

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

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**C C McLaughlan
Associates Ltd**

**Approaches to Remediation and
Re-skilling**

Development | Support

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Overview

C C McLaughlan Associates Ltd uses two approaches to support medical managers, Responsible Officers, Medical or HR Directors, healthcare professionals *et al* to respond appropriately and proportionally to performance or capability concerns. Both approaches are suitable for use with any healthcare professional who requires remediation and/or re-skilling.

Remediation and Re-skilling

Remediation is the process of addressing performance concerns about clinical practice (knowledge, skills and/or behaviours), so that the practitioner has the opportunity to return to safe practice¹.

Re-skilling is the process followed when there are no concerns about 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.

Approaches

Approaching remediation and re-skilling holistically, through structured, supported, competence based processes provides the best chance of success. Using a SMARTER² Approach[©] or a 2XSMARTER³ Approach[©] ensures a robust, evidenced and managed outcome.

Both Approaches are compatible with *Maintaining High Professional Standards* and the *Performers List Regulations* and are suitable for use when the Regulator has put conditions on practice or undertakings have been agreed.

¹ The Back on Track Framework for further training NCAS 2010

² Specific, Measurable, Achievable, Relevant, Time bound, Encompassing, Reviewed

³ Specific, Measurable, Achievable, Relevant, Time bound, Encompassing, Reviewed x Structured, Monitored, Assessed, Robust, Triangulated, Evaluated, Resourced

Process Management

An independent third party co-ordinator is provided to manage the process.

SMARTER Approach[©]

The SMARTER Approach[©] is a 'traditional' model which relies on a linear process being followed. After the identification of the full range of concerns (diagnostics) an action plan framework is developed, there is agreement to proceed, the details of a development programme are planned and fixed, and the programme is implemented and monitored throughout its life. For more information please see www.ccmclaughlan.co.uk/services.html.

2XSMARTER Approach[©]

The alternative, 2XSMARTER Approach[©] allows for a more timely response to concerns as diagnostics are incorporated into the 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. For more information please see www.ccmclaughlan.co.uk/services.html.

encompassing
triangulated
relevant
structured
assessed robust
SMARTER
measurable
resourced reviewed evaluated
achievable specific
monitored
time bound

Management of Risk

Patient safety and public protection is paramount. Therefore, risk has to be managed very carefully. Using the SMARTER and 2xSMARTER Approaches[©] 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. In both Approaches the practitioner is monitored through structured supervision of practice.

Summary

C C McLaughlan Associates Ltd offers two different, efficient and cost effective ways of responding to concerns about the competency or the performance of a healthcare practitioner. It will depend on the level of knowledge about the concerns which; the SMARTER Approach[©], or the 2XSMARTER Approach[©], is most appropriate.

The approaches can be adapted for use where the practitioner has been away from clinical practice for a significant period of time. The longer the time out of practice then the more intensive the approach will need to be.

In all situations support can be provided to co-ordinate and manage the various components, providing independent and objective oversight of the process.

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