

Implementing quality supervision arrangements for Allied Health Professionals in Ayrshire

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Introduction

For some time now, the supervision experience of Allied Health Professionals (AHPs) in Ayrshire has been varied, with no consistent agreement as to the approach, frequency or expectations of supervision. In 2018, a national position statement on AHP supervision in Scotland was launched. This provided a catalyst for action, with hypothesis that providing positive regular supervision experiences would improve quality, safety and staff wellbeing in our teams.

The overall vision was that every AHP in Ayrshire and Arran will experience quality supervision in line with regulatory standards and recognised good practice. This project utilised Quality Improvement methodology to develop and test an approach to quality supervision with one AHP team – the East Ayrshire Adult Speech and Language Therapy Team.

Aim

This project was progressed through participation of one of the authors on the Scottish Improvement Leaders (ScIL) programme.

Project Aim: By March 2019 90% of the East Ayrshire Adult Speech and Language Therapy Team will experience quality supervision in line with regulatory standards and recognised good practice.

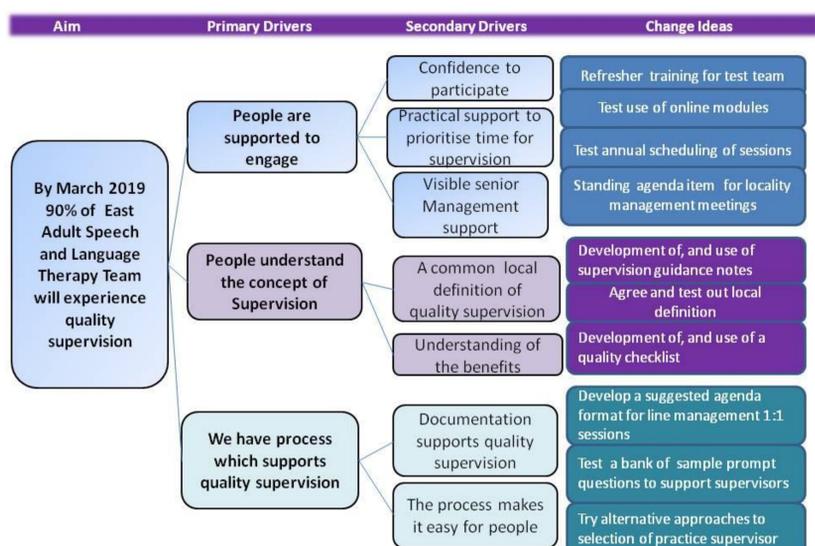
Method

The Model for Improvement was used to support development of a SMART (Specific, Measurable, Achievable, Relevant and Time-bound) aim for this project, testing out an approach to the implementation of quality supervision.

A cross partnership, multi professional group was established to lead the change associated with this project. We worked with the East Ayrshire Adult Speech and Language Therapy Team to develop and test an approach to supervision, in pursuit of the project aim, that aligned with the content of the national position statement, and that was realistic and achievable in terms of implementation in Ayrshire.

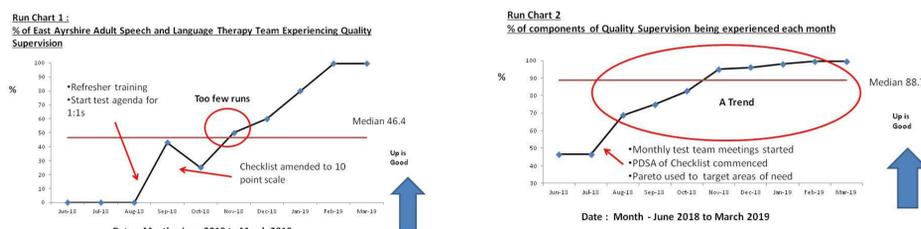


A Quality checklist was collaboratively developed to define and measure the components of quality supervision. A range of technical tools were used – including Driver Diagram and Fishbone analysis – to improve understanding of the system, and to identify and target areas to test change ideas. Plan Do Study Act (PDSA) methodology was then used to test these change ideas.



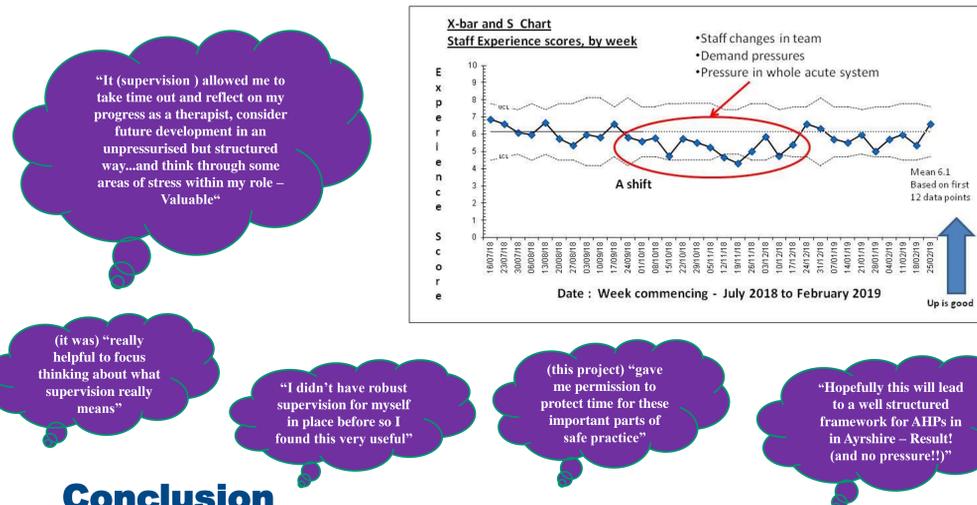
Results

The outcome measure used for this project took an attribute classification view on the percentage of the team experiencing quality supervision. **We achieved the project aim, and saw special cause in the data, with too few runs**, (a signal of change) as detailed in Run Chart 1 below:



One of the process measures looked at the percentage of component parts of quality supervision being met each month. **We saw a trend in the data**, as detailed in Run Chart 2 above.

As a balancing measure we also looked at staff experience, with every team member rating their experience at the end of the working week. **We saw a shift in staff experience** during the duration of the project, but not in the direction we anticipated, and not necessarily attributed to this project, as detailed in the xbar and s chart



Conclusion

This project has supported sustained improvement around the East Ayrshire Adult Speech and Language Therapy Team's experience of supervision, and made a big difference to the team. **We achieved the aim set for this project.** We learned some of the factors that can support implementation of quality supervision.

Staff experience is influenced by a wide range of factors, not just supervision. Despite this, the team report that regular supervision assisted them during what was clearly a challenging period of time. We now also have useful baseline data on staff experience, which we can use to set a new aim and test ideas to improve joy at work.

Plans are being progressed to spread the learning from this first AHP test team, across other AHP teams in Ayrshire, in pursuit of the overall vision around access to quality supervision.

The Model For Improvement is being used across a number of other areas within AHP services.

Acknowledgements

Thanks to the East Ayrshire Adult Speech and Language Therapy Team, and the Ayrshire AHP Supervision Project Team for their energy, enthusiasm and contributions to this project.

This project was completed as part of the requirements of the ScIL programme – with sincere thanks to the programme, and ScIL Faculty for the structure and support provided in progressing this project **#ScILc13**

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