

Framework for Digital Rehabilitation Competences in East Africa (FDRC-East Africa)

This framework is based on the following sources:

- Community-based Rehabilitation Indicator Manual (WHO 2015)
- Rehabilitation Competency Framework (WHO 2020)
- DigComp 2.2. - the Digital Competence Framework for Citizens (Voarikari et al., 2022)
- Needs assessment WP01 RADIC-project
- Landscape analysis WP02 RADIC-project
- Curricula Mapping WP04 RADIC-project

Introduction:

The Framework for Digital Rehabilitation Competences in East Africa (FDRC-East Africa) outlines the essential aspects of Digital Rehabilitation in the region, aiming to improve access to rehabilitation and to enhance quality of care. It covers the necessary competences, digital activities, and behaviors required by the rehabilitation professionals to effectively provide and support rehabilitation services, encompassing both digital and non-digital components throughout the entire rehabilitation process.

The framework is organized around four dimensions: Health, Education, Livelihood & Social, and Empowerment and is linked to the Community-based Rehabilitation Indicator Manual (WHO 2015). They describe the outcomes for rehabilitation professionals to achieve successfully through Digital Rehabilitation interventions. To achieve these outcomes, the dimensions are linked to key competences and digital tasks. For this purpose, four competency domains are defined and mapped to behavior that the rehabilitation professional should demonstrate. For this, the competences are complemented with activities and tasks health professionals should achieve in the rehabilitation process to successfully apply (digital) rehabilitation. This FDRC-East Africa is intended to serve as a guide for teaching and practice.

The FDRC-East Africa is applicable to all rehabilitation disciplines and settings in East Africa, catering to clients of all ages receiving physical and mental rehabilitation. The framework was developed within the RADIC project through an iterative process involving input from relevant stakeholders such as rehabilitation professionals, educators, and students, as well as the sources mentioned.

	Health (digital service)		
Outcomes	<p>Clients of rehabilitation</p> <ul style="list-style-type: none"> - have equal access to health services and participation in digital activities necessary to achieve the highest possible standard of health - know how to achieve good levels of health and participate in digital activities contributing to their health - participate in digital activities that prevent illness and disease - engage in planning and carry out digital rehabilitation activities with the required services - have access to suitable digital tools, can use them and know how to use them in everyday life 		
Competences	Competences and activities for Digital Rehabilitation		
1. Practice	Competences and activities related to (digital) interaction between rehabilitation professionals, the client and family. Competences and (digital) activities include those necessary for establishing appropriate digital driven working relationships, assessment, planning, delivering and monitoring digital driven interventions. They use adequate decision-making and problem-solving for the entire digital rehabilitation process.		
	Key competences:	Behaviors	
	1. Places the client and their family at the center of practice	Supports the client and their family to be active partners in their rehabilitation, including decision-making	
		Seek (digital) support to adapt practice towards the desired outcome of the client and their families responding to their needs, preferences, goals and circumstances	
		Seeks (digital) support to recognize and address barriers to the client and their family's engagement in rehabilitation, including their ability to access services	
	2. Communicates effectively with the client, their family, and their health-care team	Adapts communication to a range of needs and practices, including through the use of interpreters, assistive technology, and relevant accommodations	
		Manages the environment to support effective communication, taking into consideration noise, privacy, comfort and space	
	3. Adopts a rigorous approach to problem-solving and decision-making	Identifies personal, environmental, and health factors and seeks support to use them in conceptualizing problems and identifying solutions	
Seeks support to identify innovative approaches to addressing challenges with a client and their family			
4. Integrate evidence in practice	Maintains an awareness of current evidence-based practice		

		Follows current evidence-based guidelines and protocols
	5. Works within scope of practice and competence	Seeks support and guidance when encountering situations beyond scope of practice and competence
	Digital activities:	Tasks
	1. Obtaining an environment for (digital) rehabilitation	Providing basic explanations of what may be involved in the client's (digital) rehabilitation, including potential benefits and harms, in the context of routinely delivered interventions
		Clarifying the understanding of, and expectations for, (digital) rehabilitation of the client and their family
		Articulating information needs, searching for data, information and content in digital environments, accessing them and navigating between them, inclusive information retrieval
		Managing strategies to access digital resource
		Confirming consent according to legal and/or organizational policy
	2. Conducting (digital) rehabilitation assessments	Obtaining a basic health, environmental and personal history, clearly relevant to the needs of the client and their family
		Conducting routine and basic assessments of body structures and functions
		Identifying typical barriers and facilitators in the client's environment
		Conducting basic assessments of the client's performance in relevant activities and their participation in meaningful events and life roles
		Assessing (digital) resources and make choices what resources to include in the rehabilitation process
	3. Developing and adapting (digital) rehabilitation plans	Identifying rehabilitation goals with the client and their family based on their priorities and expectations and the service context
		Identifying (digital) rehabilitation interventions required to address the goals of the client and their family

		Participating in the development and coordination of interprofessional rehabilitation plans
	4. Implementing (digital) rehabilitation interventions	Providing the client and their family with customized education and training to promote self-efficacy and self-management
		Providing and guiding the client and their family in the use of (digital) assistive products, constructing and/or modifying them according to needs
		Identifying and facilitating innovative modifications to the client and their family's environment to improve (digital) safety, (data) privacy, access and functioning
		Using preventative, restorative and compensatory exercises, techniques and physical modalities
		Development of digital content and integration into rehabilitation
	5. Using evidence	Using approaches to evidence implementation in practice
	6. Evaluating progress towards desired outcomes	Using evaluation measures, also including data evaluation to assess progress towards desired outcomes
		Analyzing, interpreting and critically evaluating the data, information and digital content
	7. Discharging and ensuring appropriate continuity of care	Following-up with the client and their family after discharge, initiating further routine services if necessary
		Organizing, storing and retrieving data, information, and content in digital environments
		Establishing a discharge plan with the client and their family
	Education (in a Digital Rehabilitation setting)	
Outcomes	Clients of rehabilitation - participate in a variety of learning opportunities based on their needs and desires - make use of learning opportunities to improve their health skills and health conditions - experience equal opportunities to participate in learning opportunities that meet their needs and respect their rights	

Competences	Competences and activities for Digital Rehabilitation		
2 Learning & Development	Competences and (digital) activities related to a digital driven development of the rehabilitation professional themselves and others. Competences and activities within this domain involve continuous professional development, teaching and learning.		
	Key competences:	Behaviors	
	1. Continues to learn and develop	Reflects on practice, seeking support to identify alternative approaches and their implications	
		Applies learning to practice with support as needed	
		Seeks and reflects on feedback, amending performance accordingly, with support as needed	
	2. Supports the learning and development of others	Identifies opportunities for learning according to the needs and preferences of the learner(s)	
		Shares information and practices in terms appropriate to the needs of the learner	
	3. Works to strengthen rehabilitation education and training	Encourages and motivates others in the pursuit of ongoing learning and development	
		Advocates for expanded opportunities for rehabilitation education and training	
	Digital activities:	Tasks	
	1. Supervising and teaching others	Appraising the learning needs of others in the context of (digital) rehabilitation	
		Initiating and leading education and training (digital) activities	
		Providing constructive feedback	
2. Creatively using digital technologies	Using digital tools and technologies to create knowledge and to innovate processes and products		

		Planning and developing a sequence of understandable digital instructions to perform a specific task	
		Being aware of behavioral norms and know-how while using digital technologies and interacting in digital environments	
		Adapting communication strategies to the specific audience and to be aware of cultural and generational diversity in digital environments	
	3. Integrating and re-elaborating digital content	Modifying, refining and integrating new information and content into an existing body of knowledge	
Livelihood + Social (in a Digital Rehabilitation context)			
Outcomes	<p>Clients of rehabilitation</p> <ul style="list-style-type: none"> - acquire skills on an equal basis with others through a range of inclusive training opportunities - have access to digital service on an equal basis with others - access formal and informal social protection measures they need - access and control the way needed personal assistance is provided 		
Competences	Competences and activities for Digital Rehabilitation		
3 Professionalism	Competences and (digital) activities related to professional integrity, collaboration, (digital) safety and privacy as well as quality of care, that enable a digital driven performance of the professional role.		
	Key competences:	Behaviors	
	1. Demonstrates ethical conduct	Complying with professional standards, legal regulations and organizational procedures and guidelines	
		Seeking support to identify and managing real or potential conflicts of interest	
	2. Maintains professionalism	Manages professional boundaries with colleagues and stakeholders	
		Employs strategies and seeks support to maintain own health and well-being	
3. Works collaboratively	Sharing and seeking information with/from relevant colleagues and external stakeholders		

		Cooperating with others across disciplines, roles, cultures and organizational hierarchies
		Working respectfully and constructively, seeking support to prevent and resolve conflict
	4. Manages professional responsibilities	Prioritizing and managing workload with support as needed
		Adapting to uncertainty and change, seeking support when needed
	Digital activities:	Tasks
	1. Managing risks and hazards	Conducting basic assessments of routine hazards and risks
		Reporting hazards, incidents and errors and solving technical problems
	2. Interacting through digital technologies	Interacting through a variety of digital technologies and understanding appropriate digital communication means for a given context
	3. Undertaking quality improvement initiatives	Contributing to quality improvement activities as directed
	4. Participating in team forums	Contributing to team meetings and interprofessional case conferences
		Participating in society through the use of public and private digital services
		Seeking opportunities for participatory citizenship through appropriate digital technologies
	5. Advising on rehabilitation	Addressing questions and concerns about rehabilitation

<p>Outcomes</p>	<p>Empowerment (in a digital rehabilitation context)</p> <p>Clients for rehabilitation</p> <ul style="list-style-type: none"> - make informed choices and decisions - use communication skills and resources (including supportive decision-making) to facilitate interactions effectively - play a catalyzing role in mobilizing key community stakeholders to create an enabling environment - engage in and benefit from self-help groups in local communities 	
<p>Competences</p>	<p>Competences and activities for Digital Rehabilitation</p>	
<p>4 Management & leadership</p>	<p>Competences and (digital) activities related to teamwork, strategic thinking, management, service development and evaluation, resource management and data protection.</p>	
	<p>Key competences:</p>	<p>Behaviors</p>
	<p>1. Works to enhance the performance of the rehabilitation team</p>	<p>Recognizes and values the roles and contributions of team members</p> <p>Engages in and supports teamwork</p> <p>Encourages others to provide quality practice according to rehabilitation core values and beliefs</p>
	<p>2. Works to enhance the performance of rehabilitation service delivery</p>	<p>Recognizes and promotes the needs and preferences of the population in service delivery</p> <p>Contributes to the development of and promotes a shared vision for service delivery</p> <p>Recognizes the environmental context of service delivery</p> <p>Recognizes the impact of system and structural inequalities on service delivery</p> <p>Engages in efforts to strengthen and integrate rehabilitation in the health system</p> <p>Being aware of the environmental impact of digital technologies and their use</p>

	3. Acts as a rehabilitation advocate	Participating in initiatives to promote rehabilitation provision for all who need it
		Promoting the role and value of rehabilitation within the immediate environment
		Encouraging and supporting people to advocate for their rehabilitation needs
	Digital activities:	Tasks
	1. Managing digital approaches in a rehabilitation team	Allocating digital tasks and responsibilities, with support as needed
		Assisting in the establishment of lines of accountability and support digital structures for team members
		Utilizing and providing input on mechanisms to support team communication
		Using digital tools and technologies for collaborative processes
	2. Managing rehabilitation (digital) service delivery	Contributing to the identification of service goals and objectives
		Sharing data, information and digital content with others through appropriate digital technologies
		Complying with and providing input on policies and procedures for safe and inclusive service delivery
	3. Identifying (digital) needs	Assessing needs and possible technological responses
		Supporting others with their digital competence development
	4. Monitoring and evaluating (digital) rehabilitation service delivery	Identifying, evaluating, select and using digital tools
	5. Protecting personal data and privacy	Protecting personal data and privacy in digital environments

		Understanding how copyright and licenses apply to digital information and content
		Understanding how to use and share personally identifiable information while being able to protect oneself and others from damages
	6. Protecting health and well-being	Being able to avoid health-risks and threats to physical and psychological well-being while using digital technologies
		Being able to protect oneself and others from possible dangers in digital environments (e.g. cyber bullying)
		Being aware of digital technologies for social well-being and social inclusion