

Enhancing the competency of coordinators in a stroke support organization; creating a self-assessment framework.

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Disclosure Statement

I have no conflicts of interest
to declare

I have not received any
additional funds to support
the completion of this
project

Objectives

Explain why we embarked on the journey to develop a competency self assessment framework

Describe how we developed the framework and what is included in it

Share the challenges and successes we experienced with deployment and evaluation of the framework

Together, we dare to believe in a brighter future for every stroke survivor

Vision

A world where everyone impacted by stroke can recover and live life with renewed purpose and optimism and inspire others to do the same

Mission

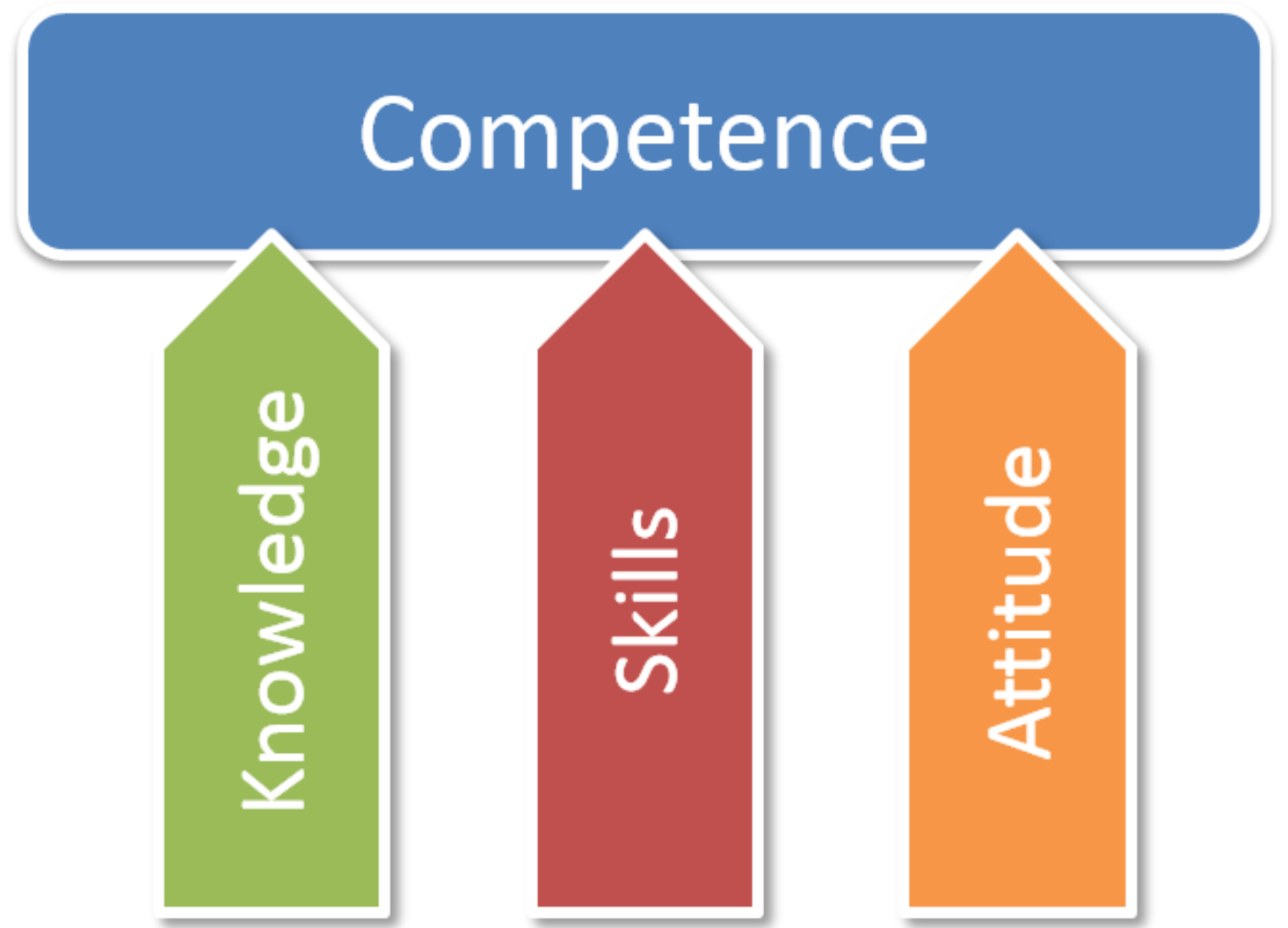
We deliver person-to-person support, educational opportunities and innovative community-based programs that provide a connection to humanity, hope and life after stroke

How do we know that our team members are ready to support stroke survivors and their families?

How do our clients and families know their Coordinator is qualified to help them?

What are the knowledge, skills and behaviours that we think are required to provide the best possible support to our clients?

What are
Competencies?



Project Plan

Phases		Beginning Oct 2021 – Sept 2022					
		Oct	April	June	July	Aug	Sept
1	Literature review of similar roles to After Stroke Coordinators (ASC) & the existing competency frameworks						
2	Presentation of draft Competency Framework (CF) to Regional Managers (RM) & Associate Directors (AD)						
3	Feedback used to inform changes to CF						
4	Meet with Human Resources team						
5	Pilot tested CF with 2 RM's & 2 ASC & feedback used to inform further changes to CF						
6	Presentation to ASC and provision of draft CF to review for focus group discussion						
7	Focus group discussion & feedback utilized to inform changes to CF						
8	Seek feedback on CF from subject matter experts & stakeholders (TBD)						
9	Roll out CF with all ASC and RM's						

Develop Trust and Buy-in

Socialize the purpose and vision of the project

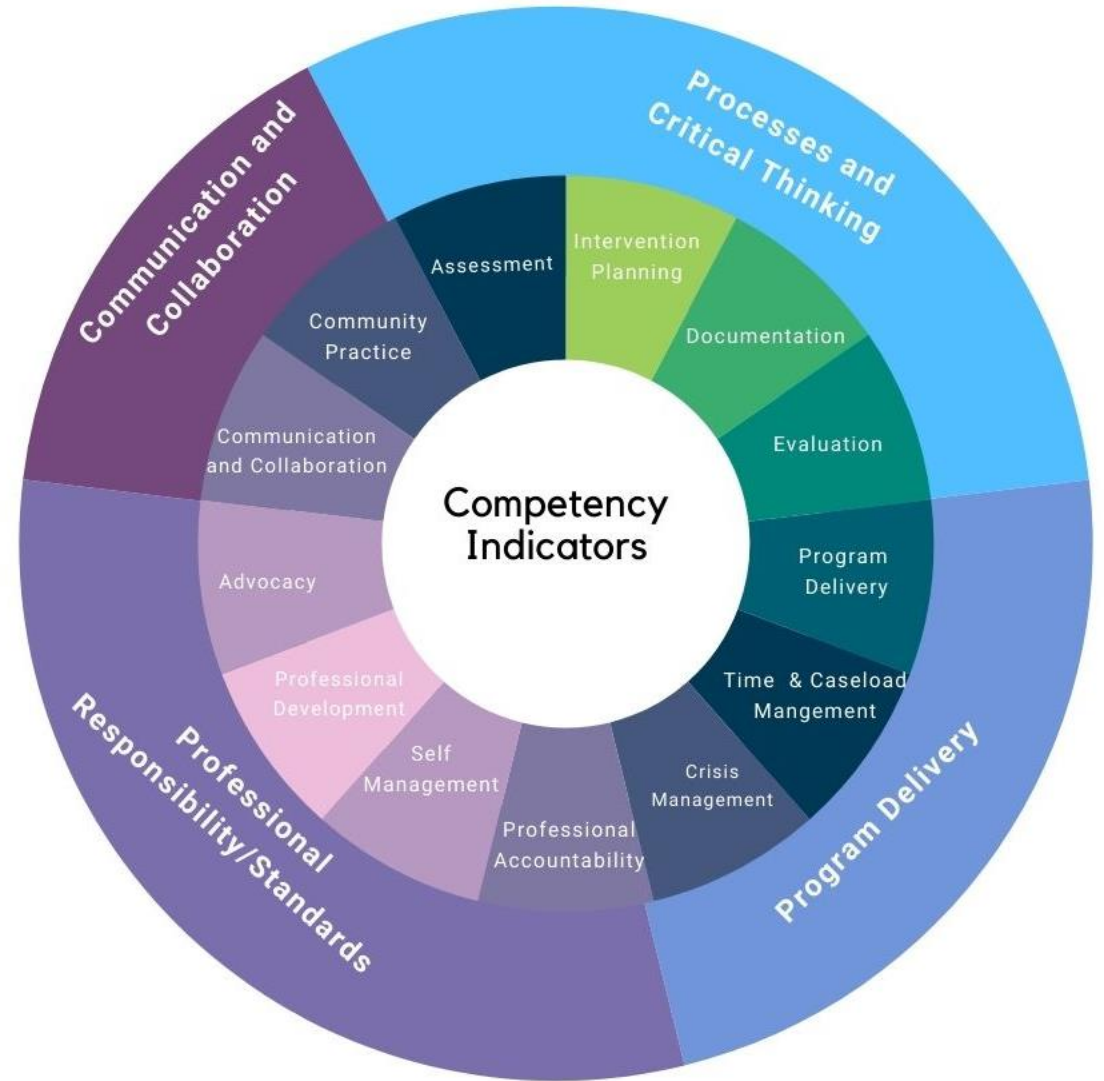
Encourage your supporters

Ensure clarity

Performance review vs. competency assessment

Utilize expertise in your organization – Human Resources

The Competency Self Assessment Tool



Pilot testing: what we learned

Length of document was condensed

Needed further clarification of accountabilities and timelines

Wording was revised to remove “medical” language

Summary sheet determined to be the only shared document

Deploy to all After Stroke Coordinators

Kick off meeting

Opportunity for
questions and
clarification

Staggered approach
to deployment

Monitor and revise

Challenges with goal setting

Time requirements for review and feedback of individual summary sheets

Short feedback survey deployed prior to end of first year

Using the tool to assist with hiring

Templates and education for goal setting

Creation of a resource list

In Closing

Identification of learning and development needs of individual staff

Shape training plans for the collective group

Useful in recruitment of new staff

Individuals impacted by stroke receive consistent, evidence informed care

Sharing of the tool broadly

We welcome feedback

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People and Culture Team at MODC

The entire management team and front-line staff working in After Stroke

Goal Setting Summary Sheet

Date:	Coordinator Name:
Which 3 specific competencies do you want as your goals to work on to enhance your professional development? Competencies identified (<i>sub-competencies, not indicators</i>)	
1. 2. 3.	
Coordinator reflection: Identify specific strategies and timelines to address the professional development goals related to the competencies you have identified.	
1. 2. 3.	
Self-reflection: Why do a reflection? After completing your self-reflection exercise, do you feel your goal for the competency you identified is achieved?	
Regional Manager reflection: How can you support the coordinator in addressing professional development goals in these areas? identify specific strategies you will take to help support goal achievement.	
Other Comments: <i>Do you have any feedback about your experience with completing the framework?</i>	
Professional Practice Lead reflection:	
Sign Off by all team members	