CASE STUDY NO:14: NORTHERN RIVERS UNIVERSITY OF RURAL HEALTH, SOUTHERN CROSS UNIVERSITY (ID 424-1)

Organisation/s
A collaboration with University of Sydney, Southern Cross University, University of Western Sydney, University of Wollongong and the North Coast Area Health Service NSW and SARRAH

RHCE2 Funding: $40,230.00 (ex GST) Round 1  Duration: March to December 2011

Project status: Project completed and final report submitted

Project type: continuing professional education

Location: New South Wales – RA 2 & 3

Target Groups: Allied Health Professionals.

Purpose: RHCE2 funded the development, trialing, evaluation and curriculum development (hard copy and online resources) for the Certificate IV Allied Health Assistants: Supervision & Delegation course.

Project Highlights

This project enabled:

- Face-to-face class sessions (one at the beginning and one at the end of the course) which could be made available by videoconference if participants are unable to attend in person;
- series of self-study online modules;
- peer study/support groups based in participants’ own local clinical practice setting. Groups met regularly to apply new knowledge to their specific clinical setting, and be supported by teachers of the course;
- creation of enduring web-based learning resources.
- facility-based study groups to serve as future support for their non-participating work peers. The course strengthened collaboration between partner organisations.

This course has been designed for Allied Health Professionals who will be supervising Allied Health Assistants who have qualified in Certificate IV in Allied Health Assistance.

Course Outline

Module 1 provides:

- instructions on how to navigate the course website;
- an overview of how the course is structured; and
some background on the introduction of Certificate IV qualified Allied Health Assistants into the Australian health workforce mix.

Module 2 - Understanding Competency

One of the purposes of this online course is to help gain an understanding of the training that credentialed Allied Health Assistants (AHAs) will have undertaken to achieve their Certificate IV in Allied Health Assistance qualification.

Module 3 - Delegation

Module 2 will help understand some of the competencies that the Certificate IV Allied Health Assistants are required to demonstrate as part of their course assessment.

This module will discuss some simple steps to help delegate suitable tasks to Allied Health Assistants you work with.

Module 4 - Communication and Monitoring

This module will help gain an understanding of the key tools needed to monitor the AHA’s clinical activities and help them develop their skills on a day to day basis.

Monitoring is one part of an overall strategy for supervision, which is covered in module 5.

Module 5 - Being a Supervisor

This module will outline the distinctions between monitoring and formal supervision; and Workplace Supervision and where this fits in the wider context of human resource management.

Module 6 - Being Supervised

This module will provide information for the AHA being supervised, to enable them to understand what being a Supervisee is.

As a pilot, this project successfully achieved its objectives.
The data indicates an increase in the knowledge and a change in the behaviour of the participants towards their AHA staff. Participants felt more confident in their ability to give feedback, to delegate and to communicate with AHAs. However, there remained some uncertainty related to management issues in relation to AHA pay, career pathway and management support. (Extract from SARRAH evaluation of RHCE2 project – post training evaluation).

Future Developments.
The course will be updated and re-offered at intervals by the collaborating partners after the RHCE2 funding has finished. The project was independently evaluated by SARRAH.

SARRAH Website http://sarah.org.au/site/index.cfm?display=65141

In 2012-2013, the Department of Health and Ageing gave permission for the University Centre for Rural Health, North Coast to release the site to interested parties with recognition of the RHCE2 program (“funded by the Department of Health and Ageing and managed by the National Rural Health Alliance”) as and when appropriate, as well as recognition of the collaboration (University of Sydney, Southern Cross University, University of Western Sydney, University of Wollongong and the North Coast Area Health Service NSW) who were involved in the development and trialing of the resources.

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