



MORE THAN MEETS THE EYE

Dietitians Association of Australia 36th National Conference

Gold Coast, 12-14 August 2019



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NDIS: Effective report writing using functional outcomes

Aimee McLeod, Renae Reid & Shannon Butler

Monday 12th August – 11:00am-1:00pm



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Speaker introduction: Aimee McLeod

- B. Nutr. Diet (Hons I) University of Newcastle 2012
- NSW Department Aging Disability and Home Care from 2012-2018 (including transfer to Benevolent Society 2017-18)
- Devolution of institutions in NSW
- Consultant and project work with Cerebral Palsy Alliance since 2014
- **Aim High Nutrition est. 2015 as an NDIS provider in Hunter Region trial**
- Senior Project Officer for Dietetic Core Standards for Disability 2016/17
- Disability IG Convener 2017-current
- Steering Committee member of Nutrition Support Network - solving NDIS issues
- NDIS ADVOCACY!



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Speaker introduction: Renae Reid

- B. App. Sci (Nutrition & Food) University of Western Sydney
- Master of Nutrition and Dietetics. University of Canberra
- Northcott Disability Service 2016-current
- Ambrosia Dietetics - Paediatric & Disability Services
- NSW Health Paediatric and Disability Dietitian 2009- 2016
- Private Practice Paediatric and Disability Service Dietitian 2014-current
- Disability IG Committee Member 2018-current



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Speaker introduction: Shannon Butler

- B. Nutritional Science, Brigham Young University 2011
- M. Nutr. Diet, University of Canberra 2017
- Support Worker and NDIS Support Coordinator from 2014 (during NDIS trial/rollout in ACT)
- Master's research on disability training available to Australian dietetic students
- ACT Allied Health NDIS Workforce Steering Committee member (2016-17)
- Joined with Focus ACT (NDIS Supported Independent Living provider) as sole APD to establish Dietetic Services in ACT/regional NSW in 2017
- Disability IG, Nutrition Support Network member
- Prospective PhD candidate in addressing disability sector limitations which impact a participant's ability to meet nutrition goals

focusACT



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Workshop outline:

- Aims and objectives
- Overview of the evidence base
- Introduction to functional outcomes
- Introduction of case studies + interactive session 1
- Participant goal setting
- Strategies for writing effective NDIS reports
- Interactive session 2
- Wrap up and evaluation



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Introduction

- Today's aim:
 - To educate dietitians on how to write effective NDIS reports for NDIS participants, to enable them to advocate for funding for dietitian services and nutrition support products
- Objectives:
 - Compare and link functional outcomes with clinical outcomes
 - Educate on the importance of using appropriate language in NDIS reports (person-centred and functional)
 - Educate on how to write effective NDIS reports to increase the success of obtaining funding for dietitian services and Nutrition Support products
- Why:
 - Dietitians receive no formal training on functional outcomes but it underpins all funding provision for NDIS participants
 - NDIS do not understand how nutrition affects functional outcomes and so default to refusing funding as it's a "Health" issue in the absence of adequate evidence
 - Participant outcomes are negatively impacted without dietitians services



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Evidence Base

Renae Reid
Northcott



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Disability and the NDIS

- The NDIS is designed to help people get the support they need so their skills and independence improve over time.
- The NDIS can provide *supports and services* to help participants partake in their community, reduce the impact of their disability (physical and/or intellectual) and increase skills in managing their disability.
- There is an important role of allied health professionals to support Participants in gaining access to the support and services they need to minimise the impact of their disability



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Become familiar with the Operational Guidelines

- Related to a person's ongoing functional impairment
- **Diagnosis and clinical treatment of health conditions**
- Directly related to a functional impairment
- Support a person requires to live in the community and participate in education and employment
- **Preventive health or more appropriately funded via Health**



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Disability and the NDIS

- Getting the message and language "right" is important for clinicians to be able to support their participants to be able to access the services they need to meet their NDIS goals.
- In doing so, clinicians must remember that

"Health is a state of complete physical, mental, and social wellbeing and not merely the absence of disease or infirmity" (WHO 1946)



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NDIS Process

Reports may be used at several points during the NDIS Process



A participant may request a dietitian to provide a report at any stage of the process

KEY
★ Point where report may be used



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Reports and Supporting Documentation

A report developed for NDIS Planning needs to illustrate:

Dietetic related goal/s	Outcome measure/s of goals	Functional impact of disability	"Reasonable and necessary" criteria of supports
Direct relationship between disability and support need/s	How dietetic support will help meet goals	How dietetic hours may be used	Recommendations related to goals



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Difficulties for dietitians to adapt

Changes in care funding and changes in care processes have meant challenges for dietitians



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Introduction to Functional Outcomes

Shannon Butler
Focus ACT



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What is a *functional outcome*?



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Some definitions

- **Outcome:** Measurement used to assess the effectiveness of an intervention by comparing baseline data with post-intervention data.
E.g. weight, meeting nutrient requirements, biochemistry, nutrient impact symptoms, nutrition knowledge retention
- **Function:** an activity that is natural to or the purpose of person
E.g. sleeping, walking, cooking, shopping, eating, communicating, social interaction, contributing to organised society, making day-to-day decisions, achieving goals



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Functional outcome= a measurement of a person's capacity to engage in an activity that is a natural part of being a human.



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According to the NDIA, what is a *Functional Outcome?*



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In other words...

Dietitian services should aim to increase or maintain an NDIS participant's communication, social interaction, learning, mobility, self-care, and self-management.



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Functional Outcome examples

COMMUNICATION

Increasing energy intake in child who is learning to use an eye-gaze communication device, but is often too fatigued to practice due to undernutrition.

SOCIAL INTERACTION

Increasing energy intake for an adult who is often too fatigued to attend work or church due to undernutrition

LEARNING

Adjusting EN regimen to facilitate school attendance



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Functional Outcome examples

MOBILITY

Weight reduction to improve ability to walk necessary distances, e.g. from home to grocery store

SELF-CARE

Ability to grocery shop, prepare a meal, eat and drink safely

SELF-MANAGEMENT

Has the knowledge and skills to make informed decisions about what to eat



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Identifying functional outcomes

Tip: think one step further to how a clinical goal will impact a person's functioning



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Measuring functional outcomes

Clinical goals/outcomes can be reworded to describe functional goals/outcomes:

- Clinical goal: weight loss
- Clinical outcome: weight change

- Functional goal: walk to/from grocery store to obtain food
- Functional outcome: walking distance



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Measuring functional outcomes

Clinical goals/outcomes can be reworded to describe functional goals/outcomes:

- Clinical goal: correct food/nutrition-related knowledge deficit
- Clinical outcome: retention of newly acquired nutrition knowledge

- Functional goal: Improve food-related informed decision-making
- Functional outcome: retention in newly acquired nutrition knowledge and opportunities to make informed decisions



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How do other Allied Health disciplines do it?

- Canadian Association of Occupational Therapists - validated tools related to self-care, productivity and leisure (e.g. COPM)
- Physiotherapy- long list of validated tools
 - Self-report measures
 - Performance-based measures
 - Observer-reported measures
 - Clinician-reported measures



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Validated tools used in dietetics

- Few available
 - ?SGA- functional capacity component
 - Feeding/swallowing difficulties and undernutrition in children with CP
- Dietitians need to think creatively and provide well-considered, thorough NDIS progress reports for participant plan reviews



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Interactive Session 1

Review of 3 case studies
(20 min)



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Case Studies

Case Study 1	Case Study 2	Case Study 3
ID living in SIL	Adult nutrition support in group home	Child with ASD
Shannon	Aimee	Renae

Task:

1. Identify some functional outcomes for each case study and possibly how to measure to track
2. Identify at least 1 appropriate nutrition goal for the case study based on their circumstances which could be achieved through better nutrition management



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Participant Goal Setting

Aimee McLeod
Aim High Nutrition



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Goal Setting

- Participants set or revise their goals at their planning meeting
- Discuss prior to this to link your agreed nutrition goals/outcomes in with theirs
 - Participants/families often have difficulty with this and need assistance with wording
- Link their goals for day to day life to the nutrition goals that have been identified - give them some ownership and responsibility



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Goal examples:

Participant long-term goal	To be able to go for walks along the breakwall and move around their home environment confidently and with minimal support
Participant short-term goal	To be able to move around at home with support
Nutrition goal	Weight loss and nutritional adequacy to reduce stress on body and increase energy levels



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Writing effective reports

Putting it all together



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Putting it all together

- Participants are more likely to succeed with appropriate and adequate support
- Dietitians play a key role in advocating for participants
- Therefore, we need to understand functional goals and how we can help participants meet them



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Putting it all together

- Know the requirements (key words and phrases):
 - Reasonable and necessary
 - Most appropriately funded by NDIS
 - Not acute health conditions or rehab
- Disability Reform Council Communique July 2019 - NDIS will fund disability-related health supports



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Putting it all together

- **Don't:**
 - use excessive clinical and medical jargon
 - focus on clinical outcomes such as weight loss or nutritional adequacy
 - write a full nutrition assessment
- **Do:**
 - discuss with participant beforehand
 - keep it to 1-2 pages and include separate quotes if needed
 - discuss achievements, goal success or barriers
 - focus on functional outcomes
 - Itemise your requested hours for the next plan



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Report structure

- **Background** info - helps establish need
- **Goals** - set by participant/support person
- **Progress** during plan/intervention and any barriers to delivering support
 - outcome measures
- **Recommendations** for new plan
 - Dietitian input - estimated hours **ITEMISED**
 - other clinicians/support for additional hours
 - nutrition support funding
- Others to consider: risk of no support



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Interactive session 2

Writing a report



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Task

Use your case study to write some dot points under the following subheadings:

- Brief background with disability diagnosis and nutrition implications
- Goals:
 - Using NDIS language (assuming consultation with participant) write at least 2 goals
- Support provided/progress this plan
- Recommendations for ongoing supports needed (incl. specific quotes)



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Summary of key points

- NDIS is the biggest **social** reform since Medicare
- Dietitians need to continue to adapt to participant-led functional outcomes
- Ownership for participants is key - choice and control
- Consistency from dietitians will improve the reputation of our profession and success of participants in getting the support they need



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Evaluation

Please fill out our evaluation from the Survey Monkey link in the conference app:

- complete now on Smartphone
- complete online later

All those who respond will go into the draw to win a \$20 gift voucher!



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Contacts

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Renae: renae.reid@northcott.com.au

Shannon: shannon.butler@focusact.org



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Resources

- NDIS Update webinar - December 2018 (on DINER)
- DAA: NDIS Participant Access to APDs (Joint Statements)
- VALID 10 Steps to Excellent NDIS reports:
<https://www.valid.org.au/10-steps-excellent-ndis-therapy-reports>
- The Summer Foundation - Getting the Language Right:
<https://www.summerfoundation.org.au/wp-content/uploads/2018/04/getting-the-language-right-web.pdf>
- Disability Reform Council Communique July 2019:
<https://www.dss.gov.au/disability-and-carers-programs-services-government-international-disability-reform-council/communique-28-june-2019>

