# Primary Vocational Case: Ben James

Ben James

**Contents**

|  |  |  |  |
| --- | --- | --- | --- |
| **Document** | **Purpose** | **Adjustments needed** | **SF/CS notes** |
| Health history | Background for all roles **except students** | Addresses:  Suburb, state, postcode, phone  Workplace details: Names, addresses, contacts  Birthdate:  Change year to maintain age  Trajectory of injury:  Dates to reflect trajectory of injury and appointments with dates of SCP  Briefings:  Names of manager, health care professionals, contact numbers and appointment times |  |
| Briefing: **Simulated patient** | Notes for simulated patient for in-person interview & observation |  |
| Briefing: **NTD (GP)** | Notes for phone interview |  |
| Briefing:  **Physiotherapist** | Notes for phone interview |  |
| Briefing:  **Manager** | Notes for phone interview |  |
| Position Description | Store person  To be provided to:   * Client * NTD (GP) * Physiotherapist * Manager * Students |  |
| Activities & Props | Description of on- and off-campus activities and props |  |
| Referral Form | To be provided to:   * Students |  |
| Client Data Sheet | To be provided to:   * Students | Names  Contact details |  |

**Additional SF/CS Notes:**

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**Ben James: Health history**

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**Client Details**

|  |  |
| --- | --- |
| **Name** | JAMES, Ben |
| **Date of Birth** | 22.05.19\_\_ (35 years old) |
| **Address** | 45 Carlisle St, [Insert suburb] |
| **Health Insurance** | Nil |
| **Work Injury Claim Number:** | M\_003588 |

**Trajectory of injury**

|  |  |  |
| --- | --- | --- |
|  |  | Dates for current SCP |
| **Injury date** | 4 weeks prior to SCP |  |
| **Presented to hospital ED** | Day after injury:   * Orthopaedic review * Physiotherapy review & referral for outpatients |  |
| **Physiotherapy outpatients** | Twice weekly for first 2 weeks after injury; then weekly thereafter |  |
| **Presented to GP** | 2 weeks prior to SCP |  |

**Medical / Surgical History**

|  |  |
| --- | --- |
| **Presenting Condition/**  **Current Presentation** | Severe sprain R) ankle => Orthopaedic Review ED => Physio referral   * Able to walk without elbow crutches as the pain allows * No ankle pain at rest * Pain rating (where 0 is not pain and 10 is worst pain):   + During interview: 3/10   + At Rest: 0/10   + Worst: 7/10 – when walking without elbow crutches * GP and physio orders are for no standing only on R) foot, no squats, running or jumping |
| **History of**  **Presenting Condition** | 02.09.2015 Grade 2 ankle sprain  Awkwardly stepped off a step when walking down a small flight of stairs  At the time of the injury:   * RICE for first 12 - 18 hours * Significant swelling and bruising the following day * Unable to weight-bear R) foot   03.09.2015  Visited Northern Hospital ED:   * X-Ray: nil break * Orthopaedic review: significant sprain * Provided with elbow-crutches   Physiotherapy:   * Received physiotherapy twice per week for the first two-week * Physiotherapy now once per week * Physiotherapist:   + Provided compression stocking to wear (threw it away as it hurt)   + Ordered gentle mobilisation, TheraBand exercises (20 minutes, 3 times per day) and for future proprioception training   + Recommend use of crutches for 4-6 weeks |
| **Past Medical / Surgical History** | Broken nose as a teenager (football)  Nil concussions |
| **Allergies** | Nil |
| **Medications** | Sports supplements |
| **Tobacco** | Non-smoker. Never smoked |
| **Alcohol** | 2-4 standard drinks per week |
| **Illicit Drugs** | Nil |

**Family**

|  |  |
| --- | --- |
| **Living Arrangements** | Lives with mother and brother  Single-level weatherboard house  Rental (mother)  No internal or external stairs  Small yard |
| **Relationship Status** | Single |
| **Children** | Nil |
| **Mother** | Nil health problems |
| **Father** | Unknown (abandoned family). Possible ETOH |
| **Siblings** | One brother (younger) |
| **Responsibilities** | Employed: full time  Does little around the home, some mowing of lawns |

**Psycho-Social**

|  |  |
| --- | --- |
| **Affect** | Very positive |
| **Activity** | Very active. Plays soccer, cricket |
| **Relationships** | Relationships within family are sound  Large group of friends |

**Employment**

|  |  |
| --- | --- |
| Occupation | Storeperson |
| Employer | Supplies Department, [Insert organisation name] |
| Work duties | * Ensure stock levels maintained, and rotation of stock to ensure it is used in a timely manner, under the direction of the Supply Manager and relevant staff * Maintain storage areas/stock in clean, tidy, orderly fashion * Stock stored on shelving between knee and shoulder height on wire racking and in wire baskets. Storeperson is responsible for ordering and putting away new stock as it arrives * Stock is delivered to the loading dock in the Supplies Department where Storeperson unloads stock required for their designated area. Stock then loaded onto a trolley (small and large flatbed trolleys available) and distributed and stored in the local work areas. This may entail driving the company vehicle between sites (as required) * Storeperson required to drive a forklift for unloading of deliveries for approximately one hour each shift. Also required to complete ordering / administrative tasks associated with managing the stock in the area they are assigned to. Administrative tasks (taking approximately 25% of time) include ordering / stock management by scanning the bins in the area * Liaises with the Clinical Product Coordinator where required regarding back orders / alternate products * Handling and lifting items up to 7kg for about 20% of work time * Other manual handling tasks with lifting over 7kg 80% of work time * Work requires prolonged standing and a great deal of physical activity |

**Orders / Plan**

* Continue physiotherapy and light exercise - increase walking as tolerated
* Physiotherapy twice per week for the first two-weeks and then only once per week
* Elbow-crutches 4-6 weeks post-injury

**Ben James: Simulated Patient (SP) Briefing**

**Synopsis**

* You are employed at [Insert organisation name and suburb] as a Storeperson in the Supplies Department for eighteen months
* On Tuesday 2nd September of this year, you rolled your right ankle when you missed a step whilst carrying some boxes down a small flight of stairs
* You have been off work since this time and have been referred to Sunnybrook, a return-to-work organisation for the development of a return-to-work plan
* You are this morning being interviewed by second-year occupational therapy students with the view to developing a return-to-work plan for you.

**Opening the scenario**

The students may choose to start the scenario in various ways. Some common beginnings include:

* “Before we get started with the medical things, can you tell me a little bit about yourself?”
* “Tell me about yourself”.

By using this opening the student is conveying the desire to know the SP on a personal level and uses this approach to begin to build rapport. The SP should respond to this invitation by telling the student a few details in his/her own words. Such responses could include:

* Occupation (or former occupation)
* Family life
* Something you enjoy doing (a hobby).

**Opening Statement**

Examples of the questions a student might pose to indicate the SPs “opening statement response” are:

* *“What can I do for you today?”*
* *“How can I help you today?”*
* *“Why did you come to the clinic today?”*
* *“How are you doing today?”*

This is an open-ended way of starting the scenario. The SP should respond to this approach by using the following statement, **IN THESE WORDS**:

When asked how you are, you can be quite positive and upbeat:

* “I'm feeling great thanks. Feeling myself getting better every day, but I only wish my ankle would hurry up and get better!”

**Physical Description**

* Male
* Sports attire
* Training shoes – right ankle bandaged (supplied) and right shoe fitted but laces loose
* Well groomed
* Walks with a definite limp and facial grimace when putting weight in your right foot.

**Description of Affect and Behaviour**

* Very energetic
* Respond to questions positively and very talkative
* You want to be back at work as soon as possible
* You don’t like sitting around.

**Description of the current problem**

*The SP may use his/her own words instead of the exact scripted text. SPs know it is important that the content is the same.*

You rolled your right ankle (sprain) four weeks ago when you missed a step whilst carrying some boxes down a small flight of stairs. You have been off work since this time.

You are visiting Sunnybrook, a return-to-work agency. Part of the return-to-work plan includes an interview by occupational therapy students (supervised) on placement at Sunnybrook. This is the reason for the visit today.

*Trajectory of injury*

At the time of the injury:

* You applied ice to your ankle immediately
* A colleague drove you home
* You applied ice to your ankle throughout the night and kept it elevated
* In the morning there was a huge amount of swelling and bruising started to show. You were unable to put any weight at all on your right foot
* You asked your mum to drive you to the Northern Hospital Emergency Department as you were concerned there was a tear or a break
* X-Rays showed no break and the orthopaedic doctor said it was “a very nasty sprain”
* You have had to use elbow-crutches for walking since the injury and have been advised to use these for 4-6 weeks
* You have received physiotherapy twice per week for the first two-weeks and now only once per week
* The physiotherapist gave you a compression stocking to wear, but you have thrown it away as it hurt. The physiotherapist also ordered gentle mobilisation, TheraBand exercises and in the future proprioception training (balance training such as single-leg squats to increase ankle joint stability and strength).

*Location, quality, and severity of the problem*

Presently:

* You are able to walk without elbow crutches as the pain allows
* You have no ankle pain at rest
* Pain rating (where 0 is no pain and 10 is worst pain):
  + During interview: 3/10
  + At Rest: 0/10
  + Worst: 7/10 – when walking without elbow crutches
* You are not able to stand on your right foot, squat, run or jump and you have difficulty walking up or down stairs

*Thoughts about the problem / the client’s self-diagnosis*

This disclosure should happen if the student asks the SP what s/he thinks might be causing this or what s/he thinks is going on.

* Straight forward sprain that will resolve soon.

*Feelings, concerns and values related to the problem*

This disclosure should happen only after the student has established rapport and you feel comfortable and safe in confiding your emotions and feelings.

* You are sure that there is something you will be able to do at work until you recover fully.

Frequency of the problem

* The pain and swelling of your foot is worse at the end of the day and after you have been standing and sitting for an extended period of the day.

*Factors that precipitate or bring on the problem*

* The pain and swelling of your foot is worse at the end of the day and after you have been standing and sitting for an extended period of the day.

**Past Medical History**

General health

* Perception of your health is “exceptional
* You are generally a very active person; enjoy being outdoors and love playing and watching sport.

Previous Occurrences

* A broken nose from footy years ago
* No other broken bones
* No concussions.

Medications

* *Nil prescribed medications*.
* Over-the-counter medications
* Men’s multi vitamin
* Vitamin C
* Protein powder
* Glutamine
* Rarely take pain killers.

Past illnesses or hospitalisations

* Was taken to the doctor by mum when nose was broken “I was just a kid then”.

**Family Medical History**

*Father*

* Father left your mother when you were about 4 years of age. You have no relationship with him
* You believe that your father had a bad drinking problem and used to beat your mother.

*Mother*

* Mother Sheila is alive and lives in the family home in [Insert suburb]. No significant medical history.

*Siblings*

* One younger brother Zach who is studying business at university.

Children

* Nil

*Spouse*

###### Girlfriends, but nothing serious.

**Present Life**

*About yourself*

Date of Birth: 22nd May, [Insert year] (35 years old)

*About your family*

You are a very outgoing person. You are very independent but remain very close and considerate of your mother as she has raised you and your brother on her own.

Your mother is very proud of you and your brother. You have adopted the role of the "father figure" of the house since a very young age and your mother appreciates this. Your brother is the first in your family to attend university and is half-way through a business degree.

*Living Arrangements*

*Address*  45 Carlisle St, [Insert suburb]

* You live with your mother in a weatherboard house which is a rental
* There are five small steps at the back door of the house and a small yard with a lawn and some garden beds.

Social activities

* You have a large group of close friends who are supportive of you and are great friends with your mother. Your friends often hang around at your mother’s house and often watch movies and eat meals
* You have played soccer since you were a little kid and continue to play on weekends and train twice per week
* You also played cricket when you were at school (not so much now).

Daily activities

* Dishes – mother does them
* Cooking – independent but mother usually cooks. Does not eat takeaway very often
* Shopping – “what shopping? Like for clothes?”
* Cleaning bathroom – when you have to
* Washing clothes – never, mum does this
* Hanging out clothes – never, mum does this
* Ironing – never, mum does this
* Cleaning floors – sometimes helps with vacuuming
* Gardening – mows lawns once per week.

**Work Life**

* Employed fulltime
* Employed at [Insert organisation name and suburb] in the supplies / stores department for past 18 months
* Your boss’ name is [Insert name], Supply Manager. They are a “great boss”, really supportive and encouraging to all of the staff
* You currently work 5 days per week. No weekends
* Work hours are either 0700-1500 or 0900-1700. Days are usually busy all day
* There are about 10 other staff in the department.

*Duties include:*

* Ensure maintenance and rotation of stock for your designated area, to ensure it is used in a timely manner, under the direction of the Supply Manager and relevant staff
* Ensure stock in storage areas is kept clean, tidy and maintained in an orderly fashion
* Stock is stored on shelving between knee and shoulder height on wire racking and in wire baskets. The Storeperson is responsible for ordering and putting away new stock as it arrives
* Stock is delivered to the loading dock in the Supplies Department where the Storeperson will unload the stock required for their designated area. Stock is then loaded onto a trolley (small and large flatbed trolleys are available) and distributed to the local area stores. This may entail driving the company vehicle between sites (as required)
* The Storeperson will be required to drive a forklift for the unloading of deliveries for approximately one hour each shift. They are also required to complete ordering / administrative tasks associated with managing the area they are assigned to. Administrative tasks (taking approximately 25% of time) include ordering / stock management by scanning the supplies.
* Manages and liaises with the Product Coordinator where required regarding back orders / alternate products.
* Handling and lifting items up to 7kg for about 20% of work time
* Other manual handling tasks with lifting over 7kg 80% of work time
* Work requires prolonged standing and a great deal of physical activity.

*Previous employment history*

* Worked as a call centre team leader for a few years for Telstra
* Have worked as a bar attendant but did not like dealing with drunk people.

**Educational Background**

* Completed year 12
* Forklift license
* Commenced a couple of TAFE courses in fitness but never completed them.

**Healthcare**

*Personal habits*

* Alcohol: A couple of drinks (usually beer) on weekends but not much
* Tobacco: Never smoked
* Caffeine: A couple of “Mother” energy drinks per day
* Drugs (Illicit): Nil – Never.

*Medications*

* Vitamins
* Men’s multi vitamin
* Vitamin C
* Protein powder
* Glutamine.

*Exercise*

* Loves playing and watching sports:
* Football (soccer)
* Cricket
* Running
* Swimming

*Diet*

* "Clean" diet, but “will eat anything”.

**Other Miscellaneous Information**

You have been receiving weekly worker’s compensation payments since the accident.

**HOW THE SP SHOULD RESPOND TO DIFFERENT INTERVIEWING STYLES**

Students who use a lot of medical jargon: Ask them to explain any words that you do not understand. “What does that mean” or “I don’t know what you mean by that…”

Students who asks many questions at once: You should answer either the first or the last question and tell the student the information related to just that part of the question. You might also apologise stating that you are not sure what is being asked.

You do become a little agitated if students repeatedly ask complex questions, or several questions at once.

Students who ask open-ended questions: Openly and freely answer their questions entirely. You are eager to tell the story and will unless cut off by the student.

**You may have to answer questions using IMPROV.**

**Interview Skills Checklist**

At the end of each interview, please provide feedback on the students’ interview skills using the Interview Skills Checklist provided (Appendix A).

**Ben James: NTD (GP) Briefing**

**1. Title**

Name: Dr [Insert name]

Position: GP

Summit Medical Centre

Contact: [Insert contact number]

Appointments:

[Insert date] [Insert time]

[Insert date] [Insert time]

**2. Summary/Overview**

You are the NTD (GP) for Ben James at Summit Medical Centre.

You are being interviewed today by second-year occupational therapy students who are developing a return to work plan for your patient Ben James. Ben is 35 years old and employed as a Storeperson in a Supplies Department.

Storepersons work shifts from Monday to Friday.

* Ben currently works 5 days per week. No weekends
* Work hours are either 0700-1500 or 0900-1700
* Days are usually busy all day

As the NTD , the main purpose of the call is to:

* clarify whether the worker is ready to return to work
* clarify work restrictions and
* to obtain a certificate of work capacity
* **Please** make sure you indicate on the form whether the students had asked for the certificate of work capacity. The certificate of work capacity is not to be released to students if they had not asked for it.

**3. Student objectives**

* Establish rapport with NTD during interview
* Conduct an effective telephone interview with the NTD.

**4. Student (clinician) task (including briefing for trainee)**

* Conduct a telephone interview with the purpose of obtaining a certificate of work capacity and to clarify work restrictions.

**5. Setting**

Your office.

**6. Affect/behaviours**

* You are a little impatient, possibly terse
* You are reinforcing that you don’t have a lot of time
* You are a very busy person
* You would *really* like the students to get straight to the point
* Frequently interject with “is there anything else?”

**7. Opening lines/questions/prompts**

* “This is Dr [Insert name] speaking how can I assist you?”
* "I am sorry to do this to you, but can we make this brief? I have an urgent appointment unexpectedly arise which I need to go to in a few minutes".

**8. NTD (GP)’s ideas, concerns and expectations of the interaction**

*Ideas*

* Ben seems cooperative but you doubt if Ben will follow doctor’s order
* **Your orders are** for no standing only on R) foot, no squats, running or jumping, elbow-crutches 4-6 weeks post-injury.

*Concerns*

You are concerned that:

* The recovery will be slow and the possibility of re-injury will increase if Ben does not follow orders and recommendations.

*Expectations*

* Students will ask for a completed certificate of work capacity and clarify work restrictions.

**9. Patient’s history of the problem**

* 02.09.2016 – Grade 2 ankle sprain
* Landed badly on R) ankle whilst walking down stairs.

*At the time of the injury:*

* RICE for first 12-18 hours
* Significant swelling and bruising the following day
* Unable to weight-bear R) foot.

*Visited Northern Hospital ED on 03.09.2016*

* X-Ray: nil break
* Orthopaedic review: significant sprain
* Provided with elbow-crutches
* Severe sprain R) ankle => Orthopaedic Review ED => Physio referral
* Able to walk without elbow crutches as the pain allows
* No ankle pain at rest
* Pain rating, 0/10 at rest and 7/10 at worst when last seen (where 0 is no pain and 10 is worst pain).

*Physiotherapy*

* A physiotherapy referral was made during initial presentation to the ED
* Received physiotherapy twice per week for the first two-weeks
* Physiotherapy now once per week
* Physiotherapist plan:
  + provided a compression stocking to wear (threw it away as it hurt)
  + ordered gentle mobilisation, TheraBand exercises (20 minutes, 3 times per day) and in the future proprioception training
  + recommend use of crutches for 4-6 weeks.

**10. Patient’s past medical history**

* Broken nose as a teenager (football)
* Nil concussions.

*Medications*

* Sports supplements

**11. Patient’s family history**

* Lives with mother and brother
* Single-level weatherboard house
* Rental (mother)
* No internal or external stairs
* Small yard
* Single
* Mother: Nil health problems
* Father: Unknown (abandoned family). Possible ETOH
* Siblings: One brother (younger).

**12. Patient’s social information (work, lifestyle, habits)**

* Very positive
* Very active
* Plays soccer, cricket
* Relationships within family are sound
* Large group of friends.

**13. Considerations in playing this role including wardrobe, makeup and challenges:**

* N/A

**14. Interview Skills Checklist**

At the end of each interview, please provide feedback on the students’ interview skills using the Phone Interview Skills Checklist provided (Appendix B)

**Ben James: Physiotherapist Briefing**

**1. Title**

Name: [Insert name]

Position: Physiotherapist

Southern Cross Medical Centre

Contact: [Insert contact number]

Appointments:

[Insert date] [Insert time]

[Insert date] [Insert time]

**2. Summary/Overview**

You are the Physiotherapist for Ben James at Southern Cross Medical Centre.

You are being interviewed today by second-year occupational therapy students who are developing a return to work plan for your patient Ben James. Ben is 35 years old and employed as a Storeperson in a Supplies Department.

As the physiotherapist, the main purpose of the call is to clarify:

* whether Ben is ready to return to work
* mobility status
* functional capacity and
* whether any further treatment is required

**3. Student objectives**

* Establish rapport with the physiotherapist during the interview
* Conduct an effective telephone interview with the physiotherapist.

**4. Student (clinician) task (including briefing for trainee)**

* Conduct a telephone interview with the purpose of clarifying whether the worker is ready to return to work, mobility status, functional capacity and whether further treatment is required.

**5. Setting**

Your office

**6. Affect/behaviours**

* You are very professional
* You try to be helpful but you have another appointment in 15 minutes
* You want the students to get straight to the point.

**7. Opening lines/questions/prompts**

* “This is [Insert first name] speaking, how can I assist you?”

**8. Physiotherapist ideas, concerns and expectations of the interaction**

*Ideas*

* Ben is very positive and is a ‘can do” guy. He may stretch his limits
* He is ready to return to work with modified duties, no lifting and carrying while on crutches, no lifting and carrying more than 5 kg to begin with, then progress as tolerated
* **Noted GP orders are** for no standing only on R) foot, no squats, running or jumping
* Your recommendations are:
  + Continue physiotherapy and light exercise - increase walking as tolerated
  + Physiotherapy twice per week for the first two-weeks and now only once per week
  + Elbow-crutches 4-6 weeks post-injury
  + You provided a compression stocking for Ben to wear (not sure if he wears it as recommended)
  + Recommended gentle mobilisation, TheraBand exercises (20 minutes, 3 times per day) and in the future proprioception training
* Result of your last assessment
  + Can sit, reach over should when standing
  + Walking with crutches but gets tired easily
  + Reduced bending, sever pain when attempting half squat
  + Cannot kneel
  + Can lift 3 kg to 5 kg in sitting and standing but not carrying.

*Concerns*

You are concerned that:

* Ben’s job is physically demanding and Ben will be tempted to put too much weight on his foot
* Ben may overuse his upper arms using the crutches
* The recovery will be slow and the possibility of re-injury will increase if Ben does not follow orders and recommendations.

*Expectations*

* Students will ask for a completed certificate of work capacity and clarify work restrictions.

**9. Patient’s history of the problem**

* 02.09.2016 – Grade 2 ankle sprain
* Landed badly on R) ankle whilst walking down stairs.

*At the time of the injury:*

* RICE for first 12 - 18 hours
* Significant swelling and bruising the following day
* Unable to weight-bear R) foot.

*Visited Northern Hospital ED on 03.09.2016:*

* X-Ray: nil break
* Orthopaedic review: significant sprain
* Provided with elbow-crutches
* Severe sprain R) ankle => Orthopaedic Review ED => Physio referral
* Able to walk without elbow crutches as the pain allows
* No ankle pain at rest
* Pain rating, 0/10 at rest and 7/10 at worst when last seen (where 0 is no pain and 10 is worst pain).

**10. Past medical history**

* Broken nose as a teenager (football)
* Nil concussions.

*Medications*

* Sports supplements.

**11. Patient’s family history**

* Lives with mother and brother
* Single-level weatherboard house
* Rental (mother)
* No internal or external stairs
* Small yard
* Single
* Nil health problems
* Unknown (abandoned family). Possible ETOH
* One brother (younger).

**12. Patient’s social information (work, lifestyle, habits)**

* Very positive
* Very active
* Plays soccer, cricket
* Relationships within family are sound
* Large group of friends.

**13. Considerations in playing this role including wardrobe, makeup and challenges:**

* N/A

**14. Interview Skills Checklist**

At the end of each interview, please provide feedback on the students’ interview skills using the Phone Interview Skills Checklist provided Appendix C

**Ben James: Manager Briefing**

**1. Title**

Name: [Insert Name]

Position: Manager, Supplies Department [Insert organisation name and suburb]

Contact: [Insert number]

Appointments: [Insert dates]

**2. Summary/Overview**

You are the Supply Manager of "Stores" at [Insert organisation name].

You have been in this role for 4 years and manage “about 10 staff”.

You are being interviewed today by second-year occupational therapy students who are developing a return to work plan for one of your employees Ben James. Ben is 35 years old and is employed as a Storeperson. You have worked with Ben for the past 18 months.

Ben's working hours are:

* 0700-1500 or
* 0900-1700
* Days are usually busy all day.

The nature of the interview today is to:

* gain your perspective of the situation as Ben's manager (i.e.: tasks required to perform his role) and
* to explore with you the flexibility and options available for a return to work plan.

**3. Student objectives**

* Establish rapport with the manager
* Conduct an effective telephone interview with the manager.

**4. Student (clinician) task (including briefing for trainee)**

* Conduct a telephone interview with the purpose of developing a return-to-work plan for your employee Ben James.

**5. Setting**

* Your office.

**6. Your affect/behaviours**

* Very open and friendly
* Very generous with information
* Tolerant of these students being second-year and may be a little awkward when interviewing.

**7. Opening lines/questions/prompts**

"Good morning! How can I help you today?”

**8. Manager’s ideas, concerns and expectations of the interaction**

*Ideas*

* Ben’s return to work may take longer than Ben suspects.

*Concerns*

* You are concerned that Ben may be underestimating his injury and will try and return to work too soon. You know Ben is an active and eager fellow but this may result in him pushing himself too hard too soon.

*Expectations*

* That the return-to-work plan will be appropriate. You are in no hurry to force Ben back to work if he is not ready - although you can't wait to have him back.

**9. Patient’s history of the problem**

On 2nd September of this year, Ben was carrying some boxes down a small flight of stairs when he missed a step and rolled his right ankle. This ended up being a bad sprain and he has been off work since.

**10. Employee’s past medical history**

* A hard worker and a great team player.

**11. Employee's family history**

* Ben lives at home with his mother and younger brother
* You know Ben is very close to his mother but you don’t know anything about his father.

**12. Patient’s social information (work, lifestyle, habits)**

* Ben is always out an about doing things
* Very sporty
* Very active
* Very personable – he gets along with everyone.

**13. Considerations in playing this role including wardrobe, makeup and challenges:**

* N/A

**14. Interview Skills Checklist**

At the end of each interview, please provide feedback on the students’ interview skills using the Phone Interview Skills Checklist provided (Appendix D)

**Ben James: Position Description**

Job Title: Storeperson

Last updated: March 2016

Reports to: Supply Manager

**JOB PURPOSE**

To ensure that the supply requirements of the organisation fully supports the activities of the organisation and reflects prudent financial control and superior stock management

**JOB HOLDERS REQUIREMENTS**

Knowledge and Experience Required:

* Experience within a big organisation Supplies Department
* Experience in the management of supplies and “just in time” supply system

Practical/Specialist Skills:

* Forklift License
* Current driver’s license
* Basic Knowledge of medical products
* Computer skills (additional training provided)

Other Skills or Competencies:

* Arithmetic skills
* Ability to read, write and understand English
* Physical capable of lifting products
* Self-motivated

**MAJOR RESPONSIBILTIES**

Leadership and Management

* Optimise purchasing activities
* Delivery of supplies to all areas
* Driving company vehicle between sites (as required)
* Ensure the provision of reliable and timely service provision under the direction of the Supply Manager and the appropriate supervisor (when applicable)
* Develop and implement consolidated purchasing systems to produce greater efficiencies and cost savings to the organisation
* Initiate and participate in product review to optimise quality supply management within the organisation
* Develop and maintain relationships with internal departments
* Liaise with department managers to ensure supplies are maintained at required level
* Develop and maintain relationships with external supply providers
* Ensure stock areas are cleaned and organised

Human Resources

* Acts as a preceptor for new staff, students and trainees
* Participates in annual performance appraisal and regular goal setting
* Welcomes, assists and embraces new and junior staff to the unit
* Demonstrates ongoing commitment to an Equal Opportunity Workplace

Quality & Resource Management

* Demonstrates awareness of cost implication of medical supplies, equipment, linen etc.
* Participate in the development and implementation of unit based quality activities
* Contributes to the development of unit/ department policies, procedures and programs

Professional Development

* Accountable for personal achievement of 100% competencies as per unit and organisational needs
* Liaise closely with Supply Manager to implement and progress own training and development

Risk & Safety Management

* Ensures the provision of a safe work environment, work practices and minimises risks to self, staff and patients
* Maintains or exceed standards of infection control, WH&S and legislative compliance
* Accountable for personal knowledge of legislative requirements, policies and procedures in the areas of infection control and WH&S
* Ensures all work undertaken is within own capacity, experience and training and does not accept duties beyond own abilities or scope of practice
* Takes immediate action to rectify any unsafe situations or acts, reporting all incidents and near misses according to hospital policy and procedure
* Strictly follows Manual Handling Policy

**INHERENT PHYSICAL REQUIREMENTS OF ROLE**



**CRITICAL PHYSICAL JOB DEMANDS;**

* Constant walking between Supplies Department and local workplace areas
* Constant gripping of objects eg. gross grip when unloading stock, manual dexterity when unpacking stock, cylindrical grip when pushing trolley, pincer grip when writing
* Frequent manual handling of objects (includes carrying and lifting) up to 10kg
* Frequent push / pull eg. of flatbed trolley, electric tug
* Occasional trunk flexion eg. when accessing shelving at knee height
* Occasional above shoulder reach eg. when accessing shelving at shoulder height
* Occasional ascending / descending stairs
* Occasional sitting eg. when completing administrative tasks (constant sitting required when driving a forklift)

**ROLE DESCRIPTION**

The Storeperson is responsible for ensuring the supply requirements of the organisation fully support the activities of the organisation. The Storeperson is responsible for ensuring stock levels are maintained appropriately and for the rotation of stock to ensure it is used in a timely manner, under the direction of the Supply Manager and relevant staff.

The Storeperson will be assigned a specified area and is required to keep these storage areas clean, tidy and in an orderly fashion. Stock is stored on shelving between knee and shoulder height on wire racking and in wire baskets. The Storeperson is responsible for ordering and putting away new stock as it arrives.

Stock is delivered to the loading dock in the Supplies Department where the Storeperson will unload the stock required for their designated area. Stock is then loaded onto a trolley (small and large flatbed trolleys are available) and taken up to the local workplace areas to be put away. This may entail driving the company vehicle between sites (as required).

The Storeperson will be required to drive a forklift for the unloading of deliveries for approximately one hour each shift. They are also required to complete ordering / administrative tasks associated with managing the area they are assigned to. Administrative tasks (taking approximately 25% of time) include ordering / stock management by scanning the supplies bins, liaising with department managers and liaising with the Clinical Product Coordinator where required regarding back orders / alternate products.

**Ben James: OT Activities & Props**

**Sub-groups**

* Students in each sub-group will observe performance of actual work activities included in the job description of a store person. Students will observe workers (who have the same job as Ben) performing work activities in the workplace.
* Each sub-group may observe some or of all the work tasks pertaining to the job description of a Storeperson depending on the time of the visit. Combined, three sub-groups should observe most of the critical duties of the client’s job.

|  |  |  |
| --- | --- | --- |
|  | **Observed tasks in an OT department/university facility.**  **With client.** | **Activities in workplace.**  **Without client** |
| **Sub-Group A** | Transfer and mobility to interview rooms | Workplace - supplies/stores department  Consider   * Environment * Work process * Job demands * Special skills required * Equipment * Access * Supervisor’s attitude * Work culture * Staff parking and amenities |
| **Sub-Group B** | Postural endurance during interviews |
| **Sub-Group C** | Transfer and mobility after interview |

**Sub-Group A**

|  |  |
| --- | --- |
| **On campus requirements**   * Elbow Crutches | **Off campus requirements**  Supplies / Stores Department |

**Sub-Group B**

|  |  |
| --- | --- |
| **On campus requirements**   * Elbow Crutches | **Off campus requirements**  Supplies / Stores Department |

**Sub-Group C**

|  |  |
| --- | --- |
| **On campus requirements**   * Elbow Crutches | **Off campus requirements**  Supplies / Stores Department |

|  |  |  |
| --- | --- | --- |
|  |  | **UR:** \_\_\_\_\_  **Surname:** James  **Given Name:** Benjamin  **Address:** 45 Carlisle St, [Insert suburb]  **DOB:** 22.05.19\_\_ **Sex:** M **Claim No.:** M\_003588 |
| **Occupational Therapy Referral Form** | |

|  |
| --- |
| **Provider name:** Health Enhance Occupational Therapy **Provider no.** 038  **Provider address:** [Insert address]  **Telephone:** 1800 629 856 **Email address:** [RTW@Healthenhance.com.au](mailto:RTW@sunnybrookhealthcare.com.au) |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | **WORKER DETAILS** |   **1. Worker’s name:** Mr Benjamin James    Date of Birth: 22/5/19\_\_ Telephone Number: 0427 641 334  Claim Number**:** M\_003588 Insurer: ComCare Date of Injury: 2 September 20\_\_  Injury Type: Right Ankle Sprain  Worker’s Address: **45 Carlisle Street, [Insert suburb]** State: \_\_\_\_\_ Postcode: \_\_\_\_\_  Pre-Injury Job Title: Storeperson Pre-Injury Work Hours: 38 **hours/week**  Ceased Work Date: 2/9/20\_\_ Current Work Status: \_\_\_\_\_  RTW date (if applicable):\_\_\_\_\_ Current Hours of Work (if applicable): \_\_ **hours/week**  **REFERRAL DETAILS**  **2. Referring source:**   * Treating medical practitioner   ❑ Insurer on behalf of employer (authority attached)  ❑ Employer  ❑ Conciliation and Review  **Referrer details:**  **Referral Form**  Referrer name: **Dr [Insert name]** Organization: **Summit Medical Centre**  Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  State: \_\_\_\_\_\_\_ Postcode: \_\_\_\_\_  Telephone: [Insert contact number] Mobile: Email: \_\_\_\_\_  42_as_Interleaved_2_of_5_barcode[1]**3. Service request:** | | | | |
|  | * ***OES (Old Employer Service) Assessment***   ❑ ***NES (New Employer Service) Assessment***  **I have discussed this referral with:**   * **Employer**   ❑ **Treating Medical Practitioner** | **or** | ❑ ***Specific service: (please indicate)*** *(See over for further description)*  ❑ Functional Capacity Assessment  ❑ Ergonomic Assessment  ❑ Job Demands Assessment   * Workplace Assessment   Other: |  |
| * I have discussed this referral with the worker and they are in agreement.   Referrer’s Name: **Dr [Insert name]** Referrer’s Signature: Dr [Insert name]\_\_\_\_\_\_\_ Date: **13.9.20\_\_** | | | | |
| |  |  |  | | --- | --- | --- | | |  | | --- | | **EMPLOYER DETAILS** |   **4** Company Name: **[Insert organization name]**  Address: \_\_\_\_\_\_\_\_**[Insert address]**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  State: \_\_\_\_ Postcode: \_\_\_\_  Contact Name: **[Insert name]**  Telephone: \_\_\_\_\_\_\_\_\_\_\_Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   |  | | --- | | **TREATING MEDICAL PRACTITIONER DETAILS** |   **5.** Dr’s Name: **Dr [Insert name]**  Practice Name: \_\_\_\_\_ **Summit Cross Medical Centre** \_\_  Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  State: \_\_\_\_\_\_\_ Postcode:  Telephone: [Insert contact number] Mobile: \_**\_\_\_\_\_\_** Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  | | --- | | **6. Section to be completed by vocational rehabilitation provider:**  Has a vocational rehabilitation program previously been undertaken with you or another provider? ? Yes ❑ No❑  Interpreter required? ❑ Yes ❑ No Date of worker’s last recurrence: \_\_\_\_\_  Referral Type: ❑ Assessment ❑ Specific Service Date referral received:  Did this current referral proceed to assessment/specific service? Yes ❑ No❑ If **No** please indicate: ❑ 1st Schedule Redemption ❑ 2nd Schedule Settlement ❑ Common Law Election    Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Costs incurred: \_\_\_\_\_\_ |   **Rehabilitation Provider: Please enter details into the Online Rehabilitation application within 28 days of receipt of referral and retain copy on worker’s file** | | | | |