

Using a Rehabilitation Training Day to teach and implement the use of the Ida Institute's Motivational Tools into everyday clinical practice

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Introduction

In Spring 2012 Shrewsbury and Telford Hospital NHS Trust Audiology departments decided to implement the use of the Ida Institute's Motivational Tools into everyday clinical practice with the hopes of increasing the emphasis on adult rehabilitation and patient centred practice. A training day was planned to introduce the motivational tools to staff.

The reasons for implementing 'The Line' tool specifically are outlined below:

- It can help to start a directed dialogue with patient
- Encourages patient self reflection
- Enables the audiologist to explore any ambiguity in patient responses
- Encourages shared ownership between audiologist and patient
- Helps to identify the need for change
- Establishes a goal (hearing better) and how motivated a patient is towards the solution (hearing aid/communication tactics etc)
- Promotes conversation between audiologist and patient

Methods

- A rehabilitation training day was planned for all staff over two days
- Staff were carefully organised into two groups, taking into account different perceived personality types
- Staff who were historically resistant or worried about change were drip-fed information about the motivational tools in the week leading up to the training
- We used positive wording and language during the presentation and handouts to ensure that it gave a positive focus
- Various learning styles were used throughout the day (see below outline)
- Real life patients were booked at the end of the training day to be seen in pairs by staff

Outline of the training day

- 1) Purpose of Day – Icebreaker
- 2) 'What does rehabilitation mean to you?' Discussions
- 3) Theory – Introduce 'The Circle' with video clip from Ida Institute website
- 4) The challenge of change – not always easy or natural
- 5) Theory - Introduce 'The Line' with video clip from Ida Institute website
- 6) Role play & Reflection – Observer/Audiologist/Patient
- 7) Group discussion about role play
- 8) Appointment with patient in pairs. Each audiologist sees one patient
 - 9) Personal reflection
 - 10) Discussion as a group

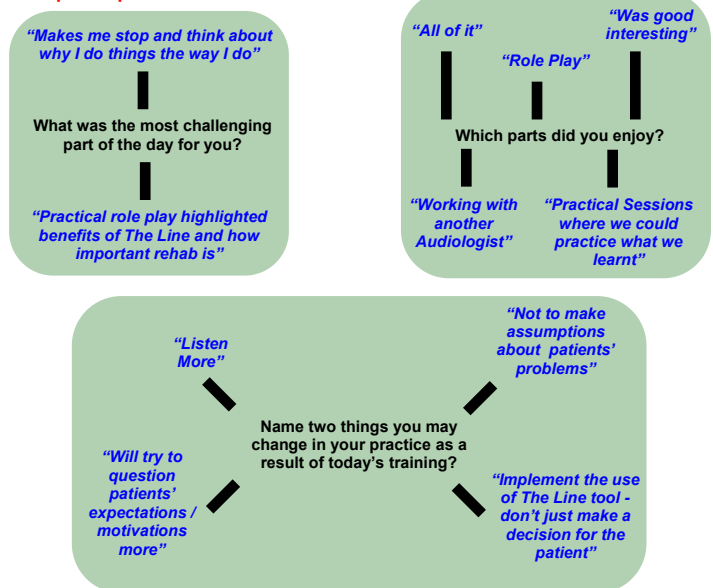


Left: Staff took part in role play and reflections sessions during the day which were well received

Feedback Questionnaire

At the end of each day we used a feedback questionnaire. We included 'The Line' at the end of the questionnaire for staff to mark how useful they felt the day had been.

Sample of questions and answers



Outcomes from the training day that were implemented:

- We allowed ourselves a time during the day where staff could individually come and talk through their ideas about 'The Line' and how we could change practice
- The GHABP is now sent out as a postal questionnaire with the appointment letter – the aim is that clinicians will have more time within the appointment for other rehabilitation
- Inclusion of 'The Line' within the patients individual management plan (IMP)

Audit: The use of 'The Line' during appointments - 5 new assessment patient IMPs were looked at for each member of staff

Results: 'The Line' was being carried out and documented within the patients' Individual Management Plan 60% of the time, one month after the training.

Conclusions

The training day was well received by all staff and excellent feedback was received. We feel the day was successful because:

- Staff who had demonstrated resistance to change in the past were perceived by others to be more receptive to the new ideas than on previous occasions. We feel this was because of the planning we put in place before the training day, giving brief information on discussion points so that they could reflect on the subject before the event
- How we delivered the training - using a variety of teaching tools as mentioned above
- Everyone was given notepads throughout the day to write comments which led onto a question and answers session as a whole group
- The use of group role play and the paired appointments at the end of the day. Staff found that 'The Line' gave the patient the opportunity to discuss in depth, often unmentioned concerns surrounding their management. It encouraged the audiologists to delve deeper into the patient's concerns and feelings instead of focusing on a pre-defined agenda

The training day resulted in procedural changes which staff felt they had been involved with and influenced. As a team we decided to use 'The Line' as a basis for rehabilitation and counselling and the GHABP as our outcome measure. We also developed our Individual Management Plans to include a prompt for the patient's 'Line' score and reason. The audit that was done a month after the training showed 60% of staff using 'The Line' within the appointments, suggested reasons for 60% low uptake were:

- Time constraints
- Resistance to change
- Lack of follow up or support
- Changes to procedure (GHABP being sent in the post prior to appointments) not had impact yet

The introduction of the motivational tools in everyday practice has been important in order to promote to staff the need for good rehabilitation at the beginning of the patient's journey. We hope that front loading the first appointment with good rehabilitation will lead to a more positive patient journey and final outcome.