

COTBC Webinars
Today's session will start shortly

Supervising Support Personnel

COTBC QUALITY PRACTICE WEBINARS
Supervising Support Personnel

Welcome!

- Participants are placed on mute.
- Please type your questions in the chat box.
- Sessions are recorded and posted within 24 hours.
- Please complete the evaluation.

2

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Supervising Support Personnel

Today's speaker....

Andrea Bowden
Practice and Policy Consultant



3

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SUPERVISING SUPPORT PERSONNEL

Today's Session

	Timing
Introductions	12:00 -12:05
Guideline Highlights: definitions, responsibilities, steps to assigning, what cannot be assigned, supervision plans, documentation, decision making tool.	12:05 - 12:20
Hot Topics	12:20 - 12:30
Questions and Answers	12:30 - 12:40
Wrap-up	12:40 -12:45

4

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5

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Support Personnel

- Not OTs
- Knowledgeable and competent
- Not regulated
- Various titles



6

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Supervision

"The process whereby the occupational therapist provides continuous and interactive feedback to the support personnel to ensure competent delivery of service components"

7

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Assignment

- OT allocates components of the OT plan
- Support personnel - *responsibility* for the *delivery* of the component
- OT - *accountability* for the *outcome* of the overall program/care plan
- Synonyms - delegation, transfer of function

8

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Consultation



- Providing expert advice, education, and/or training
- Facilitating problem solving
- Time - limited
- Does NOT transfer responsibility
- OT does NOT assign OT service components and does not have continuing responsibility for supervising ongoing service of the provider.

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9

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Key Responsibilities

“ The therapist assigning a component of an occupational therapy service has the responsibility to determine and demonstrate appropriate assignment, supervision, and documentation”



10

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The OT will ensure that clients:

- Understand and consent to provision by support personnel
- Receive care that is not compromised


11

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The OT will ensure that Support Personnel:


- Understand roles and responsibilities
- Identify role to the client as assisting OT
- Are competent and receive appropriate training
- Acknowledge accountability to OT
- Understand how/when to contact OT
- Change/modify tasks within established limits


12

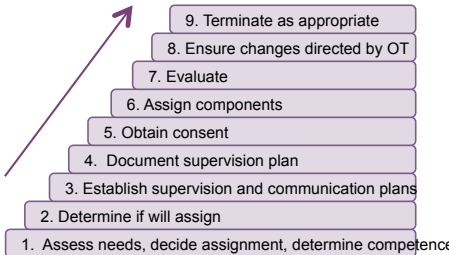
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The OT will ensure that documentation includes:

- Evidence of consent to work with support personnel
- Information re: assignment, supervision plan, and completion of OT service components
- Critical thinking re: making the decision to assign
- Indicates notes reviewed
- In accordance with Standards



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Steps in Assigning



1. Assess needs, decide assignment, determine competence
2. Determine if will assign
3. Establish supervision and communication plans
4. Document supervision plan
5. Obtain consent
6. Assign components
7. Evaluate
8. Ensure changes directed by OT
9. Terminate as appropriate

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Components that are not assigned



- Interpretation of a referral
- Initial and re-assessments
- Aspects of assessment requiring clinical judgement
- interpretation of assessment findings

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Components that are not assigned




- intervention planning and determining goals
- selection of treatment strategies or procedures
- modification beyond established limits
- Decisions where continuous clinical judgement is necessary to monitor/guide progress
- Determination of caseload

26

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Components that are not assigned



- Personal counselling
- Decisions re: initiation or termination of treatment
- Referral of a client to another professional or agency
- Discharge planning

27

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A scenario...

- Mrs. Beekman
- History of depression and anxiety
- Goal to begin cooking again so can teach grandchildren traditional family recipes



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19

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Supervision

Purpose – ensure safe, ethical, effective delivery of OT service component

Plan – document outlining methods and frequency, reporting, methods of communication, and evaluation.

Methods – direct and indirect

Evaluation – ability of support personnel, outcomes, client satisfaction, cost efficiency.

20

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Decision Making Tool


Risk management is "nothing more than a careful examination of what, in your work, could cause harm to people, so that you can weigh up whether you have taken enough precautions or should do more to prevent harm".

High Probability Low Impact	High Probability High Impact
Low Probability Low Impact	Low Probability High Impact

Health and Safety Executive, 1999

21

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Checklist



22


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23


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Can Support Personnel Document
in the Client Record?



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24

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YES!

- may record observations/interactions
- OT documents that these were reviewed
- Co-signing is not required. Can co-sign if able to verify and support content of the note.


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Can I only assign tasks to support personnel called RAs or OTAs?



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Can I provide remote supervision?



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What if the Support Personnel makes a mistake? Am I culpable?



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28

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COTBC Bylaws:

Professional misconduct

(n) failure to supervise an assistant or support personnel appropriately or in accordance with professional guidelines.

COTBC Code of Ethics:

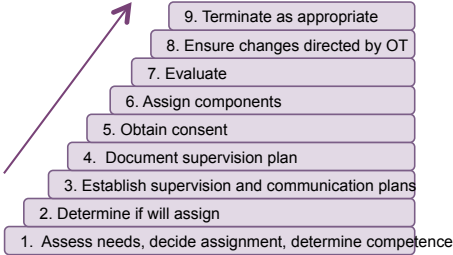
4 Accountability
Occupational therapists are fully responsible for their practice and are obligated to account for their actions.

2. Retain responsibility for all occupational therapy services provided to the client by others under their supervision.

29

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Steps in Assigning



9. Terminate as appropriate

8. Ensure changes directed by OT

7. Evaluate

6. Assign components

5. Obtain consent

4. Document supervision plan

3. Establish supervision and communication plans

2. Determine if will assign

1. Assess needs, decide assignment, determine competence

30

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Support personnel don't formally report to me at my place of work. How can I supervise them?






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25

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THANK YOU FOR LISTENING... Questions?

- Please fill out the evaluation.
- Recording will be available in 24 hours
- Additional questions? Email practice@cotbc.org
- Join us on    @OTCollegeBC

22

COTBC UPCOMING WEBINARS

Coming up!

Quality Practice Series	Date/Time	Exam Prep Series	Date
Duty of Care/ Working Safely	Sept 24, 2015	How to Study for the CCE	Sept 10, 2015
Conflict of Interest	Oct 29, 2015	Test Wiseness: Tips for Taking an Online Exam	Oct 8, 2015
Client Autonomy	Nov 26, 2015	Booking Your Exam Date	Nov 5, 2015

23
