

# Effective Referral Decision-making: Responding Collaboratively to Requests for Help

This **3-day course (2-day workshop with 1-day follow-up)** aims to offer a clear approach to triage/referral decisions which achieves the best possible outcomes for people asking for help from services. It also supports a more strengths-based, outcomes focussed approach to assessment. It provides services/practitioners with the capability to identify the best modes of access to support effective conversations and reasonable and effective risk and need decisions at these stages of care. It increases collaboration across the referral boundary and improves interagency, inter-disciplinary and transition relationships. It has also been shown to reduce waiting times and waiting lists, allowing a number of requests to be met at the point of referral. This course supports whole systems to think about patient flow beyond "bed-management" and "risk assessment". The evidence is that, if the conversations at the point of referral or request change, decisions are made more quickly and responsibility is shared, reducing anxiety and risk-averse decisions. It encourages collaboration at transition of care so that risk is handed over effectively without fear.

## **By the end of the workshop participants will have:**

- a clear framework to support integrated person-centred relationships across all agencies and professions,
- the confidence and capability to focus on well-being outcomes, using resources in the areas where they can make the most difference to people's lives,
- a growing set of skills in initiating strength-based conversations with everyone involved, that increase empathy, understanding and well-being and thereby, collaboration in achieving outcomes,
- increased confidence in their judgements and formulations and in co-producing personal well-being outcomes with service users
- increased skills in supporting colleagues and peers to make reasoned decisions around personal outcomes

**WORKSHOP OUTLINE:** This workshop includes both taught elements and opportunities for group work. Broad areas covered include:

- Duty of care at the point of referral? What drives reasonable decisions at referral?
- Eliciting the referrer's needs/expectations and gaining a joint understanding of perceived risk and well-being outcome
- Eliciting expectations and translating these into what matters and good enough personal outcomes
- Co-formulating what will work to meet the need whilst retaining agency and self-management
- Designing teams/services to support collaboration around personal outcomes

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## THIS WORKSHOP IS SUITABLE FOR:

- Practitioners in Health, Social Care or Education, in the public or private sector, wishing to increase the effectiveness of their own referral decisions and relationships and achieve the best outcomes for their service users
- Any leader or commissioner of public or private sector services interested in managing single points of access, public expectations and delays in services.

**ORGANISATIONAL COMMITMENT REQUIRED:** This training has been shown to impact significantly on the culture of relationships within and across teams and organisations. It will disrupt the status quo and, unless well supported and lead, can do more harm than good. To achieve the stated aims, it requires cross-sector organisational engagement and support and a clear commitment to changing systems and processes that would otherwise impede this change. It is often one element of a wider consultation package.

**FACILITIES:** should be provided by the service/organisation commissioning the package and for each workshop, should include:

- a large room (30 people seated at tables of 4 or 5 and able to move around),
- a data/powerpoint projector, screen and flipchart,
- wifi connection if possible
- photocopying of handouts
- refreshments as required.

**COSTS:** (Fee covers 3 day's tuition) **For up to 30 participants (optimum)**  
£4,500 + £900 VAT = **£5,400** plus travel/accommodation expenses at cost plus VAT

**Facilitated by Kate Malcomess** who developed the Care Aims Decision-making Framework. Kate is an organisational consultant, specialising in effective, ethical person-centred practice and well-being outcomes. Whilst working in the NHS, as an experienced practitioner and public-sector manager, she developed this approach in response to the challenges faced by her own team. Her intense interest in outcome-driven, person-centred reflective practice has convinced her that meaningful conversations and clear communication are at the heart of evidence-based practice. She believes that services are most effective when they work collaboratively **to support, empower and enable the public to manage their own lives.**

In 2000, she set up her own consultancy to deliver the benefits of this Decision-making Framework to all public-sector bodies wanting to deliver better outcomes for their users, their staff and their organisations. To date, this approach has had a significant impact on the professional practice of well over 20,000 health, education and social-care practitioners and over 120 organisations in the UK, Ireland and abroad.

**To request your initial free consultation to explore further is the could address your challenges, please e-mail [contact@careaims.com](mailto:contact@careaims.com) or call on 0131 516 8493**