

Piloting the Workforce Development Package supporting The NSW Clinical Care Standards & Value Based Health Care

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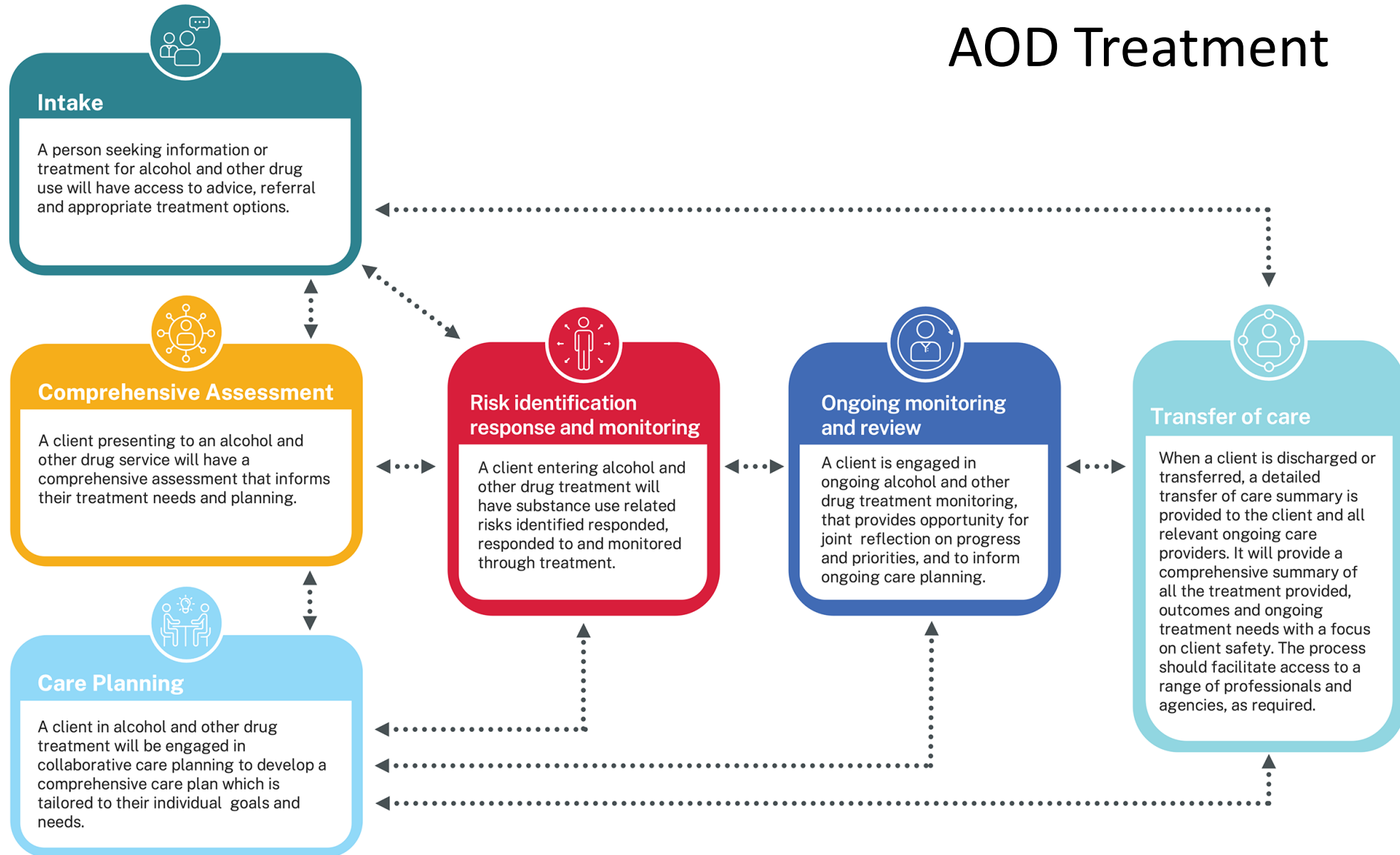
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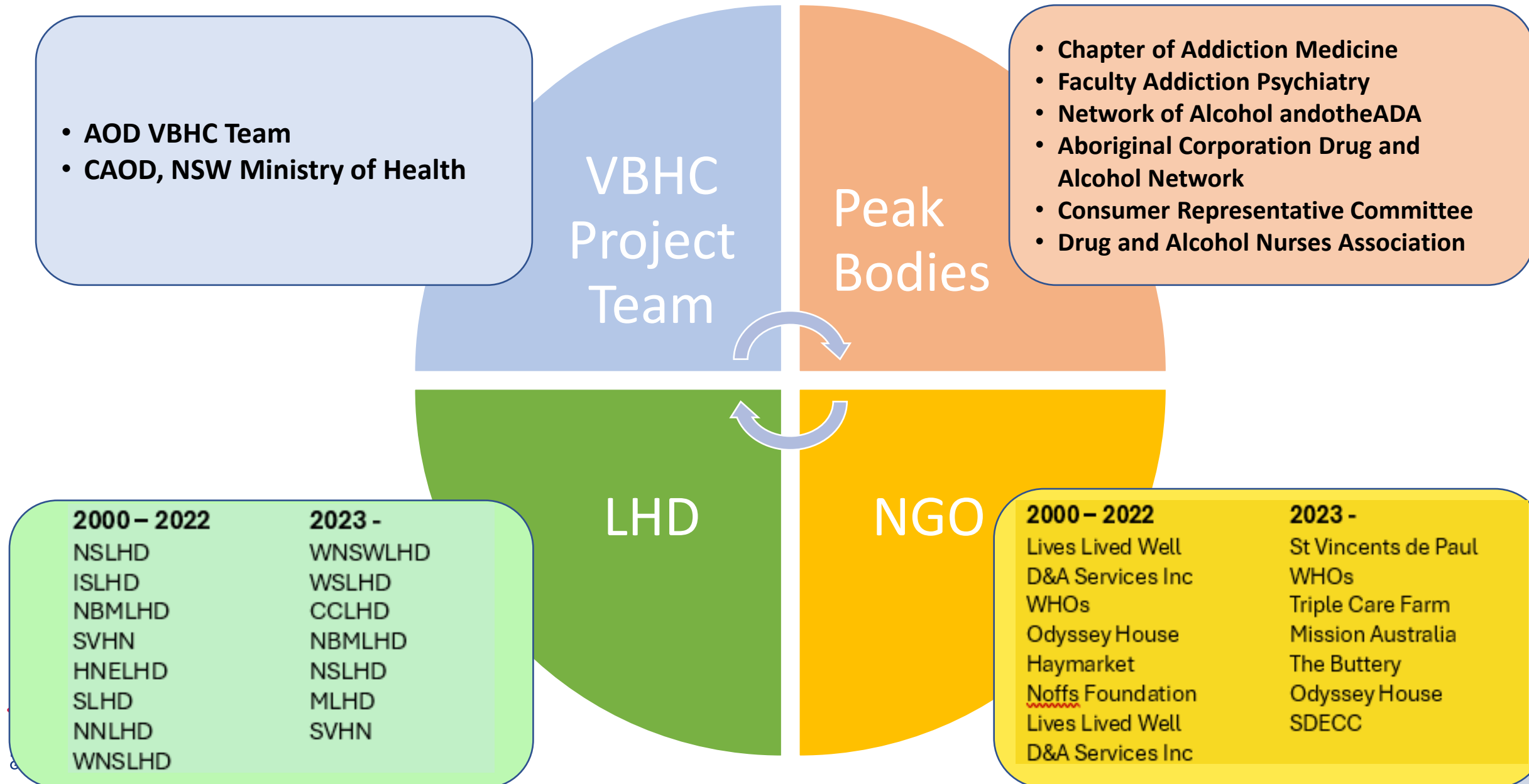
Welcome and Acknowledgment of Country



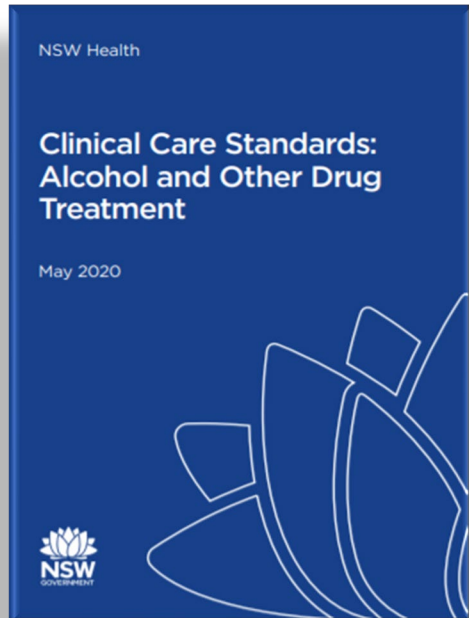
NSW Clinical Care Standards for AOD Treatment



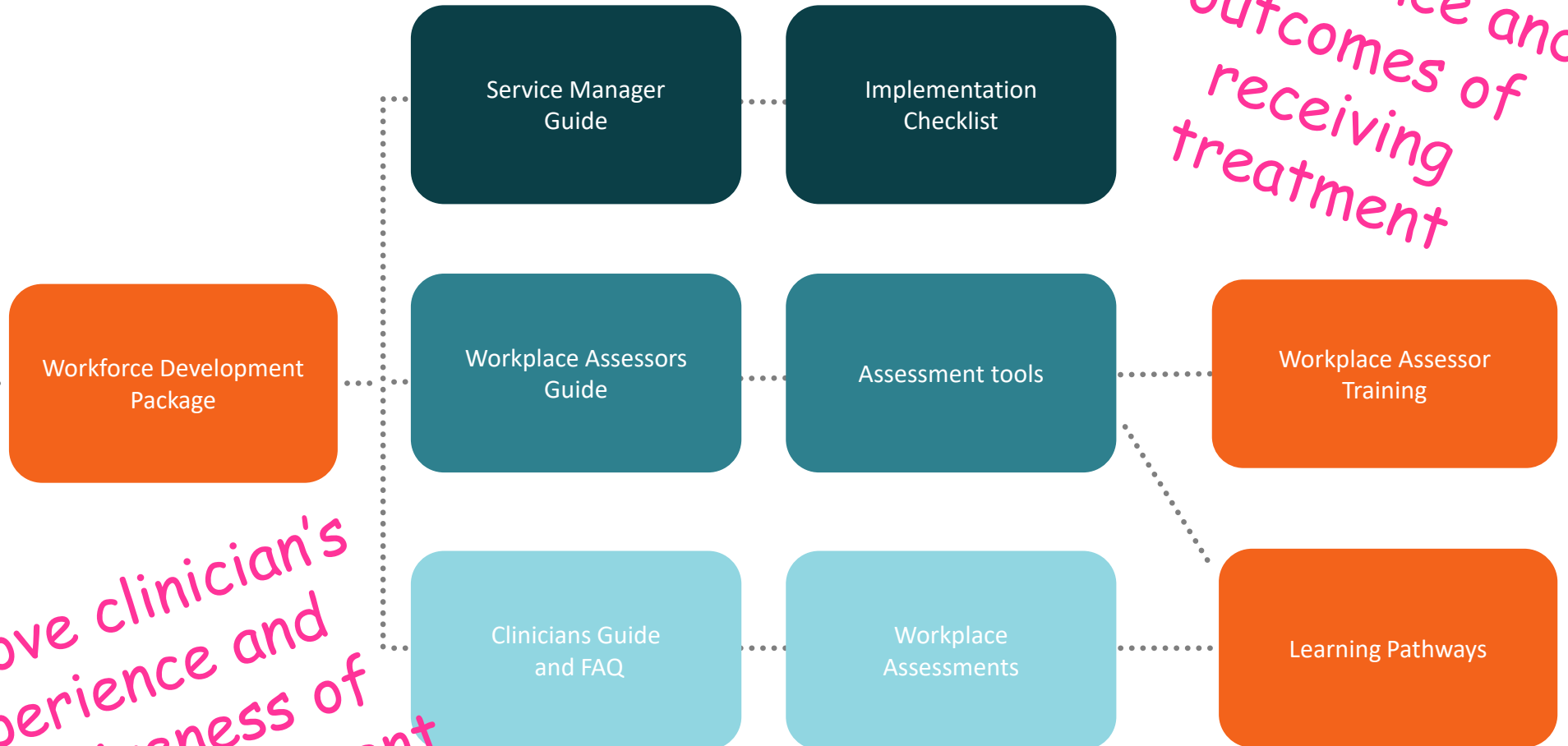
Clinical Care Standards Workforce Development Working Group



The Workforce Development Package



Improve clinician's experience and effectiveness of providing treatment



Improve client's experience and outcomes of receiving treatment

Standard 5 Workplace Assessment

Name of clinician:

Name of assessor:

Date of assessment:

☐ Face to face ☐ Online

Evidence:

☐ Direct observation (DO) ☐ Discussion/Review (DR) ☐ Client file review/case study

WORKPLACE ASSESSMENT

Standard 5: Monitoring Treatment Progress and Outcomes

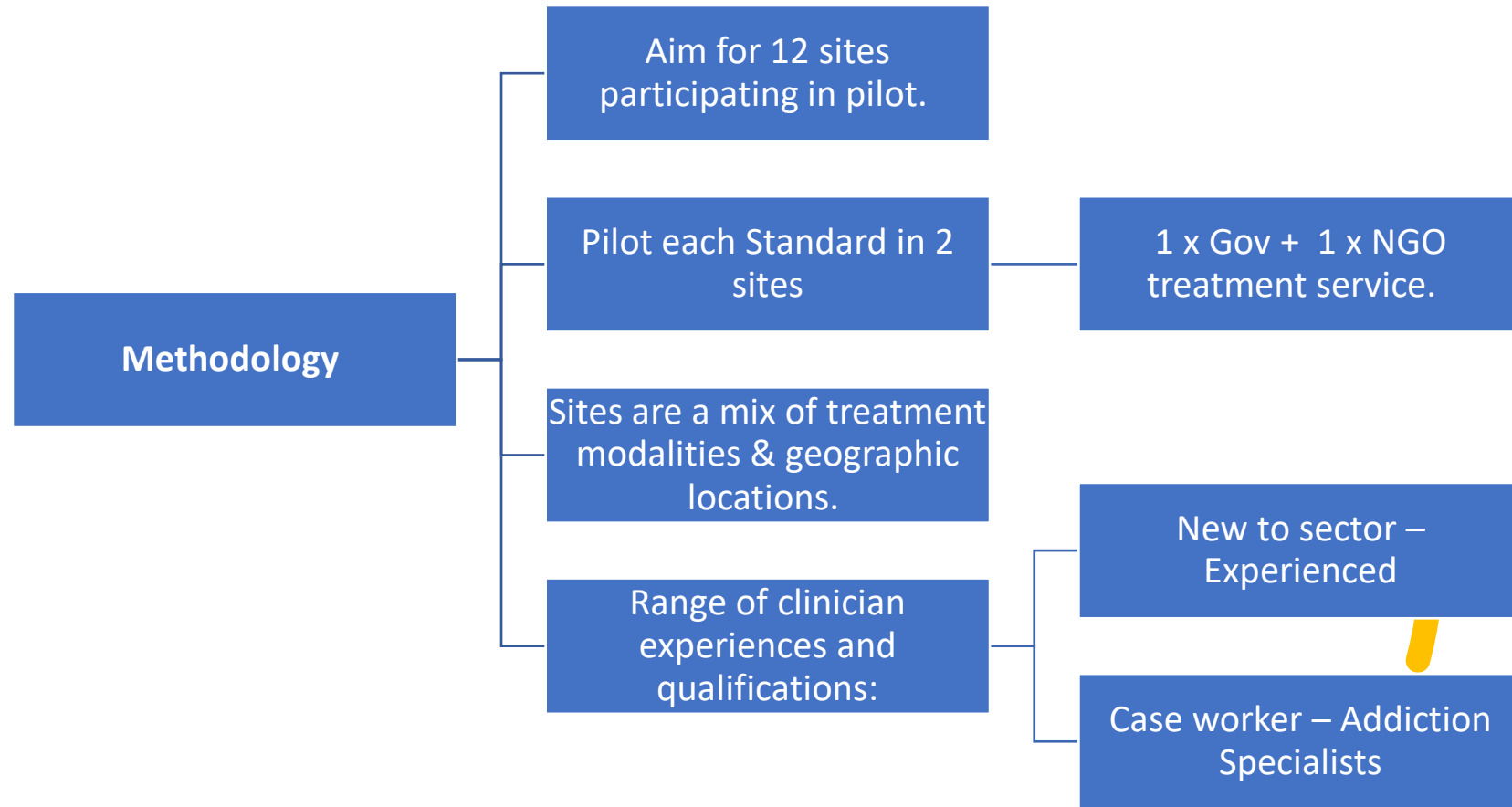
A client is engaged in ongoing alcohol and other drug treatment monitoring, that provides opportunity for joint reflection on progress and priorities, and to inform ongoing care planning.

Element	Performance Criteria	Rating		Comment / Action Plan	<u>Time-frame</u>
		Self	Assessor		
5.1 Monitoring treatment progress and outcomes is an ongoing process.	5.1.1 Demonstrate the ability to make the client feel safe, culturally respected, and accepted for any diversity.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Developing	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Developing		
	5.1.2 Explain to the client that you will repeatedly use a treatment outcome measure tool throughout treatment, asking the same questions to track progress together.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Developing	<input type="checkbox"/> Met <input type="checkbox"/> Not Met <input type="checkbox"/> Developing		

Phase II Pilot

1. Test WFD Package resources

2. Test the workplace assessment process



Phase II Pilot

1. Test WFD Package resources

2. Test the workplace assessment process

Evaluation:

- Surveys of participants post pilot
 - Guides and Learning Pathways evaluated for feasibility, readability, usefulness
 - Workplace Assessments and Assessment Tools evaluated for validity, reliability, flexibility and fairness.
 - Performance criteria interrater reliability
 - Workplace assessments assessed by 2-3 assessors and results against each competency compared post assessment.

So far:

- 11 sites piloted – 8 x Gov; 3 x NGOs
- 47 trained in WFD Package & workplace assessing
- 62 workplace assessments completed by 33 assessors
- Survey completed: Assessors=32; Clinicians=56; Coordinators=20

Feedback on Resources

"I am quite time poor in my role, so I found it hard to allocate any time to read or prepare for this assessment process."

"There were a lot of documents to review- it would be good to streamline where possible."

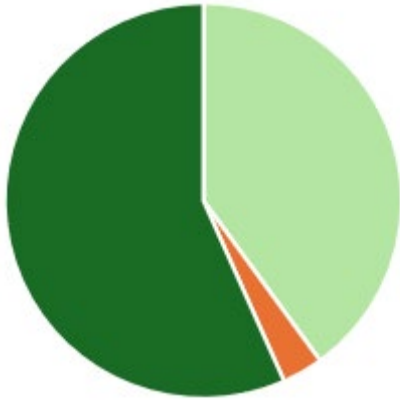
"The resources and the support provided were good and helpful. There was a lot of information, over and above the CCS itself to absorb. A suggestion is to simplify the resources a bit to make them easier to digest."

"There was a lot of prior reading that made the assessment process sound more complicated than it actually was."

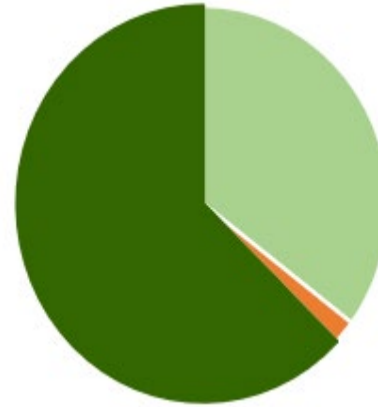
"Was provided with too much information...I had not allocated sufficient time [to prepare]."

The Assessment Process was safe and fair

Assessors (n=32)



Clinicians (=56)

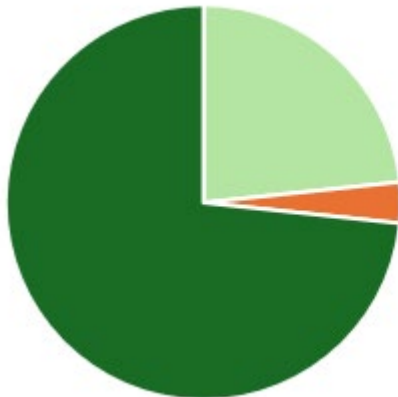


Coordinators (n=20)



I found the assessment process a positive learning experience

Assessors (n=32)



Clinicians (=56)



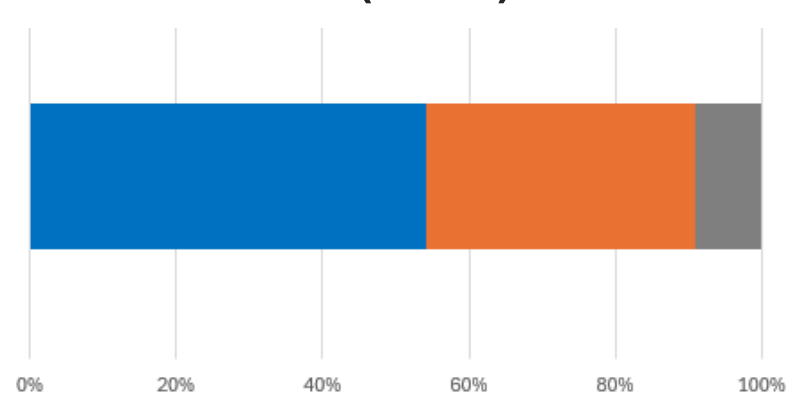
- Strongly agree
- Agree
- Neutral
- (blank)

Feedback: Workplace Assessment

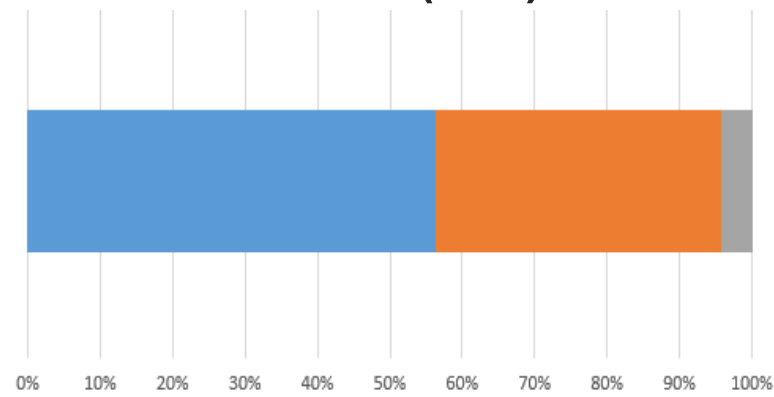
Assessing clinical staff against criteria will lead to improved:

- consistency of treatment
- quality and safety of treatment
- client experience of receiving treatment
- improved clinician experience of providing treatment

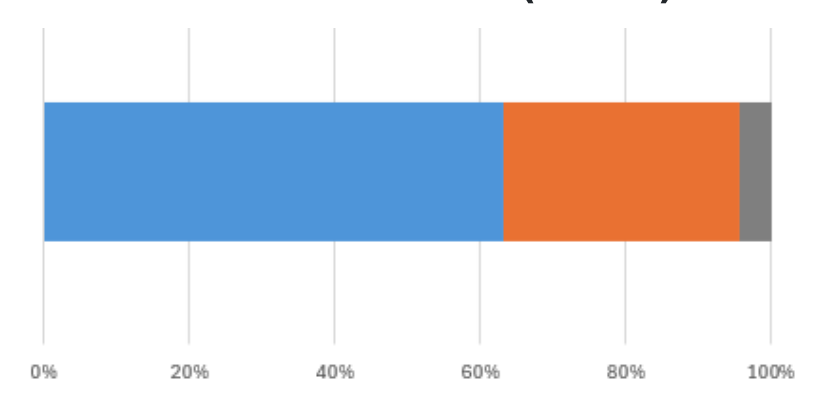
Assessors (n=32)



Clinicians (=56)

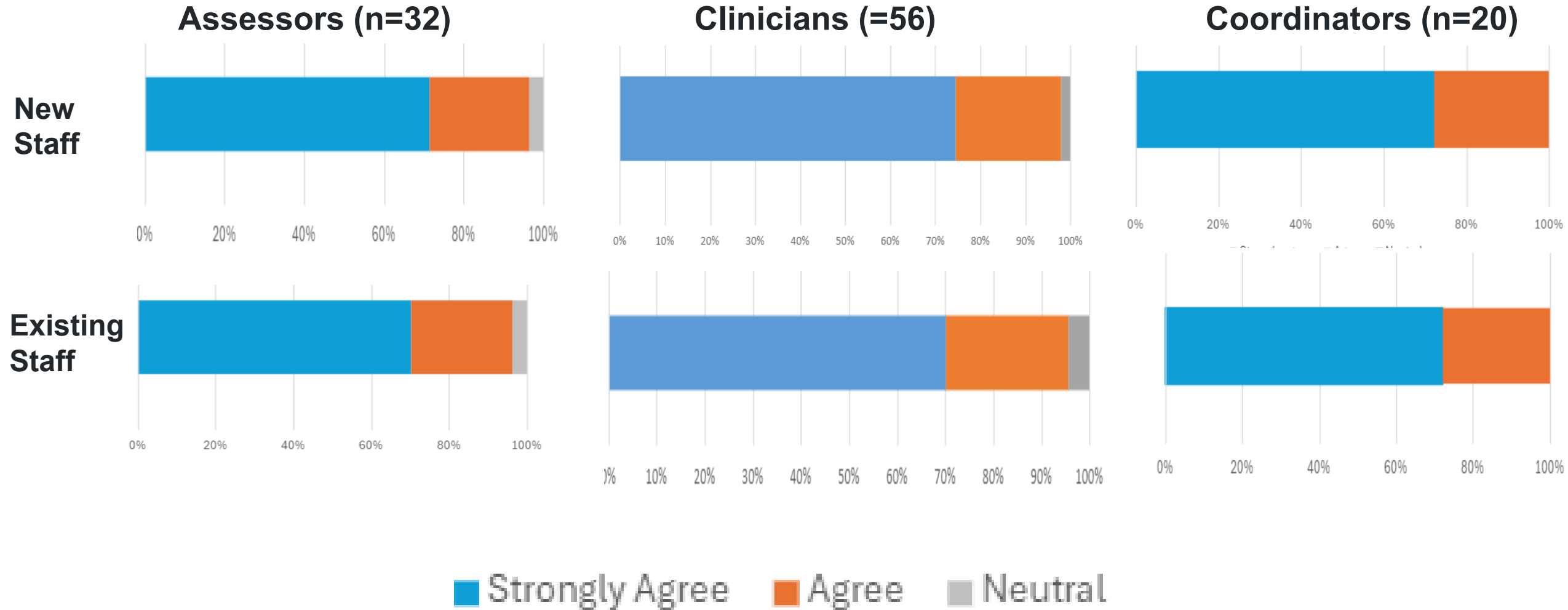


Coordinators (n=20)



■ Strongly Agree ■ Agree ■ Neutral

Our service should implement the package with all staff who provide treatment



Overall feedback

"The assessing was a good reflective practice of which will only improve the practice of all clinicians experience and outcomes for our clients."

"Good to see gathering path that found the well informed delivered in a non,"

"The assessment allowed me to reflect on good to read up and familiarise myself again with experience."

"I think people need time to be comfortable with our process before being assessed."

"If we are to implement the standards, we need to be given more time in our schedulers."

"Too much information – not practical."

Learnings so far

- The workplace assessments are identifying some gaps:
 - in practice for some clinicians - addressed in assessment or development action plan
 - in clinical governance for services
- Critical enablers:
 - Having a culture of learning and feedback in the workplace
 - Getting the right assessors
 - Skilled in reflective practice, feedback for development
 - Dedicate time to prepare, learn and follow-up
 - Assessors
 - Clinicians
 - Services

Next

- Finish the pilot
- Review of cultural appropriateness for Aboriginal AOD workers
- Edit resources – more user friendly
- Publish
- Continue with implementation rollout

Thanks go to:



- Pilot participants
- Members of the working groups
- VBHC Team
- CAOD, NSW Health – support the hands on approach in implementing this work.

“I felt that this assessment was needed to highlight areas of improvement but also to recognise where best practice is already occurring. I found the assessment did not feel like an interrogation rather an informal way of discussing service practice. It was positive. I'm looking forward to implementing these processes as they were intended and believe they will help us assist people more effectively.”

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