

NSW Health chronic wound management capability framework

July 2023

PRIMARY, INTEGRATED AND COMMUNITY HEALTH

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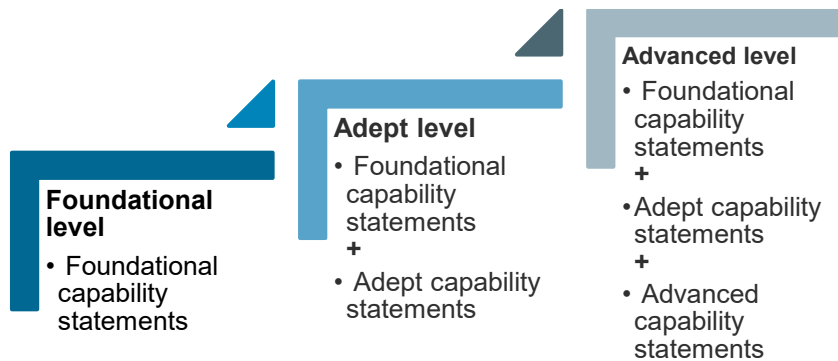
Structure of the framework

Note: For further information on the development, background, guiding principles and audiences of the NSW Health chronic wound management capability framework (the framework), see the [Development report](#) available on the [Wound management capability framework web page](#).

Proficiency levels

Each capability describes the knowledge, skills and behaviours required across three levels of proficiency. The three levels indicate increasing knowledge and skills, ability to manage complexity and autonomy of practice. The proficiency levels are cumulative and developmental, with each level incorporating the preceding capability statement plus additional capability.

Figure 1: Developmental proficiency levels



Foundational

Healthcare or other worker who:

- provides clinical or personal care to consumers, demonstrating baseline knowledge and skills required to identify and respond to altered skin integrity or wounds
- may require support to address impaired skin integrity and wound assessment and management
- appropriately seeks assistance and escalates care to meet consumer needs.

Adept

Clinician who:

- meets all Foundational capabilities
- independently manages impaired skin integrity and chronic wounds within scope of professional practice
- demonstrates appropriate degree of critical analysis to assess a wound, differentiate wound types and determine treatments
- seeks appropriate expert input for complex decision-making and uses referral and escalation pathways as required.

Advanced

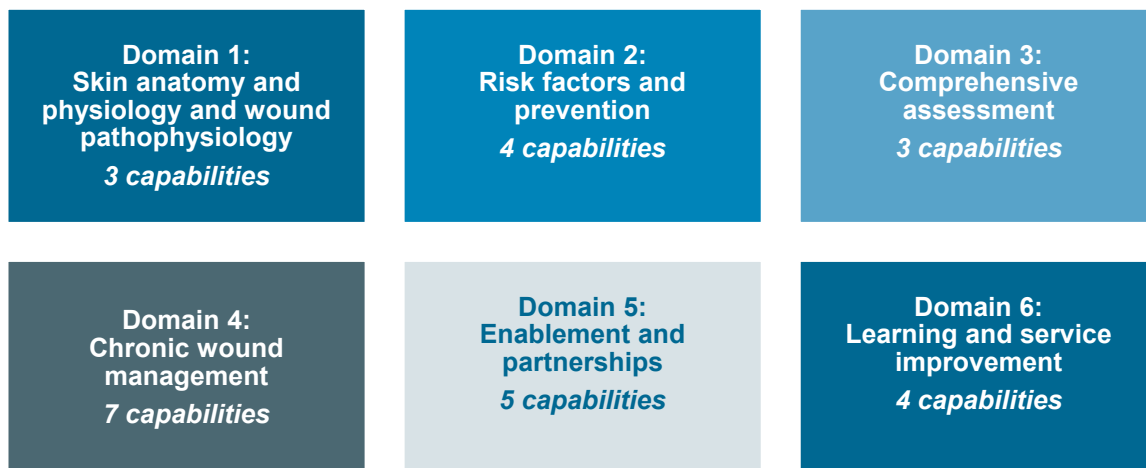
Clinician who:

- meets all Foundational and Adept capabilities
- displays a high degree of autonomy and decision-making capability in complex chronic wound management
- may have advanced, specialist knowledge and skills and provide leadership for wound management services.

Domains

The six domains of practice of the framework incorporate the [clinical priority areas of the Leading Better Value Care \(LBVC\) Chronic Wound Management Initiative](#), and two additional domains addressing knowledge of skin anatomy and physiology, wound pathophysiology, and learning and improvement.

Figure 2: The domains of practice of the framework



Capabilities

There are a total of 26 capabilities under six domains. The capability statements focus on delivery of evidence-based clinical practice, effective interdisciplinary team collaboration and person-centred approaches to engage and empower consumers in their chronic wound management journey. The capabilities describe the knowledge, skills and actions required from the health workforce to provide high quality and effective chronic wound management to consumers.

Table 2: Summary of the domains and their capabilities

1. Skin anatomy, physiology and wound pathophysiology	2. Risk factors and prevention	3. Comprehensive assessment	4. Chronic wound management	5. Enablement and partnerships	6. Learning and service improvement
1.1 Skin anatomy, physiology and function 1.2 Wound types and aetiologies 1.3 Wound healing and chronic wounds	2.1 Skin integrity and risk screening 2.2 Maintaining skin integrity 2.3 Addressing lifestyle risk factors and co-morbidity 2.4 Community awareness of wound prevention	3.1 Accurate and comprehensive assessment 3.2 Collaborating for specialist assessment 3.3 Wound diagnosis	4.1 Chronic wound management goals 4.2 Chronic wound management plan 4.3 Providing chronic wound treatment 4.4 Collaborating in chronic wound treatment 4.5 Management of co-morbidities and consumer wellbeing 4.6 Managing wound deterioration 4.7 Preventing wound recurrence	5.1 Health literacy, information and communication 5.2 Enabling consumer involvement 5.3 Culturally safe services 5.4 Virtual care 5.5 Clinical partnerships	6.1 Reflective practice 6.2 Learning in the workplace 6.3 Professional development and maintaining contemporary practice 6.4 Service improvement

Domain 1: Skin anatomy, physiology and pathophysiology

Knowledge about skin anatomy and physiology, the pathophysiology of wounds and wound healing mechanisms that underpin the ability to provide evidence-based chronic wound management.

1.1 Skin anatomy, physiology and function.

Demonstrates knowledge of skin structure and function relevant for preventing, identifying and managing chronic wounds.

Capabilities	1.1.1 Knowledge of skin anatomy	1.1.2 Knowledge of skin physiology
Foundational	Describes the basic anatomy of the skin.	Describes the primary function of skin.
Adept	AND explains anatomy of skin to colleagues and consumers.	AND describes other functions of healthy skin.
Advanced	AND explains advanced knowledge of anatomy of the skin to colleagues and consumers.	AND describes advanced knowledge of skin physiology.

1.2 Wound types and aetiologies.

Demonstrates knowledge of acute and chronic wounds and their causes and risk factors.

Capabilities	1.2.1 Knowledge of wound types	1.2.2 Knowledge of wound aetiologies
Foundational	Describes the features of common wound types, including pressure injuries, lower limb ulceration, surgical wounds and other wounds, within own scope of practice.	Describes causes and risk factors for common wound types.
Adept	AND describes how to identify these wounds.	AND describes causes and risk factors for less common wound types, relevant to scope of practice.
Advanced	AND explains the features of complex or rare wounds.	AND explains how to identify consumer at risk of wounds.

1.3 Wound healing and chronic wounds.

Demonstrates knowledge of wound healing, signs that a wound is not healing as expected and strategies to support wound healing.

Capabilities	1.3.1 Knowledge of wound healing	1.3.2 Knowledge of when a wound is chronic	1.3.3 Knowledge of strategies to support wound healing
Foundational	Describes signs that a wound is healing as expected.	Describes signs of, and criteria for, a chronic wound.	Describes factors that support wound healing.
Adept	AND describes the four stages of wound healing.	AND describes factors which may impede wound healing and lead to development of a chronic wound.	AND describes strategies to create optimal conditions for wound healing.
Advanced	AND explains expected wound healing timeframes in a range of wound types.	AND explains the factors which increase the risk of a wound becoming chronic.	AND demonstrates critical understanding of advanced strategies to create optimal conditions for wound healing.

Domain 2: Risk screening and wound prevention

Describes actions to identify consumers at risk of developing a wound and to prevent chronic wounds in individuals and across the community.

2.1 Skin integrity and risk screening.

Assesses skin integrity and screens for risk of developing a wound in all consumers to support prevention or early identification of chronic wounds.

Capabilities	2.1.1 Performing skin integrity assessment	2.1.2 Performing wound risk screening
Foundational	Performs locally agreed skin integrity assessments, within scope of practice.	Uses the locally agreed risk screening process to identify consumers at risk of developing skin injury and/or chronic wounds.
Adept	AND supports others to undertake skin integrity assessments, within scope of practice.	AND takes appropriate action in response to the risk screening.
Advanced	AND applies critical analysis skills to undertake and/or advise others on skin integrity assessment in complex presentations.	AND supports development and implementation of the locally agreed risk screening process in the organisation.

2.2 Maintaining skin integrity. Protects and improves a consumer's skin integrity for the purpose of preventing wounds.		
Capabilities	2.2.1 Delivering skin integrity interventions	2.2.2 Collaborating with other healthcare team members for skin integrity and wound prevention
Foundational	Implements identified skin integrity strategies, under supervision and within scope of practice, including: <ul style="list-style-type: none"> • skin care • managing pressure, friction and shear • managing moisture, including incontinence • applying compression therapy • referral for nutritional review • referral for footwear and off-loading devices 	Identifies concerns about a consumer's skin integrity and escalates care.
Adept	AND recommends, independently delivers and supervises others in skin integrity and wound prevention strategies, within scope of practice.	AND appropriately involves other clinicians to address a consumer's skin integrity or wound prevention needs.
Advanced	AND delivers and/or advises on advanced wound prevention strategies, within scope of practice.	AND collaborates with other clinicians to manage complex skin integrity and wound prevention needs.

2.3 Addressing lifestyle risk factors and co-morbidity.

Provides advice and support to consumers to reduce factors that increase their risk of developing a chronic wound.

Capabilities	2.3.1 Addressing lifestyle risk factors	2.3.2 Addressing co-morbidity
Foundational	Identifies consumers with lifestyle factors that increase their risk of developing a chronic wound (e.g. poor nutrition, smoking, etc.) and escalates or refers.	Identifies consumers with co-morbidities that increase the risk of developing a chronic wound and escalates or refers.
Adept	AND advises consumers about the benefits of lifestyle changes (e.g. nutrition, smoking cessation, etc.) that will reduce their risk of developing a chronic wound.	AND refers for or addresses co-morbidity management, if within scope of practice, for example for continence management, homelessness, substance use, access to financial services or foot care.
Advanced	AND uses health education and motivational techniques to encourage consumers to change lifestyle to reduce their risk of developing a chronic wound.	AND establishes referral pathways to ensure that consumers at risk of developing chronic wounds receive effective management of their co-morbidities.

2.4 Community awareness of wound prevention.

Delivers population health interventions, including to priority populations, to increase community awareness of preventing chronic wounds, identifying wounds and seeking appropriate intervention for wounds.

Capabilities	2.4.1 Community awareness of wound prevention
Foundational	Contributes to community education strategies to increase awareness of wound prevention and early intervention.
Adept	AND organises community education strategies, including culturally appropriate strategies for Aboriginal Australians and other priority populations (e.g. people experiencing homelessness, people living with disability, people from refugee backgrounds, culturally and linguistically diverse communities, people on low incomes).
Advanced	AND collaborates in community engagement and other public health strategies to improve wound prevention and early identification, including culturally appropriate strategies for all people and priority populations.

Domain 3: Comprehensive assessment

Describes actions to ensure that consumers have comprehensive, timely, regular and responsive assessments of their wound, co-morbidities, and wellbeing, and they receive an accurate diagnosis of their wound.

3.1 Accurate and comprehensive assessment.		
Performs timely and comprehensive assessment for consumers with chronic wounds on initial presentation, at regular intervals during management and with signs of deterioration.		
Capabilities	3.1.1 Observation and documentation of wound characteristics	3.1.2 Health assessments
Foundational	Accurately observes and documents the characteristics of a wound, including tissue type, wound area, location, duration and other relevant wound parameters, including using wound photography and wound assessment tools available in the service.	Conducts health assessments within scope of practice and/or under supervision, including assessment of history (medical, surgical and psychosocial history), co-morbidities, lifestyle risk factors, medications and other relevant areas.
Adept	AND supervises or reviews documentation performed by others.	AND supervises and/or reviews health assessments performed by others.
Advanced	AND contributes to improving wound documentation procedures in the service, including selection of wound assessment tools, introduction of wound photography systems and training for staff.	AND advises on assessment in complex clinical situations.

3.1 Accurate and comprehensive assessment (continued).

Performs timely and comprehensive assessment for consumers with chronic wounds on initial presentation, at regular intervals during management and with signs of deterioration.

Capabilities	3.1.3 Mental health and wellbeing assessment	3.1.4 Social assessment	3.1.5 End of life assessment
Foundational	Asks consumers experiencing a chronic wound about their mental health and wellbeing and escalates any concerns raised.	Asks consumers about cultural, economic, environmental, social and spiritual factors and their social networks and supports.	Identifies consumers receiving palliative care at end of life.
Adept	AND uses mental health and wellbeing assessment tools for consumers with a chronic wound, including depression and anxiety, pain, patient reported measures and quality of life tools. Provides information about available mental health services and referral options.	AND explores how the wound may impact the consumer's cultural and social wellbeing and how these factors may impact wound healing. Discusses if and how the social networks could support the consumer's chronic wound management.	AND partners with the consumer, their family and the palliative care team to ensure their chronic wound management aligns with the consumer's end of life plan.
Advanced	AND synthesises complex information to assess the impact of the consumer's wound and pain on their mental health and/or impact of their mental health on wound healing.	AND critically appraises ways to limit detrimental impact of wound management on the consumer's cultural and social wellbeing. Sensitive navigates complex social and support network situations.	AND ensures the chronic wound service has end of life procedures and training for staff.

3.2 Collaborating for specialist assessment.

Identifies when a consumer with a chronic wound requires further specialist assessment, including from specialist interdisciplinary teams and ensures that they are referred to and access these services in a timely manner.

Capabilities	3.2.1 Referring for specialist assessment	3.2.2 Actioning referral for specialist assessment	3.2.3 Developing specialist referral pathways
Foundational	Identifies when a consumer with a chronic wound requires further assessment and escalates.	Nil	Nil
Adept	AND makes timely and appropriate referrals for assessment by specialists, other disciplines or interdisciplinary teams as required.	Appropriately allocates and actions referrals received in accordance with their priority.	Contributes to the development of referral criteria and pathways of care between chronic wound management and other specialist services.
Advanced	AND facilitates rapid access to services appropriate to the urgency of the situation.	AND develops systems for the efficient and appropriate actioning of referrals received in accordance with their priority.	AND implements and monitors the referral criteria and pathways of care for timely and appropriate access to specialist assessment.

3.3 Wound diagnosis.

Ensures that a person with a chronic wound has a wound diagnosis that is communicated to them and is available to all members of the wound management team.

Capabilities	3.3.1 Diagnostic testing	3.3.2 Identifying the wound diagnosis	3.3.3 Documentation of wound diagnosis	3.3.4 Consumer awareness of their wound diagnosis
Foundational	Identifies when further diagnostic tests are required and appropriately escalates or refers for further diagnostic investigation.	Reviews the consumer's medical records to identify when a wound diagnosis has been made.	Accurately records the wound assessments they have conducted within the consumer's medical record.	Checks that the consumer is aware of the results of investigations.
Adept	AND conducts appropriate diagnostic tests, within scope of practice, using relevant equipment and techniques.	AND interprets the results of relevant diagnostic investigations and formulates a diagnosis for non-complex wounds and seeks specialist input to diagnose complex wounds.	AND ensures that all assessments and investigations conducted by the wound team and the diagnosis of the consumer's wound are documented.	AND communicates investigation results and the wound diagnosis to the consumer in language they can understand.
Advanced	AND applies a systematic approach to conduct and/or request a range of investigations required to accurately diagnose complex chronic wounds.	AND applies critical analysis skills to interpret available information to develop a working diagnosis and potential differential diagnoses for complex wounds.	AND contributes to the implementation of robust documentation processes within the chronic wound management service.	AND communicates complex investigation results, diagnosis and prognosis to the consumer in language they can understand.

Domain 4: Chronic wound management

Collaborating with the consumer, their family and carers and the wider wound management team to develop and communicate an evidence-based, person-centred chronic wound management plan, and to deliver interventions for wound, lifestyle and co-morbidity management.

4.1 Chronic wound management goals.		
Collaborates with the consumer and their carers to identify appropriate and achievable goals for their wound management.		
Capabilities	4.1.1 Identifying the consumer's goals	4.1.2 Monitoring attainment of the consumer's goals
Foundational	Asks the consumer about their chronic wound management goals at the start of their treatment.	Checks with the consumer if their chronic wound management goal remains the same as treatment progresses.
Adept	AND supports the consumer to identify and express their goals for management (wound, lifestyle, health and other) and records them in the chronic wound management plan.	AND monitors attainment of the consumer's chronic wound management goals throughout treatment.
Advanced	AND contributes to agreement of achievable goals in complex situations.	AND monitors attainment of consumers' goals across the chronic wound management service.

4.2 Chronic wound management plan.

Advises and collaborates with the consumer and their carers to co-design an evidence-based and person-centred chronic wound management plan, accessible to the consumer and the wider healthcare team.

Capabilities	4.2.1 Identifying the consumer's preferred management options	4.2.2 Identifying evidence-based treatments
Foundational	Asks the consumer if they have any treatment preferences for their chronic wound.	Contributes to the selection of evidence-based treatments to include in the chronic wound management plan, within scope of practice.
Adept	AND supports the consumer to identify their preferences for comprehensive chronic wound management services and incorporates these into their management plan where appropriate and agreed.	AND identifies and recommends appropriate evidence-based treatment options and reaches agreement on a management plan with the consumer and wider wound management team.
Advanced	AND discusses the likely impacts of these preferences on wound healing in complex situations and works with the consumer to agree on a management plan.	AND identifies and recommends specialist evidence-based treatment options in complex situations.

4.2 Chronic wound management plan (continued).

Advises and collaborates with the consumer and their carers to co-design an evidence-based and person-centred chronic wound management plan, accessible to the consumer and the wider healthcare team.

Capabilities	4.2.3 Accommodating personal needs in the management plan	4.2.4 Identifying service providers
Foundational	Works with the consumer to identify ways that the chronic wound management plan can accommodate other priorities in their life.	Works with the consumer to identify their preferred service providers.
Adept	AND builds a therapeutic relationship with the consumer to better identify their holistic needs and ensure their chronic wound management plan is person-centred.	AND advises consumers about the range of services available to them, including My Aged Care, Veteran Affairs, the National Disability Insurance Scheme (NDIS) and self-management.
Advanced	AND advises on ways to accommodate the consumer's priorities and deliver effective and safe chronic wound management in complex situations.	AND leads the development of referral and collaborative processes with other service providers.

4.3 Providing chronic wound treatment.

Delivers a range of evidence-based therapeutic interventions, within scope of practice and local guidelines, to manage a consumer's chronic wound.

Capabilities	4.3.1 Use of clinical pathways	4.3.2 Infection prevention and control	4.3.3 Wound bed preparation
Foundational	Follows local wound management protocols and clinical pathways to manage defined types of chronic wounds.	Follows general infection control and prevention practices when providing chronic wound treatment.	Safely removes previous dressing(s), undertakes simple cleansing of the peri-wound and wound bed (e.g. with saline) and escalates or seeks advice when more complex wound bed preparation is required.
Adept	AND participates in the development and implementation of local wound management policies, protocols, clinical pathways and models of care, within scope of practice.	AND identifies the appropriate aseptic technique to use for the management of a range of wounds, within scope of practice, and supports others to implement appropriate infection prevention and control.	AND performs comprehensive wound bed preparation, including skin and wound cleansing, removal of nonviable tissue and moisture balance, within scope of practice.
Advanced	AND applies knowledge of contemporary research evidence to lead development and implementation of local wound management policies, protocols, clinical pathways and models of care, within scope of practice.	AND contributes to the development and monitoring of infection control and prevention practices in the chronic wound management service.	AND advises on and manages complex wound bed preparation.

4.3 Providing chronic wound treatment (continued).

Delivers a range of evidence-based therapeutic interventions, within scope of practice and local guidelines, to manage a consumer's chronic wound.

Capabilities	4.3.4 Selection of dressings and products	4.3.5 Application of dressings and products	4.3.6 Delivery of other wound therapies
Foundational	Accesses information about the properties and uses of dressings, such as the information available in the NSW Health Wound Care Formulary (accessible to NSW Health staff) when selecting products.	Applies dressings and products as per the wound management plan or recommended product directions, within scope of practice.	Delivers wound therapies as instructed and within scope of practice, for example strategies to off-load pressure.
Adept	AND applies understanding of the properties and uses of dressings to select appropriate products, within scope of practice.	AND supervises the application of dressings and products by others.	AND recommends and carries out evidence-based wound management techniques and therapies within the scope of practice, such as compression therapy, pressure off-loading and negative pressure wound therapy.
Advanced	AND advises others about use of emerging technologies and products for the management of complex chronic wounds and provides expert opinion for the development of local and regional product formularies.	AND uses innovative product solutions to manage complex chronic wounds and teaches others how to use advanced dressings and products.	AND performs and advises on advanced, emerging or specialist wound management treatments in complex situations, within scope of practice.

4.4 Collaborating for chronic wound treatment.

Refers to other disciplines or interdisciplinary teams for treatment that is out of scope of practice.

Capabilities	4.4.1 Referring treatment to other clinicians	4.4.2 Referring to interdisciplinary wound management teams for treatment
Foundational	Identifies the limitations of wound management knowledge, skill and scope of practice and escalates treatment to other clinicians as required.	Refers appropriately to specialist wound management interdisciplinary teams, e.g. high risk foot services.
Adept	AND makes timely and appropriate wound management referrals to other multidisciplinary clinicians for treatments beyond own scope of practice or skill level.	AND participates as a collaborative member of interdisciplinary management teams.
Advanced	AND accepts referrals and collaborates with other wound clinicians to deliver specialist and/or innovative therapies to manage complex chronic wounds.	AND develops and promotes specialist interdisciplinary teams that provide coordinated management of consumers with complex chronic wounds.

4.5. Management of co-morbidities and consumer wellbeing.

Ensures that consumers are offered information, referral and treatment of factors that may impede wound healing or have negative impact on their wellbeing.

Capabilities	4.5.1 Management of pain	4.5.2 Supporting activities of daily living (ADLs)	4.5.3 Supporting mental health
Foundational	Asks the consumer about their pain levels, including when performing dressing changes and other treatments (procedural pain), and uses local pain assessment and management tools.	Identifies when consumers are experiencing difficulties with ADLs and escalates concerns.	Recognises when a consumer is living with an existing mental illness and/or the mental health impacts from experiencing a chronic wound, and checks they are accessing appropriate support services.
Adept	AND regularly evaluates the consumer's wound pain levels and ensures they are receiving appropriate pharmacotherapy and other pain management strategies, including pre-procedural.	AND supports or organises referral to address the consumers ADL needs, including provision or advice and equipment, within scope of practice.	AND connects the consumer with appropriate mental health support pathways if required and accepted.
Advanced	AND seeks solutions to address the effects of unmanaged pain in complex situations.	AND develops systems and pathways to improve access to ADL support for consumers with a chronic wound.	AND develops pathways to support consumers with serious mental illness to access appropriate chronic wound management services and services to support consumers with mental health needs related to the experience of a chronic wound.

4.5. Management of co-morbidities and consumer wellbeing (continued).

Ensures that consumers are offered information, referral and treatment of factors that may impede wound healing or have negative impact on their wellbeing.

Capabilities	4.5.4 Addressing lifestyle risk factors	4.5.5 Management of co-morbid health conditions
Foundational	Provides consumers with information about addressing lifestyle risk factors that influence wound healing, including nutrition, hydration, sleep, smoking cessation and other relevant risk factors.	Appropriately uses referral pathways to address management of a consumer's co-morbid wound risk factors, e.g. for diabetes management and vascular supply.
Adept	AND discusses the lifestyle and risk factors that influence wound healing, provides advice of interventions that would benefit them and arranges referrals when agreed to by the consumer.	AND addresses co-morbidities and risk factors that are within scope of practice.
Advanced	AND develops health education and information resources about the benefits of addressing lifestyle and risk factors to promote wound healing, including nutrition, smoking cessation, blood glucose control, footwear, continence and other relevant factors.	AND develops referral pathways and collaborative practices to effectively address common co-morbidities and risk factors in consumers with a chronic wound.

4.6 Managing wound deterioration.

Identifies when a wound is not responding to management, is infected, or deteriorating and takes action to investigate the causes and takes appropriate remedial action.

Capabilities	4.6.1 Responding to wound deterioration	4.6.2 Managing infection
Foundational	Identifies the signs of wound deterioration and non-healing and escalates.	Identifies the overt signs of wound infection and escalates appropriately.
Adept	AND manages wound deterioration or non-healing with actions and/or referral to other clinicians.	AND recognises covert signs of wound infection and responds appropriately within own scope of practice and/or by referral to other clinicians as required.
Advanced	AND provides consultation, advice, support and/or management of deteriorating or non-healing wounds as appropriate.	AND determines the extent of infection based on clinical signs and/or investigations (e.g. wound culture) and initiates or refers for appropriate treatment.

4.7 Preventing wound recurrence.

Provides advice to consumers and follow-up services to prevent recurrence of closed wounds and/or the development of new wounds after wound closure.

Capabilities	4.7.1 Advice to consumers about preventing wound recurrence	4.7.2 Follow-up care after wound closure
Foundational	Informs consumers with a recently closed chronic wound about strategies to prevent wound recurrence or the development of a new wound.	Informs consumers with closed chronic wounds about recommended follow-up services to prevent wound reoccurrence.
Adept	AND develops wound prevention plans appropriate to the consumer's needs and risks.	AND organises and/or provides long-term follow-up services for consumers with closed chronic wounds to prevent their reoccurrence.
Advanced	AND advises on specialist and innovative wound prevention strategies for consumers with a history of chronic wounds in complex situations.	AND develops pathways of care to support the long-term prevention needs of consumers with closed chronic wounds.

Domain 5: Enablement and partnerships

Person-centred and collaborative practices underpin all interactions and stages of the chronic wound journey and experience. A focus on empowering consumers to engage in their chronic wound management and meeting the needs of consumers from priority populations are important. This involves promoting partnership between the consumer, their family and carers, communities and clinicians across healthcare settings.

5.1 Health literacy, information and communication.		
Explores and addresses the health literacy and communication needs of consumers to support their understanding of their chronic wound and management options.		
Capabilities	5.1.1 Assessing the consumer's health literacy	5.1.2 Providing health information
Foundational	Uses locally approved health literacy tools with the consumer and their family and carers.	Provides the consumer and their family and carers with information about their wound type, wound healing and management options.
Adept	AND assesses the health literacy of consumers and their family and carers, their capacity to engage in decision-making about their chronic wound and adapts communication and information sharing to enhance their understanding.	AND develops accessible health information to improve consumer understanding of chronic wound and actively engage in wound management decisions.
Advanced	AND contributes to developing policies, procedures, and practices for the wound management service that include addressing health literacy.	AND considers health literacy for the provision of chronic wound information in the service.

5.1 Health literacy, information, and communication (continued).

Explores and addresses the health literacy and communication needs of consumers to support their understanding of their chronic wound and management options.

Capabilities	5.1.3 Checking the consumer's understanding	5.1.4 Addressing communication needs
Foundational	Asks the consumer if they understand information about their chronic wound and its management and if they have any questions.	Identifies consumers experiencing communication deficits or disabilities and escalates their requirements, including to access interpreters.
Adept	AND uses health literacy approaches to check that the consumer has understood, such as teach-back and paraphrasing.	AND takes appropriate actions to ensure consumers can have their communication requirements met, e.g. using interpreters, visual and audio communication mediums and other forms of accessible information, such as Auslan.
Advanced	AND applies approaches to improve the chronic wound management service addressing health literacy.	AND ensures systems are in place to support effective communication with consumers who experience language and communication deficits or disabilities.

5.2 Enabling consumer involvement.

Supports and empowers consumers to actively participate in their chronic wound management, including making decisions about their care and performing self-management as is their preference.

Capabilities	5.2.1 Shared decision making	5.2.2 Self-management
Foundational	Uses local shared decision making tools for consumers with chronic wounds.	Identifies when and how consumers wish to participate in self-management of their chronic wound.
Adept	AND supports consumers with chronic wounds to express the level of control they wish to have over their management, to express their views and preferences for care. Appropriately incorporates these preferences into their chronic wound management plan.	AND supports the consumer and their family and carers to participate in appropriate self-management of their chronic wound, including providing supervision and coaching.
Advanced	AND develops resources and capability to foster shared decision making across the wound management service.	AND develops systems to empower consumers to self-manage their chronic wound, including education, supervision and coaching.

5.3 Culturally safe services.

Takes responsibility to learn about providing a culturally safety service to people living with a chronic wound from Aboriginal and other priority population communities. Collaborates with cultural workers, organisations and community members to deliver safe and appropriate services.

Capabilities	5.3.1 Learning about Aboriginal cultural safety	5.3.2 Learning about cultural safety for other priority communities	5.3.3 Collaborating with cultural workers and communities to provide culturally safe care
Foundational	Participates in local Aboriginal cultural awareness programs to learn about the importance of culture for the health and wellbeing of Aboriginal consumers. Reflects on how to incorporate these factors into chronic wound management.	Participates in local awareness programs about providing culturally safe services to consumers from diverse backgrounds, including for cultural, linguistic, religious, refugee and LGBTIQ+ communities.	Seeks guidance from Aboriginal health workers and practitioners, multicultural health workers, refugee health workers, peer support workers or other cultural guides to deliver culturally appropriate services to consumers from priority populations.
Adept	AND demonstrates appreciation of the importance of culture for health and wellbeing by incorporating these into chronic wound management services with Aboriginal consumers.	AND demonstrates understanding of the importance of culture in providing of chronic wound management services to consumers from diverse backgrounds.	AND engages with priority population communities and organisations to deliver culturally competent chronic wound services to consumers from diverse backgrounds.
Advanced	AND collaborates with cultural partners to create a culturally welcoming chronic wound management service for Aboriginal consumers and communities.	AND collaborates with cultural partners to create a culturally welcoming chronic wound management service for consumers from all backgrounds.	AND builds relationships with communities and organisations to inform, design and partner in culturally safe and responsive chronic wound management services for consumers from diverse backgrounds.

5.4 Virtual care.		
Uses virtual care modalities effectively and efficiently to improve access to services for consumers and to improve communication between consumers and the health team.		
Capabilities	5.4.1 Providing clinical care using virtual care modalities	5.4.2 Communicating with the care team using virtual care modalities
Foundational	Uses local virtual care options as part of providing chronic wound management, e.g. providing virtual care consultation or taking images of a consumer's wound.	Uses local electronic systems to communicate with the wider clinical team, e.g. making electronic referrals, documenting in electronic medical record.
Adept	AND provides and refers to a range chronic wound management virtual care service options to improve access to care.	AND supports other colleagues to adopt new electronic modalities, e.g. image capture systems.
Advanced	AND participates in the development of new virtual care options to improve consumer access to a range of chronic wound management services.	AND participates in the development and implementation of new electronic clinical documentation and communication tools to improve efficient sharing of health information across disciplines and care settings.

5.5 Clinical partnerships.

Works collaboratively across clinical disciplines, networks, organisations and care settings, including when consumers transition between care settings.

Capabilities	5.5.1 Awareness of and relationships with other chronic wound management providers	5.5.2 Coordination of care with other chronic wound service providers
Foundational	Identifies local chronic wound management providers, their scopes of practice and ways to engage with them for advice and/or referral.	Responds to requests for information from others involved in the consumer's care in a timely and appropriate manner, including complying with privacy and confidentiality policies.
Adept	AND participates in chronic wound management networks and other collaborative forums to build professional relationships and processes to optimise coordination of care for consumers with chronic wounds.	AND facilitates effective coordination of care across services and settings.
Advanced	AND establishes effective collaborative working relationships and systems across settings of care, e.g. between primary care, residential aged care and government health services.	AND develops processes to improve timely and appropriate communication between chronic wound management services, particularly when a consumer's care is transferred between services.

Domain 6: Learning and service improvement

Describes a range of learning and improvement approaches required to maintain and enhance individual and service chronic wound management capability and to sustain delivery of contemporary, evidence-based services to consumers.

6.1 Reflective practice.		
Reflects on own values, attitudes and beliefs and how they impact professional behaviour and the consumer experience.		
Capabilities	6.1.1 Reflection on values and experiences	6.1.2 Making changes to practice based on reflection
Foundational	Reflects on their values, attitudes and beliefs and how these have influenced professional behaviour towards consumers living with a chronic wound and its impact on them.	Uses reflections to identify actions to improve the experience of consumers living with a chronic wound and interprofessional collaboration.
Adept	AND supports colleagues to participate in regular reflective practice of their experiences.	AND supports colleagues to identify actions based on their reflections.
Advanced	AND facilitates reflective practices across the chronic wound management service.	AND facilitates system improvements based on reflections from colleagues.

6.2 Learning in the workplace.

Seeks or provides advice, support and feedback between colleagues about ways to improve the chronic wound management practice of team members.

Capabilities	6.2.1 Seeking feedback from colleagues	6.2.2 Responding to feedback	6.2.3 Workplace clinical education
Foundational	Appropriately seeks chronic wound management advice or support from clinicians with more experience or from clinicians from other disciplines.	Constructively responds to feedback about their practice received from colleagues and consumers.	Participates in workplace supervision and clinical educational opportunities.
Adept	AND provides clinical support to colleagues.	AND acts as a role model for other colleagues and responds promptly to requests for advice and support from others.	AND contributes to developing and delivering chronic wound management clinical education.
Advanced	AND facilitates mentoring opportunities for the chronic wound management team.	AND facilitates a safe and supportive feedback culture in the chronic wound management service.	AND contributes to undergraduate, postgraduate and other workplace learning opportunities.

6.3 Professional development and maintaining contemporary practice.

Identifies learning needs and keeps up to date with contemporary chronic wound management practice by participating in evidence-based learning and development approaches.

Capabilities	6.3.1 Identifying learning needs	6.3.2 Maintaining contemporary clinical practice	6.3.3 Keeping up to date with evidence-based guidelines
Foundational	Identifies gaps in their chronic wound management knowledge and skills. Identifies learning goals. Develops learning plans to meet their goals.	Keeps up to date with statutory and mandatory training requirements as relevant, including registration and/or credentialling of clinical skills.	Accesses and uses local policies, procedures and guidelines to inform chronic wound management practice.
Adept	AND supports others to identify their chronic wound management professional development goals and plans.	AND acts as a mentor, supervisor and/or clinical assessor for other colleagues or student learners in scope of practice.	AND accesses evidence-based guidelines and research findings to inform chronic wound management practice and disseminates to others.
Advanced	AND identifies learning priorities for the wider chronic wound management team.	AND contributes to workplace in-service, undergraduate or postgraduate learning programs.	AND advises on the development and adoption of evidence-based guidelines in the service.

6.4 Service improvement.

Undertakes quality improvement and research activities to improve the chronic wound management service.

Capabilities	6.4.1 Clinical audits	6.4.2 Consumer feedback	6.4.3 Research
Foundational	Participates in chronic wound management clinical audits, for example collating data.	Reports feedback received from consumers, carers and other stakeholders about their chronic wound management experience.	Nil
Adept	AND contributes to developing and implementing chronic wound management audits and other quality improvement activities.	AND responds to feedback received from consumers, families, carers, communities and colleagues.	Participates in chronic wound management quality improvement and research activities.
Advanced	AND develops quality assurance systems for the continuous improvement of chronic wound management services. Monitors the service for avoidable clinical variation.	AND actively seeks feedback and involvement from consumers, families, carers, communities and colleagues to co-design quality improvement and research activities.	AND identifies gaps in the chronic wound management evidence base and leads or collaborates on quality improvement and research activities to strengthen the evidence base for effective chronic wound management.