

Diabetes Workforce Development Skills Analysis Tool

The Diabetes Prevention & Management Initiative - Local Diabetes Service Development Projects 2005

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DPMI Alfred Workforce Development Team**

Adapted from the Department of Human Services (Public Health).
Health Promotion Skill Assessment Tool for Organisations. Victoria
2001

The Diabetes Workforce Development Tool was produced for the Public Health Diabetes Prevention and Management Initiative by the Alfred Workforce Development Team incorporating The Alfred and gill + willcox. Permission to use this tool should be obtained from the Public Health Group of the Department of Human Services Victoria.

This manual is a general guide only to appropriate practice to be followed subject to the health professionals judgement. The tool is designed to provide information to assist decision making and is based on the best available information at the time of compilation.

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Introduction

This Diabetes Workforce Skills Analysis Tool (WDSAT) has been developed to assist the Local Diabetes Service Development (LDS) Projects funded by the Public Health Diabetes Prevention and Management Initiative (DPMI) to:

- Recognise the diabetes prevention and management skills and capacity across agencies within the Primary Care Partnerships (PCP).
- Identify opportunities and scope for further workforce development.

Aim of Tool

The tool outlines a number of indicators for best practice in diabetes prevention and management and steps the agencies through a process that will:

1. Assist agencies to reflect on the role they can play in promoting best practice within a community setting, and the corresponding skills and infrastructure required for best practice.
2. Review the agency's current skills in diabetes prevention and management.
3. Establish priorities for skill development.

Overview of the Tool

Purpose

The tool has been developed for use by LDS projects to assist agencies across the PCP to assess both organisational and workforce capacity to implement best practice diabetes prevention and management.

The Tool has **not** been designed to review the skills of individuals, but rather to reflect on the collective diabetes prevention and management skills/ activities and services of member agencies.

The term ' Agency' has been used to refer to the diverse range of groups that have a role in delivering an integrated diabetes program or service.

Process

The tool has been designed to be implemented within a facilitated workshop format where key individuals from agencies across the PCP can discuss and clarify issues around best practice,

develop a common understanding of existing skills/capacity and identify opportunities and scope for further development of skills and capacity across the PCP.

Outcome

The information obtained from the implementation of the tool will provide the basis for scoping of workforce development activities which have been planned and resourced as part of the LDSD DPPI projects. The LDSDs have been resourced with a dedicated workforce development team.

An outline of the Tool

The tool has three sections:

1. Agency capacity and resources

Section 1 reviews agency capacity and resources to provide diabetes prevention and management, according to best practice recommendations.

2. Provision of planned care based on best practice guidelines

Section two reviews the process of diabetes prevention and management: is it planned delivered and evaluated according to best practice guidelines. This section is based on diabetes education standards and principles of integrated disease management.

3. Planning and provision of diabetes services including health promotion and early intervention programs

Section three looks at the capacity of the agency to assess, plan and implement diabetes services, health promotion and early intervention programs for people with diabetes or at risk of developing diabetes.

The three sections of the tool identify best practice pointers, which have been adapted from:

1. The Australian Diabetes Educators Association, National Standards for Diabetes Education Programs (2001)¹
2. American Diabetes Association, National Standards for Diabetes Self Management Education (2003)²

¹ Australian Diabetes Educators Association. National Standards For Diabetes Education Programs. Canberra, Australian Diabetes Educators Association; 2001.

² American Diabetes Association. National Standards for Diabetes Self Management Education. Diab Care 2003; 26:S149-S156.

3. Department of Human Services (Victoria), Integrated Disease Management Interim Policy Directions and Guidelines (2001)³
4. Department of Human Services (Victoria), Health Promotion Skill Assessment Tool for Organisations (2001).⁴

The format of the tool was adapted from the Department of Human Services (Public Health) Health Promotion Skill Assessment Tool for Organisations, 2001.

Completing the tool

Review the tool before the workshop and discuss it within your organisation. You will have the opportunity to discuss each of the questions at the workshop and clarify issues but it would be worthwhile working through the tool informally in your agency prior to the workshop to ensure there is agreement on capacity and skills within your organisation.

The rating system

Working through each of the skill components and their questions at the workshop, participants will establish current skill level in their agency and identify areas for further skill development.

Within the group participants will be going through the following process:

1. Under each section there are a number of questions that identify the different aspects of that skill/capacity. Pointers for best practice are provided under each question to stimulate the discussion and thinking.
2. Opportunity will be given to consider all the best practice pointers as a group and discuss examples to illustrate the presence of the skill in individual agencies. If needed, highlight the boxes next to the best practice pointers that need particular attention for your agency.
3. Allocate a rating for each best practice pointer (or yes/no) and a overall rating for each of the questions in each section, for your agency using the rating system below.

³ Department of Human Services (Primary Care Partnerships). Integrated Disease Management Interim Policy Directions and Guidelines. Victoria 2001

⁴ Department of Human Services (Public Health). Health Promotion Skill Assessment Tool for Organisations. Victoria 2001

Rating System

A =	The agency meets the criteria of best practice, and has leading edge expertise that others could learn from.
B =	The agency's approach has been considered. There is some intention to improve the performance of the organisation in relation to this skill.
C =	The agency has yet to consider this approach
D =	Not applicable to our agency

4. Where it is identified that some groups/individual practitioners within the agency have the desired skills, and others may not this should be documented in the comments section.

There will be an opportunity at the end of workshop to discuss priorities for areas of skill/capacity development across the catchment

The responses for each agency will be collated at the end of the workshop by the LDSD projects and the workforce development team and used to plan workforce development activities to support the project over the next 2 years.