

REDESIGNING THE MODEL OF CARE OF LOW TOLERANCE LONG DURATION REHABILITATION PROGRAM

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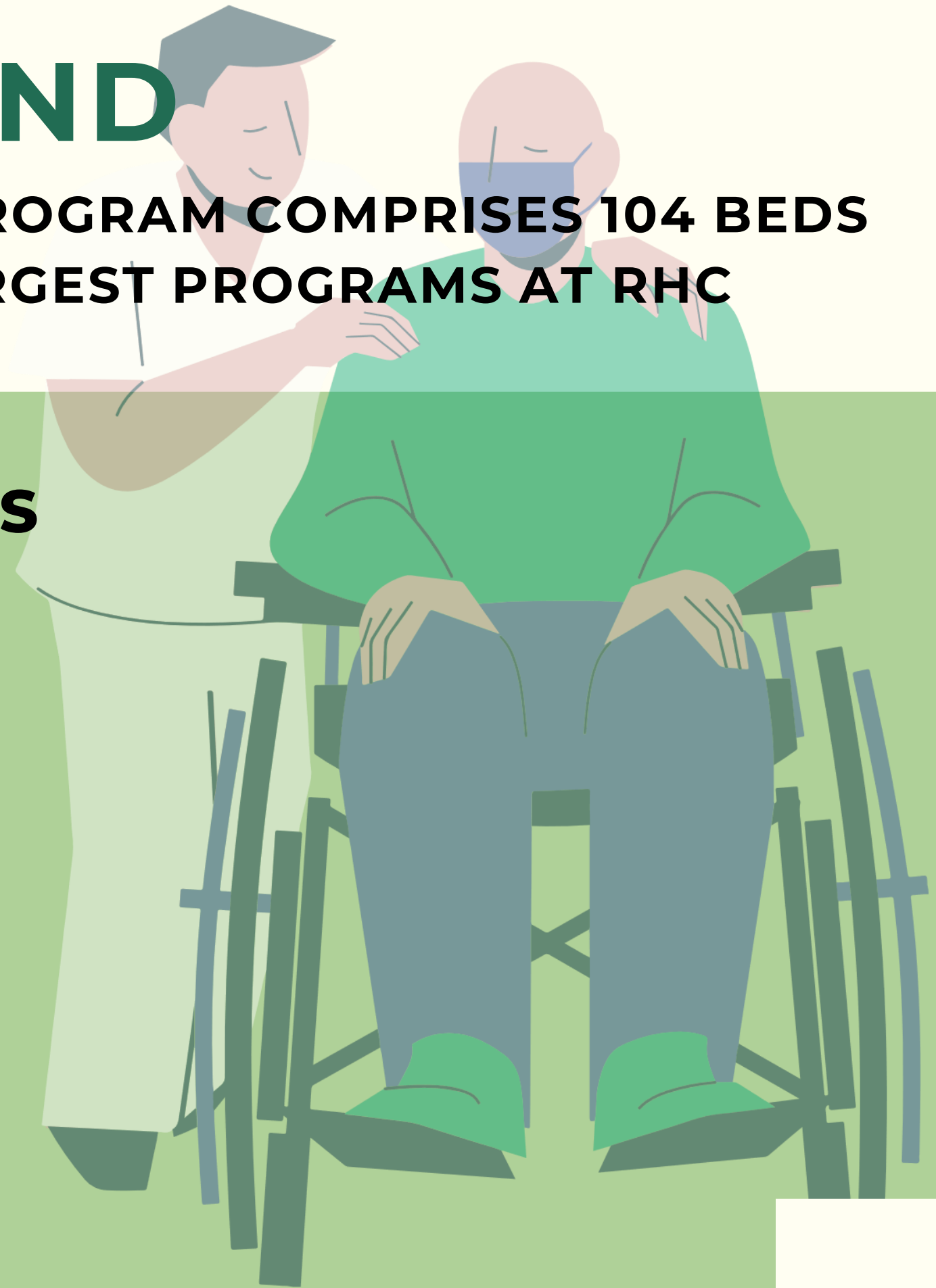




BACKGROUND

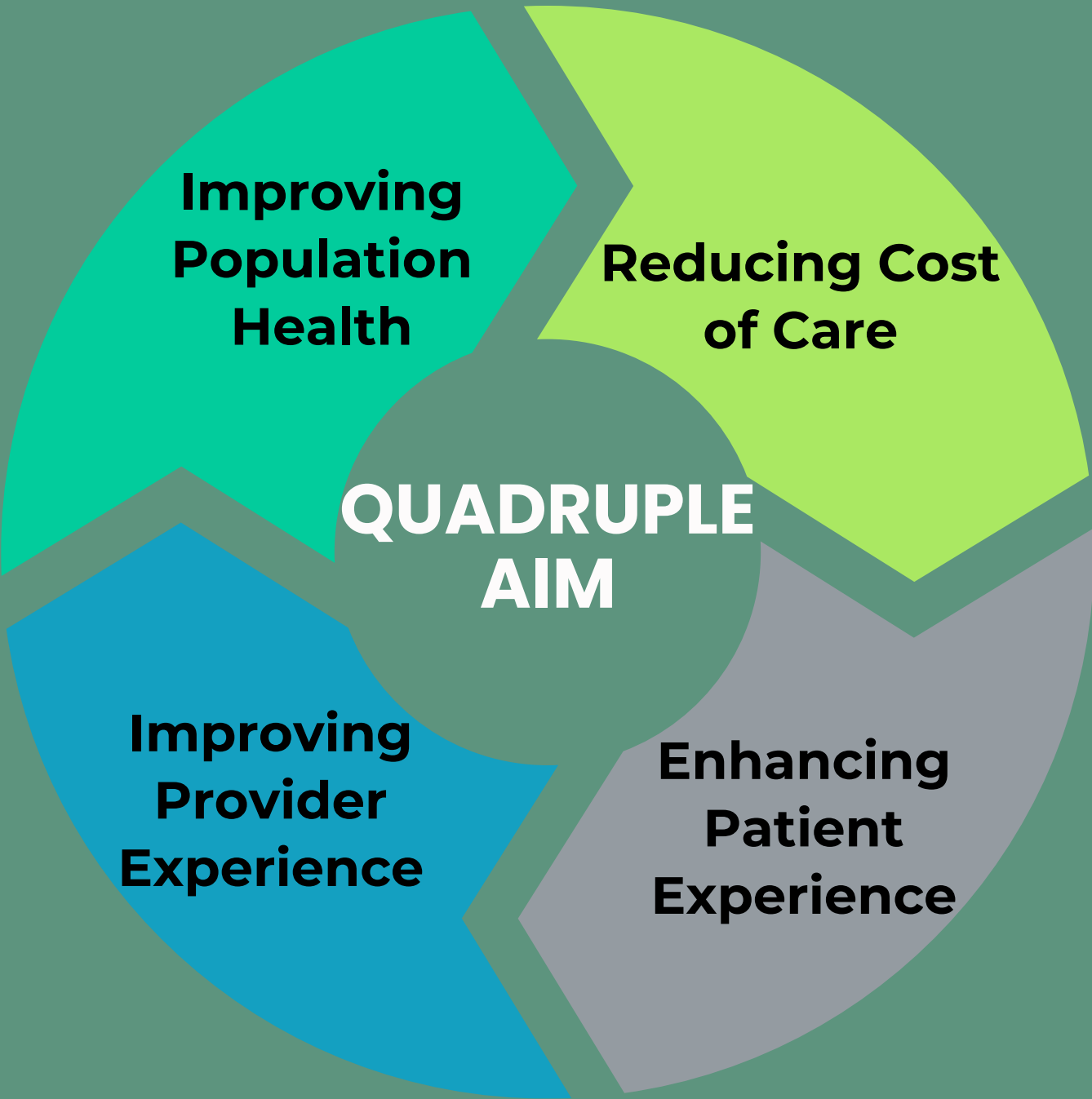
THE LOW TOLERANCE LONG DURATION (LTLD) PROGRAM COMPRISES 104 BEDS (OUT OF 206 TOTAL) AND IS ONE OF THE LARGEST PROGRAMS AT RHC

- **SHORTAGE OF HEALTH HUMAN RESOURCES**
- **DECREASED PATIENT AND STAFF SATISFACTION SCORES**
- **INCREASED ALLIED HEALTH STAFF TURNOVER AND POOR MORALE**
- **LACK OF INNOVATIVE REHAB PROGRAM**



OBJECTIVE:

Redesign the LTLD Rehabilitation Program to enhance patient experience, improve staff satisfaction and increase efficiency.





OUR VISION:
Centre of Excellence for Aging and Wellness

OUR VALUES:

I

ntegrity

C

ompassion

A

ccountability

R

espect

E

xcellence

Strategic PLAN

2020-2024

OUR STRATEGIC DIRECTIONS:

<div>1</div> <div>Expansion & Integration</div>	<div>GROW FOOTPRINT & SERVICES</div> <div>Improve health outcomes for our diverse community through new development and responsive programs and services.</div>	<div>CONNECTED HEALTHCARE</div> <div>Enhance access, coordination and support for patients as they move through their healthcare journey.</div>	<div>STRATEGIC PARTNERSHIPS</div> <div>Expand partnerships to streamline care delivery and enhance organizational effectiveness.</div>
<div>2</div> <div>Centre of Excellence</div>	<div>KNOWLEDGE EXCHANGE</div> <div>Create opportunities to advance care through information exchange and partnerships.</div>	<div>RESEARCH & INNOVATION</div> <div>Enable continuous improvement through vision and thought leadership.</div>	<div>EDUCATION</div> <div>Establish and promote a holistic model of care for aging and wellness.</div>
<div>3</div> <div>Quality, Safety, & Accountability</div>	<div>CULTURE OF QUALITY</div> <div>Foster an organization-wide commitment to excellence.</div>	<div>SUSTAINABILITY</div> <div>Reinforce culture of environmental and financial responsibility.</div>	<div>TECHNOLOGY AND INFRASTRUCTURE</div> <div>Invest in technology to improve safety, services, and access to information.</div>
<div>4</div> <div>Exceptional Experience</div>	<div>PEOPLE PLAN</div> <div>Recruit and cultivate top talent to elevate our brand and support organizational excellence.</div>	<div>CUSTOMER SERVICE MINDSET</div> <div>Adopt a service-driven approach to enhance patient experience.</div>	<div>COMMUNITY CARE</div> <div>Design care responsive to community, patient and caregiver needs.</div>



METHODS: GAP ANALYSIS

External
Consultant
Comprehensive
Review and
Report

External Site
Visits

Cycle Time
Analysis for
Allied Health
Staff

Survey Results -
Staff
Engagement and
Patient
Satisfaction

IDENTIFIED GAPS



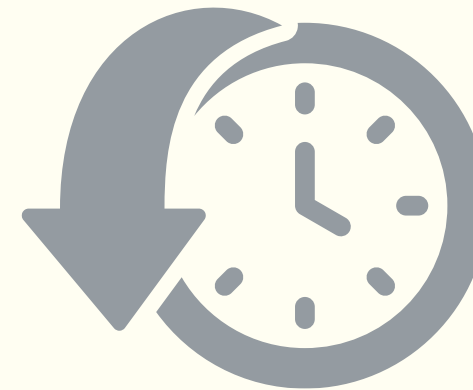
Inconsistency and redundancy in documentation



Increased waste (motion and extra-processing) during provision of care



Drastic variation in therapy provided to patients



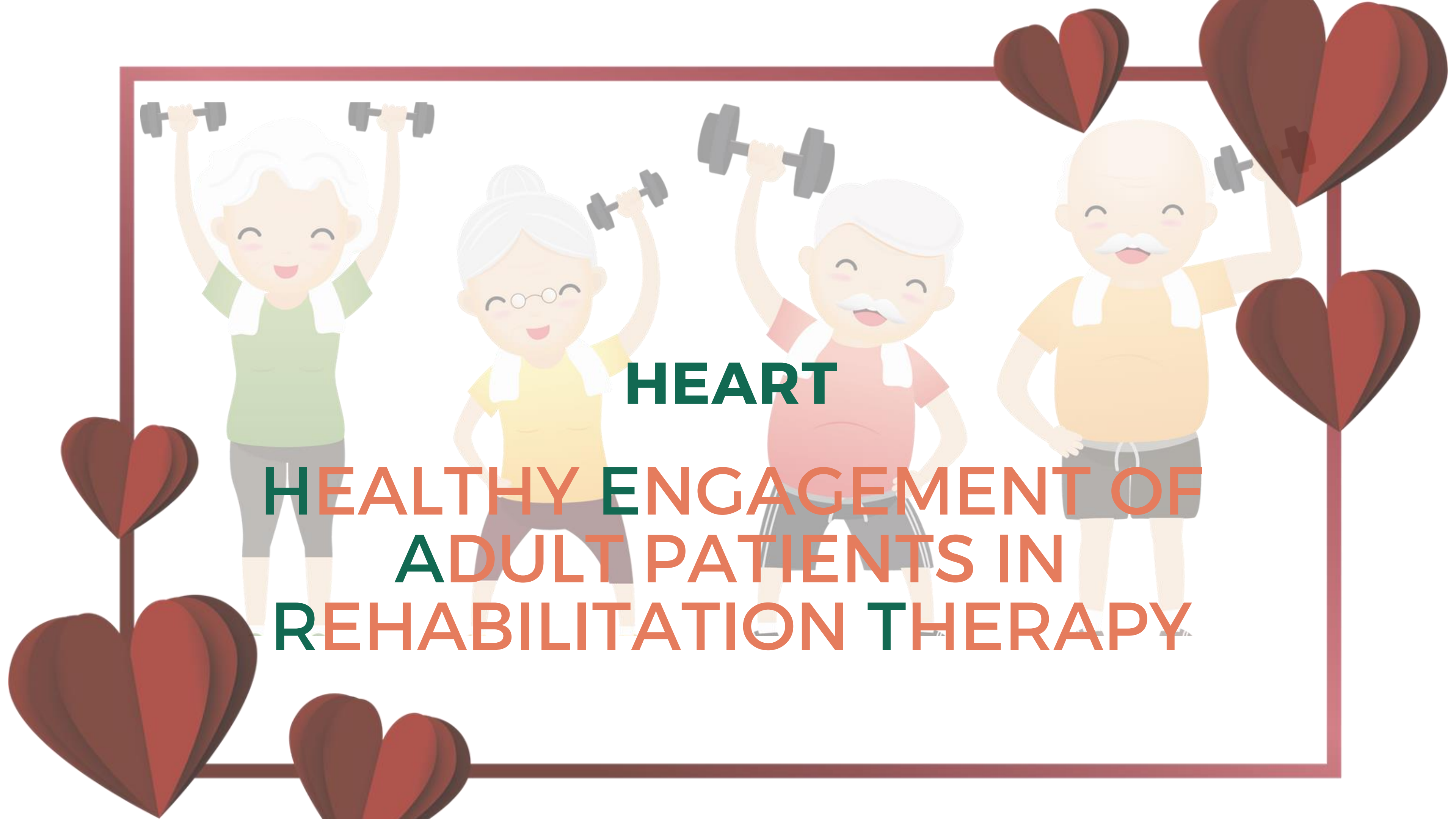
Increased patient downtime during their hospital stay



Lack of standardized workflow and staff accountability



Decreased staff engagement



HEART








**HEALTHY ENGAGEMENT OF
ADULT PATIENTS IN
REHABILITATION THERAPY**

AIM 1:

Enhance Patient Experience

- **Addition of Group Therapy to Rehab Program**
 - **Vestibular Training**
 - **Seated Strengthening Training**
 - **Circuit Training**
- **Virtual Therapy at Bedside**
- **Early Identification and Documentation of Patient SMART Therapy Goals**
- **Installation of Therapy Time Board**

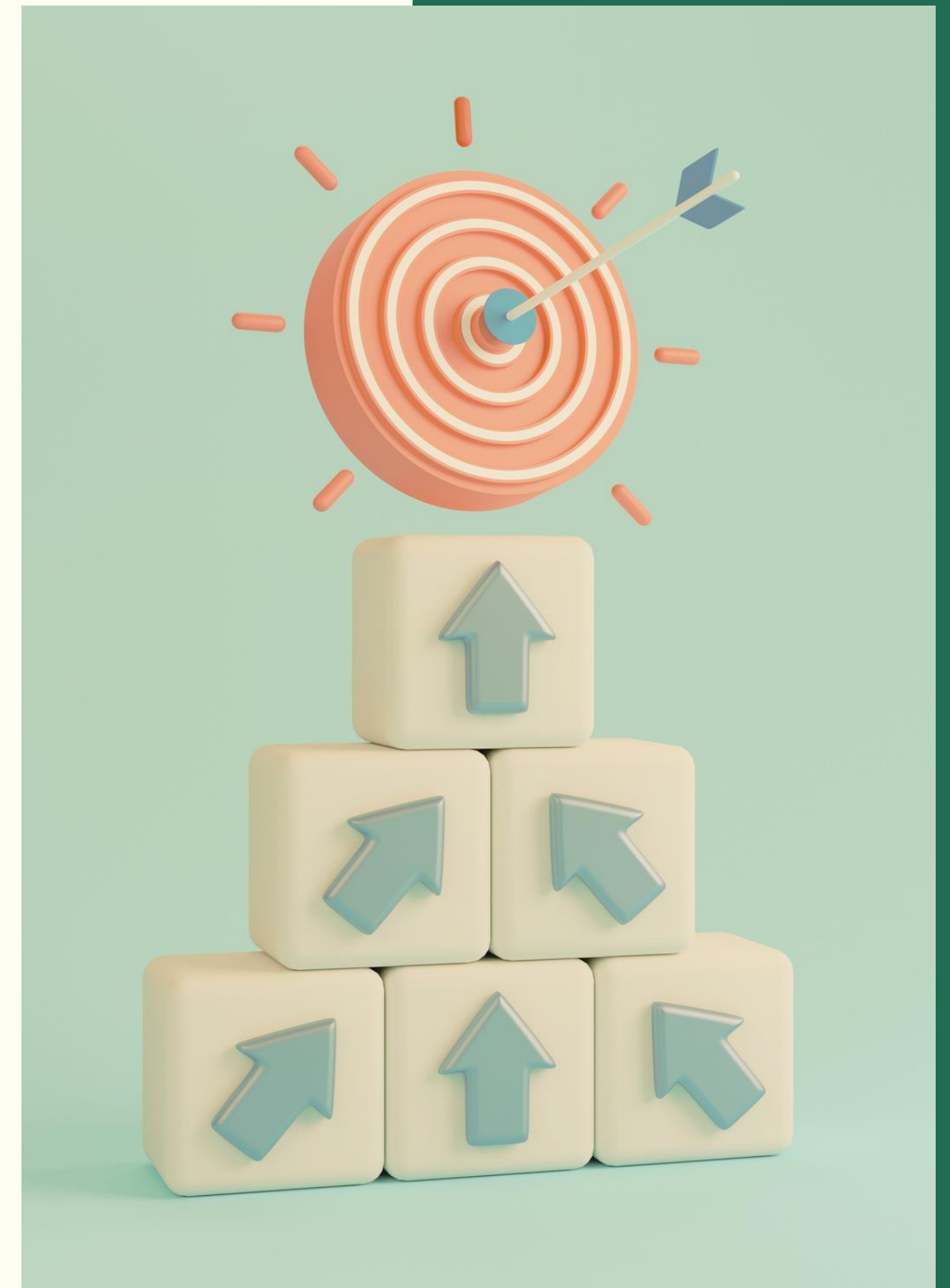


Today's Date		My Room #		My Telephone #		My Preferred Name		My Estimated Discharge Date	
				416-762-7316 Ext:				By 9:00 am	
My Care Team				My Therapy Time				My Ambulation Status:	
Doctor		Nurse		My Rehab Goals				<input type="checkbox"/> Independent <input type="checkbox"/> Supervision <input type="checkbox"/> One-person assist <input type="checkbox"/> Two-person assist <input type="checkbox"/> Non-Ambulatory	
Physiotherapist		Occupational Therapist							
Rehab Assistant		Discharge Coordinator							
APN/Team Lead		Manager							
Other team members:								My Walking Aid(s):	
<input checked="" type="checkbox"/> PSW: <input type="checkbox"/>									
Special Care				Am I in pain? Tell us how much				My Questions and Comments	
				<div> <div>0</div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div> <div>7</div> <div>8</div> <div>9</div> <div>10</div> </div>					
				<div> <div>No Pain</div> <div>Mild</div> <div>Moderate</div> <div>Severe</div> <div>Very Severe</div> <div>Worst Pain Possible</div> </div>					
				<div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>					
				<div> <div>0</div> <div>1-3</div> <div>4-6</div> <div>7-9</div> <div>10</div> </div>					

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THERAPY BOARD - 3RD FLOOR WEST (Break Time 1300hrs to 1400hrs)

Discipline	306	308	310-1	310-2	312-1	312-2	314-1	314-2	316-1	316-2	318	320
Physiotherapist												
Occupational Therapist												
Rehabilitation Assistant												
Activation Therapy												

Discipline	322-1	322-2	324-1	324-2	326	328	330-1	330-2	332-1	332-2	334-1	334-2
Physiotherapist												
Occupational Therapist												
Rehabilitation Assistant												
Activation Therapy												

Discipline	334-3	334-4	335	337	340-1	340-2	340-3	340-4	342	344	
Physiotherapist											
Occupational Therapist											
Rehabilitation Assistant											
Activation Therapy											

Group Therapy Schedule

Monday	Tuesday	Wednesday	Thursday	Friday

Note: Each patient will be scheduled for group therapy once a week. On the day of patients' group therapy, there will not be any scheduled one to one therapy for that day.

Physiotherapist



Occupational Therapist



Rehabilitation Assistant



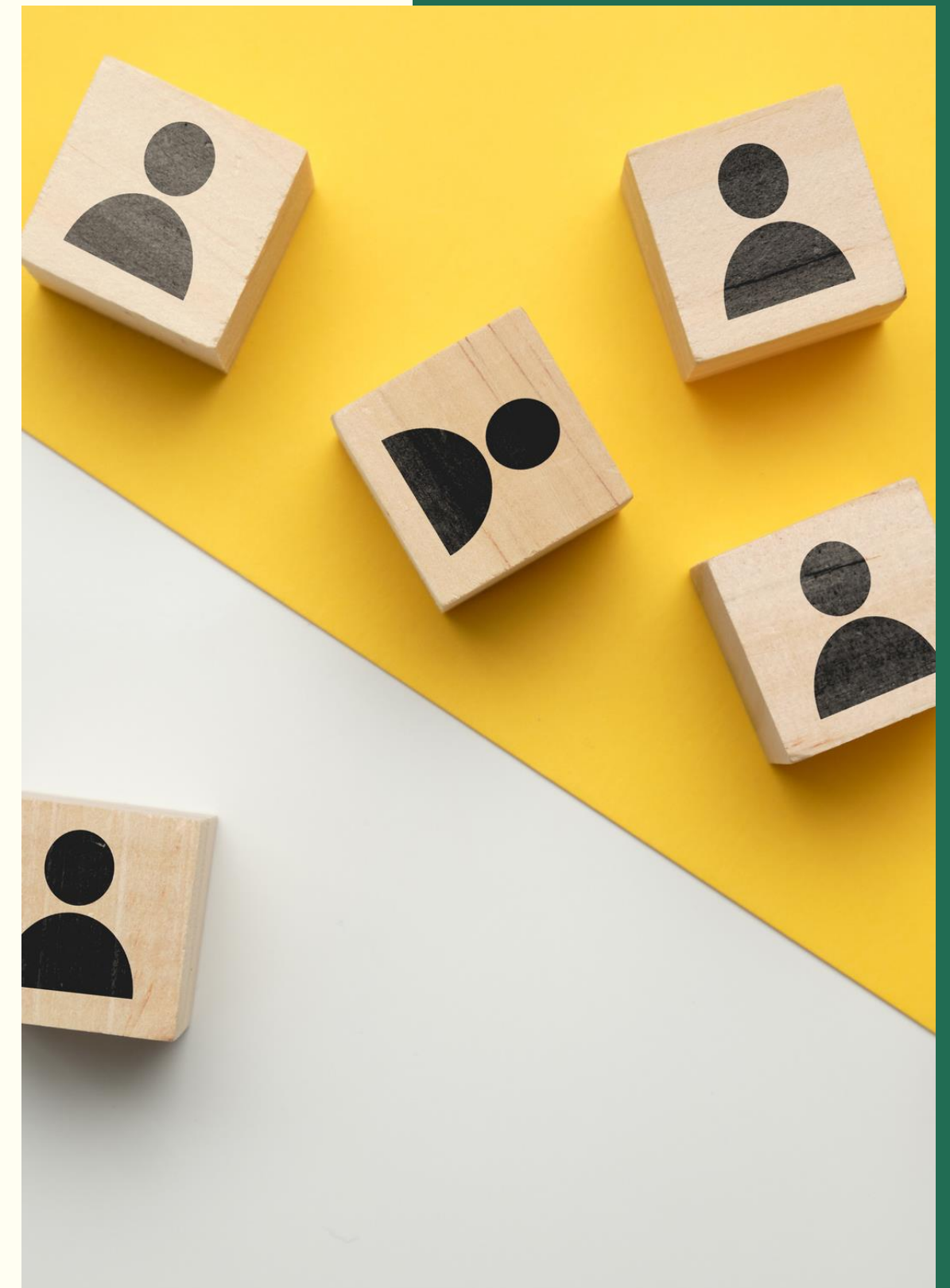
Activation Therapy



AIM 2:

Improve Staff Experience

- **Staff Engagement**
- **Introduction of Practice Leads**
- **Improved Communication Channels**
- **New PT/OT/RA Schedule**
- **Allied Health Daily Patient Roster**



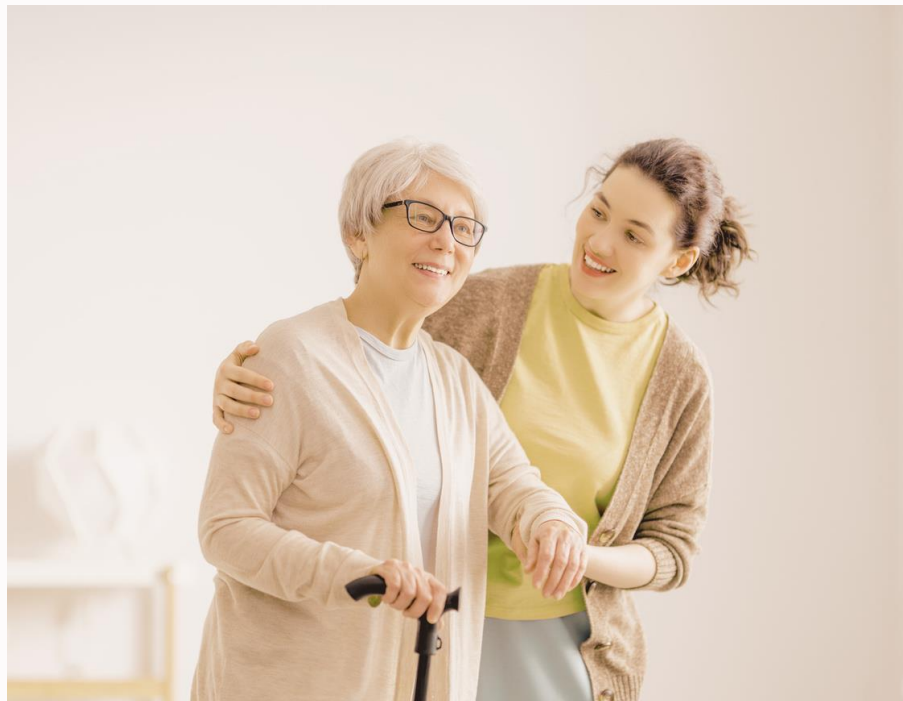
AIM 3:

Increase System Efficiency

- **Eliminate duplication and redundancy in documentation**
- **Generate automated SQL reports to enhance accountability**
- **Transfer of Accountability Process**



EVALUATION STRATEGIES



Patients' Experience

Patient Feedback Survey

Therapy Minutes Report



Staff Experience

Staff Engagement Survey

Turnover Rate



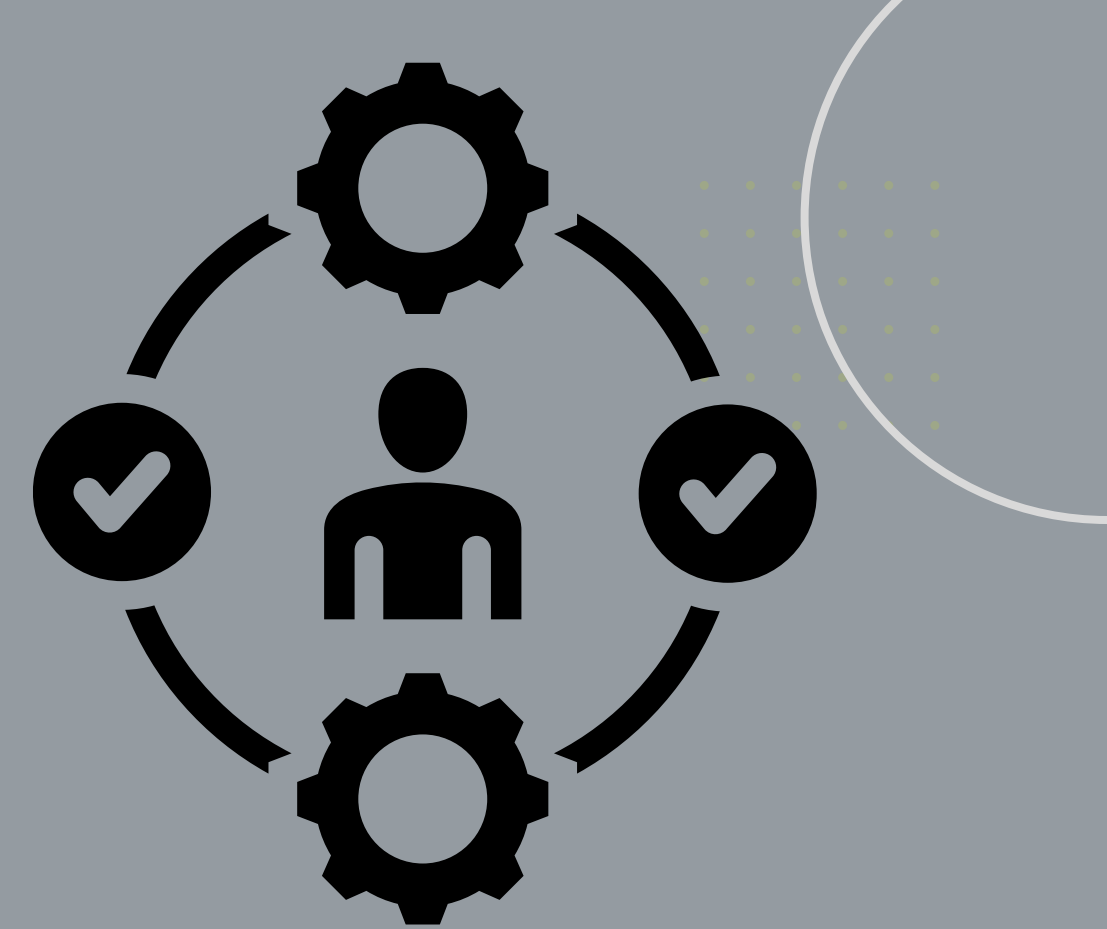
System Efficiency

Length of Stay

CMI

Project Facilitators

- **Standardized Protocols and Processes**
- **Patient Education and Engagement**
- **Staff Buy-In**
- **Leadership Support**
- **Appropriate Resource Allocation**
- **Staff Training and Engagement**
- **Piloting Programs and Deliverables**
- **Continuous Communication with Staff and Patients**
- **User-Friendly Technology**



Considerations and Barriers

- Understanding your patient groups
- Resistance to Change by Staff
- Think about any underlying issues
- Unit Outbreaks
- Space and Resource Constraints



Learning Points from our Experience



Questions?



Thank you!

