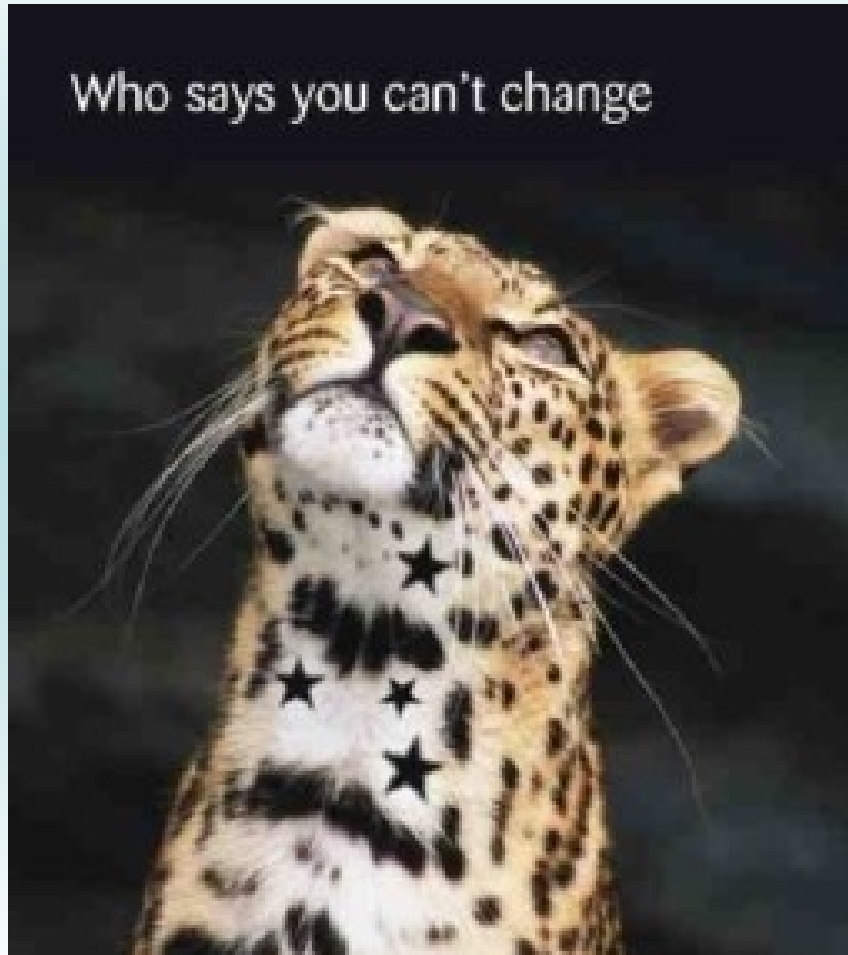
Challenges & Success factors

- Managing workforce expectations
- Defining an advanced role – clinical not supervisory/ admin
- Defining training and education pathways
- Developing collaborative partnerships
- Inconsistent delegation practices
- Professional boundaries
- Industrial Issues





Fostering readiness to change



- Persistence
- Patience
- Planning
- Clear communication strategy
- Clear objectives
- Clear vision

It's not over yet

– so watch this space!



Questions?