

Claire McLaughlan

Now an independent consultant Claire McLaughlan is a former Associate Director of the National Clinical Assessment Service (NCAS) with a particular interest in remediation, re-skilling and rehabilitation of healthcare professionals and revalidation. As a registered (intensive care) nurse, educationalist and non-practising barrister Claire developed NCAS Back on Track Services for doctors, dentists and pharmacists. Over the last six years Claire has worked with approximately three hundred organisations and practitioners to 'make a difference' before irreparable damage was done to patients and the public, the practitioner and to organisations.

Claire has extensive experience of working within *Maintaining High Professional Standards* and the *Performers List Regulations* as well as working alongside the health Regulators. Before joining NCAS Claire was Head of Fitness to Practise at the Nursing and Midwifery Council.

Claire provides a range of bespoke, holistic services and access to resources relating to revalidation, remediation, reskilling and rehabilitation for all health professionals and organizations.

Development | Support

Co-ordination | Management

C C McLaughlan Associates Ltd

**Drovers Way
Old London Road
Stockbridge
SO20 6EL**

Phone: 07831 799840

Email: claire@ccmclaughlan.co.uk

www.ccmclaughlan.co.uk

Company Registration No: 8826549

VAT Registration No: 78378162



**C C McLaughlan
Associates Ltd**

**The 2XSMARTER Approach[®] to
Remediation and Re-skilling**

Development | Support

Co-ordination | Management

Remediation

Remediation is the process of addressing specific concerns about clinical practice identified through a diagnostic process¹. It is generally agreed that without a good diagnosis on which to base an action plan the practitioner is unlikely to achieve this goal².

Re-skilling

Re-skilling is the process followed when there are no concerns about capability or performance. Instead the practitioner will have gaps in knowledge, skills and/or behaviours resulting from a significant period of absence (>6/12) from clinical work. The reasons for this include maternity, carer or other statutory leave, career break or ill health and may also follow suspension/exclusion, or restriction.

The 2X SMARTER Approach[©]

The SMARTER³ Approach[©] changes the dynamic of the traditional action planning process as it allows concerns about performance to be assessed and addressed in a timely fashion, within one structured framework. Unlike the traditional model the full range of concerns do not need to be identified or a diagnosis made before the process can begin. This means the process is, timely proactive and evolutionary not reactive and fixed in a relationship with a diagnostic assessment report. The action plan still forms a learning contract and describes how assessment and developmental needs will be met within an overall length of time. The action plan evolves through phases as assessment interventions are undertaken. A variety of robust and validated assessment interventions can be incorporated into the action plan and repeated as necessary/appropriate. Outcomes are reviewed and the findings incorporated into the next phase of the development programme.

¹ The Back on Track Framework for further training NCAS 2010

² The Back on Track Framework for further training NCAS 2010

³ Specific, Measurable, Achievable, Relevant, Time bound,

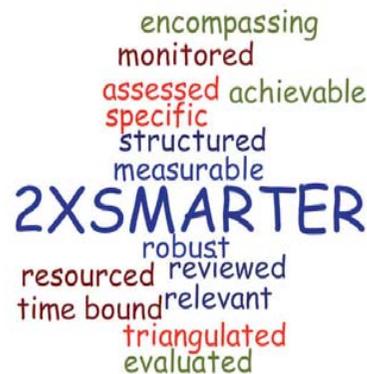
Encompassing, Reviewed x Structured, Monitored, Assessed, Robust, Triangulated, Evaluated, Resourced

The practitioner can take a more active role in the development of the action plan which improves engagement with and ownership of the process.

The Approach is compatible with *Maintaining High Professional Standards* and *Performers List Regulations*. It is suitable for use when the Regulator has put conditions on practice or undertakings have been agreed. If the programme is successful the practitioner's portfolio of evidence meets the requirements of the GMC's medical revalidation's 'six strands of evidence'⁴.

Management of Risk

Patient safety and public protection is paramount. Therefore, risk has to be managed very carefully. Using the 2XSMARTER Approach[©] ensures that patient safety and service integrity are not inappropriately put at risk and/or governance measures to control risk do not inappropriately divert resources. Following a risk assessment the practitioner is monitored through structured supervision of practice. Training and/or support can be provided for Clinical Supervisors (see www.ccmclaughlan.co.uk/services.html).



⁴ Ready for revalidation – Supporting information for appraisal and revalidation (GMC 2012)

Process Management

C C McLaughlan Associates Ltd supports and coordinates the whole process, providing reassurance through independent/objective oversight. This includes; review and analysis of available information, advising on assessment and development interventions, drafting action plans, support implementation (including supporting negotiation meetings at each stage, brokering assessment and developmental interventions, participants and if necessary a placement) and monitoring (including reviewing and analysing third party feedback and portfolio evidence) and advise, through the life of the programme, about progress and exit strategies.

Summary

C C McLaughlan Associates Ltd is offering a cost effective, robust and independently co-ordinated/managed approach to responding to concerns about the competency or the performance of a healthcare practitioner. The 2XSMARTER Approach[©] allows for an efficient and timely response to concerns where there has not been a performance assessment as diagnostics are incorporated into the action plan. It is flexible and responsive as assessment and development interventions can run in parallel. The action plan is not fixed at the beginning of the process but evolves, within an agreed time frame, as new information is received.

This approach can be adapted for use where the practitioner needs to re-skill.

If you are unsure which Approach would be most appropriate then please call to discuss:

Phone: 07831 799840 or

Email: claire@ccmclaughlan.co.uk

Web: www.ccmclaughlan.co.uk/contact.html