

# BEYOND IMPAIRMENT: Whose problem is it?

## AIMS OF THE WORKSHOP

- To offer a systematic and staged approach to Triage which achieves the best possible access to services.
- To offer professionals the skills to ask the right questions at the right time.

## LEARNING OUTCOMES: This programme offers participants:

- a framework for risk assessment which includes a tool for Triage and caseload management
- skills to negotiate effective contracts with referrers and clients at each stage of service access
- the ability to hold their boundaries around requests for information, consultation, referral and assessment
- the confidence to make sound judgements at each stage of service access

## The WORKSHOP includes:

- Using Triage to manage referrals
- Introducing a caseload management tool
- Understanding the meaning of symptoms
- Determining the level at which to intervene
- Eliciting the referrer's needs and expectations
- Eliciting the patient's story and their expectations
- Negotiating effective contracts with referrers and patients

This workshop is offered as a *one-day workshop* for services/individuals who have completed the *Advanced Clinical Decision-making course* or as a *two-day workshop* for those new to the framework. Please ring Kate (details below) for enquiries or bookings.

**THE PROGRAMME IS SUITABLE FOR:** All Managers, Leaders and Practitioners in Healthcare and Social Care Services

**COSTS:** *(Fee covers tuition and all course materials)*

**For up to 20 participants (optimum)**

£1,000 per day + £150 VAT = **£1,150** plus travel and accommodation at cost plus VAT

**For up to 30 participants**

£1,200 per day+ £180 VAT = **£1,380** plus travel and accommodation at cost plus VAT

*We advise against more than 30 participants, to ensure best learning outcomes. Any additional participants will be charged at £50 per head to an absolute maximum of 35.*

**FACILITIES:** These should be provided by the service/organisation commissioning the workshop and should include:

- a large room (big enough for break-out groups)
- a powerpoint projector and flipchart
- photocopying of handouts
- refreshments as appropriate.