

Development of an
education and competency framework for
health care assistants at Mary Potter Hospice,
Wellington, New Zealand.

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September 2015



Aims of Phase 1

- Identify training and development needs and opportunities for MPH HCAs - literature review, environmental scan
- Identify key competencies required for MPH HCAs
- Develop an education and competency framework



Literature Review

HCA's - a key role

Functions and tasks of HCA's

Methods of HCA role development

Benefits and Barriers

Models of nursing care:
traditional/professional/radical

Notions of competence &
competency

Relevant learning theory



Environmental Scan

MPH HCA documents

2 internal stakeholder focus groups

Survey of NZ Hospices

Visit to St Christopher's Hospice -
London

External service providers/
educators eg DHBs/NZQA/HNZ

Internet & Databases -
national/international

Key points

- HCA role increasingly important in hospice
- Readiness for HCA development
- Lack of standardised training for hospice HCAs in NZ
- Integration of in-house & external training
- Identification of MPH-specific competencies
- Adult learning theory and learning culture
- All stakeholders benefit by HCA development

Mary Potter Hospice HCA Education and Competency Framework

HCA's	COMPULSORY IN-HOUSE	COMPULSORY EXTERNAL	OPTIONAL IN-HOUSE	OPTIONAL EXTERNAL
ALL	Orientation HCA annual study day Treaty of Waitangi workshop Annual H&S e-learning Bi-annual CPR Performance Appraisal MPH specific technical competencies All documents in Portfolio	Hospice NZ Fundamentals of Palliative Care Course: 9 modules of palliative care specific training HNZ Foundations of Spirituality	Optional technical competencies	NZQA Level 3 NZ Certificate of Health and Wellbeing, HCA strand  NZQA Level 4 NZ Certificate of Health Care
MANY			MDT Study days Reflective Practice Case reviews	Workshops Seminars
FEW			Extended roles: IFC Resource Role Falls Champion Social Club Convenor	Conferences

Hospice NZ Fundamentals of Palliative Care Course:

- **Essence of palliative care**
- **Ethical issues in palliative care**
- **Pain & symptom management**
- **Palliative care for people with chronic illness**
- **Palliative care for people with dementia**
- **Communication skills**
- **Last days of life**
- **Loss and Grief**
- **Caring for ourselves**

- **Hospice NZ Foundations of Spirituality**

MPH specific technical competencies

Compulsory

- Giving a bed sponge
- Giving a hot towel sponge
- Mouth-care
- Falls Risk Management / Moving and Handling
- Pressure Injury Risk Assessment
- Eyecare/administration of non-medicated eye drops
- Safe handling of O2 concentrator
- Syringe Driver disconnection for bathing/showering
- Urinary catheter care
- Palcare

Optional

- Urinalysis
- Urinary specimen collection
- Colostomy/Ileostomy management

