

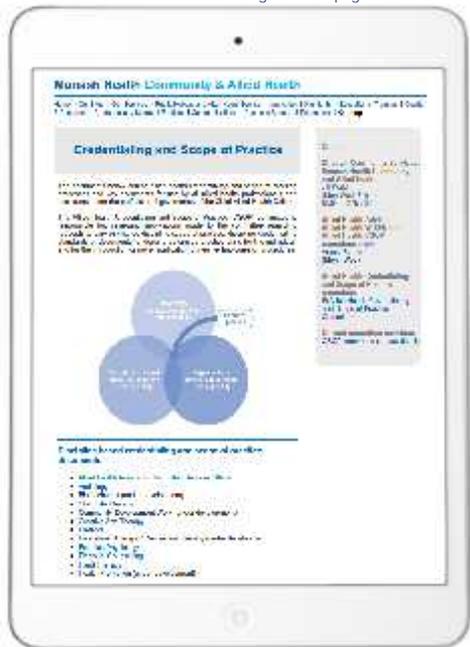
Building competency in the AHA/PSO workforce - A credentialing tool for AHA/PSO workforce.

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Background

The Allied Health Assistant (AHA) workforce is one of the fastest growing at MonashHealth (16% growth since 2014). While growing in numbers, the nature of the work conducted by AHAs is also broadening in scope exponentially with the introduction of more advanced practice for Allied Health professionals (AHP). There is a need to manage this growth in a consistent and documented manner for all individuals involved. MonashHealth Allied Health's Competency and Credentialing Framework (See Figure 1.) is well established and implemented however it has not previously included Allied Health Assistants (AHAs) or Psychiatric Service Officers (PSOs) who are the Mental Health equivalent of the AHA workforce.

Figure 1. MonashHealth Allied Health Credentialing Intranet page



Aim

To establish a credentialing framework and associated competency standards and learning packages for AHA and PSO workforce in line with MonashHealth Allied Health's already existing framework.

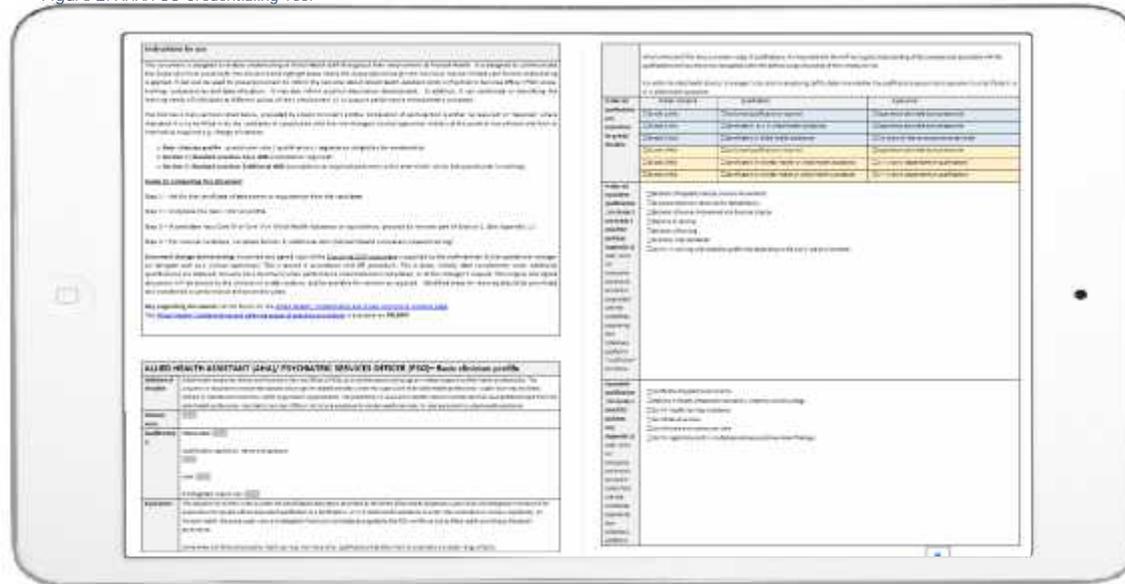
Method

A small working party was formed. Extensive consultation with MonashHealth's AHA and PSO workforce, MonashHealth Allied Health Managers, Allied Health Professional Practice Advisor, WISER Unit and the Allied Health Credentialing and Scope of Practice Committee led to the development of a credentialing tool encompassing all AHAs and PSOs at MonashHealth.

Results

A credentialing document covering the skills expected of a Grade One, Grade Two or Grade Three AHA, on recruitment and additional skills to be developed on the job relevant to area of work, was established (See Figure 2.). Each additional skill has a competency standard and a learning and assessment package attached to it. The document is available on the intranet and once signed off, each section is recorded on a secure and centralised database for the individual staff member by their AHP supervisor. The completion of the document has been embedded into Performance Enhancement and Clinical Supervision processes such that it remains in focus for AHAs, PSOs and their supervisors.

Figure 2. AHA/PSO Credentialing Tool



Significance of the findings to Allied Health

MonashHealth Allied Health have developed a tool such that any AHA or PSO has documented evidence of their skills beyond initial qualification. Through the means of this document, which is transportable, expectations of performance can be clearly and reliably set and learning goals worked towards in a transparent manner.

Key Outcomes

- Established Credentialing and Competency tool in line with MonashHealth Allied Health credentialing framework.
- Established process around completion of AHA/PSO credentialing tool in line with MonashHealth Allied Health procedure.
- Central database for recording of endorsed additional skills for individual staff.
- Established audit process.

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