Training in delegation practices:
A guide for allied health professionals and allied health assistants

A Workshop Guide for Local Teams
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Program orientation: Training in delegation practices

Program overview

What is it?

The Training in delegation practices program is designed to enhance the effectiveness of delegation practices between allied health professionals and allied health assistants working together in clinical teams.

Through this program, allied health professionals and allied health assistants will gain a better understanding of models of care incorporating assistants, and of their own roles, responsibilities and relationships within these models. The program seeks to provide a solid basis for effective teamwork focussed on ensuring quality care and patient safety.

Who is it for?

Allied health professionals and allied health assistants working in clinical teams.

While the focus of the program is delegated practice and teamwork, the program is also suitable to enhance the clinical supervision skills of allied health professionals supervising students in clinical settings.

This version of the program has been adapted for local teams.

What does it include?

All of the resources for this program have been provided so that it can be easily delivered as a workshop. For more details about what is covered in this program, please take a moment to read through the information below.
Workshop learning goals

On completion of this training, participants will be able to:

1. Understand delegated practice in the context of a model of care as opposed to the delegation of individual tasks
2. Describe the scope, roles and responsibilities of the allied health professional and the allied health assistant in a delegation relationship
3. Understand the concept of structural delegation as it applies to clinical supervision within a delegation relationship
4. Describe the macro, meso and micro scaffolding that underpins structural delegation
5. Discuss the concepts of responsibility and accountability as they apply to allied health professionals and allied health assistants
6. Apply systems to assist implementation of models of care incorporating allied health assistants
7. Understand and apply the five rights of delegation
8. Describe the elements of effective teamwork as they apply in delegated practice
9. Provide effective performance feedback to team members
10. Understand the role and application of situational leadership to delegation practices and clinical supervision
11. Understand a conceptual model of the relationship between clinical supervision and clinical skill development
12. Identify models of delegation, clinical supervision and skill development
Before beginning the program

Local adaptation

The activities in this workshop have been adapted for use by local clinical teams for self-directed learning. Before starting, individual teams are encouraged to consider whether they would like to make any further local adaptations.

For instance, rather than completing the whole workshop in one sitting, teams may choose to break the workshop into smaller components which are more suited to their regular team meeting/training times (but still maintaining the order of presentations and activities).

As an overview, the workshop consists of:

- ‘Starting out’ activity
- ‘Delegated practice: basic concepts’ presentation plus activity
- ‘Delegated practice: structural delegation’ presentation plus activity
- ‘Delegated practice: 5 Rights of delegation’ presentation plus activity
- ‘Delegated practice: teamwork’ presentation plus activity
- ‘Delegated practice: feedback’ presentation plus activity
- ‘Delegated practice: professional development’ presentation plus activity
- ‘Finishing up’ activity.

Time estimates have been provided throughout the relevant sections of these workshop materials. However, they are provided as a guide only. Teams may take more or less time to complete certain activities depending upon how relevant the topic(s) or issue(s) are for their local situation.

Activities

As you move through these workshop materials you will encounter a range of activities and activity types.

Instructions and other information about activities are provided in marked boxes such as the ones shown below.
Reflection

Further Information!

The steps that are designed to be experienced collaboratively are highlighted by the ‘STOP’ icon (e.g. group discussions).

Group discussion questions

- Discussions

While discussion questions have been provided to stimulate learning, reflection and participation amongst team members, local teams can choose to adapt existing questions or raise extra questions, as is relevant to their situation.

- Hypothetical case scenarios

The scenarios in the activities are hypothetical constructs and do not reflect actual people.

- Multimedia

When associated multimedia files (i.e. Voice-over-PowerPoint (VoPP) presentations) are available as part of this training program you will see a ‘Multimedia resource’ instruction box, such as the one shown below. These presentation files are stored on the accompanying CD.
Help with Multimedia resources

Many of the multimedia resources available in this kit rely on the Flash plug-in.

What is the Flash plug-in?
A plug-in is a piece of software that works with your web browser and gives your web browser additional functionality. The Flash plug-in is a product produced by Adobe, that allows you to play flash animations in your web browser. It is free to download and install.

How do I download the Flash Plug-in?
Go to the Adobe website from the following link: http://www.adobe.com/products/flashplayer/

Does my browser already have the Flash Plug-in?
Adobe Flash Player is pre-installed in most new Web browsers and on most computers. It is included in the Windows XP and Apple Macintosh operating systems, and recent versions of Mozilla Firefox, Netscape Navigator and most other browsers.

Conclusion of the workshop

An evaluation form has been provided for use at the end of the workshop.