

Clinician Performance Support Service (CLIPSS)



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The Clinician Performance Support Service (CliPSS)

The Clinician Performance Support Service (CliPSS) is designed to improve patient safety by managing concerns about Queensland Health clinicians' performance. It uses holistic assessment procedures, including a personal health assessment, as well as peer assessment of on-the-job performance of normal daily tasks.

CliPSS is a confidential service, available only to Queensland Health Staff and Visiting Medical Officers. Confidentiality will be maintained unless there is a matter of public protection, professional misconduct or other similar, serious concern. The clinician cannot be forced into a CliPSS process – participation is voluntary.

A CliPSS assessment is not an investigation into wrongdoings – on the contrary, it seeks to identify existing strengths, and focus attention on areas where structured support will make a difference. The goal of CliPSS assessment is to decide if a support plan is needed, and to clarify what elements the support plan should contain.

Some of the benefits of the CliPSS approach are that it:

- balances the important priorities of patient safety and support for clinicians
- provides a global approach to risk management, rather than an examination of who is at fault
- provides a personalised professional development plan, with a support structure to ensure it is delivered

Each Clinician actually has a personalised assessment, and where necessary, support plan, developed for their individual circumstances. The details of the personalised assessment proposal is given to the clinician before they decide to embark on the CliPSS Process.

Initial Questionnaires

- The clinician and their Director of Medical Services will be asked to complete and submit a standard questionnaire which helps us to better understand the situation, and design appropriate assessment processes

Health Assessments

- These comprise screening examinations of physical and mental health, and of cognitive functioning. If any concerns are identified on the screening examinations, full assessments in the relevant areas will be undertaken.
- Assessment of performance will not proceed if it becomes clear that a medical condition is impacting on the clinician's ability to perform well.
- Where interpersonal conflict or workplace behaviours are an element of the basis of concern, a more detailed assessment by an occupational psychologist might be required.

Performance Assessment

- A Performance Support Panel (PSP) comprises 2 clinicians from relevant college(s) and a ClIPSS team member.



- The Panel will:
 - review a random selection of clinical records
 - visit the clinician's workplace to meet with them and other members of their team
 - observe them at work conducting normal consultations, ward rounds and procedures
 - Interview a selection of people from their workplace – (the clinician can nominate some of the people that they interview)
 - Have a discussion with the clinician about clinical management of cases, based on both the observed work, and the clinical record review. This discussion aims to help the assessors understand thought processes and clinical decision-making.
- CliPSS might also require simulation assessments – for example, if the clinician works in an area where management of emergencies is absolutely core to their role, they might be asked to undertake some emergency simulations.



Reporting Back

- The Assessors will prepare a report. The clinician will meet with their case manager, and will be provided with a copy of the final report.
- CliPSS staff will brief the referring District about the outcomes, and commence the process of planning how to move forwards.

Development of a Support Plan

- If there are areas of practice where support is required, CliPSS will develop a personalised support plan. CliPSS will have a dual role of ensuring that the workplace provides the support that they promise, and that clinicians undertake the activities that they have agreed to do.

Implementation of the Support Plan

- CliPSS will liaise with appropriate resources or institutions to facilitate the support plan. For example, CliPSS might help find a place for a clinical attachment, or may identify courses that would help address any of the identified areas for development.

Periodic Re-assessment by Performance Support Panel (PSP)

- Reviews will be undertaken at intervals that are reasonable with reference to the Support Plan. CliPSS aims to have these done by the same team who formed the PSP until completion, but this may not always be possible.

Completion

- When the agreed goals have been achieved as evidenced at re-assessment, the process will be completed.

Although every assessment includes the Core Health Assessments and Core Performance elements, use of optional/additional assessments is decided on a case-by-case basis. For this reason, it is not possible to give an overall estimate of how long assessments will take. An estimate will be given at the commencement of the process, once the personalised plan is devised.

The Medical Defence Organisations, the AMA and unions that represent clinicians involved in this service are familiar with our processes, and are available to provide advice and additional support.

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