Examples of Performance Indicators

1. Demonstrates an understanding of patient/client rights and consent
   - informed consent is obtained and recorded according to protocol
   - understands and respects patients’/clients’ rights
   - allows sufficient time to discuss the risks and benefits of the proposed treatment with patients/clients and carers
   - refers patients/clients to a more senior staff member for consent when appropriate
   - advises supervisor or other appropriate person if a patient/client might be at risk
   - respects patients’/clients’ privacy and dignity
   - maintains patient/client confidentiality
   - applies ethical principles to the collection, maintenance, use and dissemination of data and information

2. Demonstrates commitment to learning
   - responds in a positive manner to questions, suggestions &/or constructive feedback
   - reviews and prepares appropriate material before and during the placement
   - develops and implements a plan of action in response to feedback
   - seeks information/assistance as required
   - demonstrates self-evaluation, reflects on progress and implements appropriate changes based on reflection
   - takes responsibility for learning and seeks opportunities to meet learning needs
   - uses clinic time responsibly

3. Demonstrates ethical, legal & culturally sensitive practice
   - follows policies & procedures of the facility
   - advises appropriate staff of circumstances that may affect adequate work performance
   - observes infection control, and workplace health and safety policies
   - arrives fit to work
   - arrives punctually and leaves at agreed time
   - calls appropriate personnel to report intended absence
   - wears an identification badge & identifies self

4. Demonstrates teamwork
   - demonstrates understanding of team processes
   - contributes appropriately in team meetings
   - acknowledges expertise and role of other health care professionals and refers/liaises as appropriate to access relevant services
   - advocates for the patient/client when dealing with other services
   - collaborates with the health care team and patient/client to achieve optimal outcomes
   - cooperates with other people who are treating and caring for patients/clients
   - works collaboratively and respectfully with support staff

5. Communicates effectively and appropriately - Verbal/non-verbal
   - greets others appropriately
   - questions effectively to gain appropriate information
   - listens carefully and is sensitive to patient/client and carer views
   - respects cultural and personal differences of others
   - gives appropriate, positive reinforcement
   - provides clear instructions
   - uses suitable language & avoids jargon
   - demonstrates an appropriate range of communication styles (eg patients/clients, carers, administrative and support staff, health professionals, care team)
   - recognises barriers to optimal communication

6. Demonstrates clear and accurate documentation
   - writes legibly
   - complies with organisational protocols and legislation for communication
   - adapts written material for a range of audiences (e.g. provides translated material for non-English speaking people, considers reading ability, age of patient/client)
   - maintains records compliant with legislative medico-legal requirements
   - arranges for an independent assessment of performance
   - complies with organisational protocols and legislation for communication

7. Conducts an appropriate patient/client interview
   - positions person safely and comfortably for interview
   - asks relevant and comprehensive questions
   - politely controls the interview to obtain relevant information

8. Selects and measures relevant health indicators and outcomes
   - selects all appropriate variable/s to be measured at baseline from WHO ICF domains of impairment, activity limitation and participation restriction.
   - identifies and justifies variables to be measured to monitor treatment response and outcome.
   - selects appropriate tests/outcome measures of each variable for the purpose of diagnosis, monitoring and outcome evaluation.
   - links outcome variables with treatment goals
   - communicates the treatment evaluation process and outcomes to the client
   - identifies, documents and acts on factors that may compromise treatment outcomes

9. Performs appropriate physical assessment procedures
   - considers patient/client comfort and safety
   - respects patient’s/’client’s needs for privacy and modesty (eg provides draping or gown)
   - structures systematic, safe and goal oriented assessment process accommodating any limitations imposed by patient’s/’client’s health status
   - plans assessment structure and reasoning process using information from patient/client history and supportive information
   - demonstrates sensitive and appropriate handling during the assessment process
   - applies all tests and measurements safely, accurately and consistently
   - sensibly modifies assessment in response to patient/client profile, feedback and relevant findings
   - demonstrates sensitivity and appropriate handling during the assessment process
   - applies all tests and measurements safely, accurately and consistently
   - sensibly modifies assessment in response to patient/client profile, feedback and relevant findings
   - identifies patient’s/’client’s goals and expectations

Analysis & Planning

10. Appropriately interprets assessment findings
- describes the implications of test results
- describes the presentation and expected course of common clinical conditions
- relates signs and symptoms to pathology
- interprets findings at each stage of the assessment to progressively negate or reinforce the hypothesis/es
- makes justifiable decisions regarding diagnoses based on knowledge and clinical reasoning
- prioritises important assessment findings
- compares findings to normal

11. Identifies and prioritises patient’s/client’s problems
- generates a list of problems from the assessment
- justifies prioritisation of problem list based on knowledge and clinical reasoning
- collaborates with the patient/client to prioritise the problems
- considers patient’s/clients values, priorities and needs

12. Sets realistic short and long term goals with the patient/client
- negotiates realistic short treatment goals in partnership with patient/client
- negotiates realistic long treatment goals in partnership with patient/client
- Formulates goals that are specific, measurable, achievable and relevant, with specified timeframe
- considers physical, emotional and financial costs and relates them to likely gains of physiotherapy intervention

13. Selects appropriate intervention in collaboration with the patient/client
- engages with patient/client to explain assessment findings, discuss intervention strategies and develop an acceptable plan

14. Performs interventions appropriately
- considers the scheduling of treatment in relation to other procedures eg medication for pain, wound care.
- demonstrates appropriate patient/client handling skills in performance of interventions
- performs techniques at appropriate standard
- minimizes risk of adverse events to patient/client and self in performance of intervention (including observance of infection control procedures and manual handling standards)
- prepares environment for patient/client including necessary equipment for treatment
- identifies when group activity might be an appropriate intervention
- demonstrates skill in case management
- recognises when to enlist assistance of others to complete workload
- completes intervention in acceptable time
- refers patient/client on to other professional/s when physiotherapy intervention is not appropriate, or requires a multi-disciplinary approach

15. Is an effective educator/health promoter
- demonstrates skill in patient/client education eg modifies approach to suit patient/client age group, uses principles of adult learning
- demonstrates skills in conducting group sessions
- a realistic self-management program for prevention and management is developed with the patient/client
- provides information using a range of strategies that demonstrate consideration of patient/client needs
- confirms patient’s/client’s or caregivers understanding of given information
- uses appropriate strategies to motivate the patient/client and caregiver to participate and to take responsibility for achieving defined goals
- discusses expectations of physiotherapy intervention and its outcomes
- provides feedback to patient/client regarding health status
- educates the patient/client in self evaluation
- encourages and acknowledges achievement of short and long term goals

16. Monitors the effects of intervention
- incorporates relevant evaluation procedures/outcome measures within the physiotherapy plan
- monitors patient/client throughout the intervention
- makes modifications to intervention based on evaluation
- records and communicates outcomes where appropriate

17. Progresses intervention appropriately
- demonstrates &/or describes safe and sensible treatment progressions
- modifications, continuation or cessation of intervention are made in consultation with the patient/client, based on best available evidence
- discontinues treatment in the absence of measurable benefit

18. Undertakes discharge planning
- begins discharge planning in collaboration with the health care team at the time of the initial episode of care
- describes strategies that may be useful for maintaining or improving health status following discharge
- arranges appropriate follow-up health care to meet short and long term goals
- addresses patient/client and carer needs for ongoing care through the coordination of appropriate services

Evidence Based Practice

19. Applies evidence based practice in patient care
- considers the research evidence, patient/client preferences, clinical expertise and available resources in patient/client management
- locates and applies relevant current evidence eg., clinical practice guidelines and systematic reviews
- assists patients/clients and carers to identify reliable and accurate health information
- shares new evidence with colleagues
- participates in quality assessment procedures when possible

Risk Management

20. Identifies adverse events and near misses and minimises risk associated with assessment and interventions
- complies with workplace guidelines on patient/client handling
- complies with organizational health and safety requirements
- describes relevant contraindications and precautions associated with assessment and treatment
- reports adverse events and near misses to appropriate members of the team
- implements appropriate measures in case of emergency
- reports inappropriate or unsafe behaviour of a co-worker or situations that are unsafe