

Standard Area 1.0

Service Delivery



1.5 Collaboration

Standard

A **regulated member** of ACSLPA works **collaboratively** to facilitate the delivery of **quality client-centred services**.

Indicators

To demonstrate this standard, the regulated member will:

- Work collaboratively and respectfully with others to facilitate an integrated approach to **client** services.
- Consult with others and refer to the appropriate professional when clients' needs fall outside his/her scope, area of expertise and/or **competence**.
- Contribute actively with team members to facilitate an integrated approach to services.
- Actively engage with relevant team members, including the client, to share in decision making, prevent misunderstandings, manage differences and take positive action to mitigate/resolve any conflicts which may arise.
- Serve as an educator and/or mentor to clients, students, colleagues, the public and others by contributing as appropriate to teaching/learning strategies.
- Know and explain to others, when appropriate, his/her scope of practice, roles and responsibilities.
- Understand and seek clarification, when required, regarding the scope of practice and roles of other team members.

Expected Outcomes

Clients can expect that the regulated member works collaboratively to facilitate an integrated approach in the provision of quality services.

Resources

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at www.acslpa.ca.

- ACSLPA. (2017). *Code of Ethics*. Edmonton: Author.
- CAASPR. (2018). *Practice Competencies for Audiologists in Canada*. Ottawa: Author.
- CAASPR. (2018). *Practice Competencies for Speech-Language Pathologists in Canada*. Ottawa: Author.
- Canadian Interprofessional Health Collaborative. (2010). *A National Interprofessional Competency Framework*. Vancouver: Author.
- Glover Takahashi, S., Richardson, D., Martin, D. (2012). *The CanMEDS Collaborator Toolkit*. Ottawa: Royal College of Physicians and Surgeons of Canada.

Client refers to “an individual, family, substitute decision maker, group, agency, government, employer, employee, business, organization or community who is the direct or indirect recipient(s) of the regulated member’s expertise”.

Client-centered services refer to “a partnership between a team of health providers and a client where the client retains control over his/her care and is provided access to the knowledge and skills of team members to arrive at a realistic team shared plan of care and access to the resources to achieve the plan”.

Collaboration refers to “an approach that enables health care providers to deliver high quality, safe, person centered services to achieve the best possible individual health outcomes. Collaborative practice is not the goal in and of itself: rather, it is a means to move the system to a higher level of quality and safety while maintaining a focus on the needs of the individual seeking health services”.

Competence/competent/competency refers to “the combined knowledge, skills, attitudes and judgment required to provide professional services”.

Evidence-informed refers to “using the best available information combined with the client’s perspective and the professional judgment of the provider in clinical decision making”.

Quality services refers to “services in the health care system as measured by accessibility, acceptability, appropriateness, efficiency, effectiveness, and safety factors”.

Regulated member refers to “an individual who is registered with ACSLPA in any of the categories of membership prescribed in Regulation and in the ACSLPA Bylaws”.