

Knowledge and Skills Framework for Healthcare Professionals (HCPs) Working with Older People – What Does It Mean For You?

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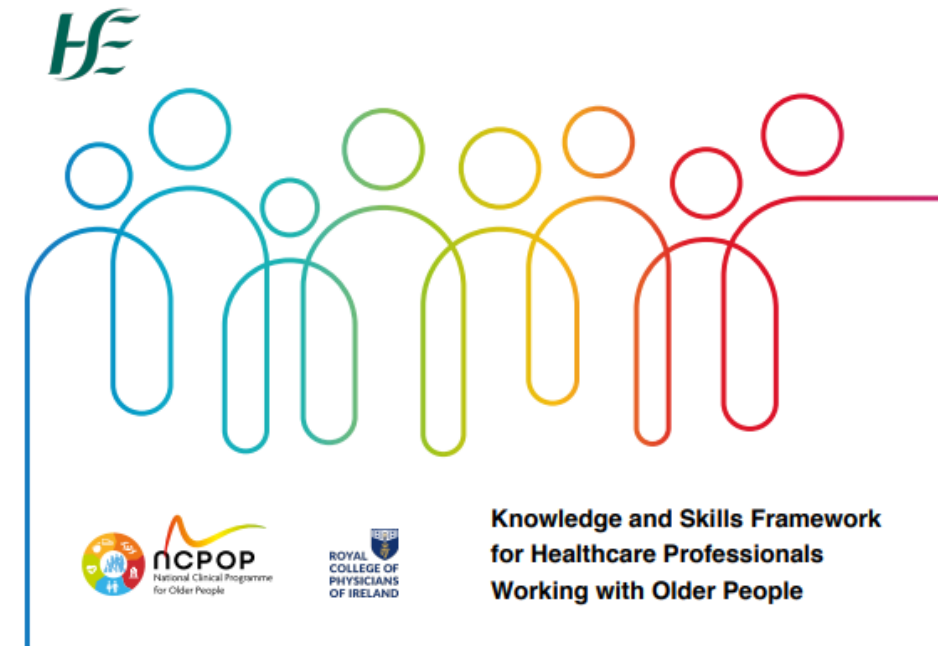
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Outline

- Introduction
- Background, development & content of framework
- KSF – implementation & ECLECTIC research
- Application to Pharmacy Practice
- Summary



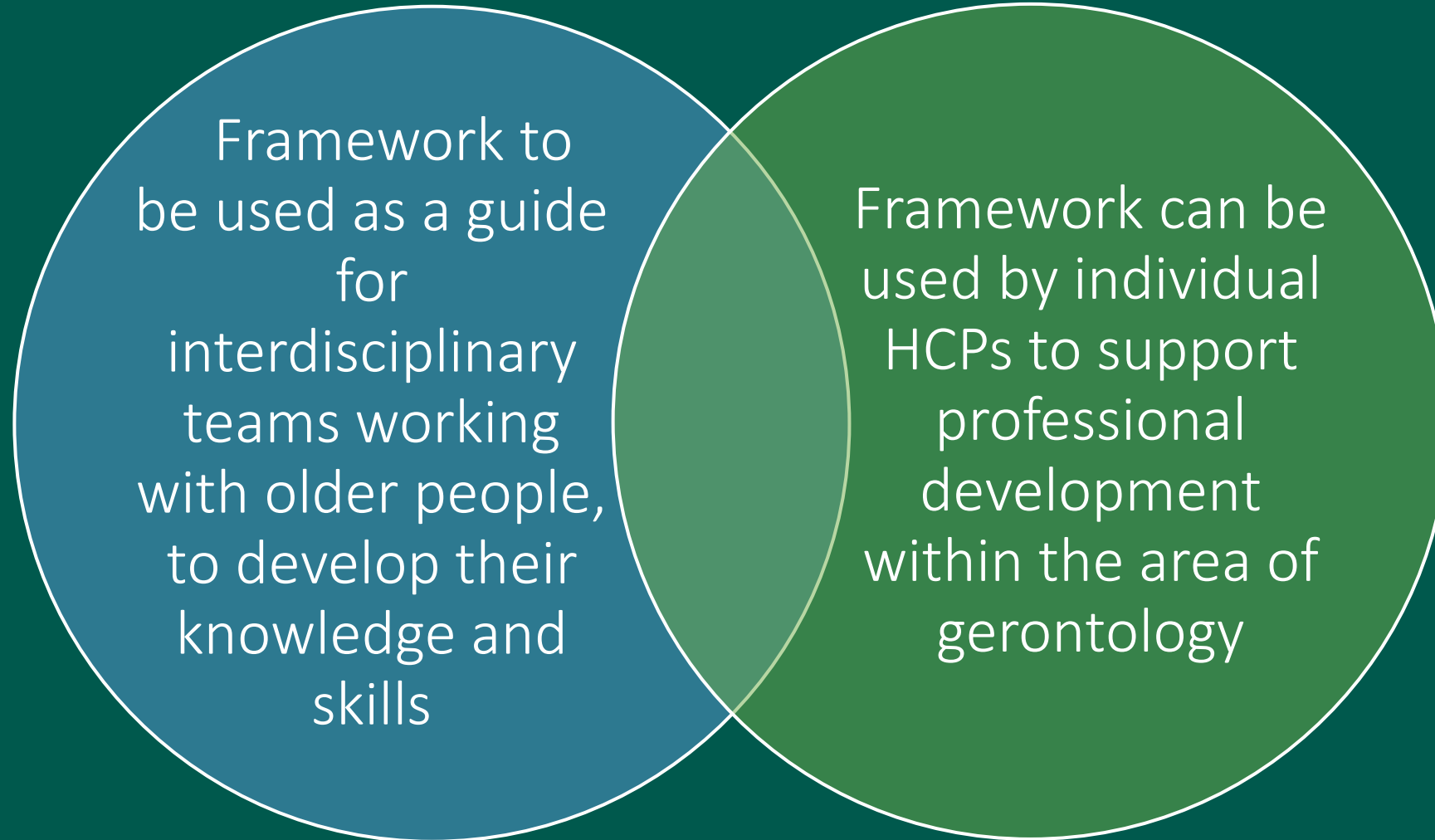
Webinar Overview

By the end of the webinar, you should know:

1. What the Knowledge and Skills Framework (KSF) is
2. Why & how the KSF was developed
3. How it can be used to improve practice and person-centred care
4. How the KSF can be used to support pharmacists & advanced practice.



Purpose of Knowledge & Skills Framework



Background to Development of KSF

Originally a team of seven met to discuss the rollout of specialist teams for the Integrated Care Programme for Care of Older People (ICPOP)

Big expansion of services for care of older persons – Specialist Community Hubs

New ways of working – case management approach for long term complex needs

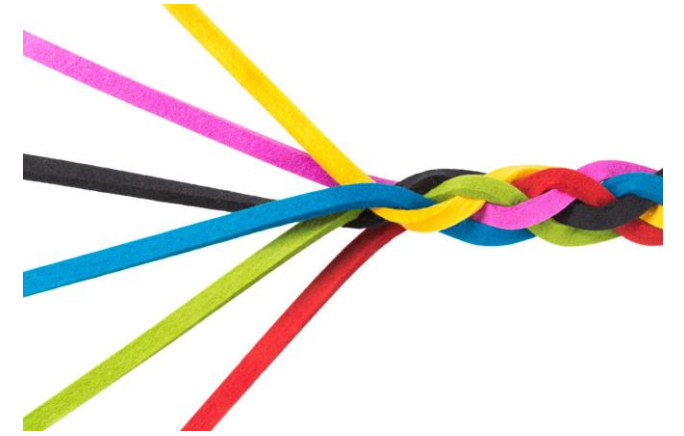


Focus on need for interprofessional collaboration

Develop multidisciplinary teamwork

Co-ordination between care providers

Case Management Approach



Definition:

‘collaborative process, which assesses, plans, implements, coordinates, monitors and evaluates the options and services required to meet an individual’s health, social care, educational and employment needs, using communication and available resources to promote quality cost-effect outcomes’

www.cmsuk.org

10-Step Integrated Care Framework for Older Persons



National Clinical & Integrated Care Programmes
 Focus on what works best

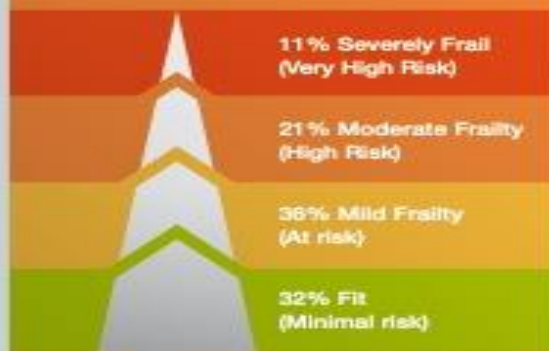


1 Establish Governance Structures

2 Undertake Population Planning for Older Persons



Frailty Prevalence



Ref: O'Halloran, A (2017) Risk stratification based on frailty prevalence. Tilda, Irish Longitudinal study on aging, TCD

3 Map Local Care Resources



4 Develop Services & Care Pathways



- Focus on Frailty
- Acute Care Pathways
- Ambulatory Care
- Rehabilitation
- ICPs for Falls, Dementia & Nursing Homes Outreach

8 Supports to Live Well



Enable older persons to live well in the community

- Community Transport
- Social Activities
- Home modifications & handy person
- Medication Management
- Shopping
- Harness Technology
- Support carers
- Information & Advice

5 Develop New Ways of Working



New roles including case management approach for long term complex needs in-reach and outreach

7 Person-centred Care Planning & Service Delivery



6 Develop Multidisciplinary Teamwork & Create Clinical Network Hub



Co-ordination between care providers

10 Monitor & Evaluate

- Track service developments
- Measure outcomes
- Staff and service user experience



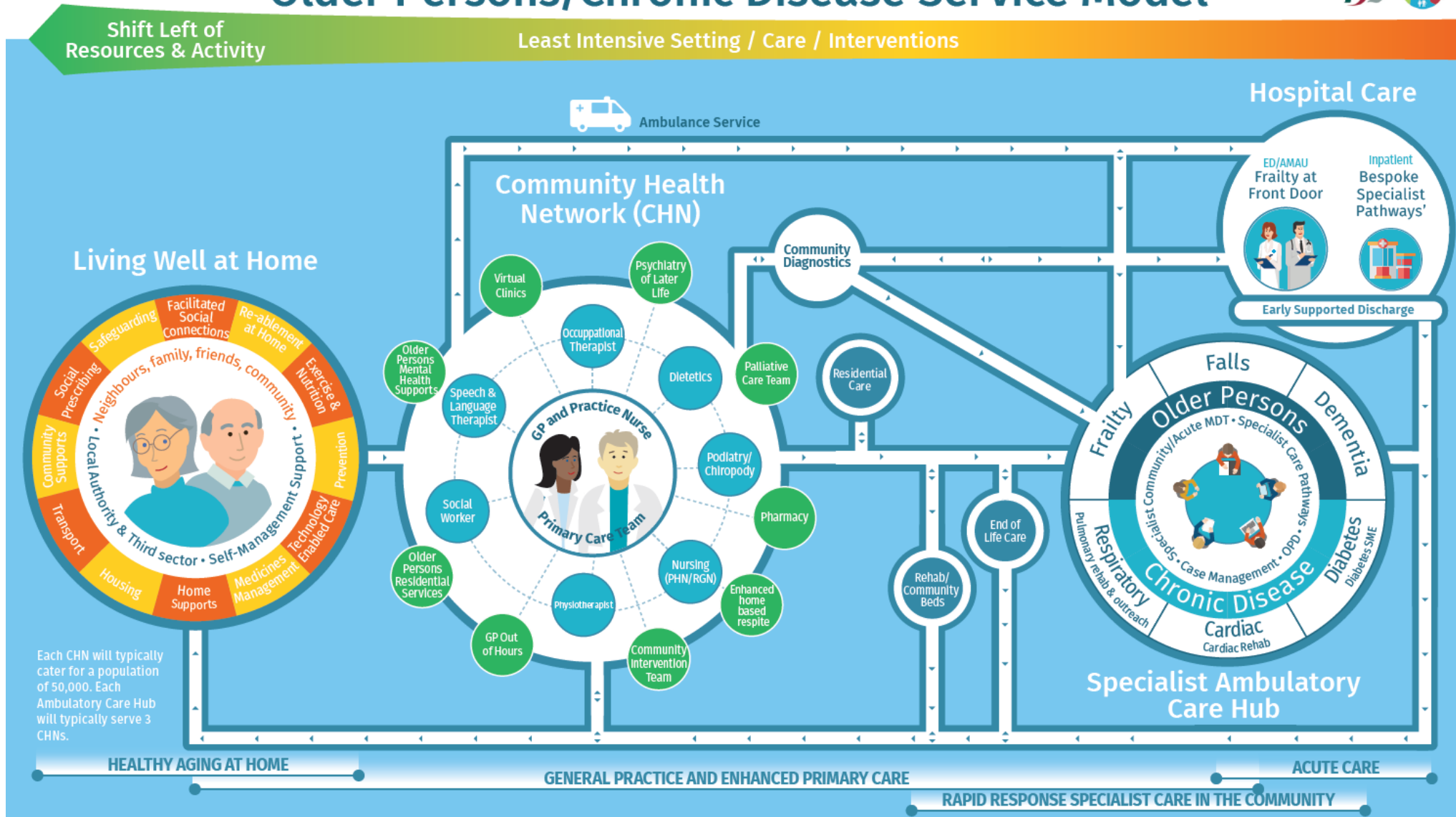
9 Enablers

- Develop workforce
- Align finance
- Information systems



Working Across Older Persons Services:

Older Persons/Chronic Disease Service Model



Development of a Knowledge & Skills Framework



The idea of developing a 'competence framework'

Overall aim: to enhance provision of integrated person-centred care:

- Identify team learning needs
- Support team development, knowledge and skills
- Act as resource for training and Continuing Professional Development (CPD)



Identified need to engage with key stakeholders

- HSE managers
- Academic partners – ECLECTIC partnership with UCD
- Professional bodies

Key Stakeholders & Target Audience



Target Audience:

All healthcare professionals working with older people across all healthcare settings:

- ✓ Acute Hospitals
- ✓ Community Services
- ✓ Residential Care

Interdisciplinary Working Definition:



- “Members come together as a whole to discuss their individual assessments and develop a **joint service plan** for the patient. Practitioners may blur some disciplinary boundaries but still maintain a discipline-specific base (for instance, aspects of functional assessments may be shared across disciplines). Teams integrate closer to complete a **shared goal** which in turn require a **team-based approach** to be managed, including allied health professionals, social work and nursing alongside medicine.”

Ellis and Sevdalis (2019)

Methodology

1. Literature review with critical appraisal completed to:

- identify existing gerontological frameworks and
- evidence in relation to professional standards or guidelines for health care and social care professionals working with older people
- identify discipline specific professional standards and guidelines for each of the professions, who form part of the core team involved in care of older people
- knowledge and skills type frameworks developed for other clinical populations and contexts (e.g. Palliative Care, Society for Acute Medicine)
- competency frameworks specific to the delivery of interprofessional health care
- grey literature was also reviewed for relevant documentation.

2. Regular meetings held in person and virtually.

Using a process of consensus decision-making, the expert panel identified five domains of shared knowledge and skills, common to all healthcare professionals involved in the care of older people across clinical settings in Ireland.

3. Discipline specific sub-groups formed:

- to identify and reach consensus on discipline-specific knowledge and skills at core and enhanced levels

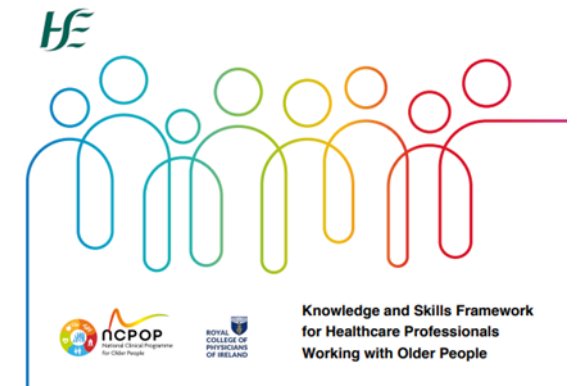


Shared Knowledge & Skills

Five Domains:

1. Principles of gerontological care
2. Communication
3. Roles & responsibilities
4. Interprofessional collaboration
5. Ethics & values.

<https://www.hse.ie/eng/about/who/cspd/ncps/older-people/resources/knowledge-skills-framework-for-hcps-working-with-older-people.pdf>





HRB Open Research

HRB Open Research 2020, 3:8 Last updated: 24 JUN 2021



STUDY PROTOCOL

Embedding collective leadership to foster collaborative inter-professional working in the care of older people (ECLECTIC):

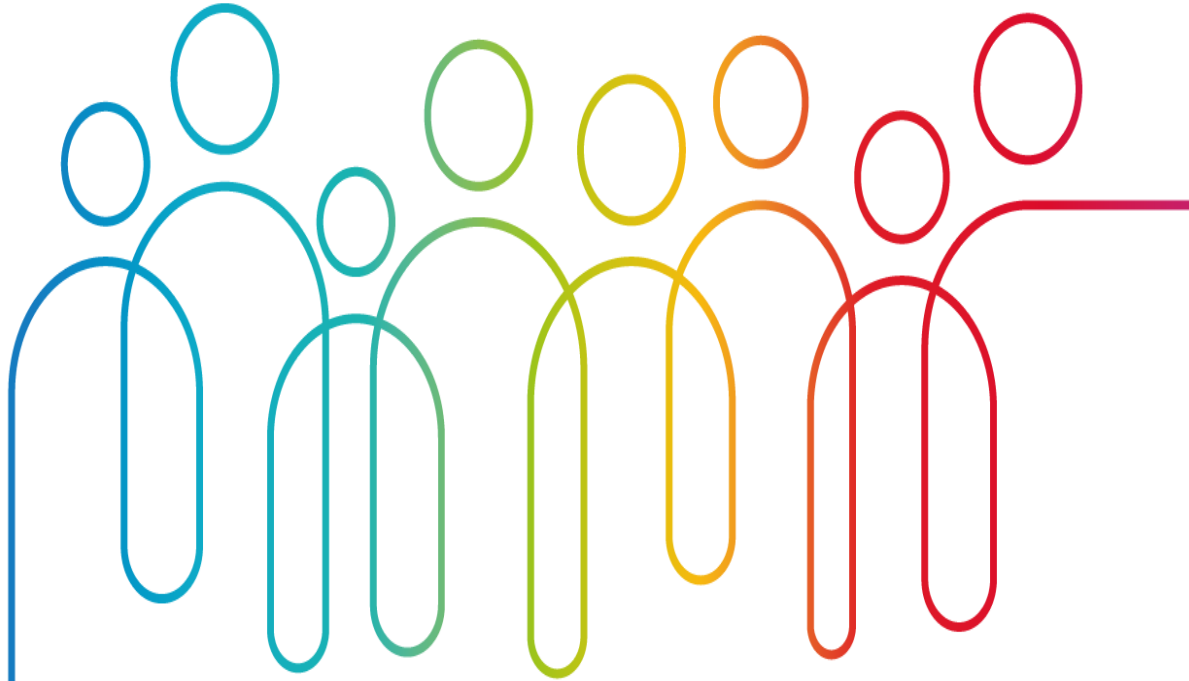
Study protocol [version 1; peer review: 2 approved]

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Getting Started in Developing Core Competences for Interprofessional Collaboration in Integrated Care for Older People: A Step-by-Step Guide

A Framework for the National Integrated Care Programme for Older Persons (NICPOP)





Knowledge and Skills Framework for Healthcare Professionals Working with Older People

Authors, Contributors and Recommended Citations



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Or

Knowledge and Skills Framework for Healthcare Professionals Working with the Older Persons Steering Group. (2023). Knowledge and Skills Framework for Healthcare Professionals Working with the Older Persons. Dublin: Health Service Executive

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Shared and Discipline Specific K & S



Interactive Document

These buttons should be used for prompt access to each section of the framework document



Shared and Discipline Specific Knowledge and Skills
Inner circle - brings you to Shared Knowledges and Skills across Interprofessional team.
Outer circle - brings you to Discipline Specific Knowledges and Skills.

Shared Knowledge and Skills

- Principles of Gerontological Care
- Communication
- Roles and responsibilities
- Inter-Professional Collaboration
- Ethics and Values

Interactive Document

Click here to bring you back to table of contents page





Discipline-Specific Knowledge and skills - PHARMACY

MEMBERSHIP OF PHARMACY WORKING GROUP

The following Pharmaceutical Society of Ireland registered pharmacists, some of whom are members of a working group from the Hospital Pharmacists' of Ireland, Care of Older People Special Interest Group, had input and prepared this section:

- Chairperson: Niamh McMahon, Chief 2 Pharmacist, St. James's Hospital & Trinity College Dublin
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- Helen Heery, Senior Pharmacist, Portiuncla Hospital
- Clare Kinahan, Senior Pharmacist, HSE iSimpathy Project
- Asst. Prof. Eimear Ni Sheachnasaigh, Trinity College Dublin
- Marguerite Vaughan, Senior Pharmacist, Tallaght University Hospital.



Core Skills



As a Pharmacist you should:

Ref.	General practice: core knowledge and skills
P3.01	Adhere to the roles and responsibilities that are required to be registered as a Pharmacist with the Pharmaceutical Society of Ireland (PSI) and adhere to their ethical, legal and professional requirements that inform safe and ethical pharmacy practice. i.e. adherence to PSI Core Competency Framework (CCF) and Code of Conduct.
P3.02	Undertake appropriate learning and development activities to maintain and develop knowledge and skills and professional performance and maintain a record of CPD as per Irish Institute of Pharmacy (IIP) recommendations .
P3.03	Conduct medication reviews, to optimise medication use in the older adult, with the aims of reducing the risk of medication-related harm and improving patient outcomes and quality of life.
P3.04	Access most up-to-date, reputable information and reference sources about medicines.
P3.05	Understand the pharmacokinetic and pharmacodynamic changes in older people as they relate to drug handling.
P3.06	Understand the potential for adverse drug reactions (ADRs) and takes steps to avoid, minimise, recognise and manage them.
P3.07	Check for drug-drug, drug-food and drug-disease interactions and take measures to minimize risks to the patient.
P3.08	Accurately complete and routinely check calculations relevant to prescribing and drug dosing.

Enhanced Skills



Ref.	Enhanced
P3.160	<i>Active engagement in palliative care medicines education and training of students, pharmacists and patient care clinicians of various disciplines.</i>
P3.161	<i>Demonstrate leadership in the identification, development and delivery of medicines-related palliative care guidance and policy</i>
P3.162	<i>Be able to lead, facilitate and engage in medicines–related audit and research in the field of palliative care in order to improve practice.</i>

Supporting Interdisciplinary Working



Getting Started in Developing Core Competences for Interprofessional Collaboration in Integrated Care for Older People: A Step-by-Step Guide

A Framework for the National Integrated Care Programme for Older Persons (NICPOP)



How does K & S Framework Support the Provision of Integrated Person-Centred Care?



Supports a review of team's strengths and areas for development



Supports team working, where all team members feel valued and discipline specific skills and knowledge are recognised



Supports CPD planning individually and at a team level



Supports identification of future educational needs

System Design Workshop:

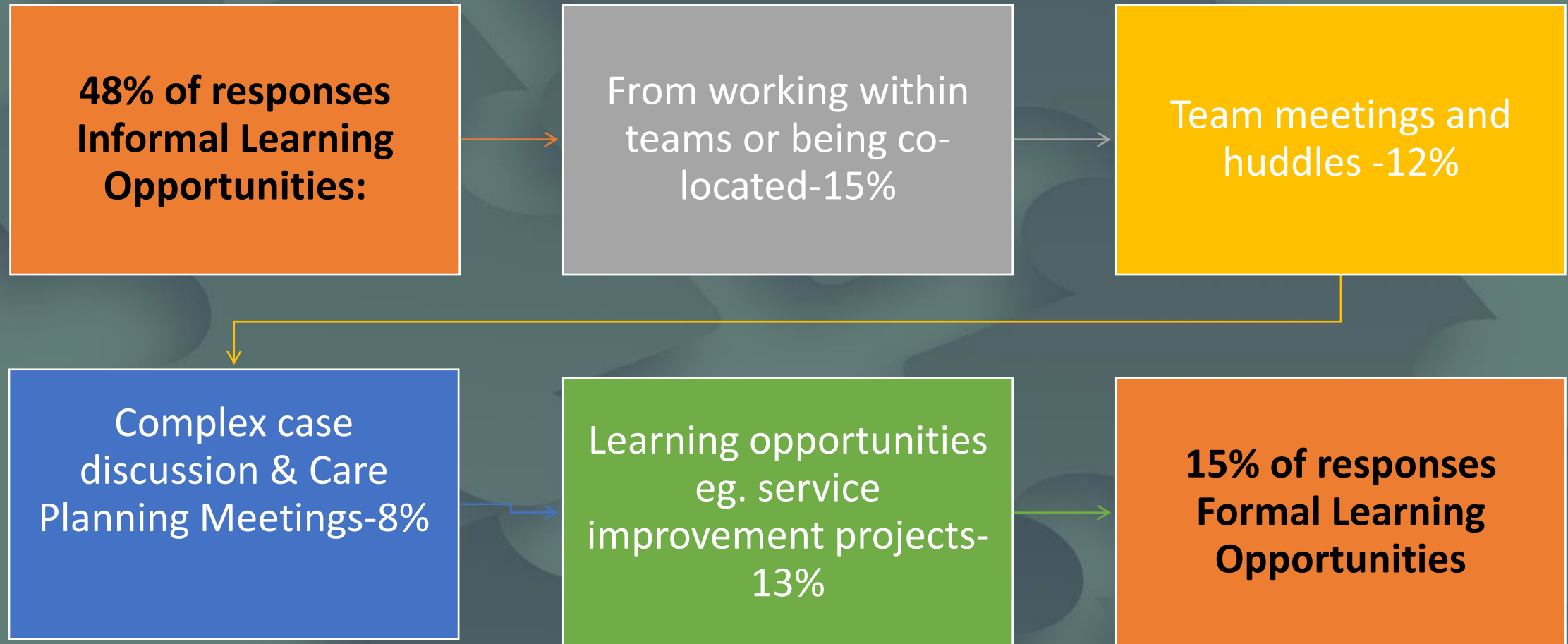


To identify:

- Opportunities for K & S framework to improve healthcare for older people?
- Challenges to the implementation of the framework?
- Resources required to support its implementation?



How do we currently learn about the role of other Healthcare Professionals?



Opportunities presented by the Framework:

1. Service Provision:

- Identifying gaps in service provision
- Opportunity to engage with professionals that would not currently be part of the core team

2. Team & Professional Development:

- To empower all staff working with older people to see themselves as a key part of integrated leadership structure
- Taking on new roles to support person centred care

3. Identification of Training Needs



Challenges to Implementation

Change Fatigue

Time & Space

Champions for Implementation

Including all Relevant Disciplines

Fear of Role Dilution

Sustainability

How to support the Implementation of Framework

What does Good Look Like:

SIMs

Pilot

Webinar

Resources

Share Available Resources

Workshops

Support from Within Services

Support from Leadership

Huddles, Schwartz rounds

Rotations Across Services

Progress to Date:

- Stage 2 Eclectic Research:
 - Realist review and synthesis of evidence
 - Case study data collection
 - Curriculum development
- HRB Knowledge Translation Award: the development of educational resources to support interdisciplinary working & increase awareness of the role of team members
- QI Workshops: facilitating teams to embed an interdisciplinary approach to service development

Progress to Date:

Understanding Roles: Educational Resource: *How HCPs can support Older People living with a Swallow Impairment.*

Dysphagia

Dysphagia is a difficulty with swallowing, where a person struggles to move food, liquids or saliva from their mouth to their stomach. Dysphagia can have significant psycho-social consequences for older people including impacting on quality of life, and on participation in social activities. Dysphagia can lead to increased risk of mortality and long-term care admission.¹

People living with dysphagia may be at increased risk of weight loss, dehydration, malnutrition, recurrent chest infections and aspiration.² Aspiration can lead to serious complications, including aspiration pneumonia, which is an infection caused by the inhaled material.

Swallowing difficulties are prevalent in 10 to 33% of older adults, and have been reported in almost half of hospital patients who are over 65 years of age.³

Signs and Symptoms of Dysphagia⁴

- Food getting stuck in the throat
- Coughing, throat clearing or choking during/after eating/drinking
- Difficulty chewing food
- Persistent drooling of saliva
- Residue in mouth after swallowing
- Weak and/or wet vocal quality during/after eating/drinking
- Lengthy mealtimes (30 minutes+)

Factors Which may Make It Harder to Eat and Drink Safely⁵

- Reduced levels of alertness
- Reduced cognition (including delirium)
- Reduced number of dentition or wearing dentures
- Requiring assistance with eating and drinking

Dysphagia Facts

If a patient coughs this does not necessarily mean they have dysphagia.

Thickener is a prescribed product that does not always improve the safety of the swallow.

Beakers and straws are not suitable for everyone living with a swallowing difficulty. Speech and Language Therapy (SLT) can support the older person's decision making regarding utensils.

How to Support a Person with Swallowing Difficulties

Support the older person to sit upright as far as comfortable both during and immediately after mealtimes	Reduce distractions, encourage small mouthfuls, use of open cups and discourage talking whilst eating
Encourage regular oral hygiene using a soft-bristled toothbrush and fluoride toothpaste	Consult an SLT colleague should you have any concerns regarding an older person's ability to swallow safely and efficiently

Speech and Language Therapy Interventions

SLT can prescribe equipment such as specialised cups (e.g. volume control cups) if required.

Diet and/or fluid modification as per the International Dysphagia Diet Standardisation Initiative (IDDSI).

Rehabilitation exercises and/or compensatory strategies, should be informed by instrumental swallow assessments, e.g. Videofluoroscopy or Fiberoptic Endoscopic Evaluation of Swallowing⁶.

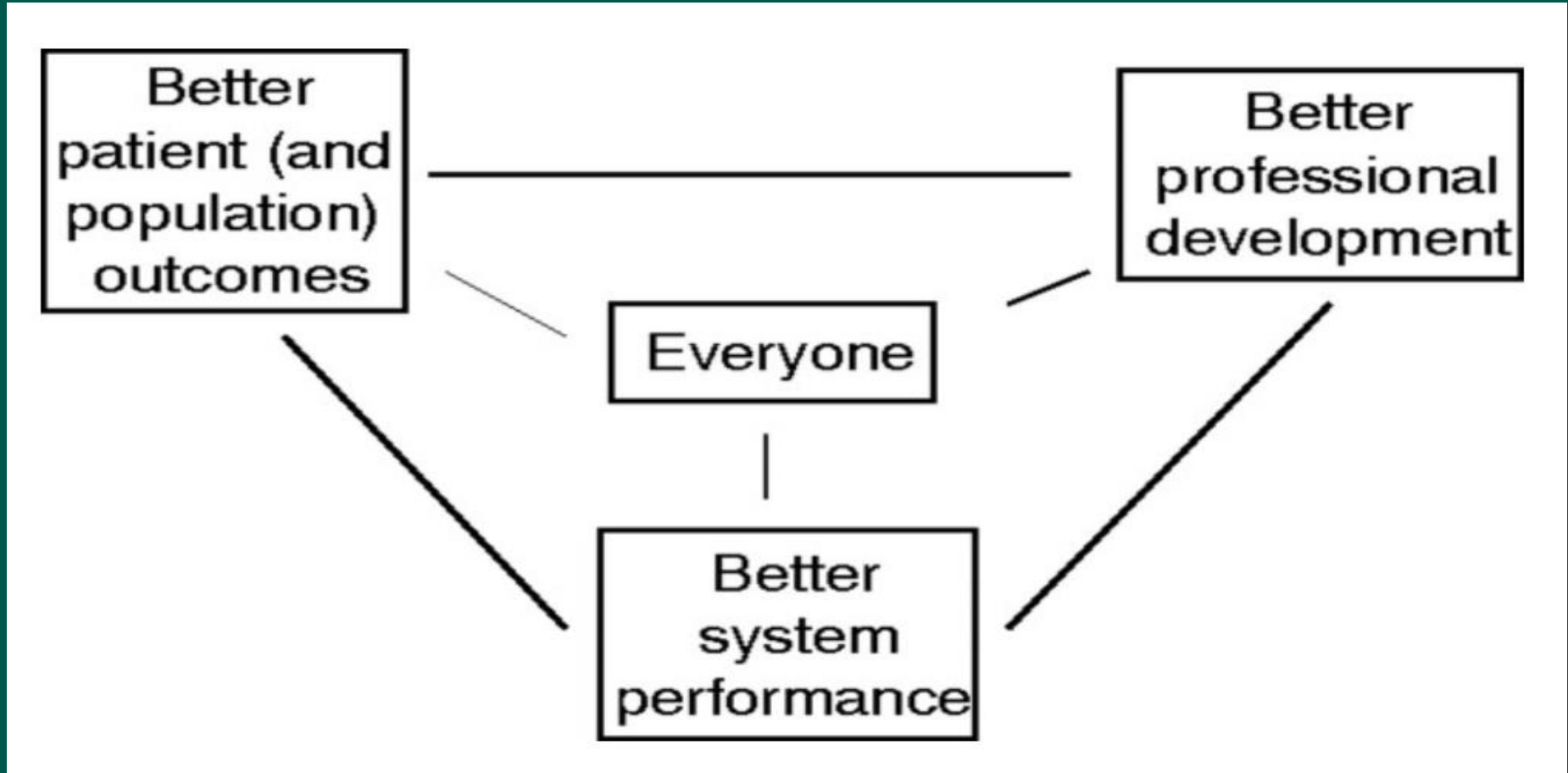
The Knowledge and Skills Framework for Healthcare Professionals Working with Older People

aims to improve the quality and safety of care for older people, and describe the knowledge and skills required to meet the needs of older people who may experience swallowing difficulties (dysphagia).⁷

All HCPs should be aware of how to identify a person at risk of or living with dysphagia.

[HSE Supporting older people with swallowing difficulties leaflet](#)

The K&S Framework enabling improved quality of care



Expansion of Role of Pharmacy

DoH report, July 2024



An Roinn Sláinte
Department of Health

**Expert Taskforce to
Support the Expansion
of the Role of Pharmacy**

Final Report

July 2024



Phase 1: Extension of Prescription

by six months from 1st March, after review

Breaking

Taskforce recommends models of pharmacist prescribing across the health service

By Reporter - 13th Aug 2024

Phase 2: Pharmacist Prescribing Within Scope of Practice

Common Conditions Service (CCS) to be introduced initially.

Legislative and regulatory changes. Guidance, education & training.

Public and Patient Involvement in Implementation, Research and Review of recommendations

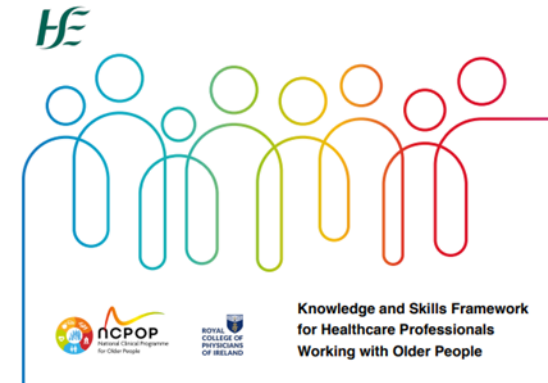
Advanced Specialist Roles in Hospital Pharmacy

Competency Areas for Recognition of Advanced Specialist Pharmacist:

1. Expert Professional Practice
2. Working with Others
3. Leadership
4. Management
5. Education, Training and Development
6. Research & Evaluation



Summary



1. KSF for Healthcare Professionals (HCPs) Working with Older People is a framework intended to **enhance integrated person-centred care**.
2. KSF was developed by an **interdisciplinary group** including: pharmacy, nursing, social work, dietetics, physio, OT, SLT & psychology.
3. KSF is can **be used in various ways** to improve practice and person-centred care by:
 - a. Identifying team strengths and areas for improvement
 - b. Improving team-working and recognition of discipline specific knowledge and skills
 - c. CPD planning at an individual and team level
4. KSF can be used as a tool to **support pharmacists caring for older persons** and to support **development of advanced practice**.

....Thank you! Any Questions?

