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:
    o outcome measures and outcome measures administration guidelines
    o clinical and administrative pathways
    o 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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