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PROGRAM OVERVIEW AND GUIDEBOOK



# Welcome to the Infinity Rehab Clinical Champions program!

The Clinical Champions Program is Infinity Rehab’s professional development advancement program that focuses on identifying and developing the clinical behaviors that are essential for effective clinical practice at Infinity Rehab.

## The Clinical Champions program has three main goals:

- 1) To help every Infinity clinician understand the core behaviors that we consider to be essential practices to deliver high-quality patient care
- 2) To provide a roadmap for everyone to advance his or her own skills toward higher levels of expertise in those areas
- 3) To serve as a structure for the effective rollout of patient care improvement programs for the company

The program consists of core behaviors across five main skill areas that are essential to effective clinical practice at Infinity Rehab:

<b>Direct Patient Care</b>
Clinical Decision Making
Patient Self-Management
Collaboration and Teamwork
<b>Personal Attributes</b>
Readiness for Change
Ongoing Learning and Development

Clinician practice is measured in each of these five areas across three levels of progressive excellence, providing a clear framework for every Infinity clinician to advance to his or her development within the company.

## Who can participate in the Clinical Champions program?

The short answer: **YOU!**

The Clinical Champions is an inclusive program designed to support every clinician within the company. We believe that the essential behaviors identified in the program are critically important because they represent very specific actions our clinicians can take in their day-to-day work to produce outstanding patient care outcomes.

For these reasons, **Level 1 skill in each of the five core areas is required** for all “hands on” clinicians at Infinity.

We expect all treating therapists and assistants to regularly demonstrate all Level 1 behaviors within 90 days of beginning the job, and to maintain Level 1 practice habits throughout the duration of their employment with Infinity.

Once Level 1 is reached, Infinity encourages every clinician to pursue advanced professional excellence by working to consistently demonstrate Level 2 & Level 3 behaviors in each of the five core areas.

**Level 2 & Level 3 are voluntary levels** that are designed to be challenging to attain and are paired with increased incentives and opportunities to reward those dedicated to demonstrating advanced clinical practice with our patients.

Level	Description	Expectation
Level 1	Core Behaviors	Required
Level 2	Demonstrates Mastery	Voluntary
Level 3	Influences Others	Voluntary

## Level 1: Core Behaviors

Level 1 clinicians demonstrate behaviors that are core to the job of providing high-quality, direct patient care.

### Key Points

- ALL “hands on” clinicians & directors should demonstrate 100% of Level 1 behaviors within 90 days of beginning work at Infinity. Once Level 1 is initially completed, clinicians & directors are expected to maintain Level 1 practice throughout the duration of their employment with Infinity.
- Evidence and examples of Level 1 behaviors should be recorded in the “Competencies” section of Ultipro under the five Level 1 competencies assigned to the employee’s record.
- Goal progress toward “100% complete” Level 1 behaviors should be recorded in the “Goals” section of Ultipro under the “P Level 1 Clinical Champions” goal assigned to the employee’s record.
- Directors (Director of Rehab, Outpatient Clinic Director, Home Health Clinical Coordinator) are responsible for verifying that each “hands on” clinician they supervise reaches & maintains Level 1 practice behaviors.

### The DOR/OPCD/HHCC should use the following info to make this decision:

- 1) The individual’s self-reflection, as recorded on the Clinical Champions Worksheet and documented under “Competencies” in Ultipro
- 2) Personal observation of the individual’s clinical practice
- 3) Feedback from the clinician’s peers and/or patients, as appropriate

## Level 2: Demonstrates Mastery

Level 2 clinicians demonstrate advanced skills that show a willingness & ability to push one's own clinical skills into an area of growth and development.

### Key Points

- Once a clinician has demonstrated all Level 1 behaviors and documented completion in Ultipro, he or she may choose to advance toward Level 2.
- Progress toward Level 2 status begins with the employee requesting that Level 2 behaviors be assigned to their "Competencies" in Ultipro.
- Progress toward completing Level 2 behaviors should be recorded in the "Competencies" section of Ultipro under the five Level 2 competencies assigned to the employee's record.
- To complete Level 2 status, the clinician must submit an application (*found at Springboard → Career Development → Clinical Champions*).
- The Area Rehab Director (ARD) is responsible for approving clinicians for Level 2 status.

### The ARD should consider the following information to make this decision:

- 1) Completed application submitted by the individual, including a letter of recommendation from the clinician's direct supervisor
- 2) The individual's self-reflection, as recorded on the Clinical Champions Worksheet and documented under "Competencies" in Ultipro
- 3) Feedback from the clinician's peers and/or patients, as appropriate

## Level 3: Influences Others

Level 3 clinicians demonstrate highly-advanced skills that exemplify model clinical behavior, including an ability to influence others toward excellence.

### Key Points

- Once a clinician has demonstrated Level 2 behaviors and documented completion in Ultipro, he or she may choose to advance toward Level 3.
- Progress toward Level 3 status begins with the employee requesting that Level 3 behaviors be assigned to their “Competencies” in Ultipro.
- Progress toward completing Level 3 behaviors should be recorded in the “Competencies” section of Ultipro under the five Level 3 competencies assigned to the employee’s record.
- To complete Level 3 status, the clinician must submit a portfolio (*found at Springboard → Career Development → Clinical Champions*).
- The Director of Professional Development (DPD) is responsible for approving clinicians for Level 3 status.

### The DPD should consider the following information to make this decision:

- 1) Completed portfolio submitted by the individual, including requested letters of recommendation and an interview with key Infinity leaders
- 2) The individual’s self-reflection, as recorded on the Clinical Champions Worksheet and documented under “Competencies” in Ultipro
- 3) Feedback from Ops, HR, Quality & Outcomes, and Compliance as needed

## Benefits for Level 1 Clinicians

As outlined in Infinity's Life-Long Learning (4.10) & Professional Dues (4.11) policies, Level 1 clinicians enjoy these benefits to help achieve and maintain Level 1 status:

- **CEU 360** - an online learning management system offering:
  - Unlimited access to over 1,000 hours of accredited CE courses, with a minimum of 200 hours of new courses developed annually
  - World-renowned course presenters who are leaders in their field of study
  - Professional development courses
  - Engaging presentations and clinical demonstrations via a media-rich content delivery system
  - Live, continuing education webinars providing interaction with the course presenter
  - Compliance training
  
- **Annual Symposium** (Northwest and Mountain)
  - Includes educational courses and an employee appreciation event
  - Full-time and Part-time employees attend with paid registration fee.
  - Symposium Travel stipend (based on proximity to event; can be used to cover mileage, airfare, train, hotel, or car rental expenses – no food or fuel coverage).
  
- **State/National Professional Association Dues/License Fee Support**
  - After full time employment of 5 years, benefitted FT30 or FT40 clinicians are eligible to receive reimbursement up to \$300 annually for State and/or National professional therapy association dues OR reimbursement of your therapy state license fees.

*\*Please see Life-Long Learning & Professional Dues/State License Reimbursement Benefit policies (located on Springboard) for full details and terms for these benefits.*

## Benefits for Level 2 & Level 3 Clinicians

In addition to receiving Level 1 benefits, clinicians who successfully demonstrate & maintain Level 2 or 3 status enjoy these added benefits:

	<b>Level 2</b> <i>*Open for up to 150 clinicians in 2018</i>	<b>Level 3</b> <i>*Open for up to 15 clinicians in 2018</i>
<b>Recognition</b>	<ul style="list-style-type: none"> <li>• Special edition name tag</li> <li>• Name added to IR Clinical Champions webpage</li> </ul>	<ul style="list-style-type: none"> <li>• Special edition name tag</li> <li>• Name added to IR Clinical Champions webpage</li> <li>• Insider/Blog feature article</li> </ul>
<b>Compensation</b>	<ul style="list-style-type: none"> <li>• Up to \$300 annually to use toward approved professional expenses</li> <li>• Annual Symposium event fee waived</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$1500 annually to use toward approved professional expenses</li> <li>• 2 days PTO (16 hours max) toward approved time for professional development</li> <li>• Annual Symposium event fee waived</li> </ul>
<b>Experiences</b>	<ul style="list-style-type: none"> <li>• Preferred consideration for lead role in local program quality improvement projects</li> <li>• Preferred consideration for serving on discipline-specific Practice Council</li> </ul>	<ul style="list-style-type: none"> <li>• Priority consideration for lead role in regional/corporate level quality improvement projects</li> <li>• Priority consideration for serving on discipline-specific Practice Council</li> <li>• Other invitations available on a case-by-case basis based on business need, such as annual Strategic Planning, representing Infinity at local/national professional association events, etc.</li> </ul>