

Providing shared client care across organisations: tools to implement the AHA Supervision and Delegation Framework

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Background

The allied health assistant (AHA) workforce is recognised as contributing an essential role in service delivery. Traditionally the AHA workforce has been employed in the same organisation as the allied health professionals (AHPs). Three organisations in the Geelong region where the AHPs and AHAs are employed by different organisations partnered to develop a shared care model, supported by a Workforce Innovation Grant from Department of Health and Human Services (DHHS), underpinned by the DHHS AHA Supervision and Delegation Framework(1).

Method

A design team comprised of representatives from each organisation used information from stakeholder focus groups to create tools and processes to provide a practical road map to implement the Framework (1), ensuring requirements of each organisation and their clients were met. Tools and processes are currently being trialled at two community health sites in the Local Government Area of the City of Greater Geelong in the Barwon South West region of Victoria

Results

The tools and systems developed included supervision schedules, skills orientation checklists, referral pathways and lines of communication charts. Collated into a Program Manual, these supported the practical application and interpretation of the Framework (1) across the organisations.

Discussion

This presentation will outline the tools developed, ensuring a sound governance structure and protocols were established. Good IT connections and e-interface between the organisations were essential to enable use of the tools and protocols. An unexpected outcome was the development of additional training modules such as clinical note taking to enhance AHA skills. The tools are available for other organisations to adapt and use.

1) Department of Health 2012, Supervision and delegation framework for allied health assistants, Workforce Leadership and Development Branch, Victorian Government