



Knows what different services and organisations do.

Knows how to make contact with different services and organisations.

Respects differences between services in culture, processes, and priorities.

Responds positively to all contacts and referrals, educating referrer if needed.

Establishes context **before** undertaking actions.

Is familiar with commonly-met cultures in the service's population.

Avoids making any assumptions about social context.

Respects differences in culture and priorities when planning rehabilitation.

Prioritises listening over talking.

Accurately recognises different impairments affecting communication.

Adapts communication style and content to the person's abilities.

Use all communication channels (phone, written, video etc) effectively

Generic capabilities for professions in rehabilitation

.. function within the healthcare and social support systems."

.. adapt actions to the patient's social context"

.. communicate effectively, sharing decision-making"

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.. base clinical practice on evidence and professional standards."

Uses professional and other guidelines relevant to clinical activities

Seeks out evidence when unaware of evidence-base for work.

Adheres to relevant legal and ethical frameworks.

.. teach and supervise healthcare trainees."

Supervises, teaches and supports trainees from any and all professions

Organises or participates in structured educational programmes and activities

Seeks feedback after teaching, and adapts teaching in response

.. understand and support research."

Evaluates published research and guidance critically.

Engages positively and actively with any research involving the service or patients

Researches and finds answers to problems arising in clinical work

.. focus on quality and safety, participate in quality improvement."

Actively supports and engages in all quality monitoring and improvement activities.

Considers how to improve the quality of other services being used by patients seen.

Works to improve quality of inter-service and inter-organisation collaboration and communication.