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2005

FIM Information and Procedures Manual

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Introduction

This procedure manual has been put together for the benefit of health services that use the FIM. Hopefully it will provide many with a better understanding of how the FIM Tool and the Australian Rehabilitation Outcomes Centre (AROC) interact. The team at AROC is continuously revising and updating the FIM process to improve its efficiency and efficacy. If you have any inquiries or suggestions, please do not hesitate to call Carrie Findlay on 02 4221 4411.

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AROC: Who's who when it comes to FIM

The Australasian Rehabilitation Outcomes Centre has as one of its aims, to administer the training and use of FIM effectively and efficiently. To achieve this several staff members are dedicated to assist with any need that may arise. Table 1 below, gives a list of staff and their designated roles within AROC when it comes to FIM. Should you need any assistance in any of these areas please call the appropriate person and they will be happy to help.

Table 1 FIM contact list

<i>Staff Member</i>	<i>Designated FIM Role</i>	<i>Contact Details</i>
Karen Quinsey	FIM Manager <ul style="list-style-type: none">• Clinical questions• Overall management of FIM administration at CHSD.	Tel: 02 4221 3145 Email: kquinsey@uow.edu.au Fax: 02 4221 4679
Carrie Findlay	FIM Development Officer <ul style="list-style-type: none">• Workshop Organisation• Credentialling• Reports• Exams & Resources	Tel: 02 4221 4685 Email: carrief@uow.edu.au Fax: 02 4221 4679
Laura Willmott	FIM Administration Support <ul style="list-style-type: none">• Invoicing• Exams & Resources	Tel: 02 4221 4411 Email: willmott@uow.edu.au Fax: 02 4221 4679

What we need from facilities

If AROC is going to achieve its aim of making the administration of FIM as efficient as possible it needs the help of individuals and facilities alike. Below are a few things that the FIM team would appreciate from you.

Have a FIM Coordinator

Correspondence with one person as opposed to many is far more effective for both AROC and the facility. It reduces the chances of mixed messages and confusion. It would be greatly appreciated if each facility could designate a single staff member who the FIM team can have contact with. This may not necessarily be the FIM Facility trainer though this is often the case. It is suggested that the FIM Coordinator perform the following functions:

- Ensure that staff are kept up to date with their credentialling (see section 5)
- Copy and post exams
- Receive and distribute exam results and certificates
- Receive reports
- Organise training if required
- Be the central contact point who the FIM team can contact at any stage.

If you do not currently have a FIM Coordinator and reading this has alerted you to the need at your facility then please inform AROC by completing Appendix 1 so that we can update our record.

Help us keep your records up to date

The distribution of general information regarding the FIM relies heavily on having correct contact information. For this reason it is imperative that details are kept up to date, however this is extremely difficult when details change so regularly due staff turnover, name changes, etc. If anything occurs that you think may make the information held by AROC inaccurate please let us know. With email addresses especially, please be sure to update AROC by visiting our website www.uow.edu.au/commerce/aroc and following the links.

FIM Status reports (p.8) are sent quarterly and outline who, at each facility is credentialed. For this report to be accurate it is essential that the FIM Coordinator keep AROC informed of people commencing and departing positions at the facility or changing their name. This will result in accurate reporting that is obviously the best outcome for AROC and for individual facilities.

Fill in the exam cover sheet

When sending an exam to AROC for marking please ensure that you have completed the Cover sheet for the FIM Credentialling Examination (Appendix 2). Without this it can be very difficult to ascertain what facility a candidate is affiliated to, and exams can be lost.

Credentialling

To become credentialed you must complete credentialling exam. It is strongly recommended that candidates are competent in FIM scoring before attempting the examination. Competence will result from training and revision. Examinations are available from AROC (please see section 4). Credentialed status lasts for 2 years, after which candidates must sit a re-credentialling exam if they wish to remain credentialed.

Credentialling Levels

There are three levels of FIM status master trainer (MT), facility trainer (FT) and clinician. The attainment of each level has different requirements as follows:

a) Master Trainers

Master trainers are contracted to AROC and train outside their facility for payment, but within their facility training is done as part of their normal paid time. Master trainers train in all facilities (public and private) and they conduct both the FIM workshops for clinicians and the Facility trainer workshops for prospective FIM Trainers. Master trainers have extensive experience with the FIM and training others how to administer the FIM. The essential and desirable criteria for Master trainers are listed in Table 2 below.

Table 2 Essential and Desirable Criteria for Master Trainers

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> ▪ trained in FIM scoring by a Master trainer ▪ contracted to AROC ▪ 90% in credentialling exam ▪ attended the "FIM Facility trainer" workshop ▪ current credentialling status ▪ 5 yrs experience using the FIM tool ▪ 3 yrs experience as a FT or evidence of training 	<ul style="list-style-type: none"> ▪ training experience - in training trainers ▪ training qualification (eg. train the trainer)

b) Facility Trainers

Facility trainers train staff within their facility, as part of their job description, in their normal paid time (i.e. not as an independent contractor). The essential and desirable criteria for Facility trainers are listed in Table 3 below.

Table 3 Essential and Desirable Criteria for Facility Trainers

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> ▪ be trained in FIM scoring by a Master trainer ▪ pass the credentialling exam to at least 85% ▪ have attended a FIM Facility Trainer workshop ▪ have current credentialling status ▪ 3 years experience using the FIM tool ▪ supported by employer 	<ul style="list-style-type: none"> ▪ training experience - in small groups ▪ training qualification (eg. small groups)

c) Clinician

Clinicians score the FIM within their facility in their paid time. The essential and desirable criteria for clinicians are listed in Table 4 below.

Table 4 Essential and Desirable Criteria for Clinicians

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> ▪ passed the credentialling exam with 80%+ 	<ul style="list-style-type: none"> ▪ Trained by either master trainer or facility trainer

The credentialling exam

For a staff member of your organisation to become credentialed in the FIM they must complete, submit and pass an exam. In attempt to maintain a high standard among clinicians the pass mark for the FIM exam is set at 80%.

Ordering the Exam

If the candidate is going to an AROC run training workshop (please see section7) there is no need to order an exam as they will be provided. If they are doing it of their own accord however they will need to contact AROC for the exam to be sent to them. To order an exam, you will need to complete the resource ordering form Appendix 3 and faxing it to Laura Willmott on 02 4221 4679.

Exam Conditions

The conditions that the exam must be done are quite flexible and can be altered to suit each individual facility. The exam can be supervised in a group environment or sent away with the candidate to complete at their own leisure.

Cover Sheet

It is absolutely essential that for every package of exams sent to AROC that an exam cover sheet (Appendix 2) be completed to ensure correct feedback details. Without this, exams may be lost or they may be impossible to track back to a facility.

Sending the Exam

The odd exam has occasionally been known to go astray, so to prevent unnecessary panic please make a copy of any exam you send to AROC and keep it on file. Once you have made a copy send the exam/s and cover sheet to:

<p>FIM Training and Resource Coordinator AROC Centre for Health Service Development Building 29 University of Wollongong NSW 2522</p>

Notification

When the exam has been marked AROC will send you a notification email or letter informing you of the results (Appendix 4). This will outline the candidates name, their percentage mark and their areas of weakness. Please note that the areas of weakness is not a list of the questions that the candidate got wrong but the questions that were incorrect in either case study one or two i.e. if a candidate has listed on their report that an area of weakness was 7 that means that they could of got question 7 wrong in case study one or case study two or both.

Certificates

If a candidate passes the exam they will receive a certificate outlining their mark and recredentiailling date (Appendix 5). Certificates are also issued for people who have attended workshops run by a master trainer.

Billing

The cost of each exam is \$30.00 and is only charged when and if a candidate passes the credentiailling exam.

Reports

AROC periodically send out reports advising facilities of their current FIM status. There are two main types of reports:

Quarterly FIM Status Reports

This report (Appendix 6) comes out quarterly and forms an attachment to the AROC Hospital Reports. It gives facilities a list of staff that AROC have on their records as

having either a current or expired credentialling status. Please ensure that on receipt of this report that you check it and advise AROC if there are any errors or omissions.

Recredentialling Report

The recredentialling report (Appendix 7) is sent out to facilities quarterly informing the FIM Coordinator of the staff at their facility who need recredentialling. To update their status the candidate would just need to resit the exam. Please note they do not need to go through the training process again.

Ordering Resources

To order resources, the resource order form (Appendix 3) must be completed and faxed, emailed or posted to:

<p>FIM Training and Resource Coordinator AROC Centre for Health Service Development Building 29 University of Wollongong NSW 2522</p>
--

If the resources are in stock they should arrive within 1-2 weeks of the order being submitted.

Workshops

AROC offers several types of workshops:

FIM training workshop hosted by a facility

This type of workshop is for people who have not used the FIM tool before, or who have a limited knowledge of the tool. Clinicians can attend this workshop and sit the exam to become credentialed in the FIM. This type of workshop can be run by either an AROC master trainer or by a facility trainer. FIM workshops run by AROC usually commence at approximately 10 am and conclude at approx 3-4 pm.

FIM training workshop hosted by AROC (Master Trainer)

Commonly referred to as an Open FIM workshop, this is the same in content as that run at a facility (see above). The difference is that it is run and organised by AROC. People from all over the state can come to this workshop.

Facility Trainers Workshop Hosted by a Facility (Master Trainer)

This type of workshop is for people who have previously attended a FIM workshop (above) conducted by a master trainer and have obtained 85+ in their exam result. The aim of this workshop is to train and equip clinicians with the skills needed to train other staff at their facility. They should be proficient in the use of the FIM. This type of workshop can only be conducted by a master trainer. Facility trainers workshops usually commence at approx 8:30-9 am and conclude at approximately 1-2 pm.

Facility Trainers Workshop Hosted by AROC (Master Trainer)

Commonly referred to as an Open facility trainers workshop, this is the same in content as that run at a facility (see above). The difference is that it is run and organised by AROC. People from all over the state can come to this workshop.

For the prices of these workshops please see Appendix 8

Organising workshops

It is very important that your first point of call should you wish to organise a workshop or attend a workshop is Carrie Findlay at AROC (see section 1). Please note that the master trainers do not organise the workshops, AROC does.

Open Workshops

All open workshops will be advertised on our website www.uow.edu.au/commerce/aroc and an email will be sent to the FIM list. Application forms Appendix 9 will be available on the website for downloading. Alternatively if you call either Laura Willmott or Carrie Findlay you can arrange for the form to be faxed or posted to you. To secure your place in the workshop fax or post the completed form to Carrie Findlay. Once your place in the workshop has been confirmed transport and accommodation (if required) is your responsibility.

Workshops run at your facility

It is vital to remember that it is AROC that organises this kind of workshop not the master trainers. If you are interested in having a master trainer come and run a workshop at your facility please call Carrie Findlay and she will be delighted to help. Alternatively your first move may be to fill in the workshop request form Appendix 10 and fax it to Carrie. Once AROC has received your workshop request they can then proceed with organising the workshop i.e. organising dates and resources. From this point forward it is up to the facility to provide the equipment needed for training i.e. overhead projector, television/VCR and catering.

Cost of workshops

Workshops are run on a cost recovery basis. The structure is designed so that it is more economical for hospitals to have workshops run at their facility rather than sending them to one that AROC runs. This is true for a facility if they have eight or more people to train. The great thing about the trainer coming to your facility is that you can have as many people trained as you need for that flat rate, provided the venue can hold the numbers with a relative level of comfort, for further pricing details please see Table 5.

Table 5 FIM Workshop Expenses

	<i>FIM Workshop Hosted by Facility</i>	<i>FIM Workshop Hosted by AROC</i>	<i>Facility Trainer Workshop Hosted by Facility</i>	<i>Facility Trainer Workshop Hosted by AROC</i>
Weekday workshop	\$840	\$110/person	\$670	\$100
Weekend workshop	\$1100		\$840	
Resources	\$20/manual	\$20/manual	\$25/manual	\$25/manual
Trainer's expenses	Travel & Accommodation		Travel & Accommodation	
Participant expenses		Travel & Accommodation if required		Travel & Accommodation if required

Evaluation

AROC has as one of its aims, to continually improve the process of FIM Training and management. To aid this, evaluation forms Appendix 11 are to be completed for all of the workshops conducted by a master trainer. It is very important that these are completed and sent to Carrie Findlay at AROC. After AROC has received the forms they are entered into a data base to be analysed so a report (sample Appendix 12) can be produced. Through this process it is hoped that any problem areas that are identified will be rectified. For this reason we ask that all people doing the FIM training complete the evaluation forms.

Finance

The first point of contact with regards to any financial matters is Laura Willmott, though Carrie Findlay is also available to take queries. AROC is placed within the Centre for Health Service Development (CHSD) which in itself sits within the University of Wollongong. CHSD therefore abides by the university's financial infrastructure. The University of Wollongong **does not take credit card payment** and cheques must be made payable to the **University of Wollongong**.

FIM is run completely on a cost recovery basis; therefore every effort is made to keep the prices to a minimum. Should there be any increase in outlay for AROC there will be a resulting increase in cost for you. All billing will occur after the event whether it be the ordering of resources or workshop attendance, facilities will be invoiced after the service and/or product is delivered.

Appendix 1



New FIM Coordinator Record Sheet

Facility Name

Name of New FIM Coordinator

Position Telephone

Email

Postal Address

.....

.....

Appendix 3



Australasian Rehabilitation Outcomes Centre

FIM TRAINING RESOURCES ORDER FORM

FACILITY NAME: ORDERED BY:
 ADDRESS: EMAIL:

PAYMENT DETAILS: CHEQUE ENCLOSED \$.....Receipt required Y / N or PLEASE INVOICE

Fax, mail or email your order to: AROC, C/- CHSD, University of Wollongong NSW 2522
Fax: (02) 4221 4679 ☎ (02) 4221 4411 Email:

PLEASE MAKE ALL CHEQUES
 PAYABLE TO THE
 UNIVERSITY OF WOLLONGONG

Resource	Description	Cost (incl GST)	Tick Box to Order	Number Required
FIM Training Manual – A Participant Manual for the FIM Training Workshop	Manual for initial FIM training. All FIM trainees need to have access to a participant manual for study and to complete the credentialling examination.	\$20.00	<input type="checkbox"/>	
Facility Trainer Manual for the FIM Workshop	Manual for facility trainers. How to run a FIM training workshop in your facility.	\$25.00	<input type="checkbox"/>	
CD-ROM of Presentation Slides and Practice Case Studies	Contains: 1. file to print out to transparencies (MS Powerpoint) for overheads 2. file of 7 practice case studies (MS Word) 3. identical files in Adobe Acrobat requiring Acrobat Reader to open 4. Acrobat Reader application to install on your computer	\$35.00	<input type="checkbox"/>	
Diskette of Presentation Slides and Practice Case Studies	Contains: 1. file to print out to transparencies (MS Powerpoint) for overheads 2. file of 7 practice case studies (MS Word) 3. identical files in Adobe Acrobat requiring Adobe Reader to open Does not include Acrobat Reader application.	\$35.00	<input type="checkbox"/>	
Videotape	Video demonstrating FIM scoring for a stroke patient	\$65.00	<input type="checkbox"/>	
Examinations	Candidates must pass this exam to become credentialled FIM scorers (AROC will invoice you once the exams are marked)	\$30.00	<input type="checkbox"/>	

Appendix 4



Australasian Rehabilitation Outcomes Centre

AROC
C/- Centre for Health Service Development
Faculty of Commerce
University of Wollongong NSW 2522
Phone: (02) 4221 4411
Fax: (02) 4221 4679

Assoc. Prof. J.E. (Ben) Marosszeky
Clinical Director

www.uow.edu.au/commerce/aroc
Email: aroc@uow.edu.au

7 Jan. 05

Dear Cord

I am writing to inform you of the status of the FIM credentialling exams you recently sent to us for marking. The marking scale is as follows: a mark of 80% is required to pass the exam. Candidates who wish to become Facility Trainers must have had training from a FIM Master Trainer and meet a range of other criteria.

Candidates who have failed the exam are advised to restudy their FIM manual and have the chance to resit the exam when they wish to. A case study (CS) key is included below to assist in the areas of weakness.

If you have any queries, please do not hesitate to contact me.

Regards

Carrie Findlay

PASSED CANDIDATES		
Name	Mark	Areas of weakness
FAILED CANDIDATES		
Name	Mark	Area of Weakness

Case Study 1 & 2 Key:

- | | | |
|-------------------------|-----------------------------|--------------------------------------|
| 1. eating; | 2. grooming; | 3. bathing; |
| 4. dressing upper body; | 5. dressing lower body; | 6. toileting; |
| 7. bladder management; | 8. bowel management; | 9. transfer to bed/chair/wheelchair; |
| 10. transfer to toilet; | 11. transfer to shower/tub; | 12. locomotion; |
| 13. stairs; | 14. comprehension; | 15. expression; |
| 16. social interaction; | 17. problem solving; | 18. memory |

Appendix 5



Australasian Rehabilitation Outcomes Centre

FIM CREDENTIALLING

This is to certify that

«Name»

has attained a FIM examination result of «Mark»

Certificate issued «Issue_Date»
Accreditation current until «Valid_Date»

Assoc. Professor J.E. (Ben) Marosszky
Clinical Director, AROC

Appendix 6

Quarterly FIM status report

Hospital A

(NSWXXX)

Accreditation Type	<u>Person ID</u>	<u>Name</u>	Recredentialing date
Accredited	NSW032-006	Ms Jan Smith	1/01/2005
Not Accredited	NSW032-009	Ms Joe Bloggs	1/07/2004

Appendix 7

Recredentialing report

Hospital B

[QLDYYY]

Recredentialing date: 1/01/2004

<u>Person ID</u>	<u>Name</u>	<u>Job title</u>	<u>Accreditation type</u>
QLDYYY-XXX	Michael Smith	Nurse	Clinician
QLDYYY-ZZZ	Robert Brown	Nurse	Clinician

Appendix 8



FIM TRAINING WORKSHOP COSTS

Training workshops in the Functional Independence Measure (FIMTM) are conducted by a Master Trainer contracted to the Australasian Rehabilitation Outcomes Centre.

FIM Training Workshop Hosted by a Facility (conducted by a Master Trainer.)

\$840.00 (incl gst) per day for a **weekday** workshop.

\$1100.00 (incl gst) for a **weekend** workshop

\$20.00 (incl gst) each for the FIM Training Manual (1 manual required per person)

\$30.00 (incl gst) for a passed FIM examination (to be invoiced after AROC has received and marked the exams) Exam credentialling is optional.

Optimum numbers are between 15 and 25 people

The FIM Master Trainer's accommodation and travel costs are to be paid by the host facility.

FIM Training Workshop Hosted by AROC (conducted by a Master Trainer)

\$110.00 (incl gst) per person

\$20.00 (incl gst) each for the FIM Training Manual

\$30.00 (incl gst) for a passed FIM examination (to be invoiced after AROC has received and marked the exams)

Facility Trainers Workshop Hosted by a Facility (conducted by a Master Trainer)

\$670.00 (incl gst) per day for a weekday workshop

\$840.00 (incl gst) for a **weekend** workshop

\$25.00 (incl gst) each for the Facility Trainers manual

There is no exam for this workshop

Optimum numbers are between 15 and 25 people

The FIM Master Trainer's accommodation and travel costs are to be paid by the host facility.

Facility Trainers Workshop Hosted by AROC (conducted by a Master Trainer)

\$100.00 (incl gst) per person

\$25.00 (incl gst) each for the workshop manual

Appendix 10



FIM TRAINING WORKSHOP ORDER FORM

Contact Name:

Address:

.....

.....

Phone:..... Fax:

Email:

Workshop (weekday)
Number required: \$840.00

Workshop (Saturday)
Number required: \$1100.00

Training Manuals
Number required (1 per participant):.....

Workshop Date(s):

(Complete only if date has been arranged with AROC)

Signature

Please mail or fax your order form to:
FIM Training and Resources Coordinator
AROC C/-
Centre for Health Service Development
University of Wollongong
Wollongong NSW 2522

Appendix 11



Australasian Rehabilitation Outcomes Centre

FIM Training Workshop Evaluation form

Your reactions and comments regarding this program are important to us.
Thank you for taking a few minutes to complete this form.

Date of workshop _____ Trainer _____

FIM workshop participant profile

Please indicate your discipline? <i>(please tick <u>one</u> only)</i>			
<input type="radio"/> Administrator	<input type="radio"/> Medical Records	<input type="radio"/> Diversional Therapist	<input type="radio"/> Nurse
<input type="radio"/> Occupational Therapist	<input type="radio"/> Psychologist	<input type="radio"/> Physician	<input type="radio"/> Physiotherapist
<input type="radio"/> Quality Improvement	<input type="radio"/> Social Worker	<input type="radio"/> Speech Pathologist	<input type="radio"/> Other
How long have you been using the FIM? <i>(please tick <u>one</u> only)</i>			
<input type="radio"/> Less than 6 months	<input type="radio"/> Between 6 months and 2 years	<input type="radio"/> More than 2 years	
Prior to this workshop, which other workshops have you attended? <i>(please tick <u>all that apply</u>)</i>			
<input type="radio"/> Facility run workshop with Master trainer	<input type="radio"/> AROC run workshop with Master trainer	<input type="radio"/> Facility run workshop with Facility trainer	
<input type="radio"/> Have not previously attended any FIM workshop <input type="radio"/> I have attended a FIM workshop but with unknown trainer level			
Prior to this workshop, how many times have you sat the credentialling exam? <i>(please tick <u>one</u> only)</i>			
<input type="radio"/> Never	<input type="radio"/> Once	<input type="radio"/> Twice	<input type="radio"/> Three or more times
After this workshop, do you intend to sit the credentialling exam? <i>(please tick <u>one</u> only)</i>			
<input type="radio"/> Yes <input type="radio"/> No			
If you were to sit the credentialling exam, which method would you prefer? <i>(please tick <u>one</u> only)</i>			
<input type="radio"/> Hard copy (mail) – current system	<input type="radio"/> Online – proposed system	<input type="radio"/> Either hard copy or online, no preference	

Program Content

Low → High

- To what degree do you feel the content of this workshop is relevant to your needs? 1 2 3 4 5 6 7
Comment

- How well was the workshop content organised to facilitate understanding of the material? 1 2 3 4 5 6 7
Comment

- How well could you relate to the examples used to illustrate the concepts in the workshop? 1 2 3 4 5 6 7
Comment

- To what degree do you feel that there was a good balance of theory and application in this workshop? 1 2 3 4 5 6 7
Comment

- To what extent were the visual aids and printed material effective in presenting or reinforcing the information being presented? 1 2 3 4 5 6 7
Comment

please complete over page

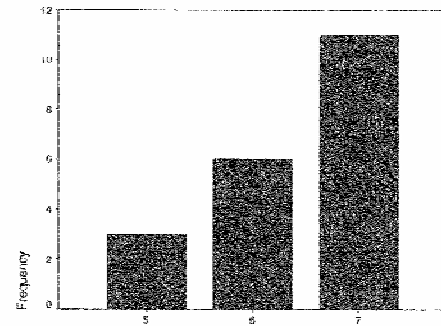
Presentation

Appendix 12

Q1: To what degree do you feel the content of this workshop is relevant to your needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3	15.0	15.0	15.0
	6	6	30.0	30.0	45.0
	7	11	55.0	55.0	100.0
	Total	20	100.0	100.0	

Comments: Very helpful



Q2: How well was the workshop content organised to facilitate understanding of the material?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5	3	15.0	15.0	15.0
	6	7	35.0	35.0	50.0
	7	10	50.0	50.0	100.0
	Total	20	100.0	100.0	

Comments: Well

