

Inclusive and innovative implementation of the AOD Clinical Care Standards into practice

Dr Suzie Hudson
Clinical Advisor CAOD

Acknowledgment of Country



The AOD Clinical Care Standards

Standard 1: Intake

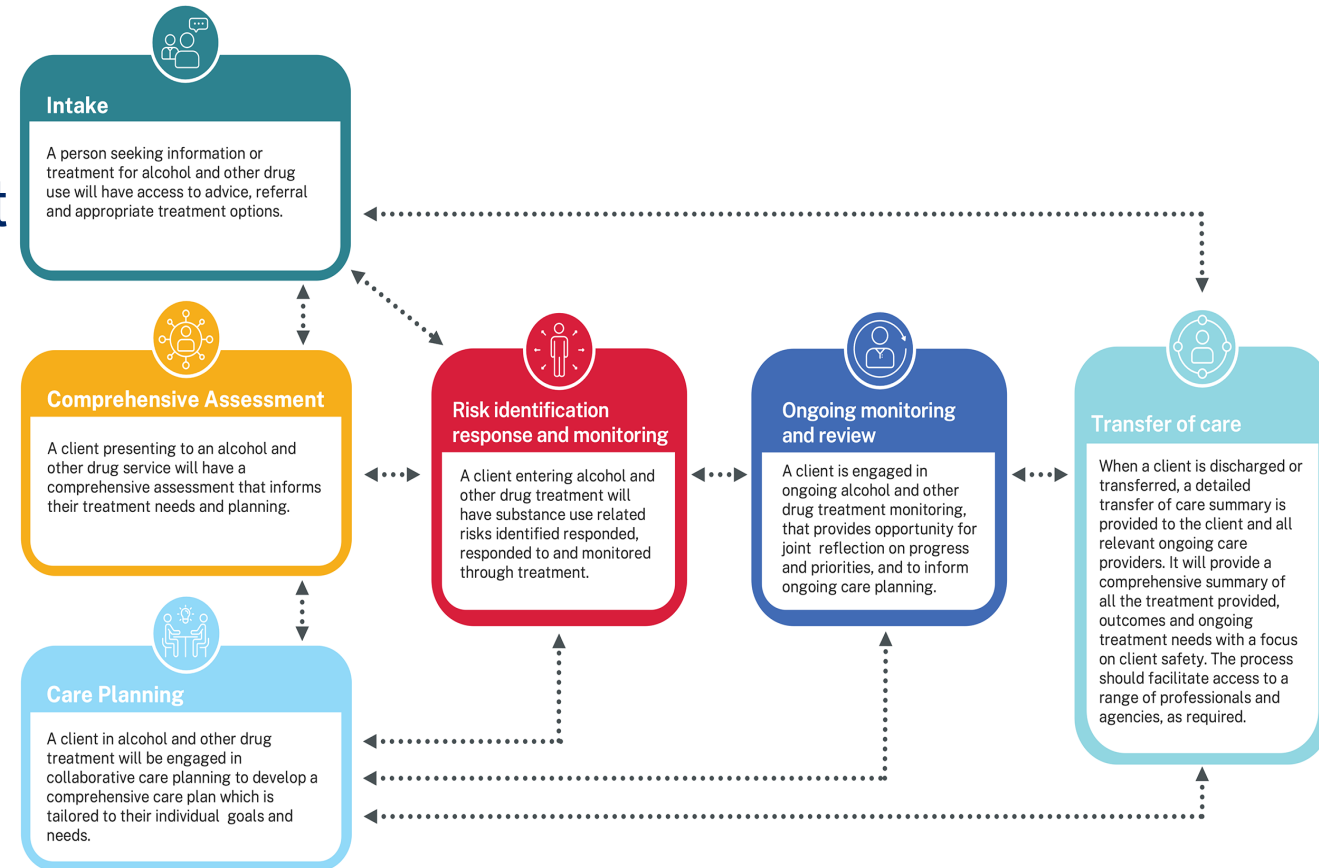
Standard 2: Comprehensive assessment

Standard 3: Care planning

Standard 4: Identifying, responding to and ongoing monitoring of risk

Standard 5: Monitoring treatment progress and outcomes

Standard 6: Transfer of care



Principles of practice in AOD treatment taken from the **AOD Psychosocial Practice Guide**

Person-centred and feedback informed

Trauma informed

Holistic

Reducing Harms

Addressing the experience of Stigma and Discrimination

Responsive to the experience of Violence, Abuse and Neglect

All underpinned
by the elevating of
Aboriginal and
Torres Strait
Islander voices,
wisdom and
approaches

What does it mean to be Trauma Informed?

Safety

- How can workers/AOD services be modified to more effectively and consistently ensure physical and psychological safety?

Trustworthiness

- How might a service modify its practices to engender trustworthiness through task clarity, consistency, transparency and respect for interpersonal boundaries?

Choice

- How can services be modified to maximise client experiences of choice and control?

Collaboration

- How can services be modified to maximise collaboration and power sharing?

Empowerment

- How can services be modified to maximise experiences of empowerment and the development or enhancement of client skills?

Respect for Diversity: Culture, gender, history and identity

- How do we demonstrate our regard for diversity being a strength, and respond with a person-centred approach that acknowledges the experience of stigma and discrimination

Bringing these things together in practice



practice needs to bring these things together

holding them at the same time

using language that assists people
accessing treatment, clinicians and other
stakeholders to experience them in an
integrated way

Consumer voice

Exploring each Standard from a consumer perspective



- Consumers involved in each workshop
- Providing their experience of each Standard – within the context of treatment
- Sharing their insights on how it could be done better

AOD CCS Roadshow Delivery



- **A full-day interactive workshop that explores in depth 2 x Clinical Care Standards**
- **Delivered by the Clinical Advisor/VBH team, with involvement from Local Health District, NGO representatives, NADA and Consumer leads**
- **Participants are a mix of Educators, Aboriginal AOD workers, Senior Clinical Leads and front-line champions**

AOD Clinical Care Standards Workshop

Learning Outcomes



Participants will be able to describe the NSW AOD Clinical Care Standards and why they are critical for the delivery of safe, person-centred AOD treatment (knowledge)



Participants will be able to apply principles and practices of trauma informed care as they relate to the NSW AOD Clinical Care Standards, through insights gained from the consumer perspective (skill)



Engage responsibly and sensitively with the people accessing treatment and their support networks, and the relevant systems and documentation that supports the embedding of the NSW AOD Clinical Care Standards into their daily practice (application of knowledge and skills)



Identify resources, networks and linkages that sustain the outcomes beyond the training workshop

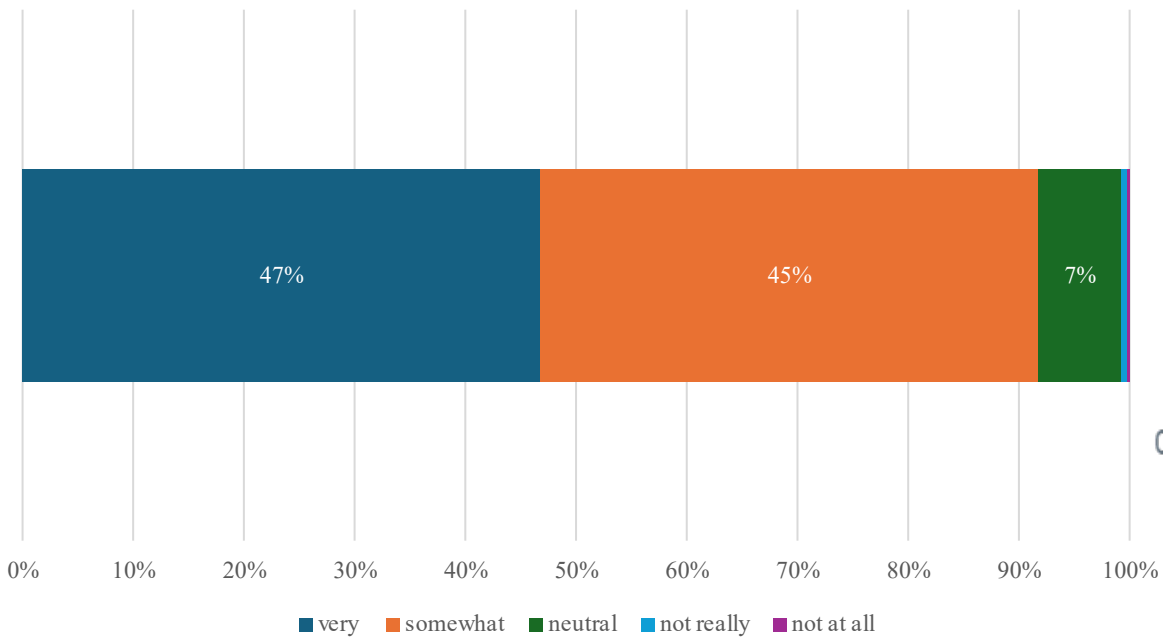
Evaluation Framework: pre/post and 3-month follow-up forums

- **30 workshops across all regions in NSW**
- **870 participants from Local Health Districts, Aboriginal Community Controlled Services and Non-Government Services**
- **Ongoing connection with each region and an interactive Hub for sharing innovations has supported ongoing implementation support**

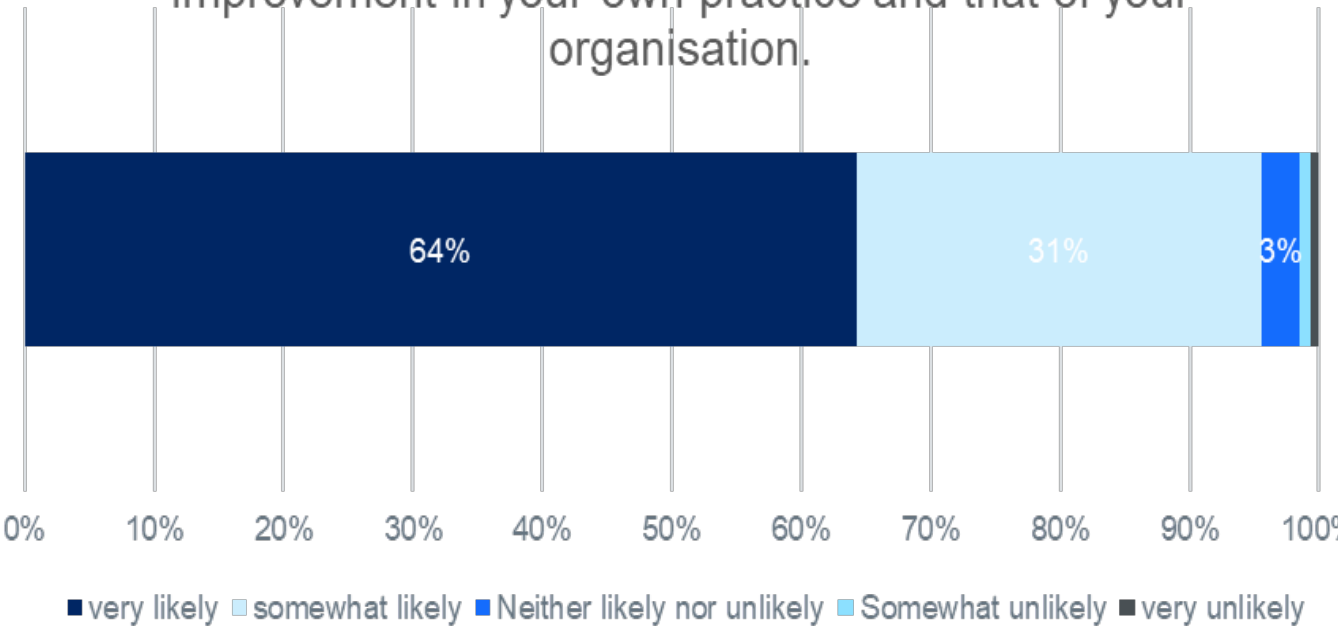
Evaluation Outcomes



How much did the workshop improve your capacity/ability to embed the Clinical Standards into practice?



How likely is it that today's workshop will lead to improvement in your own practice and that of your organisation.



AOD Clinical Care Standards Workshop

Evaluation Outcomes....What was most useful?



"Importance of working within a TIC framework- doing not saying.

Importance of collaboration with the person and genuinely allowing them to tell their story and be a decider in their journey"

*"Reframing measures/minimum occasions of service from 'defend' to 'explain'.
Reframing measures from bureaucratic task to tool for therapeutic exploration."*

"I am leaving feeling inspired, motivated and educated"

"Fantastic presenting, engaging. Techniques to champion the standards when I return to my role."

AOD Clinical Care Standards Workshop Evaluation Outcomes....What are the challenges?



"Senior Leadership buy in and cultural change"

"Shifting from the narrative that this is just a necessary form to complete to embracing the standards as meaningful tools in providing quality care and are helpful for our clients"

"Challenge is to change the perception of the psychometric measures as a surveillance tool of counselling performance when that's the message we get."

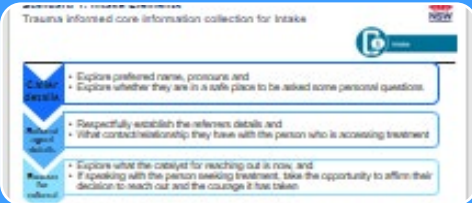
"No local interagency meetings for ongoing collaboration"

Slide Deck Template for each standard and Facilitator Guide



Description of the standard

- Short form definition highlighting the key points of what the standard is
- Long form definition – what the standard aims to achieve and how that aligns with TIC



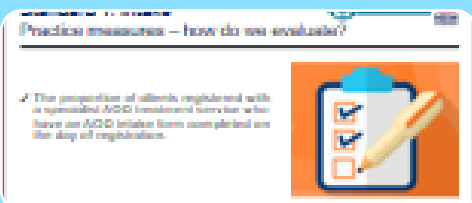
Elements of the standard

- Each element of the standard accompanied by TIC approach



Process elements

- Documentation
- Associated system supports
- Forums for review/reflection/practice discussion



Proposed Measures

- Documentation
- Associated system supports

What we have learned via the 3-month follow-ups



Implementation

- Improvements in approach to core processes
- More workshops and education sessions being held
- Connected regions

Innovations

- Establishment of working groups inclusive of frontline workers and consumers
- Potential simulation App
- Shifting the narrative around risk

Future supports

- Consumer resources
- Laying the foundation for assessing confidence in the workplace
- Ongoing support and collaboration with Govt is seen as positive

Thank you!

Suzie.Hudson@health.nsw.gov.au

