

Use of Occupational Therapy Assistants (OTAs) to increase efficiency in high demand Occupational Therapy (OT) Vascular Clinic: A Delegation Model of Care

Background

Patients are medically referred to Occupational Therapy outpatient clinics (Gold Coast University Hospital and Robina Health Precinct campuses) for graduated compression stockings for a variety of vascular conditions. Patients are usually seen 6 monthly for assessment, provision of education and new stockings. More frequent appointments are booked if required.

Problem

Due to escalating demands on this OT service, waitlists had increased, urgent referrals were unable to be seen within the recommended timeframes and OT time was spent on non-complicated patients. This resulted in difficulty providing a specialized service to those patients requiring expert skills within a timely manner.

Solution

Implementation of a Delegation Model of Care

Building the Delegation model of care:

- ❖ OT developed Work Instructions for each delegated task with OTA scripts to guide interactions
- ❖ OT developed Calderdale Competencies to support OTA training in delegated tasks
- ❖ OT consulted with Vascular Surgical Medical Team throughout the development process
- ❖ OT developed clear Escalation Pathways
- ❖ OT ensures ongoing OT clinical governance with developmental support to the OTA

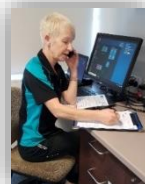


Delegated tasks commenced in 2014:

1

OTA Phone Follow-ups:

Used as an alternative to 1:1 consultations after a patient is seen by an OT for fitting of a stocking eg in the outpatient clinic, on a ward or in the Emergency Department. This includes checking fit of garments, clarifying any concerns or escalating issues to OT.



2

OTA Vein Procedure Group for patients and carers:

This group offers provision of standardized education as well as measurement and fitting of appropriate stockings under the guidance of an OT for upcoming vein procedures including: Vein stripping, Radio Frequency Ablation and Sclerotherapy.

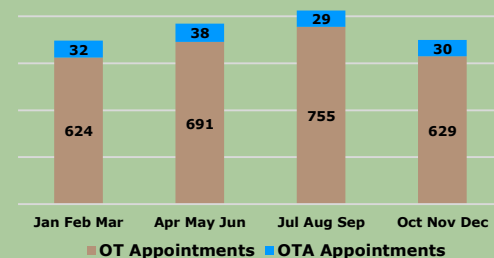
Benefits:

- ❖ Reduced waitlists in outpatient clinics
- ❖ Enhanced the ability of OT to see referrals within triage-categorized timeframes
- ❖ Allowed OTs increased time to allocate to more complex patients
- ❖ Cost saving per patient seen by OTA instead of OT
- ❖ Reduced need for use of clinical space for 1:1 consultation in space-limited clinics



Outcomes:

Total no. of Appointments (Sample Year 2018)



- ❖ Total OT appointments completed in 2018: **2699**
- ❖ Additional appointments provided through Delegation model: **129**
- ❖ Efficiency increase of **4.77%** for that year (similar activity across all years 2014 onwards)

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