

# Primary contact occupational therapy hands clinic

## Background

A primary contact occupational therapy model of care for the management of hand and wrist conditions in specialist outpatient department clinics has been operating in a number of metropolitan Brisbane Hospitals since 2013. These roles have improved patient access and outcomes with increased function and quality of life through targeted early intervention.

A collaborative was established to facilitate reproduction of this model between the lead site (RBWH) and spoke sites, including Cairns, Townsville, Sunshine Coast, TPCH, Redcliffe, QEII and Logan/Redlands Hospital and Health Services.

## Activities and Deliverables

Collaborative activities included:

- development of a business case template to assist spoke sites to implement the primary contact role
- site visits to six sites to support readiness assessment and change management, including the development of:
  - Spoke Site Capability Self-Assessment Tool (SCSAT)
  - induction booklet and orientation checklist
- implementation of the primary contact model at eight sites with supporting documentation, including the development of:
  - site-specific operational manuals encompassing:
    - outcome measures and outcome measures administration guidelines
    - clinical and administrative pathways
    - patient factsheets
  - role description templates
  - an “In Principle Proposal” document for clinical governance
- introduced peer supervision into the primary contact occupational therapy model of care and clinical education framework
- evaluation of the implementation of the model including standardised data collection (MARS database) and completion of a research plan.

## Contact

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