

## **Team training improves delegation practices**

**Laura Morrison<sup>1</sup>**, Liza-Jane McBride<sup>2</sup>

1 Allied Health Professions' Office of Queensland, Department of Health, PO Box 2368 Fortitude Valley BC, Qld 4006, [laura.morrison@health.qld.gov.au](mailto:laura.morrison@health.qld.gov.au)

2 Allied Health Professions' Office of Queensland, Department of Health, PO Box 2368 Fortitude Valley BC, Qld 4006, [liza-jane.mcbride@health.qld.gov.au](mailto:liza-jane.mcbride@health.qld.gov.au)

### **Background**

To support effective utilisation of the allied health support workforce, Queensland Health engaged the University of Queensland to develop a delegation training package for allied health professionals and assistants working together in clinical teams. The training package aims to give staff a better understanding of models of care incorporating assistants, and of their own roles, responsibilities and relationships within these models, providing a solid basis for effective teamwork, quality care and patient safety. Training materials were developed in two formats to maximise accessibility and utility: a local work team package which can be downloaded from an intranet site, and resources to support a facilitator-led face to face workshop which are requested directly from the Allied Health Professions' Office of Queensland (AHPOQ). Therefore, the full extent of training occurring in Hospital and Health Services is not known. This evaluation has been conducted with teams who have contacted AHPOQ for the workshop resources.

### **Methods**

The evaluation examined whether the training had influenced staff confidence in delegation and any resultant changes to delegation practices. Participants completed pre- and post-training surveys, using unique identifiers to allow for matched responses. The post-training survey was sent to participants approximately six months after the training to allow time for application of learning and behaviour change.

### **Results**

Matched responses showed marked changes in practitioner confidence regarding ability to provide formal supervision to assistants, and variable responses to belief in assistant competence to undertake delegated tasks. Reported changes in delegation practices following training included increased and/or improved delegation of tasks, and more structured communication, training and supervision arrangements.

### **Discussion**

The results indicate that overall the delegation training has been effective in changing attitudes and practices among allied health professionals around delegation of tasks. Additional strategies are being considered to embed delegation training in allied health teams.