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Suggested Competencies for Vision Centre Staff

Refraction

Could be: Optometrist, Vision Technician, Eye Nurse

The person responsible for performing refractions at the vision centre should be able to:

Conduct and record preliminary tests accurately. Specifically:

- distance, near and pinhole visual acuity (VA)
- a case history to guide the refraction exam and explanations
- Measuring s patient's presenting spectacles
- pupillary distance (PD)

Perform and record accurate trial frame refractions, including:

- retinoscopy
- sphero-cylindrical refraction
- near refraction
- accommodation control during the refraction exam

Determine and record a final spectacle prescription

- based on the refraction results, case history, patient needs and spectacles available
- Include the prescription (Rx), PD, type of spectacles, and spectacle use on a written spectacle prescription

Communicate clearly and appropriately during the consultation including:

- Instructions the patient during the refraction exam
- Explanation of the findings of the refraction exam and the spectacles required to the patient.
- Explanation of how to use, when to use and how to take care of the spectacles

Detect an ocular health issue preventing a complete refraction and either

- Perform an ocular health examination or
- Refer for a complete eye exam

Write a referral letter

Ideally, the person responsible for refraction should also be able to

- Modify examination techniques to suit children or people with disabilities
- Explain to parents, carers and children about refractive error and spectacles

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Ocular health examination

Could be: Optometrist, Vision Technician, Eye Nurse

The person responsible for examining ocular health at the vision centre should be able to:

- Perform a case history to inform and guide the ocular health exam
- Measure and record distance, near and pinhole VA accurately
- Interpret VA measurements to inform ocular health exam
- Examine the structures and health of the anterior eye
- Describe the signs and symptoms of common eye conditions such as:
    - Complications from refractive error
    - Cataract
    - Trachoma
    - Diabetic retinopathy
    - Red eyes with pain
    - Red eyes without pain
- Identify anomalies in the structures and health of the anterior eye including:
    - the main causes of red, painful eyes
    - the three most common lumps that are seen on the eyelids
    - the most common eye injuries and it's severity
    - signs of trachoma, cataract, Vitamin A deficiency
- Recognise when ocular health conditions need:
    - Urgent referral
    - Non-urgent referral,
    - Treatment at the vision centre
    - No action
- Choose the most appropriate health practitioner for referrals
- Write a referral letter
- Administer appropriate treatment, if possible, for conditions such as (otherwise refer):
    - Trachoma (SAFE strategy)
    - Non painful red eyes
    - Styes
- For eye injuries be able to appropriately:
    - Evert an eyelid
    - Irrigate an eye
    - Make and use an eye pad
    - Make and use an eye shield
    - Instill eye drops and ointments
- Examine the structures and health of the posterior eye
- Identify anomalies in the structures and health of the posterior eye including:
    - complications that are associated with hyperopia, myopia and astigmatism
    - cataract
    - diabetic retinopathy
    - retinal disease

Communicate clearly and effectively with patients, being able to:

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- Give clear instructions for all ocular health tests
- Explain the causes, signs & symptoms, prevention and treatments of common eye conditions such as cataract, diabetic retinopathy, trachoma and conjunctivitis to patients and their families.
- Educate patients and the community about lifestyle factors that affect their eyes and strategies to prevent lifestyle factors from harming the eye

Depending on the person's training & experience they may be able to:

- Perform entrance tests including:
  - Cover Test
  - Hirschberg Test
  - Ocular Motility
  - Confrontation Fields
  - Pupils
- Perform diagnostic eye exam techniques including:
  - Everting an eyelid
  - Slit Lamp Biomicroscopy
  - Fluorescein
  - Van Herrick ratio
  - Goldmann Tonometry
  - Amsler grid assessment
  - Ophthalmoscopy(dilated or undilated), with either the Monocular Indirect Ophthalmoscope, Direct Ophthalmoscope, Binocular Indirect Ophthalmoscope (BIO) or Slit Lamp & Fundus lens
- Identify ocular causes of headaches & migraines and explain to the patient
- Identify medical emergencies and know what action to take
- Examine and treat the ocular health of children, specifically:
  - Identify the major causes of childhood blindness
  - Adapt anterior and posterior eye exam techniques to suit children
  - Advocate & educate patients and the community on prevention & treatment for childhood blindness

Low Vision
Could be: Optometrist, Vision Technician, Eye Nurse

The person responsible for examining low vision at the vision centre should be able to:

- Identify what low vision is
- Demonstrate ways of helping people with low vision
- Record accurately and completely the details of the ocular health exam, including case history, findings, referrals, treatments and follow up steps
- Advocate for low vision services in the community

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Vision screening

Could be: Optometrist, Vision Technician, Eye Nurse

The person responsible for vision screening at the vision centre should be able to:

- Plan a vision screening with a partner organization/school etc
- Identify and organize all necessary equipment for a screening
- Ask and record a detailed case history
- Perform and record accurately the following screening tests:
  - an external eye exam with a torch or pen torch
  - Distance, near and pinhole VA
  - vertical prism test
  - plus lens test
  - colour vision test (not available all centres)
- Determine if
  - the person passes or fails each screening test
  - when to refer patients for a full eye exam based on given criteria
- Write referral letters and explanation of findings letters to parents/carers
- Explain screening results and the action plan to patients, teachers, parents/staff
- Follow up patients referred to the vision centre

Selecting & delivering spectacles

Could be: Optometrist, Vision Technician, Eye Nurse, Optical Assistant, Spec Tech, Reception staff

The person responsible for selecting and delivering spectacles at the vision centre should be able to:

- Select appropriate spectacles for the patient considering:
  - Their type of refractive error & prescription
  - Frame and lens materials
  - Types of lenses
  - Fit and appearance of the frame & lenses
  - Identify reasons why a person may have a particular problem with specs

- Take and record the necessary measurements for making up the spectacles, specifically:
  - distance & near PD using the limbus method only and the corneal reflex method and a pupillometer (if available)
  - a bifocal height using the premarking and the dotting up method
  - Discuss the different ways of measuring frames (datum and boxing systems)
  - Be able to take frame measurements

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- Use good communication techniques to explain to the patient:
  - the parts of the spectacle frame and their function
  - different types of refractive errors
  - the reasons for choosing certain lens and frame types and materials
  - why PD and a bifocal height is important
  - the difference between a near addition and a reading spectacle prescription.

- Deliver spectacles to the patient and adjust the fitting as necessary
  - Ask a person about their spectacles and their vision
  - Write receipts in a receipt book
  - Keep a record of important information for each person/pair of specs you make
  - Make the necessary frame adjustments with the appropriate tools
  - Explain how to take care of spectacles

Edging & fitting spectacles

Could be: Optometrist, Vision Technician, Eye Nurse, Optical Assistant, Spec Tech, Reception staff

The person responsible for edging and fitting spectacles at the vision centre should be able to:

- Identify and measure plus, minus, spherical and cylindrical lenses
- Read and write a correct lens prescription including spherical power, cylinder and axis
- Define and use the terms “dioptre (D), dioptre spherical (DS) and dioptre cylinder DC
- Identify lenses that correct hyperopia, myopia and astigmatism and presbyopia
- Explain the difference between a near addition and a reading spectacle prescription.
- Keep a record of important information for each person/pair of specs you make
- Describe common Frame materials
- Discuss the different ways of measuring frames (datum and boxing systems)
- Be able to take frame measurements
- Edge and fit a pair of spectacles, specifically:
  - Check the lenses are able to be cut
  - Cut a former
  - Block lenses
  - Edge lenses using an auto edger
  - Hand edge lenses
  - Fit lenses to frames
- Quality control a pair of spectacles, specifically:.
  - Verify that the final spectacles are the correct prescription
  - Hand neutralise both spherical and sphero-cyl lenses
  - Use a focimeter to measure the power of single vision and bifocal lenses
  - Name the instruments required for quality control of spectacles and their uses
- Deliver a pair of spectacles to a patient (as outlined above)

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Vision Centre Daily Operations

Could be: Optometrist, Vision Technician, Eye Nurse, Optical Assistant, Spec Tech, Reception staff

The competencies required for the day to day running of a vision centre require staff to be able to:

- recognize when appointments need to be made, know when patients need to be urgently seen
- assign daily tasks to the appropriate staff member
- Keep up to date Patient records and M&E data, including:
    - completing a patient record card and explaining what is being recorded
    - explaining why correct data entry matters
    - describing the importance of good storage and filing of data
    - linking record keeping with monitoring
- Handle Cash, specifically;
    - handle and count cash correctly
- Perform daily reconciliation and banking
- Process job orders
    - keep frames, lenses and RMS in stock
    - describe the key parts of an optical prescription
    - recognise which prescriptions would be a stock and non-stock lens
    - complete a non-stock order
    - ensure jobs are received on time
    - receive and check an order from the supplier
- Perform a Stock take and Stock level maintenance
    - Discuss why a stocktake is important
    - complete a stocktake
    - describe the link between stocktake and stock level maintenance
    - complete a stock order
    - identify what is included in an appropriate range of stock frames/ lenses
- Recognition and Maintenance of Vision Centre Equipment
    - Identify the key Vision Centre Equipment and its purpose
    - discuss why equipment maintenance is important
    - know the difference between equipment repair, servicing and monitoring.
    - determine what is an appropriate time length between equipment maintenance tasks
    - describe who is responsible for which task in equipment maintenance in the Vision Centre
- Show good Communication skills
- Know what occupational health and safety is and why it is important
    - describe what occupational health and safety is and why it is important

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  - list costs to the worker and employer of accidents and injuries at work
  - identify who is responsible for maintaining a safe workplace
  - list different types of hazards that workers face
  - identify potential hazards in the Vision Centre
  - explain things you can do to keep your workplace safe on a daily basis
- Understand the importance of Clinics Outside of the Vision Centre

Vision Centre Management

Could be: Optometrist, Vision Technician, Eye Nurse, Optical Assistant, Spectacle Technician, Reception staff

The competencies required for the management of a vision centre require staff to be able to:

- Describe what a Vision Centre is and its key functions
- List the key responsibilities of that the people who work in a Vision Centre
- Discuss what patients want from health care
- Explain the best techniques for managing a Vision Centre
- List the key Vision Centre activities to manage
- Explain how standard operating procedures can help you manage a Vision Centre
- Describe what Standard Operating Procedures (SOPs) are and the importance of developing them
- Explain who should write a SOP and when
- Identify which format is best to use in different situations
- Describe what you should include in an SOP for your Vision Centre
- Choose an appropriate level of detail in your SOPs
- List the steps involved in writing an SOP
- Use an effective writing style to convey your message
- Write an SOP and/or manage the process of SOP writing for your Vision Centre
- Have Basic Accounting Principle skills to:
  - Describe the importance of accounting
  - List the basic work flow for an accountant
  - Explain the common terms used in accounting
  - Describe why cash flow is important for a business
  - Interpret the basic elements of a financial report
  - Explain why accounts and reports are important
  - Manage Finances of Vision Centres
  - Manage Accounts payable and receivable
  - Audit vision centre processes
  - Budget
  - Develop financial reports
- Administer Stock Management

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  - Explain why all staff need to work together to manage stock
  - List the key steps in the stock management cycle
  - List the different systems for determining stock level and usage
  - Manage a stocktake in the Vision Centre
  - Help to develop a purchasing policy for the Vision Centre
  - Describe what to look for when choosing a supplier
  - Explain how to receive purchased items into the store
  - Explain the links with management and finance
- Ensure Stock Range Maintenance: Frame and Lenses
  - Recognize different basic types of frames and lenses
  - Explain how to choose appropriate frames and lenses for the Vision Centre
  - Explain the importance and process of judging the quality of frames and lenses
  - Describe how keeping different frame stock can affect Vision Centre sustainability
- Coordinate an Outreach Program
  - identify the objectives of outreach programs
  - list different types of outreach clinics
  - explain why community participation underlies good outreach programs
  - consider costs involved in organizing an outreach program
  - explain why publicity of the clinic is important
  - list the equipment necessary for your outreach clinic
  - describe the administration and monitoring requirements for an outreach clinic
  - coordinate an outreach clinic
- Coordinate a School Screening Program
  - coordinate scope and type of program with other staff members
  - decide on screening protocols, and who will perform vision screening
  - Identify appropriate locations for a screening program
  - develop training materials and coordinate training course, if necessary
  - administer screening programs
  - follow up the screening program
  - monitor and evaluate program
- Manage HR
- Manage an Occupational Health and Safety Program

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