

## **A guideline for planning STA services at all levels of health care**

This guideline was developed to facilitate rehabilitation service planning and implementation at all levels of health care. It is contextualised within the framework of the National Department of Health’s policies, programmes and priorities. Services are grounded within the principles of patient-centered care, which proposes a life-course perspective across the continuum of care with effective intersectoral collaboration. While this document provides guidelines it is important that services be planned according to the needs and profile of the community being served. A developmental and incremental approach should be adopted in order to account for current disparities in rehabilitation services. Interventions should be evidence-based, therefore making them more cost-effective. Efficient referral and data-capturing systems are important to ensure holistic and comprehensive care. It is proposed that access be expanded to include people with communication difficulties and vulnerabilities. The ultimate goal of intervention is to promote social integration and (re) entry into varied settings, including education and employment.

Indicator/s	PHC	CHC	DH		RH		TH/Central	
	Out-patient	Out-patient	In-patient	Out-patient	In-patient	Out-patient	In-patient	Out-patient
Timely assessment of function within X (time) of admission / referral	1 week	1 week	24 hours	1 week	24 hours	1 week	24 hours	1 week
Timely establishment of a multi/inter/transdisciplinary rehabilitation care plan within X (time) of initial patient admission for rehabilitation	1 week	1 week	48 hours	1 week	48 hours	1 week	48 hours	1 week
Documented evidence of a functional re-assessment (based on evidence based protocol) at least X (time) prior to cessation of a rehabilitation program	24 hours	24 hours	72 hours	24 hours	72 hours	24 hours	72 hours	24 hours
Appropriate discharge plan available prior to patient discharge from specific level of care								
Documented evidence of: 1. functional gain 2. activity & participation by patients who have completed a rehabilitation programme	1 & 2	1 & 2	1 & 2	1 & 2	1	1 & 2	1	1 & 2
Programmes related to quadruple burden of disease 1. HIV / Aids and TB 1.1. Ototoxicity 1.2. HIV/Aids, Sexually Transmitted Diseases (HAST) 2. Maternal, infant & child mortality 2.1. Early Hearing Detection & Intervention 2.2. Early Childhood Intervention 3. Non-communicable Diseases 3.1. CVA 3.2. Cancer 3.3. Ear and hearing disease/disorder/pathology 4. Injury & violence 4.1. Head Injury 4.2. Burns	1.1. Percentage of patients that have a baseline audiogram upon initiation of ototoxic medication (within 24 hours) 1.2. Percentage of patients with ototoxic signs & symptoms: 1.2.1. Received medical intervention within 24hours. 1.2.2. Audiological intervention at least 6 weeks post cessation of ototoxic medication-(audiological intervention 6 weeks -6months depending on the medication) 1.3. Inclusion of rehabilitation services in HAST 2.1. Fitted & in intervention by 6months 2.2. Children with at- or established risk receiving intervention no later than 3 years of age 3.1. & 3.2. Inclusion of rehabilitation in prevention & promotion programmes 3.3. Prevention & promotion programmes are in place 4.1. & 4.2. Inclusion of rehabilitation in prevention & promotion programmes							

Level of Service	Community Level / Primary Health Care Clinics (PHC) <i>(Linked to ward based care)</i>	
Discipline	Speech Therapy (ST) services	Audiology (A) services
<b>Health work force</b>  <b>Considerations for rural / under serviced areas</b>	1 ST Technician (STT) at each clinic 1 Speech Therapist (ST) on rotation per 5 clinics (0.2) 1 translator / interpreter for rehabilitation team	1 A Technician (AUT) at each clinic 1 Audiologist (AU) on rotation per 5 PHC (0.2) 1 translator / interpreter for rehabilitation team 1 sign language interpreter for rehabilitation team
	Telerehabilitation “Intensive intervention ( guidance & training of MLWs, assessment and management plans) blocks” Geographical range	<ul style="list-style-type: none"> <li>- Mobile units</li> <li>- Transport service for patients provided by health ( collecting patients)</li> <li>- Intensive blocks</li> <li>- Telerehabilitation</li> </ul>
<b>Medical products &amp; technology</b>	<ul style="list-style-type: none"> <li>• 1 large STT room with storage &amp; infection control space</li> <li>• Access to room large enough for group therapy</li> <li>• Multipurpose room for ST shared with other visiting professionals</li> <li>• Telerehabilitation needs to be supported</li> </ul>	<ul style="list-style-type: none"> <li>• 1 large AUT room with storage &amp; infection control space</li> <li>• Access to room large enough for group therapy</li> <li>• Multipurpose room for AU</li> </ul>
<b>Information</b>	<b>Audits</b> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <b>Indicators</b> <ul style="list-style-type: none"> <li>• Waiting times for:               <ul style="list-style-type: none"> <li>○ Screening within 24hours of referral</li> <li>○ Assessment within 1 week of screening</li> <li>○ Intervention</li> <li>○ Assistive devices</li> </ul> </li> </ul> <b>Research</b> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>	<b>Audits</b> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <b>Indicators</b> <ul style="list-style-type: none"> <li>• Waiting times for:               <ul style="list-style-type: none"> <li>○ Screening within 24hours of referral</li> <li>○ Assessment within 1 week of screening</li> </ul> </li> </ul> <b>Research</b> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>
<b>Service delivery</b> <i>Management should be done in teams</i>	<b>ST will:</b> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of Community Health Worker (CHW), STT at PHC</li> <li>○ Develop, monitor &amp; evaluate screening programmes</li> </ul>	<b>AU will:</b> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of CHW, AUT at PHC</li> <li>○ Develop, monitor &amp; evaluate screening programmes (e.g. ototoxicity (TB, HIV/ Aids), Early Hearing Detection &amp; Intervention (EDHI), ear &amp;</li> </ul>

	<ul style="list-style-type: none"> <li>○ Assess patients</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, Community Rehabilitation Worker [CRW], Health Promoters)</li> <li>○ other institutions</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>○ hearing care)</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> </ul>
	<p><b>STT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities in line with profile of community, burden of disease/s, chronic diseases &amp; at risk populations</li> <li>○ Screen &amp; identify clients at risk and with established risk for communication and swallowing difficulties</li> <li>○ Implement intervention plan &amp; monitor progress of patients with communication &amp; swallowing difficulties arising from chronic &amp; medically stable conditions</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, Community Rehabilitation Worker [CRW])</li> <li>○ other institutions</li> </ul> </li> </ul>	<p><b>AUT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> <li>○ Screen (EHDl, ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Follow-up care post hearing aid fittings</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> </ul>
<p><b>Leadership &amp; governance</b></p>	<ul style="list-style-type: none"> <li>○ STT are supervised by ST</li> <li>○ ST report to PHC and District Health (DH) managers</li> <li>○ ST are responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>	<ul style="list-style-type: none"> <li>○ AUT are supervised by AU</li> <li>○ AU report to PHC and DH managers</li> <li>○ AU are responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>

<b>Finances</b>	Budget for: <ul style="list-style-type: none"><li>○ screening services</li><li>○ early intervention</li><li>○ assistive devices</li><li>○ Information &amp; Communication Technology (ICT)</li><li>○ Equipment</li><li>○ Training &amp; development</li><li>○ Research</li></ul>	Budget for: <ul style="list-style-type: none"><li>○ screening services</li><li>○ early intervention</li><li>○ assistive devices</li><li>○ ICT</li><li>○ Equipment</li><li>○ Training &amp; development</li><li>○ Research</li></ul>
-----------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Level of Service	Community Health Centre (CHC) (Linked to district clinical specialized support teams & school health services)	
Discipline	Speech Therapy (ST) services	Audiology (A) services
<b>Health work force</b>	1 ST per CHC 2 STT per ST 1 translator / interpreter for rehabilitation team	1 AU per CHC 2 AUT per A 1 translator / interpreter for rehabilitation team 1 sign language interpreter for rehabilitation team
<b>Considerations for rural / under serviced areas</b>		
<b>Medical products &amp; technology</b>	<ul style="list-style-type: none"> <li>• Shared office space</li> <li>• 2 / 3 therapy rooms with storage &amp; infection control space</li> <li>• Access to room large enough for group therapy</li> </ul>	<ul style="list-style-type: none"> <li>• Shared office space</li> <li>• 1 audiology booth</li> <li>• 2 / 3 therapy rooms with storage &amp; infection control space</li> <li>• Access to room large enough for group therapy</li> </ul>
<b>Information</b>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>• Waiting times for: <ul style="list-style-type: none"> <li>○ Screening within 24hours</li> <li>○ Assessment within 1 week</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>• Waiting times for: <ul style="list-style-type: none"> <li>○ Screening within 24hours</li> <li>○ Assessment within 1 week</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>
<p><b>Service delivery</b> <i>Management should be done in teams</i></p>	<p><b>ST</b> will:</p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of CHW, STT at CHC and school health nurse</li> <li>○ Develop, monitor &amp; evaluate screening programmes</li> <li>○ Assess patients</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Treatment of patients in post-acute phase and those without a medical diagnosis (e.g. language, literacy, speech, fluency)</li> <li>○ Recommend school / vocational placement following assessment &amp;/ management</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW, School nurse)</li> <li>○ other institutions</li> </ul> </li> </ul>	<p><b>AU</b> will:</p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of CHW, AUT at CHC, school health nurse</li> <li>○ Develop, monitor &amp; evaluate screening programmes (e.g. ototoxicity (TB, HIV/ Aids), EHDl, ear &amp; hearing care, noise induced hearing loss Develop, implement and manage aural rehabilitation programmes</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Earmould modification &amp; basic hearing aid trouble shooting</li> <li>○ Recommend school / vocational placement following assessment &amp;/ management</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> </ul>

	<p><b>STT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities in line with profile of community, burden of disease/s, chronic diseases &amp; at risk populations</li> <li>○ Screen &amp; identify clients at risk and with established risk for communication and swallowing difficulties</li> <li>○ Implement intervention plan (developed by ST) &amp; monitor progress of patients with communication &amp; swallowing difficulties arising from chronic &amp; medically stable conditions</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> </ul>	<p><b>AUT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> <li>○ Screen (EHDI, ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan developed by Au &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Follow-up care post hearing aid fittings</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> </ul>
<b>Leadership &amp; governance</b>	<ul style="list-style-type: none"> <li>○ STT are supervised by ST</li> <li>○ ST reports to CHC and DH managers</li> <li>○ ST is responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaison with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>	<ul style="list-style-type: none"> <li>○ AUT are supervised by AU</li> <li>○ AU reports to CHC and DH managers</li> <li>○ AU is responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaison with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other primary health care service providers (e.g. CHW, CRW)</li> <li>○ other institutions</li> </ul> </li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>
<b>Finances</b>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment ( procurement, maintenance, repairs)</li> <li>○ Training &amp; development</li> </ul>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment ( procurement, maintenance, repairs)</li> <li>○ Training &amp; development</li> </ul>

	○ Research	○ Research
--	------------	------------



Level of Service	<b>District Hospital</b> <i>(Linked with specialist clinics)</i>	
Discipline	<b>Speech Therapy (ST) services</b>	<b>Audiology (A) services</b>
<b>Health work force</b>	1 ST: 300 Patient Day Equivalent (PDE) 2 STT? 1 Translator for rehabilitation team	1 AU: 300 PDE 1 AUT 1 Translator for rehabilitation team 1 sign language interpreter for rehabilitation team
<b>Considerations for rural / under resourced areas</b>	1.5 ST :300 PDE	1.5 ST :300 PDE
<b>Medical products &amp; technology</b>	1 office space (6m2 per therapist)	At least 1 (2m x 2m) booth 1 office space
<b>Information</b>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>• Waiting times for: <ul style="list-style-type: none"> <li>• Dysphagia within 24hours</li> <li>• In-patient communication within 48hours</li> <li>• Out-patient communication within 2weeks</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>• Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>• Waiting times for: <ul style="list-style-type: none"> <li>• EDHI Screening within 1week</li> <li>• Assessment within 2weeks</li> <li>• Baseline (i.e. before commencement of treatment) ototoxicity assessment</li> <li>• Hearing aid fitting within 1 month</li> <li>• Paediatric aural rehabilitation within 1 month of diagnosis</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>• Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>
<b>Service delivery</b> <i>Management should be done in teams</i>	<p><b>ST will:</b></p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of STT</li> <li>○ Development, monitoring &amp; evaluation of intervention plans for the STT</li> <li>○ Development, monitoring &amp; evaluation of intervention programmes</li> <li>○ Management of referrals</li> <li>○ Identify neonates, paediatrics and adults at risk &amp; with</li> </ul>	<p><b>AU will:</b></p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of AUT</li> <li>○ Development, monitoring &amp; evaluation of intervention plans for the AUT</li> <li>○ Development, monitoring &amp; evaluation of intervention programmes</li> <li>○ Management of referrals</li> <li>○ Cerumen management</li> </ul>

	<p>established risk for communication and swallowing difficulties through screening in in-patient units and out-patient clinics as per clinical protocol</p> <ul style="list-style-type: none"> <li>○ Swallowing assessments as per clinical guideline <ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Videofluoroscopy / Modified Barium Swallow</li> <li>○ ( dependent on availability of Radiology services at this level)</li> <li>○ Refer for further assessments at appropriate level institution which may include: <ul style="list-style-type: none"> <li>○ Consultative / specialist clinic</li> <li>○ Milk scans</li> <li>○ pH probe monitoring</li> </ul> </li> </ul> </li> <li>○ Management of swallowing difficulties as per clinical guidelines <ul style="list-style-type: none"> <li>○ Refer to appropriate levels for investigation &amp; decision making with regards to surgical management</li> <li>○ Develop, implement &amp; review management plans</li> </ul> </li> <li>○ Communication assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Spectrographic analysis</li> </ul> </li> <li>○ Refer to appropriate levels for further assessment or investigation if needed</li> <li>○ Management of communication difficulties &amp; disorders in line with clinical guidelines which includes: <ul style="list-style-type: none"> <li>○ Develop, implement &amp; review management plans</li> <li>○ Maintenance of augmentative devices e.g. Voice Output Communication Aids (VOCAs), artificial larynx</li> <li>○ Provision of low technology Alternative &amp; Augmentative Communication (AAC) systems</li> <li>○ Aural rehabilitation with paediatrics ( except for hearing aid fittings)</li> </ul> </li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Recommend school / vocational placement following assessment &amp;/ management</li> </ul>	<ul style="list-style-type: none"> <li>○ Identify neonates, paediatrics and adults at risk &amp; with established risk for hearing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines <ul style="list-style-type: none"> <li>○ EHDI</li> <li>○ Ototoxic screening &amp; monitoring</li> </ul> </li> <li>○ <u>Diagnostic</u> hearing assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Otoscopic Exam</li> <li>○ Immittance Measures</li> <li>○ Pure Tone Audiometry (air &amp; bone conduction, un- &amp; masked)</li> <li>○ Visual Reinforcement Audiometry</li> <li>○ Speech Audiometry (un- &amp; masked)</li> <li>○ Screening</li> <li>○ Screening Otoacoustic Emissions</li> <li>○ Screening/ Automated Auditory Brainstem Response</li> <li>○ Vestibular screening</li> </ul> </li> <li>○ Management of hearing difficulties <ul style="list-style-type: none"> <li>○ Refer for middle ear management</li> <li>○ Hearing Aid Fittings ( dependent on equipment availability)</li> <li>○ Objective hearing aid verification</li> <li>○ Other assistive devices (tinnitus retrainers)</li> <li>○ Aural rehabilitation</li> <li>○ Tinnitus management</li> <li>○ Recommendations &amp; referrals to appropriate levels where necessary for surgical intervention including: <ul style="list-style-type: none"> <li>○ Post cochlear implant management</li> <li>○ bone anchored hearing aids</li> </ul> </li> </ul> </li> <li>○ Refer for advanced diagnostic testing at appropriate level (e.g. vestibular, electrophysiology) <ul style="list-style-type: none"> <li>○ Implement &amp; review management plans as recommended by referring institution or consultative / specialist clinics</li> </ul> </li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Recommend school/ vocational placement</li> </ul>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p><b>STT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities in line with profile of community, burden of disease/s, chronic diseases &amp; at risk populations</li> <li>○ Screen &amp; identify clients at risk and with established risk for communication and swallowing difficulties</li> <li>○ Implement intervention plan &amp; monitor progress of patients with communication &amp; swallowing difficulties arising from chronic &amp; medically stable conditions</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>	<p><b>AUT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> <li>○ Screen (EHL, ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Follow-up care post hearing aid fittings</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>
<p><b>Leadership &amp; governance</b></p>	<ul style="list-style-type: none"> <li>○ STT are supervised by ST</li> <li>○ ST reports to hospital management</li> <li>○ ST responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaise with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>	<ul style="list-style-type: none"> <li>○ AUT are supervised by AU</li> <li>○ AU reports to hospital management</li> <li>○ AU responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaise with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. colleagues)</li> <li>○ Student training</li> </ul>
<p><b>Finances</b></p>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment</li> <li>○ Training &amp; development</li> <li>○ Research</li> </ul>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment</li> <li>○ Training &amp; development</li> <li>○ Research</li> </ul>

Level of Service	Regional Hospital	
Discipline	Speech Therapy (ST) services	Audiology (A) services
Health work force	1 ST :300 PDE 2 STT 1 Translator for rehabilitation team	1 AU : 300 PDE 1 AUT 1 Translator for rehabilitation team 1 sign language interpreter for rehabilitation team
Considerations for rural / under resourced areas	1.5 ST : 300 PDE	1.5 AU : 300 PDE
Medical products & technology	1 office space (6m2 per therapist)	At least 1 (2m x 2m) booth & 1 large booth for paediatrics 1 office space
Information	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>Waiting times for: <ul style="list-style-type: none"> <li>Dysphagia within 24hours</li> <li>In-patient communication within 48hours</li> <li>Out-patient communication within 2weeks</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>Waiting times for: <ul style="list-style-type: none"> <li>EDHI Screening within 1week</li> <li>Assessment within 2weeks</li> <li>Baseline (i.e. before commencement of treatment) ototoxicity assessment</li> <li>Hearing aid fitting within 1 month</li> <li>Paediatric aural rehabilitation within 1 month of diagnosis</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>

<p><b>Service delivery</b> <i>Management should be done in teams</i></p>	<p><b>ST will:</b></p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of STT</li> <li>○ Development, monitoring &amp; evaluation of intervention plans for the STT</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Identify neonates, paediatrics and adults at risk &amp; with established risk for communication and swallowing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines</li> <li>○ Swallowing assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Objective which may include: <ul style="list-style-type: none"> <li>○ videofluoroscopy / Modified Barium Swallow</li> <li>○ Fibre Optic Endoscopic Evaluation of Swallowing (FEES)</li> </ul> </li> </ul> </li> <li>○ Manage dysphagia &amp; related swallowing difficulties as per clinical guidelines</li> <li>○ Refer to appropriate level for further assessments which may include: <ul style="list-style-type: none"> <li>○ Consultative / specialist clinic at a higher level institution</li> <li>○ milk scans</li> <li>○ pH probe monitoring</li> </ul> </li> <li>○ Refer to appropriate level for surgical management</li> <li>○ Develop, implement &amp; review management plans as recommended by consultative / specialist clinics</li> <li>○ Communication assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Diagnostic, e.g. multi-view videofluoroscopy spectrographic analysis</li> </ul> </li> <li>○ Manage communication disorders &amp; difficulties as per clinical guidelines which includes: <ul style="list-style-type: none"> <li>○ Provision of low technology AAC systems</li> <li>○ Provision of replacement: <ul style="list-style-type: none"> <li>○ voice prosthesis</li> <li>○ speech valves for laryngectomised patients</li> </ul> </li> </ul> </li> </ul>	<p><b>AU will:</b></p> <ul style="list-style-type: none"> <li>○ Provide training, support &amp; monitoring of AUT</li> <li>○ Develop, monitor &amp; evaluate intervention plans for the AUT</li> <li>○ Develop, monitor &amp; evaluate intervention programmes</li> <li>○ Manage referrals</li> <li>○ Cerumen management</li> <li>○ Identify neonates, paediatrics and adults at risk &amp; with established risk for hearing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines <ul style="list-style-type: none"> <li>○ EHDI</li> <li>○ Ototoxic screening &amp; monitoring</li> </ul> </li> <li>○ Screening balance assessment</li> <li>○ Diagnostic hearing assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Otoscopic Exam</li> <li>○ Immittance Measures</li> <li>○ Pure Tone Audiometry (air &amp; bone conduction, un-&amp; masked)</li> <li>○ Visual Reinforcement Audiometry</li> <li>○ Speech Audiometry (un- &amp; masked)</li> <li>○ Otoacoustic Emissions</li> <li>○ Advanced audiometry (i.e. Auditory Brainstem Response (ABR) including bone conduction &amp; Auditory Steady State Response (ASSR) tests)</li> </ul> </li> <li>○ Screening <ul style="list-style-type: none"> <li>○ Screening Otoacoustic Emissions</li> <li>○ Screening/ Automated Auditory Brainstem Response</li> <li>○ Vestibular screening</li> </ul> </li> <li>○ Management of hearing difficulties <ul style="list-style-type: none"> <li>○ Refer for middle ear management</li> <li>○ Management of balance disorders</li> <li>○ Hearing Aid Fitting</li> <li>○ Objective hearing aid verification</li> <li>○ Other assistive devices (tinnitus retrainers)</li> <li>○ Aural rehabilitation</li> <li>○ Tinnitus management</li> <li>○ CAPD</li> </ul> </li> <li>○ Recommendations &amp; referrals to appropriate levels where</li> </ul>
------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> <li>○ Implement &amp; review management plans as recommended by consultative / specialist clinics</li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Refer to other institutions with recommended management plan/s</li> <li>○ Recommend school / vocational placement following assessment &amp;/ management</li> </ul>	<p>necessary for surgical intervention including:</p> <ul style="list-style-type: none"> <li>○ cochlear implants</li> <li>○ bone anchored hearing aids</li> <li>○ Refer for advanced diagnostic testing at appropriate level (e.g. vestibular)</li> <li>○ Implement &amp; review management plans as recommended by referring institution or consultative / specialist clinics</li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Refer to other institutions with recommended management plan/s</li> <li>○ Recommend school/ vocational placement</li> </ul>
	<p><b>STT</b> will:</p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities in line with profile of community, burden of disease/s, chronic diseases &amp; at risk populations</li> <li>○ Screen &amp; identify clients at risk and with established risk for communication and swallowing difficulties</li> <li>○ Implement intervention plan &amp; monitor progress of patients with communication &amp; swallowing difficulties arising from chronic &amp; medically stable conditions</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>	<p><b>AUT</b> will:</p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> <li>○ Screen (EHD, ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Follow-up care post hearing aid fittings</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>
<p><b>Leadership &amp; governance</b></p>	<ul style="list-style-type: none"> <li>○ STT are supervised by ST</li> <li>○ ST reports to hospital management</li> <li>○ ST responsible for managing &amp; coordinating clinical (e.g.</li> </ul>	<ul style="list-style-type: none"> <li>○ AUT are supervised by AU</li> <li>○ AU reports to hospital management</li> <li>○ AU responsible for managing &amp; coordinating clinical (e.g.</li> </ul>

	<p>standards, compliance with policies) &amp; information governance (e.g. record keeping)</p> <ul style="list-style-type: none"> <li>○ Liaise with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> </ul>	<p>standards, compliance with policies) &amp; information governance (e.g. record keeping)</p> <ul style="list-style-type: none"> <li>○ Liaise with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. colleagues)</li> <li>○ Student training</li> </ul>
<b>Finances</b>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment</li> <li>○ Training &amp; development</li> <li>○ Research</li> </ul>	<p>Budget for:</p> <ul style="list-style-type: none"> <li>○ Screening services</li> <li>○ Early intervention</li> <li>○ Assistive devices</li> <li>○ ICT</li> <li>○ Equipment</li> <li>○ Training &amp; development</li> <li>○ Research</li> </ul>

Level of Service	Tertiary / Central Hospital	
Discipline	Speech Therapy (ST) services	Audiology (A) services
<b>Health work force</b>	1 ST :200 PDE 1 STT 3 Translators for rehabilitation team	1 AU : 200 PDE 1 AUT 3 Translators for rehabilitation team 1 sign language interpreter for rehabilitation team
<b>Considerations for rural / under serviced areas</b>	1.5 ST :300 PDE	1.5 AU : 300 PDE
<b>Medical products &amp; technology</b>		
<b>Information</b>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>Waiting times for: <ul style="list-style-type: none"> <li>Dysphagia within 24hours</li> <li>In-patient communication within 48hours</li> <li>Out-patient communication within 2weeks</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>	<p><b>Audits</b></p> <ul style="list-style-type: none"> <li>Compliance with national core standards</li> </ul> <p><b>Indicators</b></p> <ul style="list-style-type: none"> <li>Waiting times for: <ul style="list-style-type: none"> <li>EDHI Screening within 1week</li> <li>Assessment within 2weeks</li> <li>Baseline (i.e. before commencement of treatment) ototoxicity assessment</li> <li>Hearing aid fitting within 1 month of assessment</li> <li>Paediatric aural rehabilitation within 1 month of diagnosis</li> </ul> </li> </ul> <p><b>Research</b></p> <ul style="list-style-type: none"> <li>Statistical profile of patients (e.g. in terms of burden of disease) and service delivery</li> </ul>
<b>Service delivery</b> <i>Management should be done in teams</i>	<p><b>ST will:</b></p> <ul style="list-style-type: none"> <li>Provide training, support &amp; monitoring of STT</li> <li>Development, monitoring &amp; evaluation of intervention plans for the STT</li> <li>Develop, monitor &amp; evaluate intervention programmes</li> <li>Manage referrals</li> <li>Identify neonates, paediatrics and adults at risk &amp; with established risk for communication and swallowing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines</li> <li>Swallowing assessments as per clinical guidelines</li> </ul>	<p><b>AU will:</b></p> <ul style="list-style-type: none"> <li>Provide training, support &amp; monitoring of AUT</li> <li>Develop, monitor &amp; evaluate intervention plans for the AUT</li> <li>Develop, monitor &amp; evaluate intervention programmes</li> <li>Manage referrals</li> <li>Cerumen management</li> <li>Identify neonates, paediatrics and adults at risk &amp; with established risk for hearing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines <ul style="list-style-type: none"> <li>EHDI</li> <li>Ototoxic screening &amp; monitoring</li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Objective which may include: <ul style="list-style-type: none"> <li>○ videofluoroscopy / Modified Barium Swallow</li> <li>○ FEES</li> <li>○ Milkscan</li> <li>○ pH probe monitoring that is conducted with the Radiology Department</li> </ul> </li> <li>○ Manage dysphagia &amp; related swallowing difficulties as per clinical guidelines <ul style="list-style-type: none"> <li>○ Recommendations for surgical candidacy</li> </ul> </li> <li>○ Communication assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Clinical (subjective)</li> <li>○ Diagnostic, e.g. multi-view videofluoroscopy, spectrographic analysis</li> </ul> </li> <li>○ Manage communication disorders &amp; difficulties as per clinical guidelines which includes: <ul style="list-style-type: none"> <li>○ Provision of low and high technology AAC systems</li> <li>○ Provision of: <ul style="list-style-type: none"> <li>○ voice prosthesis</li> <li>○ speech valves for laryngectomised patients</li> </ul> </li> </ul> </li> <li>○ Provide specialist consultative clinics which may be multidisciplinary: <ul style="list-style-type: none"> <li>○ Autistic Spectrum Disorder (ASD)</li> <li>○ AAC (high technology)</li> <li>○ Cleft Lip &amp; Palate</li> <li>○ Multiple impairments</li> <li>○ Neurodevelopmental</li> <li>○ Complex dysphagia and related swallowing difficulties</li> <li>○ Head &amp; neck conditions</li> <li>○ Voice disorders</li> </ul> </li> <li>○ Collaborate with team members working within the <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Refer to other institutions with recommended management plan/s following assessment &amp;/ management</li> <li>○ Recommend school / vocational placement following assessment &amp;/ management</li> </ul>	<ul style="list-style-type: none"> <li>○ Balance assessment</li> <li>○ <u>Diagnostic</u> hearing assessments as per clinical guidelines <ul style="list-style-type: none"> <li>○ Otoscopic Exam</li> <li>○ Immittance Measures</li> <li>○ Pure Tone Audiometry (air &amp; bone conduction, un-&amp; masked)</li> <li>○ Visual Reinforcement Audiometry</li> <li>○ Speech Audiometry (un- &amp; masked)</li> <li>○ Otoacoustic Emissions</li> <li>○ Advanced audiometry (i.e. electrophysiological tests)</li> </ul> </li> <li>○ Screening <ul style="list-style-type: none"> <li>○ Screening Otoacoustic Emissions</li> <li>○ Screening/ Automated Auditory Brainstem Response</li> <li>○ Vestibular screening</li> </ul> </li> <li>○ Management of hearing difficulties as per clinical guidelines <ul style="list-style-type: none"> <li>○ Refer for middle ear management</li> <li>○ Management of balance disorders</li> <li>○ Hearing Aid Fitting</li> <li>○ Objective hearing aid verification</li> <li>○ Other assistive devices (tinnitus retrainers)</li> <li>○ Aural rehabilitation including cochlear implant management <ul style="list-style-type: none"> <li>○ Tinnitus management</li> </ul> </li> </ul> </li> <li>○ Recommend surgical intervention including: <ul style="list-style-type: none"> <li>○ cochlear implants</li> <li>○ bone anchored hearing aids</li> </ul> </li> <li>○ Provide consultative clinics for: <ul style="list-style-type: none"> <li>○ cochlear implants</li> <li>○ bone anchored hearing aids</li> <li>○ vestibular disorders</li> <li>○ electrophysiology</li> <li>○ complex disorders</li> <li>○ auditory neuropathy spectrum disorder</li> </ul> </li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Refer to other institutions with recommended management plan/s following assessment &amp;/ management</li> <li>○ Recommend school/ vocational placement following</li> </ul>
--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<p><b>STT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities in line with profile of community, burden of disease/s, chronic diseases &amp; at risk populations</li> <li>○ Screen &amp; identify clients at risk and with established risk for communication and swallowing difficulties</li> <li>○ Implement intervention plan &amp; monitor progress of patients with communication &amp; swallowing difficulties arising from chronic &amp; medically stable conditions</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>	<p>assessment &amp;/ management</p> <p><b>AUT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> <li>○ Screen (EHL, ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver support groups)</li> <li>○ Follow-up care post hearing aid fittings</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> <li>○ other institutions</li> </ul> </li> </ul>
<p><b>Leadership &amp; governance</b></p>	<ul style="list-style-type: none"> <li>○ STT are supervised by ST</li> <li>○ ST reports to hospital management</li> <li>○ ST is responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaison with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> <li>○ Develop capacity at all levels</li> </ul>	<ul style="list-style-type: none"> <li>○ AUT are supervised by AU</li> <li>○ AU reports to hospital management</li> <li>○ AU is responsible for managing &amp; coordinating clinical (e.g. standards, compliance with policies) &amp; information governance (e.g. record keeping)</li> <li>○ Liaise with other institutions (e.g. PHC, CHC, Hospitals)</li> <li>○ Market &amp; raise the profile of the profession (e.g. with colleagues)</li> <li>○ Student training</li> <li>○ Develop capacity at all levels</li> </ul>

<b>Finances</b>	Budget for: <ul style="list-style-type: none"><li>○ Screening services</li><li>○ Early intervention</li><li>○ Assistive devices</li><li>○ ICT</li><li>○ Equipment</li><li>○ Training &amp; development</li><li>○ Research</li></ul>	Budget for: <ul style="list-style-type: none"><li>○ Screening services</li><li>○ Early intervention</li><li>○ Assistive devices</li><li>○ ICT</li><li>○ Equipment</li><li>○ Training &amp; development</li><li>○ Research</li></ul>
-----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Specialised Hospitals

	<u>Psychiatric Hospitals</u>		<u>TB hospitals</u>		<u>Rehabilitation centers</u>
	<u>Speech therapy</u>	<u>Audiology</u>	<u>Speech therapy</u>	<u>Audiology</u>	<u>Speech therapy/Audiology</u>
<p><b>Service delivery</b> <i>Management should be done in teams</i></p>	<ul style="list-style-type: none"> <li>-multi-disciplinary inpatient and outpatient rehabilitation services.</li> <li>training site for</li> <li>-clinical teaching and training of therapists.</li> <li>-provision of assistive devices, to facilitate full reintegration of persons with communication &amp; hearing disabilities back into the community.</li> <li>-networking with community based structures</li> <li>-facilitate support groups</li> <li>-education of family members</li> </ul>	<ul style="list-style-type: none"> <li>- Provide training, support &amp; monitoring of AUT</li> <li>- Develop, monitor &amp; evaluate intervention plans for the AUT</li> <li>- Develop, monitor &amp; evaluate intervention programmes</li> <li>- Manage referrals</li> <li>- Cerumen management</li> <li>- Identify paediatrics and adults at risk &amp; with established risk for hearing difficulties through screening in in-patient units as per clinical guidelines               <ul style="list-style-type: none"> <li>o Hearing Screening</li> <li>o Ototoxic screening &amp; monitoring</li> </ul> </li> <li>- Screening balance assessment</li> <li>- Diagnostic hearing assessments as per clinical guidelines               <ul style="list-style-type: none"> <li>o Otoscopic Exam</li> <li>o Immittance Measures</li> <li>o Pure Tone Audiometry (air &amp; bone conduction, un-&amp; masked)</li> <li>o Visual Reinforcement Audiometry</li> <li>o Speech Audiometry (un-&amp; masked)</li> <li>o Otoacoustic Emissions</li> </ul> </li> <li>- Advanced audiometry (i.e. Auditory Brainstem Response (ABR) including bone conduction &amp; Auditory Steady               <ul style="list-style-type: none"> <li>o State Response (ASSR) tests)</li> </ul> </li> <li>o Screening               <ul style="list-style-type: none"> <li>o Screening Otoacoustic Emissions</li> <li>o Screening/ Automated Auditory Brainstem Response</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Screen &amp; identify clients at risk and with established risk for communication, and swallowing difficulties</li> <li>- Assessment</li> <li>-Implement intervention plan &amp; monitor progress of patients with communication &amp; swallowing difficulties</li> </ul>	<ul style="list-style-type: none"> <li>- Provide each patient commencing with aminoglycoside (ototoxic treatment) with a baseline audiogram prior to ototoxic treatment or at least within 24hours of commencement of treatment.</li> <li>- <b>AU</b> will:</li> <li>- Provide training, support &amp; monitoring of AUT</li> <li>- Develop, monitor &amp; evaluate intervention plans for the AUT</li> <li>- Develop, monitor &amp; evaluate intervention programmes</li> <li>- Manage referrals</li> <li>- Cerumen management</li> <li>- Identify paediatrics and adults at risk &amp; with established risk for hearing difficulties through screening in in-patient units and out-patient clinics as per clinical guidelines               <ul style="list-style-type: none"> <li>o Ototoxic screening &amp; monitoring</li> </ul> </li> <li>- Balance assessment</li> <li>- <u>Diagnostic</u> hearing assessments, specific to ototoxicity, as per clinical guidelines               <ul style="list-style-type: none"> <li>o Otoscopic Exam</li> <li>o Immittance Measures</li> <li>o Pure Tone Audiometry (air &amp; bone conduction, un-&amp; masked)</li> <li>o High-frequency pure-tone audiometry</li> <li>o Visual Reinforcement Audiometry</li> <li>o Speech Audiometry (un- &amp; masked)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>-multi-disciplinary inpatient and outpatient rehabilitation services.</li> <li>training site for</li> <li>-clinical teaching and training of therapists.</li> <li>-provision of assistive devices, to facilitate full reintegration and inclusion of persons with communication &amp; hearing disabilities back into the community.</li> <li>-networking with community based structures</li> <li>-facilitate support groups</li> <li>-education of family members</li> </ul>

		<ul style="list-style-type: none"> <li>○ Vestibular screening</li> <li>○ Management of hearing difficulties <ul style="list-style-type: none"> <li>○ Refer for middle ear management</li> <li>○ Management of balance disorders</li> <li>○ Hearing Aid Fitting and/or other assistive devices</li> <li>○ Objective hearing aid verification</li> <li>○ Aural rehabilitation</li> <li>○ Tinnitus management</li> </ul> </li> <li>○ Recommendations &amp; referrals to appropriate levels where necessary for medical and/or surgical intervention including: <ul style="list-style-type: none"> <li>○ ENT</li> <li>○ cochlear implants</li> <li>○ bone anchored hearing aids</li> </ul> </li> <li>○ Refer for advanced diagnostic testing at appropriate level (e.g. vestibular)</li> <li>○ Implement &amp; review management plans as recommended by referring institution or consultative / specialist clinics</li> <li>○ Collaborate with team members working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> <li>○ other institutions</li> <li>○ clinics</li> <li>○ district health teams (who will be conducting home visits)</li> </ul> </li> <li>○ Refer to other institutions with recommended management plan/s</li> <li>○ Recommend school/ vocational placement post discharge</li> </ul> <p><b>AUT will:</b></p> <ul style="list-style-type: none"> <li>○ Conduct promotion &amp; prevention activities (e.g. hearing conservation programme, ear care)</li> </ul>		<ul style="list-style-type: none"> <li>○ Otoacoustic Emissions</li> <li>- Ototoxic Threshold Shift Monitoring as per clinical guidelines <ul style="list-style-type: none"> <li>○ High frequency Air Conduction Pure-tone audiometry</li> <li>○ Collaboration with doctors administering treatment</li> </ul> </li> <li>- Screening <ul style="list-style-type: none"> <li>○ Screening Otoacoustic Emissions</li> <li>○ Vestibular screening</li> </ul> </li> <li>- Management of hearing difficulties as per clinical guidelines <ul style="list-style-type: none"> <li>○ Refer for middle ear management</li> <li>○ Management of balance disorders</li> <li>○ Hearing Aid Fitting</li> <li>○ Objective hearing aid verification</li> <li>○ Other assistive devices (tinnitus retrainers)</li> <li>○ Aural rehabilitation including referral for cochlear implant management</li> <li>○ Tinnitus management</li> </ul> </li> <li>- Provide consultative clinics for: <ul style="list-style-type: none"> <li>○ vestibular disorders</li> <li>○ Tinnitus</li> </ul> </li> <li>- Collaborate with MDT team members (doctors, nurses, pharmacists, psychologists, speech therapists occupational therapists, physiotherapists and social workers) working within the: <ul style="list-style-type: none"> <li>○ in-patient units</li> <li>○ out-patient clinics</li> </ul> </li> </ul>	
--	--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

		<ul style="list-style-type: none"> <li>○ Screen &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> <li>○ Automated Auditory Brainstem Response</li> </ul> </li> <li>○ Cerumen management</li> <li>○ Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>○ Facilitate support services (e.g. caregiver/family support groups)</li> <li>○ Follow-up care post hearing aid fittings (for in-patients fit with hearing aids)</li> <li>○ Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>○ Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service providers</li> </ul> </li> </ul> <p>other institutions</p> <p>Finance as well as Leadership remain consistent with those listed in the Regional Section</p>		<ul style="list-style-type: none"> <li>○ other institutions</li> </ul> <ul style="list-style-type: none"> <li>- Refer to other institutions with recommended management plan/s following assessment &amp;/ management</li> <li>- Recommend school/ vocational placement following assessment &amp;/ management</li> <li>- <b>AUT</b> will:</li> <li>- Conduct promotion, prevention and awareness activities (e.g. presentations on ototoxic hearing loss for patients as well as for doctors)</li> <li>- Screen (ototoxicity, middle ear status) &amp; identify clients at risk and with established risk for hearing &amp; balance difficulties using basic <u>screening</u> audiology equipment <ul style="list-style-type: none"> <li>○ Otoscopic examination</li> <li>○ Immittance measures</li> <li>○ Pure Tone (air conduction)</li> <li>○ Otoacoustic Emissions</li> </ul> </li> <li>- Cerumen management</li> <li>- Implement intervention plan &amp; monitor progress of patients with hearing difficulties</li> <li>- Facilitate support services (e.g. caregiver/family support groups)</li> <li>- Follow-up care post hearing aid fittings</li> <li>- Assist clients with (re-)integration (optimal participation and activity) into the community / return to work/ school</li> <li>- Liaise with: <ul style="list-style-type: none"> <li>○ all community structures and organizations including other health care service</li> </ul> </li> </ul>	
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

				<p>providers at other institutions</p> <ul style="list-style-type: none"><li>- Budget as well as Leadership remain consistent with those listed in the 'Tertiary Section'</li></ul>	
--	--	--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

This document was compiled by representatives from the National Speech Therapy & Audiology Public Sector Forum (Health) and the PBSLH (HPCSA):

*Dr Sadna Balton*

*Prof Shajila Singh*

*Ms Paula Van Wyk*

*Ms Thiligam Jogianna*

*Ms Azra Hoosen*

*Prof Katijah Khoza-Shangase*

*Dr Lebohang Ramma*

*Ms Tania Steven*

*Ms Erika Bostock*

*Ms Dani Schlesinger*

*Ms Zukiswa Matomela*

*Ms Farieda Abrahams*