DVSM’s Practice Review Guide

Practice reviews are a way we can learn and grow professionally. In order to gain maximum benefit from practice reviews we rely heavily on the collective knowledge, collaboration, and shared insight of our fellow practitioners.

Practice reviews are a combination of facilitated discussion and supportive questioning where we seek to gain clarity, find solutions and generate new ideas. It is through reviewing our practice together that we learn from each other’s experiences.

Practice reviews have the following objectives:

- To support us to align our practice with DVSM’s Values and Practice Framework.
- To identify skills, knowledge or attitudes needed to develop improved practice skills for the people we support.
- To explore options that could enhance the wellbeing of the people we support.
- To create a culture of enquiry and reflection where we learn from each other’s knowledge and experience.
- To increase the opportunity for observational learning and exposure to a variety of situations and contingencies.
- To create an environment where supportive constructive feedback informs professional reflection and development.

Preparation for practice reviews is not something that should be done purely for the review. It is expected that much of the preparation would form part of “normal” case management practice. The level of detail required will be determined by the practice issue. In some instances a greater depth of detail may not be possible as the dilemma itself may be that we are finding it difficult to engage with an individual or family. Equally, in some instances a high level of detail may need to be provided in order to achieve a solution to the dilemma or practice issue we are faced with. It is up to us as practitioners to discern what information is necessary to be shared with the group to achieve our objectives.

Practice reviews will occur at a frequency determined by Team Leaders or Managers. All practice reviews will be facilitated by a clinical supervisor and attended by all team members (maximum five per group), with a case manager presenting information specific to their practice and the dilemma or question they are seeking support with.

It is our responsibility as practitioners to identify and clearly articulate the specifics of the practice difficulty we are experiencing and would like support with.

Practice Review Steps

Practioner self identifies areas for professional growth or challenges

Practitioner prepares for and presents to the group their challenges and areas where support is required

Group supports presenting practioner through facilitated discussion, questioning, analysis and proposing possibilities

Practitioner reflects on discussion and develops actions

Practitioner implements actions decided upon and feeds back to group

domestic violence SERVICE MANAGEMENT

sightlines clear pathways to outcomes

Practioner self identifies areas for professional growth or challenges

The following prompts may assist you to decide what you want to present at the practice review meeting;

- Are there times when it is difficult to align your practice with DVSM's Values and Practice Framework? What are the specific challenges you are presented with?
- What makes you want to discuss this particular practice challenge or problem?
- Are there gaps in your knowledge that are affecting your confidence in practice?
- Are you feeling disconnected, frustrated or unable to engage with a person that you are working with?
- Do you feel as though you are stuck and don't know what to do next to support someone to achieve their goals?
- Are your practice methods aligned with the needs of the people you support?
- Do you want to seek feedback from your colleagues to see if perhaps you have overlooked something?

For us to continually improve our practice and gain support with the challenges we are having we need to discuss specific details of the individuals who access our services. It is through this joint and collaborative discussion that we can examine our practice more intensely. As practitioners we are entrusted with large amounts of sensitive and private information. Whilst conducting practice reviews, it is imperative that we maintain the dignity and confidentiality of any individuals that may be discussed through the course of examining our practice.

Practice reviews are specific to the work that we do with the people we support - but they are also about us as practitioners and as team members and how we can continue to grow professionally.

When you have determined what practice issue you would like support with, it may be helpful for your preparation to ask yourself the following questions to assist with prioritising what should be presented to your team:

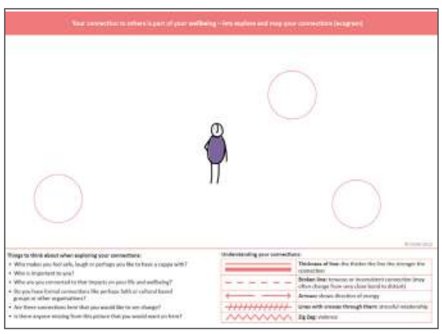
- What aspects of practice are you reflecting on at the moment?
- What aspects of practice are you uncomfortable with?
- What knowledge, theory or skill do you feel you need to develop?
- Is there an ethical issue you are currently grappling with?
- Is there a case management issue you are currently struggling with?

It is **important** that you are clear about what practice is challenging before you go into a practice review. You will need to be able to communicate with your team what you are **hoping to gain or the challenges** you face at the outset of your presentation.

Practitioner prepares for and presents to the group their challenges and areas where support is required

Conversation Tools

Wellbeing domains



Ecogram

Potential

Familiarise yourself with demographic information about the individual including completion of an ecogram. This will assist your peers to have increased insight and visibility of the practice challenge, this may include details such as length of time they have been supported by the service and yourself, age, living arrangements i.e. refuge or outreach, employment status, visa status, children.

As case managers we need to use professional judgement to discern what information needs to be brought to this group. To gain best results information shared will need to be relatively comprehensive while being mindful that when discussing or sharing personal information that only necessary information should be shared where it works towards achieving possible solutions or options for individuals, or supports practice gaps and the objectives of doing practice reviews.

You can use the Conversation Tools to explore information about the practice issue. This could include;

- Ecogram showing connections for individuals.
- History of strategies or actions prior to accessing support and whilst working with the service and practitioner.
- Challenges faced that may affect wellbeing or safety such as domestic and family violence, child protection, mental health, alcohol or substance abuse. Perhaps lack of social connection, visa uncertainty or language barriers.
- Goals individuals have articulated within the case planning process and strategies that have been implemented to date to achieve these wellbeing goals.
- Any hypothesis about a particular incident or something that happened that has affected or impeded the way that you practice. An example of an incident might be you were required to make a mandated report and now you feel that trust in the relationship has eroded.

Identify what you have tried so far to address your challenge and what you have learnt about yourself through your work.

Group supports presenting practioner through facilitated discussion, questioning, analysis and proposing possibilities

Through facilitated discussion team members will ask questions to gain clarity and to increase practice knowledge and awareness. These questions support you to expand and reflect on your thinking and your practice. Discussion with your team should assist you to question yourself about what assumptions you hold and to support new practice ideas for the people you support.

A key part of practice reviews is your team **offering observations** and **making suggestions** in a way that contributes to group learning while recognising the particular place of the case manager in the discussion and with the person you are supporting.

Sometimes probing questions or others offering suggestions or insight can feel uncomfortable, part of the challenge of practice reviews is learning how to extend on our practice through reflection and learning from the insight of others.

Colleagues also interact with the people we support on a regular basis so they may hold additional information and important observations to share with you that may assist with increasing your awareness around the practice dilemma or challenge that has been identified.

To assist with questioning, each of the participants has access to a list of discovery and innovation questions that may help them to ask questions to support you, dependent on the dilemma or challenge posed.

The facilitator will support the discussion to have some structure, facilitate productive questioning and interaction and challenge the group if they lose focus or purpose. The facilitator will help to summarise what has been discussed and support the group to keep DVSM Values and Practice Framework in view.

Practitioner reflects on discussion and develops actions

It is through reflection that we often learn the most. Through reflection we process and develop new understanding and ways to practice.

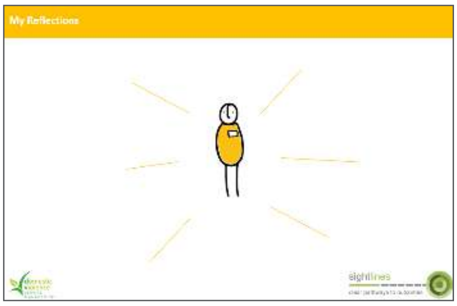
Through a practice review with your colleagues, you have reflected on practice and how you could improve. In order to not lose the benefit of this learning, take a moment to document the standout information of the practice review meeting.

It will be helpful to complete this reflection immediately after presenting practice review:

- What were the key points that I heard and took away from the practice review?
- What insights do I now have about my practice and my perspective?
- What action will I take? What will I do differently?

Practitioner implements actions decided upon and feeds back to group

To continue to develop professionally it is important that we not only reflect on what we are doing but that from this reflection we make decisions about what needs to change or what actions could be taken.



To support all team members to grow together from practice reviews, it will be helpful for everyone if presenting practitioners come back to their colleagues to feedback what was learnt, what action or changes were made or what happened as a result of the information shared within the practice reviews.

This information is presented back at the start of the next practice review meeting.

Practice Review Timings

Please see below table for approximate timings for practice review meetings, however they are not prescriptive and are to be used as a guide.

Time	Activity
15 minutes (previous presenter)	**PRACTITIONER FEEDBACK** *(from previous session)* Key learnings, actions taken and outcomes of changes made.
30 minutes	**SHARING INSIGHTS** Pracititioner shares practice challenge. Colleagues ask discovery and innovation questions to open up thinking. With the practitioner's permission, colleagues offer observations and suggestions.
15 minutes	**REACHING OUT** The facilitator helps the group crystallise their conclusions and possible next steps or action that could be taken.
After the Practice Review	**TAKING ACTION** The case manager reflects further on the practice review and identifies what was learnt. Key learnings and actions to be taken are documented and acted upon, and then presented at the start of the next practice review meeting.