

Holland Bloorview

Kids Rehabilitation Hospital

When Scopes Overlap:
Consistency in Practice for High
Risk Clients with Brain Injuries

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Standards of Care (SOCs): Background

THEN:

- 1977, Pan American and KLM airline crash in Tenerife
- 2003 McGlynn et al. published a study “The quality of health care delivered to adults in the United States”
 - Participants had received only 54.9% of the care recommended for their conditions



NOW:

- SOCs provide a written measurable expectation against which an actual performance can be judged and met with 100% of the time.



(Baker et al., CMAJ, 2001)

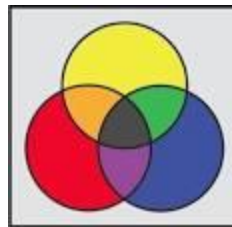
The Implications

- SOCs provide clarity around responsibilities, accountability and practice
- Conversations around SOCs are central to practice; SOCs do not inform the practice, the practice informs the SOC
- SOCs can use data:
 - to drive change
 - assist in showing what change is needed



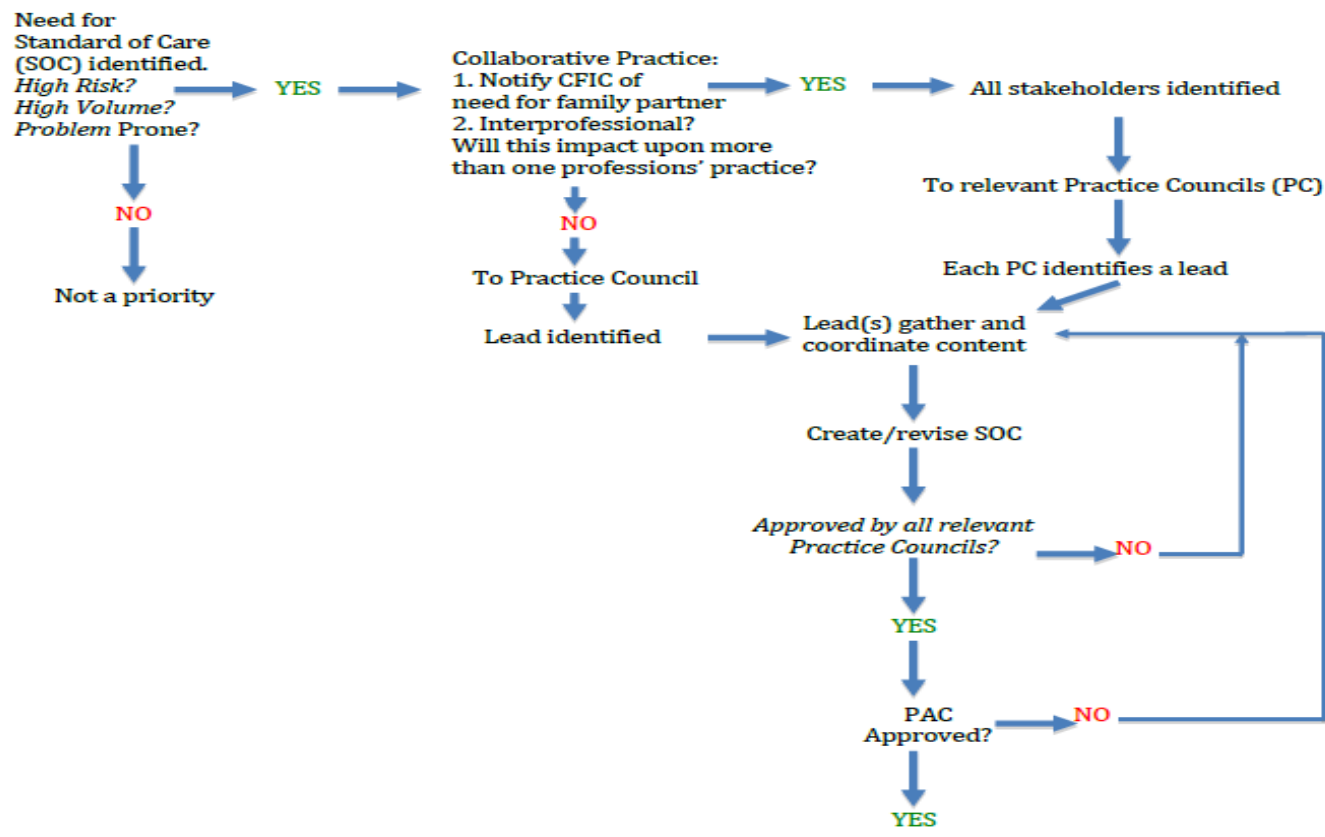
Why Standards of Care?

- Healthcare has become very complex
- An increasing number of unregulated healthcare professionals are now working within teams
- In cases of overlapping scopes of practice, professionals must agree on roles and responsibilities
- Where there is an overlap in scope there must be one SOC



Development Process for Standards of Care

DEVELOPMENT PROCESS STANDARDS OF CARE



Objective: To Develop a New Standard of Care for ABI clients

- New interprofessional SOC for managing high-risk clients
- Establishment of a clear and consistent process
- Provides clarity for team members re: role
- Helps ensure a safe environment our clients, families and staff



Development of an ABI Standard of Care

- Identified need for a consistent process for clients with ABI
- Over a series of meetings, SOC was written
- SOC was presented at discipline Practice Councils
- SOC was then presented to the Professional Advisory Committee
- First interprofessional SOC developed at Holland Bloorview approved in December 2013!



So you have a Standard of Care Now What?

- Education about the new SOC is essential!
- Interprofessional orientation for new staff
- In-service presentations for current staff
- Involvement of parent representatives in the development of new SOC's



KEY TAKE-AWAY MESSAGES

1. In a hospital setting, Standards of Care (SOCs) facilitate the communication and clarify the role responsibilities among team members to provide effective and safe client care.
2. Our interdisciplinary SOC for Psychology and CYW ensures that a clear process is in place to manage challenging behaviours of clients with acquired brain injuries.

KEY TAKE-AWAY MESSAGES

3. SOCs are embedded into the organization's education of new and existing staff, and provide important benchmarks for performance reviews.
4. SOCs are reviewed every two years or as needed to respond to regulatory, service, model or scope of practice changes.
5. Importance of parent advisors to review and provide input into proposed SOCs during their development.

When Scopes Overlap

Thank You!