

MODEL OF CARE INITIATIVE IN NOVA SCOTIA (MOCINS)

Standardized Role Profile

Physiotherapist (PT)

Purpose of this Document:

A key deliverable of the Model of Care Initiative in Nova Scotia is the establishment of province-wide standardized roles to enable more consistent work practices at full scope of practice. The purpose of this document is to describe the intent of a standardized and consistent role for a Physiotherapist (PT) in an acute care medical surgical environment.

The following table identifies those role functions of the PT that are expected to have a renewed emphasis and be optimized in the new Collaborative Care Model, as well as tasks that can be safely transferred out of the role, either to another role within the profession or to other members of the care team. It is expected that all health care professionals in Nova Scotia practice according to the standards defined by the respective college and/or professional association and no attempt was made to replicate these expectations in this draft document.

Renewed Emphasis	Optimized	Transferred
<ul style="list-style-type: none"> ➤ Completing comprehensive physiotherapy assessments and plans of care including specialized treatment, monitoring/surveillance and coordinating communications with team members ➤ Emphasis on educating and engaging patients, their families and/or caregivers in their care and optimizing their health ➤ Emphasis on chronic disease self-management ➤ Emphasis on evidence based and utilization of outcome measures. ➤ Delivering comprehensive care through a collaborative team approach ➤ Utilizing teaching skills and developing teaching tools as an integral part of physiotherapy with patients, their families and caregivers, team members and students ➤ Leading and/or facilitating family meetings/conferences ➤ Participation in team discharge planning including integrated discharge documentation ➤ Facilitating community follow-up and providing community reintegration ➤ Leadership in the coordination of care of complex clients. 	<ul style="list-style-type: none"> ➤ Order x-rays and other relevant diagnostic tests to complete comprehensive assessment ➤ Primary health care roles (e.g. general medicine/health clinics, or public health) ➤ Exploring roles for Advanced Practice physiotherapists (e.g. prescription of pharmaceuticals for specific populations, provision of intra-articular joint injections) ➤ Providing care coordination/navigation for a patient or group of patients ➤ Develop/share standardized tools/resources for province wide use to help educate patients/families/caregivers and fellow staff and team members ➤ Ensure a holistic approach to care of the complex patient that addresses the physical, medical, emotional, and spiritual needs ➤ Initiate and participate in clinical research and quality improvement activities to strengthen evidence-based practice and build knowledge. ➤ Involvement in architectural and equipment decisions in health centers. ➤ Involved in redesign of services and programs ➤ Triage and direct access in the emergency department for the musculoskeletal population ➤ Direct referral to any other profession, including physician specialists ➤ Direct referral to multidisciplinary programs (chronic pain, cardiac or pulmonary rehabilitation). ➤ Strengthen our partnerships with the associated academic institutions to improve quality of service and recruitment. 	<ul style="list-style-type: none"> ➤ Typing, copying, filing and workload statistics input. ➤ Faxing and arranging follow-up appointments. ➤ Equipment maintenance and inventory ➤ Gathering and preparation of equipment and supplies ➤ Delivery of pre-determined education programs or exercise classes ➤ Implementation of established treatment programs that are within the abilities/skills/scopes of an assistant (e.g. ambulation, functional mobility, exercises, modalities) ➤ Some mobility and activity programming transferred to other disciplines (e.g. Recreation Therapy on ALC wings) ➤ Funding coordination to facilitate funding for equipment (transferred to a funding coordinator)

Role Summary:

** For the purpose of this document, the term client refers to the person, the person's caregiver or family, group, community or organization receiving professional services. The client may also be referred to as the patient.

The Nature of Physiotherapy:

The World Confederation of Physical Therapy defines the nature of *Physiotherapy* as providing services to individuals and populations to develop, maintain and restore maximum movement and functional ability throughout the lifespan. This includes providing services in circumstances where movement and function are threatened by ageing, injury, disease or environmental factors. Functional movement is central to what it means to be healthy.

Physical therapy is concerned with identifying and maximizing quality of life and movement potential within the spheres of promotion, prevention, treatment/intervention, habilitation and rehabilitation. This encompasses physical, psychological, emotional, and social well being. Physical therapy involves the interaction between physical therapist, patients/clients, other health professionals, families, care givers, and communities in a process where movement potential is assessed and goals are agreed upon, using knowledge and skills unique to physical therapists.

The Role of the Physiotherapist:

The Physiotherapist (PT) is one of the collaborators in the Collaborative Care Model, participating in the provision of holistic, comprehensive care to meet the needs of clients. As a member of the team, the PT participates in the overall plan of care for the client by providing physiotherapy services when indicated. The PT provides care in collaboration with the patient and family, other health team members throughout all stages of health and complexities of illness.

Physiotherapy practice is guided by the World Health Organizations International Classification of Functioning, Disability and Health (ICF) framework which recognizes that deficits/impairments impact clients at three levels (body structure and function, activity, and participation) while recognizing the impact of the client's personal factors and their environment on their injury/illness and their rehabilitation.

The PT participates in the provision of safe, evidence based, competent, patient centered, ethical care, ensuring the goals and needs of the patient are prioritized and individualized. Using professional knowledge, critical thinking and clinical judgment, the PT engages in independent, interdependent and dependent functions to provide health care focusing on comprehensive assessment and treatment, integrated plans of care, patient/family education, coordination of care, facility/student education, and research. These functions may be self-determined, requested by the physician, another PT or other members of the care team.

Physiotherapist's Key Responsibilities:

Professional Accountability:

1. Conducts self within legal/ethical requirements.
 - i) Complies with physiotherapy legislation, regulations and professional obligations and any other applicable legislation that may impact on practice and conduct
 - ii) Presents professional qualifications accurately and as indicated by regulators and the professional association
 - iii) Maintains an honest physiotherapist-client relationship that ensures full disclosure of potential conflict of interest situations
 - iv) Maintains confidentiality of client information and client records as required by applicable provincial/territorial/federal legislation
 - v) Exemplifies professional behaviour and takes due care that behaviour under any circumstances is not construed as harassment or abuse of clients, colleagues, associates or employees
2. Respects the individuality and autonomy of the client.
 - i) Demonstrates sensitivity to and respect for each client's rights, dignity and unique mix of characteristics, including gender, age, ethnicity, religion, culture, language, lifestyle orientation, health, and cognitive and behavioural status
 - ii) Ensures the client is treated respectfully and assists client in expressing individual needs
 - iii) Uses a client-centred approach involving shared decision making and responsibility with the client
3. Demonstrates professional integrity and a commitment to the well-being of all clients.
 - i) Provides client-centred care, which involves acting in the best interests of the client and/or society, considering the client's needs and available resources
 - ii) Provides services upholding professional ethical values
 - iii) Accepts responsibility for own actions and decisions
 - iv) Maintains autonomy in practice that protects professional judgment and respects client interests
 - v) Provides services that reflect effective use of resources
 - vi) Charges applicable fees, which are transparent, reasonable, appropriate and justifiable for the services performed
4. Delivers professional services incorporating education, research and effective management of practice.
 - i) Maintains essential competencies throughout career
 - ii) Engages in professional development and lifelong learning activities
 - iii) Engages in professional activities that enhance and support knowledge and abilities in physiotherapy

- iv) Plans and delivers physiotherapy service using an approach based on own experience in combination with best available evidence and resources
5. Performs beyond entry level competencies, medical directives and delegated medical functions as approved for the practice setting as per the Nova Scotia College of Physiotherapists and the Physiotherapist Act.

Communication and Collaboration:

1. Establishes and maintains effective communication with clients, relevant others and professional colleagues
 - i) Communicates and interprets the assessment findings for the patient, family, significant others, and/or the health care team.
 - ii) Collaborates, partners, and communicates with the individual, family, community, health care team, and service providers when there is a difference between the care plan and the wants, needs and abilities of the patient.
 - iii) Builds rapport and trust in client-professional and interprofessional relationships
 - iv) Maintains an accurate account of care given through clear, concise, written and verbal communication and evaluates, communicates and documents patient/client response to care in a timely manner.
2. Demonstrates effective collaboration and interprofessional teamwork
 - i) Collaborates to provide interprofessional client services as needed to achieve client goals and outcomes.
 - ii) Consults and shares information with other health professionals in a timely manner, provided client consent is obtained where required, to ensure comprehensive service delivery.
 - iii) Communicates with the client and relevant others about service completion, including the reasons why service is being discontinued.
 - iv) Manages conflict in a professional manner.
3. Consults, collaborates and communicates effectively with patients, families, communities, team members and internal/external resources as appropriate to implement and coordinate a timely plan of care/services.
4. Discusses observations with and makes recommendations to collaborative care team and leaders to influence program development/evaluation.

Professional Judgment and Reasoning:

1. Screens referrals to physiotherapy to determine individuals' need for services, in collaboration with the health care team.
2. Screens patients for potential need for referral to physiotherapy (e.g. triage in ER).
3. Uses a comprehensive problem solving process to make decisions:
 - i) Identifies and determines the nature of a problem, using relevant knowledge base

- ii) Recognizes and takes into account how own background, education, experiences, perspectives, values and beliefs impact on decision-making
- iii) Gathers, analyzes, critically appraises, and interprets information to generate options to resolve the problem
- iv) Chooses an option and makes a decision relevant to the context of the situation
- v) Seeks solutions to problems through collaboration when appropriate
- vi) Uses a reflective approach to practice. Utilizes self-awareness and self-evaluation to reflect upon actions and decisions to continuously improve knowledge and skills
- vii) When faced with new or unusual situations, uses a comprehensive problem-solving process to make decisions and take action

Client Assessment:

1. Collects and reviews background information relevant to the client's health and health management profile and determines, with the client, the need for physiotherapy intervention.
 - i) Interviews the client to obtain information about his or her health, associated history, previous health interventions and associated outcomes
 - ii) Obtains necessary supplementary health information about the client from other sources, when appropriate, with the client's consent
 - iii) Reviews information related to the client's prior functional abilities, physical performance and limits to participation
 - iv) Identifies the associated determinants of health affecting the client's function and physical performance
 - v) Determines client expectations for interventions and/or of physiotherapist
2. Collaborates with members of the healthcare team and patient/family to collect, validate and expand assessment data.
3. Recognizes patterns of health care needs within the population served, including health promotion and prevention (such as fall prevention and chronic disease management) and assesses the effectiveness of interventions over time.
4. Collects the quantitative and qualitative data relevant to the client's needs related to function and to physiotherapy practice.
 - i) Selects assessment methods and measures based on best available evidence and uses them within a client-centred approach
 - ii) Informs the client of the nature and purpose of assessment as well as any associated significant risks, whenever applicable
 - iii) Performs safely a physiotherapy examination using valid approaches and measures, taking into account known indications, guidelines, limitations and risk-benefit considerations
 - Physiotherapy assessment incorporates a review of appropriate systems, application of tests and measures, and organization of information. Selective examinations include, but are not limited to,

joint integrity and mobility, gait and balance, muscle performance, motor function, functional ability, cardiorespiratory function, pain, neuromotor and sensorimotor development, posture, cardiovascular and work capacity, cognition and mental status, skin condition, accessibility and environmental review

- iv) Monitors the client's health status for significant changes during the course of the assessment
- v) Records and manages client information for the purposes of individual case management and quality assurance
- vi) Informs the client regarding all uses of collected client personal and health data and obtains client consent as required by relevant privacy legislation (i.e., Personal Information Protection and Electronic Documents Act (PIPEDA) or relevant provincial legislation)

Physiotherapy Diagnosis/Clinical Impression and Intervention Planning:

1. Analyzes assessment findings to determine client abilities, functional needs and potential outcomes, respecting clients' and/or substitute decision-makers' choices.
 - i) Identifies the nature and extent of the client's functional abilities and multidimensional needs
 - ii) Identifies the client's strengths and limitations, impairment and disabilities, environmental supports and barriers to performance
 - iii) Predicts expected changes and progress toward realistic outcomes
2. Orders diagnostic tests, refers to physician specialists/other healthcare professionals, where appropriate.
3. Establishes a physiotherapy diagnosis/clinical impression.
 - i) Determines the physiotherapy diagnosis/clinical impression
 - ii) Considers physiotherapy diagnosis/clinical impression relevant to commonly utilized diagnostic and classification models
 - iii) Identifies the need for and potential value of intervention by a physiotherapist
 - iv) Discusses analysis of assessment findings with the client and, when client permits, with relevant others, and health team members
4. Facilitates informed decision-making by clients.
 - i) Encourages client to ask questions
 - ii) Provides information and answers to client's questions in a truthful, objective, sensitive, empathic and respectful manner
 - iii) Refers to appropriate professionals to answer client questions beyond the profession's scope of practice and the individual's personal competence
 - iv) Provides appropriate information to assist the client in making informed decisions about physiotherapy services
 - v) Explains the situation to the client who is being referred elsewhere for intervention

- vi) Allows client/patient sufficient time and privacy to make informed decision
 - vii) Ensures client provides informed consent prior to finalizing the physiotherapy intervention strategy and whenever changes are made
5. Establishes and prioritizes, with the client, expected outcomes, physiotherapy intervention strategy, service schedule and discharge planning.
- i) Establishes and prioritizes, with the client, expected health outcomes, general intervention strategy and selected interventions
 - ii) Selects a service approach consistent with the client's needs, goals and available physiotherapy resources
 - iii) Engages the client/family/caregiver in the collaborative goal setting process to identify the client's priorities and needs
 - iv) Establishes intervention goals that are specific, measurable, action oriented, realistic and time-specific
 - v) Develops an intervention strategy/plan of care based on the assessment findings, best-practice evidence, collaborative goals, and the client's choice.
6. Recognizes changes in physical performance, functional abilities, and health care needs and adjusts the care plan accordingly.

Implementation and Evaluation of Physiotherapy Intervention:

1. Implements physiotherapy interventions to assist the client in achieving and maintaining health, functional independence and physical performance, and in managing physical impairments, disabilities and limits to participation.
- i) Orients the client to practice setting and provides information about relevant service policies
 - ii) Performs selected physiotherapy interventions, safely addressing the client's health issues and physical impairments, disabilities and limitations to participation. This includes, but is not limited to: mobility training; exercise prescription; neuromuscular training (e.g. balance, coordination and tone management); patient handling and positioning techniques to facilitate safe mobility, optimize function, and prevent physical dysfunction; education of client, family, and other members of the collaborative care team; optimizing cardiac and respiratory function; application of appropriate therapeutic modalities; and pain management.
 - iii) Ensures that intervention is consistent with the client's goals, general health status, functional needs, assessment findings, and available evidence
 - iv) Determines the need for client supervision and implements appropriate client monitoring during specific physiotherapy tests and interventions
 - v) Adjusts intervention considering the client's response
 - vi) Educates the client and relevant others about health promotion and self-management, and facilitates the development of needed skills.
 - vii) Maintains continuity in physiotherapy service delivery, where resources permit

2. Educates clients and families related to:
 - i) Their disease process
 - ii) The role of physiotherapy in setting their collaborative goals,
 - iii) Primary and secondary disease prevention and progression
 - iv) Self-management of their disease
 - v) Knowledge of resources in the community
 - vi) Navigating complex health care delivery systems
 - vii) How to be strong self-advocates.
3. Develops and implements appropriate home and community based programming to maintain and optimize the performance of the patient in their own environments and to facilitate community reintegration.
4. Evaluates on an ongoing basis the effectiveness of physiotherapy interventions in relation to identified goals and outcomes and makes appropriate adjustments.
 - i) Discusses with the client and/or relevant others, the nature, purpose and results of ongoing assessment and outcome evaluations
 - ii) Monitors client responses and changes in status during the interventions and changes intervention accordingly
 - iii) Evaluates effectiveness of the intervention strategy on an ongoing basis using valid measures
 - iv) In consultation with the client, redefines goals and modifies intervention strategies as necessary
 - v) Discontinues interventions that are no longer necessary or effective
5. Plans for timely completion of physiotherapy intervention and follow-up, as required, to meet client's needs.
 - i) Plans for discontinuation of physiotherapy services with the client
 - ii) In preparation for discharge planning, assesses client's health status and functional abilities, physical performance and limits to participation, and compares with the baseline values recorded during the initial assessment
 - iii) Discontinues physiotherapy intervention in a timely way once established client and physiotherapy goals have been achieved or upon the client's request, and involves the client in the decision process
 - iv) Identifies and recommends options for ongoing or follow-up service for the client.

Practice Management:

1. Mindset of continues improvement to obtain additional education/qualifications so to strengthen client care and collaborative practice on an individual and systems level.
2. Supervises personnel involved in the delivery of physiotherapy services including physical therapist support workers, volunteers and students.
 - i) Assesses performance of personnel involved in the delivery of physiotherapy services
 - ii) Assigns tasks appropriately to competent personnel acting within established regulatory guidelines

- iii) Accepts responsibility for actions and decisions of those for whom physiotherapist is accountable
- 3. Uses available physical, material and financial resources as required for safe, effective and efficient physiotherapy practice.
 - i) Verifies that therapeutic equipment used is in safe working order and contributes to maintaining safety of the equipment
 - ii) Follows appropriate infection control procedures
 - iii) Exercises due precautions relating to hazards in the physical environment
 - iv) Delivers physiotherapy services in a safe physical environment
 - v) Promotes client safety in the selection and application of assessment, intervention and evaluation measures
 - vi) Ensures safety of self and staff throughout.
- 4. Systematically records and provides appropriate access to accurate, objective, relevant information about the client and general physiotherapy services.
 - i) Develops, maintains or participates in the maintenance of information systems that support the key role of physiotherapists and relevant client outcomes
 - ii) Maintains a complete physiotherapy service record for each client as required by regulatory standards
 - iii) Documents in the client record key observations, assessment findings, client-centred goals, the type and focus of interventions, the anticipated frequency and duration of service, relevant precautions and expected outcomes according to provincial practice standards and employer requirements
 - iv) Retains client records as required by regulatory standards
 - v) Maintains required records regarding equipment service and repair
 - vi) Ensures any record keeping assigned to personnel or students under their direction or supervision, complies with provincial practice standards and/or regulatory requirements
 - vii) Produces timely and legible reports using plain and concise language

Care Coordination for a Patient(s):

In an acute care medical/surgical unit, the PT may serve as the coordinator of care within the care delivery team.

The members of this team vary depending on the needs of the patient population. In this role the PT will:

1. Provide leadership at the bedside team level for ensuring that an integrated interdisciplinary plan of care is created as early as possible in the patient experience for scheduled and unscheduled patients;
2. Focus on ensuring that the patient care experience is coordinated and integrated within an interdisciplinary model of care, both within acute care and across the continuum of care.

3. Assume responsibility for assessing, planning, implementing, directing, supervising, evaluating direct and indirect care, and evaluation of patient outcomes.
4. Serve as a key resource to the family and patient
5. Organize patient and family conferences as required to ensure active involvement in the development of the plan of care as well as the ongoing management and monitoring of progress.
6. Facilitate decision making through renewed processes of communication including scheduled rounds as well as ad hoc meetings to ensure timely flow and progression of the ongoing stay and discharge
7. Identify barriers to smooth flow and timely progression of the ongoing stay and review with the team to rectify issues at the earliest possible moment.
8. Facilitate and coordinate referrals based on needs.
9. Ensures patient/family education by an appropriate person.
10. Participate in direct patient care delivery as per their defined scope of practice. Ensure and/or provide community follow-up after discharge as needed including home visits, outpatient follow-up, etc.

Appendix 1: References

1. Accreditation Council for Canadian Physiotherapy Academic Programs (ACCPAP), Canadian Alliance of Physiotherapy Regulators (The Alliance), Canadian Physiotherapy Association (CPA), & Canadian Universities Physical Therapy Academic Council (CUPAC) (2004). *Essential competency profile for physiotherapists in Canada*. Ontario: Author.
2. World Confederation for Physical Therapy. *Position statement of the description of physical therapy*. London, WCPT; (2008). Available from: <http://www.wcpt.org/common/docs/policies/Description%20of%20Physical%20Therapy%20-%20Sep%2007%20Rev%202.pdf>. Accessed January 25, 2009.
3. Health Professionals Regulatory Advisory Council of Ontario (HPRAC). *An Interim Report to the Minister of Health and Long-Term Care on Mechanisms to Facilitate and Support Interprofessional Collaboration among Health Colleges and Regulated Health Professionals: Phase II, Part I*. September 2008.
4. World Health Organizations International Classification of Functioning, Disability and Health. www.who.int/classifications/ICF