Workforce redesign to improve access to compression garments services in rural facilities

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Background

• Workforce challenges rural and remote Qld
  – Staff and skill shortages
  – Maintenance of competency

• Challenges for consumers
  – Travel
  – Work and family disruption

• Scope of garment provision by generalist occupational therapists and physiotherapists
Method: Service Model Trial

- Generalist therapist support by Lymphoedema Therapists
- Online education program
- Telehealth
  - Supported practice
  - Coaching
- Governance processes
- Guideline implementation and evaluation
Evaluation findings
Service model trial

69 referrals
58 garments provided
majority assessments upper limbs
more ready to wear garments
on average, independent practice after 3 sessions
Safety and efficiency

• Patient safety
  – No adverse events
  – Evaluated at time of fitting and on review

• Low prescription error
  – Re-order 1% of all garments
  – Lower than statewide 2.83%
High levels of patient satisfaction

- Education
- Self-management
- Confident in ability
- Listened
- Increased awareness
- Concerns were addressed
Guideline Implementation and Evaluation

1. Facilitate Guideline implementation statewide
   - Patient information resources
   - Clinician information resources

2. Service Model trial
   - Stakeholder collaboration to define scope
   - Recruitment HHSs and staff
   - Education and training program
   - Implementation of Service Model, including use of telehealth

3. Evaluation
   - Service outcomes including costs
   - Service model trial outcomes
   - Patient safety
   - Patient satisfaction
Conclusion

The service trial indicated that:

- Enables safe and efficient provision of compression garment services by rural and remote clinicians
- Decreases ‘costs’ to the consumer
- Provides a sustainable model to address education, workforce and service provision issues

Next steps: Implementation phase 2