

Cancer Council 13 11 20 – Cancer Information and Support Interaction Review (CISIR) Tool

Purpose

To facilitate a skills' evaluation process for the Cancer Council 13 11 20 and ensures adherence to minimum standards. This will also provide continuous development of the skills required to ensure a high quality of service to all 13 11 20 clients.. Optimal and recommended use of the tool is with a call recording with both the Reviewer and staff member reviewing the call prior to meeting. However it may be used by the Reviewer or staff with a real time call.

In line with objectives of 13 11 20 Cancer Support and Information service, the Quality Assurance Program will ensure all 13 11 20 staff can competently provide:

- Psychosocial, practical and informational support to people diagnosed with cancer, their family, friends and carers as well as health professionals and members of the general public.
- Screen people with cancer and their families and friends for distress, respond to distress and assess, prioritise and address concerns
- Identification of and timely and appropriate referral to support services
- High quality level of service that is broadly accessible
- Cancer support and information service that is recognised as a leader in its field

| Details | |
|-----------------------------------|--|
| Staff member's name: | |
| Date of evaluation: | |
| Type of evaluation: Please circle | Real time call (Dual listening) Recorded call |
| Reviewer's name and title: | |

| Call details | |
|----------------------|--|
| Call date & time: | |
| Call duration: | |
| Call follow up time: | |
| Call description: | |

| Staff member's comments | |
|--------------------------------|--|
| How do you feel the call went? | |

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| What do you think you did well? | |
| How do you think you may improve the call? | |

Both staff member and reviewer to separately complete the following section by identifying areas of *strength, competence, development and where not applicable*:

| | | | | |
|---------------|-------------------|--------------------|----------------------|---------------------------|
| Review | + Strength | ✓ Competent | • Development | N/A Not applicable |
|---------------|-------------------|--------------------|----------------------|---------------------------|

| Policies and Procedures | | |
|---|--------|------------------------------|
| Skill | Review | Comments/Examples of skill/s |
| Follows departmental policies & procedures | | |
| Adheres to organisational policies & procedures | | |

| Creating rapport | | |
|---|--------|--------------------------------------|
| Skill | Review | Comments and or examples of skills/s |
| Greeted client warmly and introduced self | | |
| Displayed respect, non-judgement, support and professionalism | | |
| Spoke in a steady pace and low tone. | | |
| Explained role and limitations of Cancer Council 13 11 20 where appropriate | | Information is general |

| Communication skills | | |
|--|--------|-----------------------------|
| Skill | Review | Comments/Examples of skills |
| Conveyed empathy and understanding | | |
| Acknowledged and validated emotions/feelings | | |
| Normalised the client's experience | | |
| Reflected and explored client's emotions/feelings | | |
| Maintained a higher level of open to closed questions | | |
| Actively listened | | |
| Balanced information gathering and information provision | | |
| Maintained objectivity | | |
| Clarified and explored client's concerns | | |
| Summarised appropriately | | |
| Assisted the client in developing a plan if needed | | |

| Assessing distress and support needs | | |
|--|--------|----------------------------|
| Skill | Review | Comments/Example of skills |
| Screened for distress | | |
| Responded to distress | | |
| Identified sources of distress | | |
| Identified relevant risk factors | | |
| Assessed sources of support <i>e.g. partner, family etc.</i> | | |
| Assessed access to/use of health care services | | |

| Risk assessment | | |
|--|--------|------------------------------|
| Skill | Review | Comments /Examples of skills |
| Direct questioning of thoughts of suicide | | |
| Responded non-judgementally | | |
| Balanced risk assessment with reflective listening and exploration | | |
| Recognised imminent warning signs | | |
| Identified client coping and resources | | |
| Worked with client in developing a safety plan | | |
| Escalated to emergency services where required | | |

| Triage & referral | | |
|--|--------|-----------------------------|
| Skill | Review | Comments/Examples of skills |
| Determined the type of support that meets client's needs | | |
| Identified and outlined support options | | . |
| Facilitated referral (with consent) | | |

| Information Provision | | |
|---|--------|-----------------------------|
| Skill | Review | Comments/Examples of skills |
| Identified the client's cancer informational needs | | |
| Provided accurate, appropriate and evidence based cancer information | | |
| Checked the client's understanding | | |
| Identified and provided appropriate information booklets/resources | | |
| Assisted to identify questions to ask health care team | | |
| Referred to health care team for clarification of information and advice. | | |

| Practical support | | |
|--|--------|----------|
| Skill | Review | Comments |
| Identified the client's practical support needs | | . |
| Assessed the client's suitability and eligibility for services | | |
| Provided accurate & relevant information on services | | |
| Referred to health care team where appropriate | | |

| Emotional support | | |
|--|--------|----------|
| Skill | Review | Comments |
| Provided specific information on the psychological impact of cancer relevant to the client's situation | | |

| | | |
|---|--|--|
| Assisted client to identify current coping strategies | | |
| Discussed effectiveness of client's current coping strategies | | |
| Explored other ways of managing concerns/coping | | |
| Identified and provided appropriate supportive resources <i>e.g. coping with cancer, relaxation booklet</i> | | |

| Data collection and entry | | |
|--|--------|----------|
| Skill | Review | Comments |
| Collects and records National Minimum Data Set and other information as required | | |
| Recognises and records gap in service | | |

| Research | | |
|--|--------|----------|
| Skill | Review | Comments |
| Identifies clients who meet eligibility criteria and follows the project's permission to contact process | | |
| Provides brief project information and refers on to Project Manager as required | | |
| Collects and records the Project data as required | | |

This section to be completed by Reviewer:

| Skill Development Plan | |
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| Skills which require further development: | |
| Plan to support development of required skills: | |

| | |
|---|--------------------------------|
| I fully understand the Skill Development Plan and actions outlined within this document which are to be achieved by my next interaction review. | Date of next review: / / |
| Staff member's name: | |
| Staff member's signature: | |
| Reviewer's name: | |
| Reviewer's signature: | |