

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Patient Care					
TSC	Case History Taking in Physiotherapy					
TSC Description	Establish patients' case history					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			HCE-PTC-3004-1.1	HCE-PTC-4004-1.1		
			Conduct holistic case history for routine cases independently. Seek guidance for case history taking for complex cases	Conduct holistic case history taking for routine and complex cases independently. Provide guidance to junior therapists where necessary		
Knowledge			<ul style="list-style-type: none"> • World Health Organisation's International Classification of Functioning, Disability and Health Framework (WHO ICF framework) • Principles of effective interviewing • Relevant elements in the clients' medical or therapy history • Code of conduct and other relevant ethical and legislative guidelines • Difficulties or considerations that must be taken into account for different target groups • Modifications to the traditional interview process for different client groups • Organisational practice guidelines of case documentation • Workplace safety and health measures and workplace violence policies for handling 	<ul style="list-style-type: none"> • Multidisciplinary approaches to case history taking for cases that require treatment from multiple professions • Models and/or frameworks of history taking 		

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			difficult or potentially violent clients				
Abilities			<ul style="list-style-type: none"> • Identify purpose of interviews and structure the interviews to achieve required outcomes • Gather information and develop client profiles • Determine if additional assessments of performance skills is required under guidance • Identify client strengths and potential problem areas • Establish priorities for interventions as part of the client interviews • Review medical and academic records of clients • Document interview processes and findings appropriately • Identify client and/or caregiver concerns • Build trust and rapport with clients and caregivers • Adhere to the code of conduct and other ethical or legislative guidelines in the handling of client information from the interview • Apply workplace violence procedures or workplace safety and health measures to protect against violent clients • Maintain professional code of conduct and/or confidentiality • Show sensitivity to cultural background and 	<ul style="list-style-type: none"> • Integrate knowledge gathered by other professionals to form a holistic clinical impression of the clients • Collaborate with other professionals when validating interview findings for complex cases • Perform case history taking for complex cases requiring more in-depth knowledge or that have been escalated 			

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			<p>practices of clients, and adjust accordingly</p> <ul style="list-style-type: none"> • Identify possible client conditions that may require modification to the interview structures • Identify suitable adjuncts for interviews where necessary • Reflect on personal effectiveness in performing the interviews • Identify areas for improvement or client-related limitations that need to be addressed • Identify the most reliable source of information to establish the clinical history in clients • Identify gaps in information and seek to fill these gaps • Hypothesise potential problem areas 		
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