



Sharing Skills: Improving functional assessment skills in an interdisciplinary care coordination service

Katie Gordon (ED Care Coordinator / OT) - Presenter

Kate Mangion (ED Care Coordinator / OT) - Presenter

Bridget Sloane (ED Care Coordinator / OT)

Western Health, Victoria





Western Health

- ✚ 3 Sites

- ✚ Total ED presentations in 2006 / 07 - 104, 814

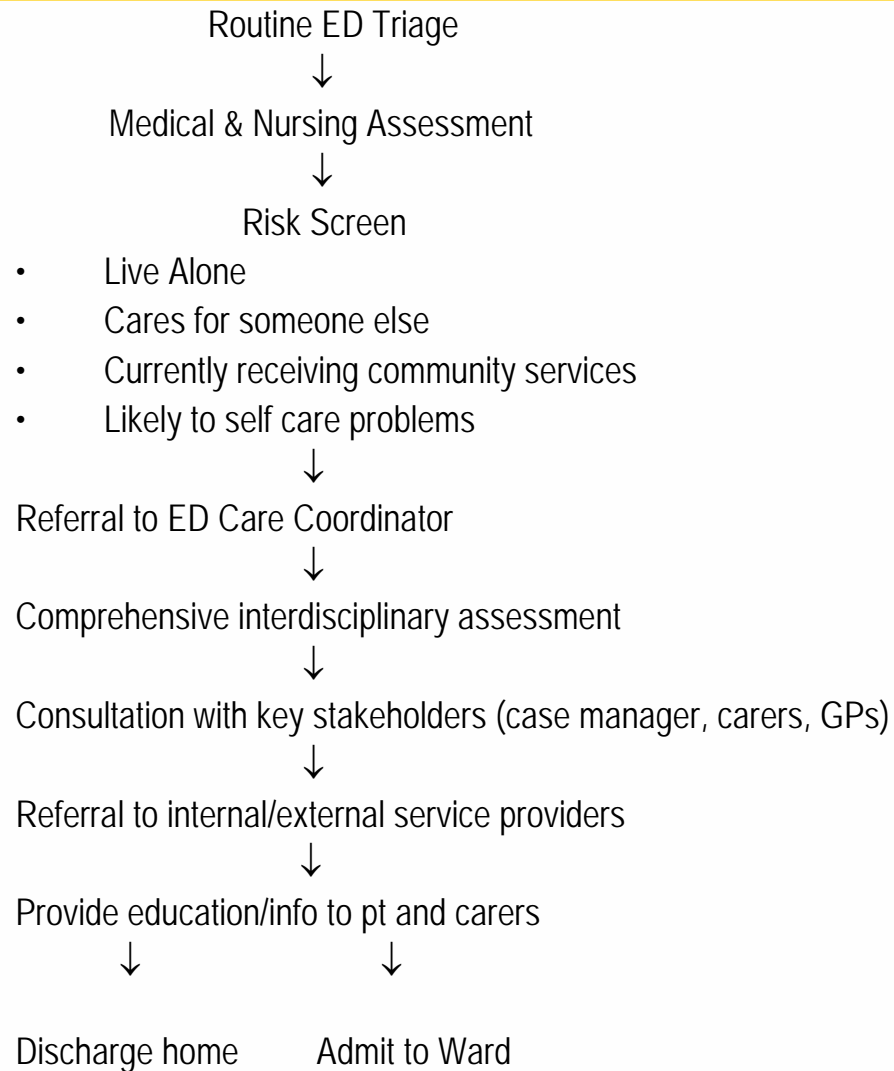
- ✚ ED Care Coordination (ED CC) Services are at Sunshine and Footscray sites only.



History of Care Coordination Service

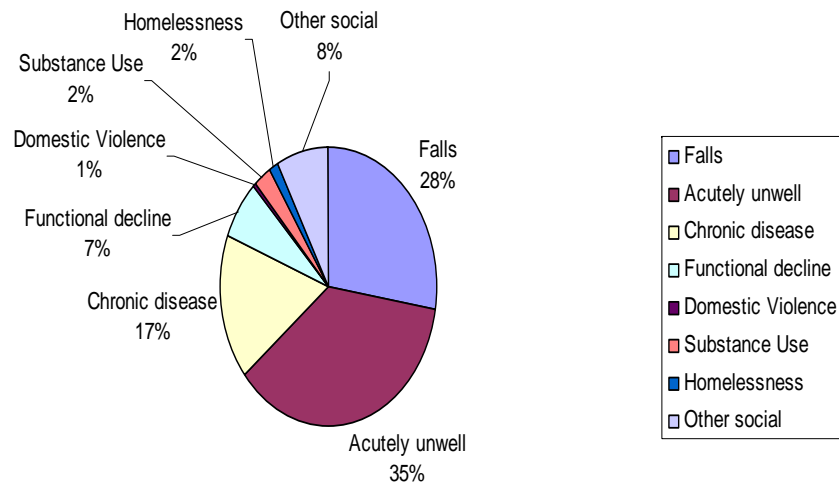
- ✦ Established in 2001.
- ✦ Interdisciplinary team.
- ✦ Generic role facilitating the discharge of patients with complex medical and social needs from the ED.
- ✦ **All ED Care Coordinators** are expected to complete the same assessment regardless of discipline.

ED Care Coordination Model

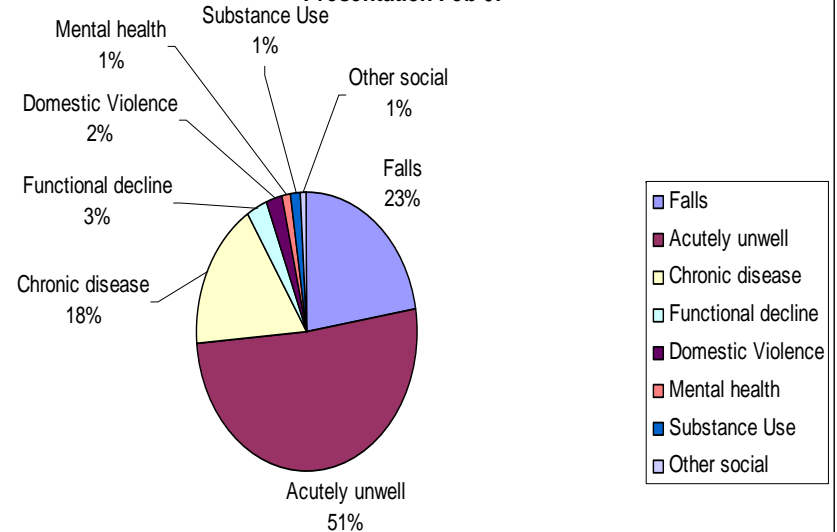


Monthly Snapshot of Service

Footscray ED Care Coordination Assessments by Reason for Presentation Feb 07

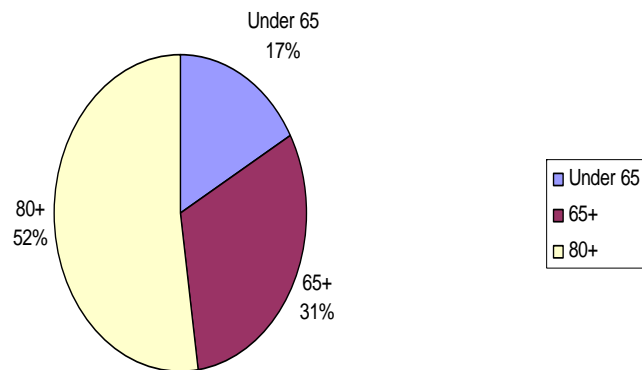


Sunshine ED Care Coordination Assessments by Reason for Presentation Feb 07

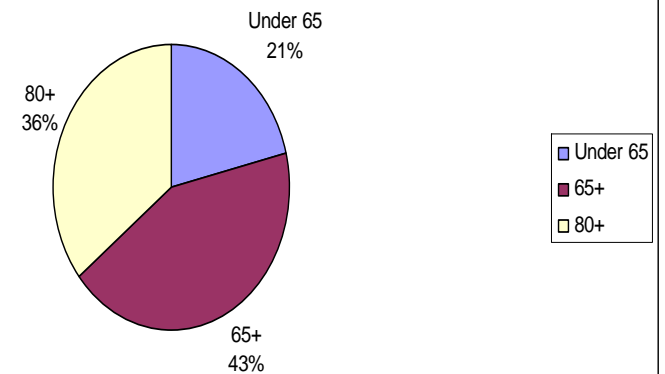


Monthly Snapshot of Service

Footscray ED Care Coordination Assessments by Age Group June 07



Sunshine ED Care Coordination Assessments by Age Group June 07





The need for change

- In the past, non OT ED CC staff assessed patients and provided intervention traditionally provided by OT's.
- No formal training provided to non – OT staff regarding OT specific skills.
- Lack of skill consistency between staff



Aims of Core Competencies

- ✦ To improve consistency of skills related to OT specific tasks
- ✦ To provide non OT CC's with knowledge surrounding the rationale related to the completion of OT specific tasks
- ✦ To provide annual training and testing of non OT CC's to ensure competence in OT specific tasks
- ✦ To improve documentation of 'home set up' component of CC standard assessment form



Literature Review

- ✚ Limited Australian studies
- ✚ Most studies from USA and Canada
- ✚ 3 specifically related to OT
- ✚ All articles reinforce that the difficulties with multi-skilling relate to education, training and supervision of the multi-skilled worker.
- ✚ Literature supports the development of competency training



Literature Review

- ✚ Salvatore, P (1997) states that “continuing education must be put in place in order to maintain competence and develop knowledge and skills”
- ✚ Jones et al (2006) confirm that competency for multi – skilled workers is “tested in house by professionals who commonly preform the skills”



Literature Review

✚ Jones et al (2006)

“ Multi-skilled workers may not practice the task as frequently, therefore it may be necessary to ensure competency through a lifetime of practice, by implementing such continuing competency assessment as practice audits, required practice hours and mandatory continuing training.”



Core Competency Package

✦ The competency package:

- Pre testing case study with questions related to OT specific issues
- OT guidelines and decision trees
- One on One training provided by an OT
- Review of trainee in 3 patient related episodes
- Post testing case study with questions related to OT specific issues



Method

- ✦ All training completed by Grade 2 OT from CC service.
- ✦ Post implementation feedback form
- ✦ Consultation with OT department
- ✦ Review of processes
- ✦ Modify program
- ✦ Implementation for all non OT ED CC staff as part of orientation package.



Case Studies

- ✦ Pre and post case studies were based upon common ED presentations that require significant OT related input.
- ✦ Case studies required the non OT staff member to consider the need for OT input via basic equipment provision, PCA referral and referral for home assessment.



Case Studies



Questions following the case study were:

- What ADLs might you expect the patient to have difficulty with? Why?
- What functional assessments would you conduct in ED?
- What services would be of benefit to the patient upon discharge?
- What equipment would you expect the patient to require for discharge home?
- What equipment would you discuss with OT if OT HV required?
- What other issues may be considerations in terms of managing ADL's upon discharge?



Assessing competency

- ✦ Trainee had to display the following in order to be assessed as competent:
 - Consideration of actions appropriate and inappropriate for particular patients
 - Identify potential safety concerns
 - Consider patient's environment
 - Ability to 'fit' equipment to patient
 - Ability to use clinical judgement to determine safety for d/c if unsafe with equipment
 - Consider patient holistically
 - Determine if patient requires OT follow up



Results

- ✚ Results were gathered both quantitatively and qualitatively.
- ✚ Random audit of documentation showed an improvement.
- ✚ Non OT staff expressed greater confidence in their skills post the competency program.




Discussion

- ✦ Pre and post case study results displayed significant improvement in competency of identifying OT related issues in staff members new to the ED CC service.
- ✦ Existing ED CC's showed some improvement in post case study results, however not as significant as staff new to the service.



Discussion

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- An example of a new staff member's results (physiotherapist):
 - improvement in identifying the appropriate functional assessments to conduct in ED
 - 55% improvement in identifying services for D/C
 - 50% improvement in identifying equipment needed for OT home assessment
 - 50% improvement in identifying other issues that may impact ADLS



Staff Testimonials

- ✦ New and existing staff reported a sense of increased confidence in providing equipment and identifying the need for home assessments after the training package.
- ✦ Staff reported that they felt more confident in discussing patients with the OTs after engaging in the competency package



Limitations

- ✖ Small study.
- ✖ Different OT staff provided the training and assessment.
- ✖ Lack of standardised research to compare findings.
- ✖ Difficulty in accurately gauging improvement or change in performance and skill.
- ✖ Existing staff reluctant to participate in training for tasks they were already performing.



Future Directions

- ✚ Annual competency testing for all non OT ED CC staff
- ✚ Internal and external standardisation of assessment
- ✚ Implementation to all new non OT ED CC staff as part of standard ED CC orientation.



Want to know more?

 katie.campbell@mh.org.au

 kate.mangion@wh.org.au