

D-DN09: Support Home Enteral Nutrition System (HENS) registration, product trial and dispensing

Scope and objectives of clinical task

This CTI will enable the Allied Health Assistant (AHA) to:

- educate the client (and carer where relevant) on the process for accessing HENS.
- provide assistance with the registration process for HENS including calculating the monthly order volume and co-payment costs.
- support the trial of home enteral nutrition products, where this is provided by the service.
- dispense enteral nutrition products as per the relevant guidelines, policies and procedures. For Queensland Health staff this includes Guideline Document Number: QH-GDL-015:2015 Home enteral nutrition service (HENS) for outpatients: eligibility, supply and costing and a valid Queensland Health dietitian script.

VERSION CONTROL

Version:	1.0	Author:	QHDNLC Allied Health Assistant Working group
Endorsed: (Professional)	Queensland Health Nutrition and Dietetics Leaders Coalition (QHDNLC)	Date approved:	21/11/2019
Approved: (Operational)	Queensland Health Nutrition and Dietetics Leaders Coalition (QHDNLC)	Date approved:	21/11/2019
Document custodian:	Chief Allied Health Officer, Allied Health Professions' Office of Qld.	Review date:	18/06/2022
Acknowledgements:	Cairns and Hinterland Hospital and Health Service		

The CTI reflects best practice and agreed process for conduct of the task at the time of approval and should not be altered. Feedback, including proposed amendments to this published document, should be directed to AHPOQ at: allied_health_advisory@health.qld.gov.au.

This CTI should be used under a delegation framework implemented at the work unit level. The framework is available at: <https://www.health.qld.gov.au/ahwac>

Please check <https://www.health.qld.gov.au/ahwac/html/clintaskinstructions.asp> for the latest version of this CTI.

© State of Queensland (Queensland Health) 2020



This work is licensed under a Creative Commons Attribution Non-Commercial No Derivatives 3.0 Australia licence. This work is licensed under a Creative Commons Attribution Non-Commercial No Derivatives 3.0 Australia licence. In essence, you are free to copy and communicate the work in its current form for non-commercial purposes, as long as you attribute Queensland Health and authoring unit listed above, and abide by the licence terms. You may not alter or adapt the work in any way. To view a copy of this licence, visit <http://creativecommons.org/licenses/by-nc-nd/3.0/au/deed.en>.

For further information contact Allied Health Professions' Office of Queensland, PO Box 2368, Fortitude Valley BC QLD 4006, email allied_health_advisory@health.qld.gov.au, phone (07) 3328 9298. For permissions beyond the scope of this licence contact: Intellectual Property Officer, Queensland Health, GPO Box 48, Brisbane Qld 4001, email ip_officer@health.qld.gov.au, phone (07) 3328 9862.

Disclaimer

Queensland Health has made every effort to ensure that the information in this resource, at the time of distribution, is correct. The information in this resource will be kept under review and future publications will incorporate any necessary amendments.

The information in this resource does not constitute clinical advice and should not be relied upon as such in a clinical situation. The information is provided solely on the basis that readers will be responsible for making their own assessment of the matters presented herein and readers are advised to verify all relevant representations, statements and information. Specialist advice in relation to the application of the information presented in this publication must be sought as necessary to ensure the application is clinically appropriate.

In no event, shall Queensland Health be liable (including negligence) for any claim, action, proceeding, demand, liability, costs, damages, expenses or loss (including without limitation, direct, indirect, punitive, special or consequential) whatsoever brought against it or made upon it or incurred by Queensland Health arising out of or in connection with a person's use of information in this publication



Requisite training, knowledge, skills and experience

Training

- Completion of CTI D-WTS01 When to stop.
- Mandatory training requirements relevant to Queensland Health/Hospital and Health Service (HHS) clinical roles are assumed knowledge for this CTI.
- Completion of the following Queensland Health allied health assistant training modules (or corresponding units of competency in HLT43015 Certificate IV in Allied Health Assistance) or equivalent work-based learning:
 - Nutrition and Dietetics Guide for Allied Health Assistants – Combined Learner GuideTopic 5: Implementing Nutrition Risk Screening and Therapeutic Diet outlines.
Access the module/s at: <https://www.health.qld.gov.au/ahwac/html/ahassist-modules>

Clinical knowledge

The following content knowledge is required by an AHA delivering this task:

- basic understanding of the rationale for the provision of enteral nutrition including the routes for administration i.e. oral or tube fed.
- the different types of enteral products available in the local service.
- basic understanding of the requirements and process for accessing HENS including eligibility criteria, application forms, client co-payment contribution and documentation.
- the process to calculate the scripted supply order volumes and cost of enteral nutrition for a client.
- local client resources used to support HENS education e.g. client handouts, brochures, checklists.
- local workplace instructions and documents that support the model of care e.g. telephone follow up.

The knowledge requirements will be met by the following activities:

- completing the training program/s (listed above).
- reviewing the Learning Resource.
- receiving instruction from an allied health professional in the training phase.

Skills or experience

- The following skills or experience are not identified in the task procedure but support the safe and effective performance of the task and are required by an AHA delivering this task:
 - nil.

Safety and quality

Client

- The AHA will apply CTI D-WTS01 When to stop at all times.
- In addition, the following potential risks and precautions have been identified for this clinical task and should be monitored carefully by the AHA during the task:
 - when discussing enteral nutrition costs, co-payment contributions and payment methods, be respectful and non-judgemental. If the client reports financial difficulty, including an inability to meet co-payment contributions, inform the delegating health professional.

Equipment, aids and appliances

- When dispensing enteral nutrition supplements check the use by date. If products have passed the use by date, source alternative stock. If the same product is unavailable inform the delegating health professional.

Environment

- Nil

Performance of clinical task

1. Delegation instructions

- Receive the delegated task from the health professional.
- The delegating allied health professional should clearly identify parameters for delivering the clinical task to the specific client, including any variance from the usual task procedure and expected outcomes. This may include:
 - the prescribed enteral product name, including quantity per day and frequency.
 - feeding equipment for use e.g. pump, sets.
 - if a trial of the product is allowable.

2. Preparation

- HENS registration and order forms
- Pen
- Products for trial (if available/required)
- Feeding equipment (if required) e.g. pump, sets.

3. Introduce task and seek consent

- The AHA introduces him/herself to the client.
- The AHA checks three forms of client identification: full name, date of birth, **plus one** of the following: hospital unit record (UR) number, Medicare number, or address.

- The AHA describes the task to the client. For example:
 - “The dietitian has advised me that you require a supply of (enteral nutrition product name) feeding products for home. My role today is to:
 - explain the HENS program.
 - discuss and calculate how many feeding product/s you require for one month.
 - discuss and calculate the co-payment costs for the product/s.
 - (if required) trial the product/s with you”.
- The AHA seeks informed consent according to the Queensland Health Guide to Informed Decision-making in Health Care, 2nd edition (2017).

4. Positioning

- The client’s position during the task should be:
 - seated in a comfortable chair or lying supported in bed.
- The AHA’s position during the task should be:
 - seated directly opposite/beside and at eye level to the client.

5. Task procedure

- Explain and demonstrate (where applicable) the task to the client.
- Check the client has understood the task and provide an opportunity to ask questions.
- The task comprises the following steps:
 1. Confirm the client meets the eligibility criteria for HENS. If the client is not eligible, cease the task and if relevant, implement workplace instructions for alternative access options e.g. Department of Veteran Affairs (DVA) procedure.
 2. Provide information to the client on the HENS program including:
 - i. what the HENS program is and how it works. Refer to the local policy, procedure and workplace instructions.
 - ii. calculate the order volume for a one-week supply.
 - iii. calculate the co-payment for the planned products for supply, including delivery fees.
 - iv. the expected co-payment contributions.
 3. Determine if the client consents to be registered for the HENS program. If yes, complete the HENS registration form. If no, note the reason why and cease the task.
 4. If part of the delegation instruction includes the provision for the client to request a trial of the enteral nutrition product, implement local workplace procedure for trial. E.g. home or clinic trial, telephone follow up checklist.
 5. Complete the HENS registration form/script for the dietitian to review and sign.
 6. Using the local processes dispense the initial home enteral nutrition supply. This is for use while the client waits for their order to be activated and stock to be home delivered.
 7. Provide a copy of the script/completed registration form to the client for their records.
- During the task:
 - provide feedback and correct errors in the performance of the task including:
 - clients will be prescribed enteral nutrition supplements specific to their health needs. If products are unavailable or the client requests alternative products to be ordered or dispensed, inform

the delegating health professional. AHAs should not source, advise or discuss alternative product options with the client.

- if during the product trial the client reports new symptoms of intolerance including rash, bloating, flatulence, vomiting, diarrhoea or reflux, ask the client about the frequency and severity, and note as part of feedback. Confirm if the client is willing to persist with product use until their next scheduled review appointment. If not, liaise with the delegating health professional.
- clients should be informed of the home delivery process and timeframes. The order will be activated when the dietitian submits the electronic script to the supplier. The client will then need to ring the supplier and place and pay for their first order and arrange a delivery time, generally within 3-5 days.
- monitor for adverse reactions and implement appropriate mitigation strategies as outlined in the Safety and quality section above including CTI D-WTS01 When to stop.
- At the conclusion of the task:
 - encourage feedback from the client on the task.
 - ensure the client is comfortable and safe.

6. Document

- Document the outcomes of the task in the clinical record, consistent with relevant documentation standards and local procedures. Include observation of client performance, expected outcomes that were and were not achieved, and difficulties encountered or symptoms reported by the client during the task.
- For this task the following specific information should be presented:
 - registration form completed or if client did not consent including any reasons provided.
 - if a product was trialled, the location for trial (e.g. home or clinic), name of product/s, quantity provided and outcome e.g. product ordered, plan for follow up (e.g. phone in 3 days).
 - order form completed for initial home enteral supply, including name of product and quantity ordered.

7. Report to the delegating health professional

- Provide comprehensive feedback to the health professional who delegated the task.

References and supporting documents

- Queensland Health (2014) Guideline for Home Enteral Nutrition Service (HENS) for Outpatients: Eligibility, Supply and Costing. <http://www.health.qld.gov.au/qhpolicy/docs/gdl/qh-gdl-015.pdf>
- Queensland Health (2015). Clinical Task Instruction D-WTS01 When to stop. <https://www.health.qld.gov.au/ahwac/html/clintaskinstructions.asp>
- Queensland Health (2017). Guide to Informed Decision-making in Health Care (2nd edition). https://www.health.qld.gov.au/_data/assets/pdf_file/0019/143074/ic-guide.pdf

Assessment: performance criteria checklist

D-DN09: Support Home Enteral Nutrition System (HENS) registration, product trial* and dispensing

Name:

Position:

Work Unit:

Performance Criteria	Knowledge acquired	Supervised task practice	Competency assessment
	Date and initials of supervising AHP	Date and initials of supervising AHP	Date and initials of supervising AHP
Demonstrates knowledge of fundamental concepts required to undertake the task.			
Obtains all required information from the delegating health professional, and seeks clarification if required, prior to accepting and proceeding with the delegated task.			
Completes preparation for the task including collecting HENS registration and order forms, pen and if required products for trial and/or feeding equipment for use e.g. pump, sets			
Introduces self to the client and checks client identification.			
Describes the purpose of the delegated task and seeks informed consent.			
Positions self and client appropriately to complete the task and ensure safety.			
<p>Delivers the task effectively and safely as per delegated instructions and CTI procedure.</p> <p>a) Clearly explains the task, checking the client's understanding.</p> <p>b) Confirms the client meets the eligibility criteria for HENS.</p> <p>c) Provides information to the client on the HENS program consistent with local requirements.</p> <p>d) Calculates the order volume for a one-week supply.</p> <p>e) Calculates the co-payment for the planned products for supply, including delivery fees.</p> <p>f) Informs the client of the expected co-payment contributions.</p> <p>g) Determines if the client consents to be registered for the HENS program and if yes, completes the HENS registration form.</p> <p>h) If required implements local workplace procedure for trial of the enteral nutrition product.</p> <p>i) Completes the HENS registration form/script including having the dietitian review and sign.</p> <p>j) Uses the local processes to dispense the initial home enteral nutrition supply.</p>			

k)	Provides a copy of the script/completed registration form to the client for their records.			
l)	During the task, maintains a safe clinical environment and manages risks appropriately			
m)	Provides feedback to the client on performance during and at completion of the task.			
Documents the outcomes of the task in the clinical record, consistent with relevant documentation standards and local procedures.				
Provides accurate and comprehensive feedback to the delegating health professional.				

Comments on the local service model e.g. workplace instructions and protocols included during the training phase:

- protocol/workplace instruction for trial of enteral products
- phone follow up checklist for home enteral products

Comments:

Record of assessment competence:

Assessor name:	Assessor position:	Competence achieved: / /
----------------	--------------------	--------------------------

Scheduled review:

Review date: / /

Support Home Enteral Nutrition System (HENS) registration, product trial and dispensing: Learning Resource

Required reading

- Local policy, procedures and workplace instructions that support HENS. For Queensland Health staff this includes:
 - Queensland Health Guideline. Document Number: QH-GDL-015:2015. Home enteral nutrition service (HENS) for outpatients: eligibility, supply and costing. Available at: https://www.health.qld.gov.au/_data/assets/pdf_file/0029/147665/qh-gdl-015.pdf
 - Australian Government: Department of Veteran Affairs. Procedure of obtaining nutritional supplements. Available at: <https://www.dva.gov.au/about-us/dva-forms/request-nutritional-supplementation>

How to calculate the order volume and cost for HENS eligible clients

- To calculate weekly volume of feed required:
 - Daily volume of feed (mLs) x 7/1000 = Weekly volume of feed in litres.
- To calculate weekly cost of feed:
 - Cost of feed/Litre x weekly volume of feed (litres) = weekly cost of feed.
- For co-payment charges refer to the HENS Guideline: Attachment 1: Queensland Health Consumer Price Index (CPI) charges (required reading above).