Developing Effective Practitioners to Reshape Care within ICASS (Integrated Community Assessment and Support Service)

SUMMARY
ICASS involves teams of physiotherapists, occupational therapists, nursing staff and support workers working together in the community. Our project involved 12 multi-disciplinary professionals coming together for two Effective Practitioner workshops and sharing their learning throughout the duration of the project.

The project was carried out within the workplace and guided towards:

- workplace and experiential learning
- giving and receiving effective feedback
- developing person-based cultures
- greater understanding of individual roles within the team

USING EFFECTIVE PRACTITIONER
We developed two Effective Practitioner workshops for staff, three months apart.

Workshop 1 introduced staff to Effective Practitioner by devising a quiz to allow staff to search key areas of the Effective Practitioner website for answers.

Learning activities around Person-Centred Approach were used to facilitate group discussion and activities.

Between workshops, staff were offered facilitated online ‘tours’ of the live website.

Staff were also encouraged to use Effective Practitioner resources and documentation (online + offline) by carrying out a self-learning task based on the self-assessment tool.

Workshop 2 provided further facilitated online sessions for small groups to search/use the website in relation to possible clinical scenarios and to stimulate thoughts and discussion.

Learning activities around ‘Evidence-based Practice’ and self-assessment tools were used to facilitate group discussion around the potential uses of Effective Practitioner.

Good staff engagement has been achieved and inter-disciplinary communication stimulated within our department. It has helped to focus staff on the key aspects of effective team working and person-centredness.

Many staff have also benefited from engaging in discussion with peers allowing them to identify their own strengths and weaknesses or confirming their own beliefs and opinions.

Positive feedback has been received, staff describing our sessions as ‘informative’, ‘interesting’ and ‘thought-provoking’ with group work and practical computer sessions felt to be most beneficial.

SHARING LESSONS
Staff engagement is key for the success of any project. Staff need to have an understanding of the project aims and be encouraged to share their views and opinions honestly and in a safe environment.

Practitioners like to think practically and engage in relevant discussion without feeling pressurised. We also need challenged to think/act outwith our own personal comfort zone at times.

A key success from our project was the joint contributions from a clinical lead and a non-clinical lead, blending together a good mix of clinical relevance and educational need for staff.