

Getting to 21 Days; from Referral to First Visit The North East's Story

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Ontario

Local Health Integration
Network

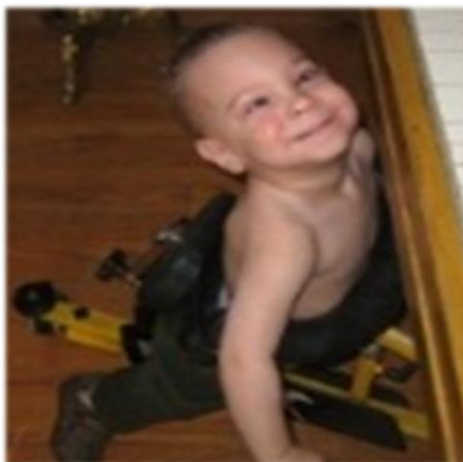
Réseau local d'intégration
des services de santé

Providing Services to the right patient at the right time in the right place!



The What and the Why

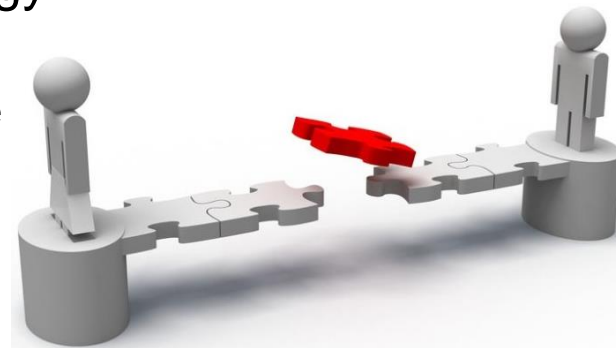
- In 2015, 90% of patients were waiting up to 84 days for their first provider visit; 93% of these were waiting for therapy
- Humungous geographical challenges to providing access to quality services





Multi-Pronged Strategy

- Engagement of Leadership at all levels
- Targeting all parts of the patient's journey
- Getting to 21 days Tactical Plan
- Filling therapy services gaps
- Finding efficiencies by optimizing technology
- Playing the right part for our patients at the right time



Care Coordination Support

- ★ Short Stay Rehab Care Coordination team
- ★ Enhancing use of tools and technology
- ★ Collaboration between CC/Clinicians
- ★ Therapy specific questions in RAI screener



Patient Centered Policies/Programs

- Think Community First
- Revision to Therapy Authorization Guidelines
- “Pick One” Approach
- First One in Approach for Patient Safety
- Therapy Assessment Center



Therapy Service Provider Authorized	Service Pathway Description/Goal	Think Community First Probing Questions & Hints	Priority (1 or 2)	Examples/Considerations
<p>Physiotherapy (PT):</p> <p>Unable to attend outpatient services because of medical condition/physical frailty</p> <p>Providers' Reference: Physiotherapy Care Plan Guidelines</p> <p>In some NE locations, PT service may be provided by a trained OT, for service ordering variations refer to the portal Therapy resources: Therapy Referrals-Branch Alternate Strategies</p> <p>The policy is Pick One Approach: Referrals to Physiotherapy/Occupational Therapy</p>	<p>ORTHO – Orthopaedics</p> <p>a) Surgical Orthopaedics – Open Reduction Internal Fixation (ORIF), non-elective joint replacements or partial revisions, or other surgical procedures <u>with physician's orders</u>.</p> <p>b) Partial joint, resurfacing, or bilateral hip or knee replacement</p> <p>c) Non-surgical Orthopaedics – immobilized fractures in casts, slings, spinal compression fractures, etc. <u>with physician's orders</u>.</p> <p>Goals:</p> <ul style="list-style-type: none"> To facilitate recovery. Improve or maintain range of motion and reduce or eliminate joint contractures Improve function to promote independent transfers and mobility. 	<ul style="list-style-type: none"> Patient may require services at onset to ensure safe transition home but could access outpatient PT services once mobility is safe and ready to begin ROM and strengthening Refer to out-patient physiotherapy (hospital or Community Physio Clinic) unless patient unable to attend because of medical condition/physical frailty. Link to OHIP clinics: http://www.northeasthealthline.ca/listServices.aspx?id=11019 Ask patient to verify if private insurance coverage available Link to list of Private clinics http://www.northeasthealthline.ca/listServices.aspx?id=10827 If injury related to work injury, re-direct to private clinic. If injury related to motor vehicle accident, re-direct to private clinic Is there sufficient information? Are there clear orders? What is the date of fracture? 	<p>1</p> <p>2</p>	<ul style="list-style-type: none"> Indicate date of fracture **Clear orders are required including weight bearing status, ROM and whether sling/brace can be removed for activity Fractures, post-op ortho, being d/c from acute care (surgical, medical, or ER unit) Imminent risk of falls within the next 5 days AND concerns with transition home relating to safety, refer as a priority 1. <u>Clear activity orders required</u> Patient has already received intensive or slow paced rehab for above orthopaedic issues, refer as priority 2 Fracture is not recent No imminent home safety issues for PT only to address Clear activity orders required
<p>Resources:</p> <ul style="list-style-type: none"> http://www.northeasthealthline.ca/listServices.aspx?id=11019 	<p>THR - Elective Hip Replacement</p> <p>Patients with an elective primary or full revision of a hip replacement. Excludes fractures, bilateral hip replacement, and patients who have attended inpatient rehab programs.</p> <p>Goals:</p>	<ul style="list-style-type: none"> Physician order is not required to initiate PT services post THR in areas when there are standard post-op protocols in place. Indicate sepsis or revision on referral if present Refer to outpatient PT (hospital or Community Physio Clinic) unless patient unable to attend outpatient services because of medical condition/frailty 	<p>1</p> <p>2</p>	<ul style="list-style-type: none"> Patient being d/c from surgical unit Imminent risk of falls within the next 5 days AND concerns with transition home relating to safety, refer as a priority 1. Patient has received intensive rehab (on rehab unit) or slow paced rehab as an inpatient. No imminent safety concerns for transition

Optimize NorthEasthealthline.ca

- Accurate local rehabilitation services
- Meaningful information at your fingertips
- Access for Staff, Patients and the Community

NorthEasthealthline.ca



Technology Efficiencies

Agile, umbrella project that supports:

- ★ CHRIS documentation for providers
- ★ Digital Signatures on Electronic Forms
- ★ Network access by tethering cell phone to laptop
- ★ Staff calendars on cell phones
- ★ Calendar appointments create billing files
- ★ Speech Therapy tablet trial
- ★ CHRIS DMS – III
- ★ Personal Computer Videoconferencing (PCVC)



Library of Digital Signature Forms

Rapid Response Nursing DS-Forms

[RRN Confusion Method Assessment \[DS Form\]](#) [\[Print Version\]](#)
[RRN Sig E Caps \[DS Form\]](#) [\[Print Version\]](#)
[RRN Patient Status Update \[DS Form\]](#) [\[Print Version\]](#)
[RRN Initial Clinical Assessment \[DS Form\]](#) [\[Print Version\]](#)
[RRN Clinical Re-Assessment \[DS Form\]](#) [\[Print Version\]](#)
[RRN Discharge Summary \[DS Form\]](#) [\[Print Version\]](#)

Speech Language Pathologist DS-Forms

[SLP Assessment \[DS Form\]](#) [\[Print Version\]](#)
[SLP Discharge Recommendations \[DS Form\]](#) [\[Print Version\]](#)
[SLP Dysphagia Consultation Recommendations \[DS Form\]](#) [\[Print Version\]](#)
[SLP Swallowing Recommendations \[DS Form\]](#) [\[Print Version\]](#)
[SLP Clinical Swallowing Assessment \[DS Form\]](#) [\[Print Version\]](#)

Physiotherapist DS-Forms

[PT Initial Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Walker Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Berg Balance Scale Full Version \[DS Form\]](#) [\[Print Version\]](#)
[Berg Balance Scale Short Form \[DS Form\]](#) [\[Print Version\]](#)
[TINETTI Balance Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Request for Update Orders Following Total Hip Arthroplasty \[DS Form\]](#) [\[Print Version\]](#)
[PT Image \[DS Form\]](#) [\[Print Version\]](#)

Care Coordination DS-Forms

[Patient Care Plan \(EN\) \[DS Form\]](#) [\[Print Version\]](#)
[Patient Care Plan \(FR\) \[DS Form\]](#) [\[Print Version\]](#)
[Provincial Transfer Authorization Form \[DS Form\]](#) [\[Print Version\]](#)

Placement DS-Forms

[Behavioural Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Crisis Priority Ranking Tool \[DS Form\]](#) [\[Print Version\]](#)
[Determination of Eligibility for Admission to a LTC Home \[DS Form\]](#) [\[Print Version\]](#)
[Eligibility Assessment for Long-Term Care \[DS Form\]](#) [\[Print Version\]](#)
[Inter-CCAC Communication Form \[DS Form\]](#) [\[Print Version\]](#)
[Long-Term Care Waiting List Prioritization \[DS Form\]](#) [\[Print Version\]](#)

Occupational Therapist DS-Forms

[OT Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Pre-Transition Assessment \[DS Form\]](#) [\[Print Version\]](#)
[Pre-Op THR Home Assessment and Teaching \[DS Form\]](#) [\[Print Version\]](#)
[Wheelchair Assessment \[DS Form\]](#) [\[Print Version\]](#)
[OT Cooking Assessment \[DS Form\]](#) [\[Print Version\]](#)
[OT Image \[DS Form\]](#) [\[Print Version\]](#)
[Mechanical Lift Assessment and Instruction \(EN\) \[DS Form\]](#) [\[Print Version\]](#)
[Mechanical Lift Assessment and Instruction \(FR\) \[DS Form\]](#) [\[Print Version\]](#)

General

Service Provider Recommendation/Consultation (E)
Service Provider Recommendation/Consultation (F)
Home Modifications Recommendations (EN) [DS Form]
Home Modifications Recommendations (FR) [DS Form]
Note to Health Care Practitioner [DS Form] [Print Ver]
Therapy Provider Report - Initial 1 Page [DS Form]
Therapy Provider Report - Initial 2 Page:
Therapy Provider Report - Discharge [DS
Therapy Provider Report - Change of St



13-nb-sp-1 needs some information

Script Prompt:

Please enter the Client Number

**Patient identifiers
automagically populate form**



Get Latest Client Data



Sum name:	<input type="text" value="TEST ONLY"/>	First Name:	<input type="text" value="TEST ONLY"/>
CCAC Client #:	<input type="text" value="6 5 9 9 5 0 3"/>	Date of Birth (DD/MM/YYYY):	<input type="text" value="12/12/1912"/>
HCN:	<input type="text"/>	Version Code	<input type="text"/>

Therapy Provider Report-Initial

First Visit Date (DD/MM/YYYY):

Current Provider End Date (DD/MM/YYYY):

Service Type: Nut OT PT SLP SW
Location of service: Home Telephone/videoconference Clinic

SERVICE PLAN:

No change recommended / progressing towards goal.

Service Plan change recommended (*outlined below*):

Add Service Pathway:

End Service Pathway:

Extend Provider End Date

Date change starts (DD/MM/YYYY):

New Provider End Date (DD/MM/YYYY):

Comments:

Signature/Designation/Date (YYYY/MM/DD):

This document has been digitally signed. The validity of this signature is verifiable by the NE CCAC.

Version 3 (Approved 15/07/2016)

Save Work in Progress

Sign, Save and Lock

Page 1 of 1



Signature/Designation/Date (YYYY/MM/DD):

Drennan, Bailey

PT

2017.04.21 15:34:19 -04'00'

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Version 3 (Approved 12/05/2016)

Save Work in Progress

Sign, Save and Lock

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DS Form Gets Uploaded to Patient's Document Library



Raybould, Karen - Client Services Manager



Text Size
S M L

Client Search | Provincial Search | Caseload Search | Intake Search | Add New Client | Back To Search Results

TEST ONLY, TEST ONLY [5_ERL] [NE-HR Alert]

Client # 6599503

Status: Active

Home Address: #41-C-40 Elm St, Sudbury, Ontario P3C 1S8, SUD8
Phone Number: (705)522-3460 Ext. 4549

Select Action

- Overview
- Notes
- Documents**
- Health Profile
- Details
- Consents/Contacts
- CCAC Files

[Assessment Documents](#) | [Document Library](#) | [External Communication Log](#) | [Assessment Sharing](#)

Filter By: Document Date From: 13-Dec-2016 To:

Document Category: --

Document Type: --

Document Library

- Client: #6599503 TEST ONLY, TEST ONLY
 - File: #6599503.2
 - BRN: #650247702 Long Term Placement
 - BRN: #650247698 Short Stay Respite
 - BRN: #650245972 CSSA Personal Support
 - BRN: #650245733 Assisted Living
 - BRN: #650238385 Community Services
 - BRN: #650238270 Health Links
 - BRN: #650236157 Other Reimbursed Programs
 - BRN: #650234829 Home Care
 - Nursing Visit home - 04/11/2017
 - Occupational Therapy Visit home - 02/09/2017
 - Physiotherapy Visit home - 01/03/2017**
 - Physiotherapy Visit home - 04/04/2017

Document Type ▲	Document Category	Document Date	Upload Date ▼
Home Exercise Program	Care Plans and Protocols	17-Mar-2017	17-Mar-2017 9:19 AM EDT
PT Initial Assessment	Assessment	23-Feb-2017	23-Feb-2017 2:45 PM EST
PT Initial Assessment	Assessment	14-Feb-2017	14-Feb-2017 3:00 PM EST
TPR-Change of Status	Provider Report	17-Jan-2017	17-Jan-2017 9:00 AM EST
Wound Image	Provider Report	01-Feb-2017	01-Feb-2017 10:35 AM EST

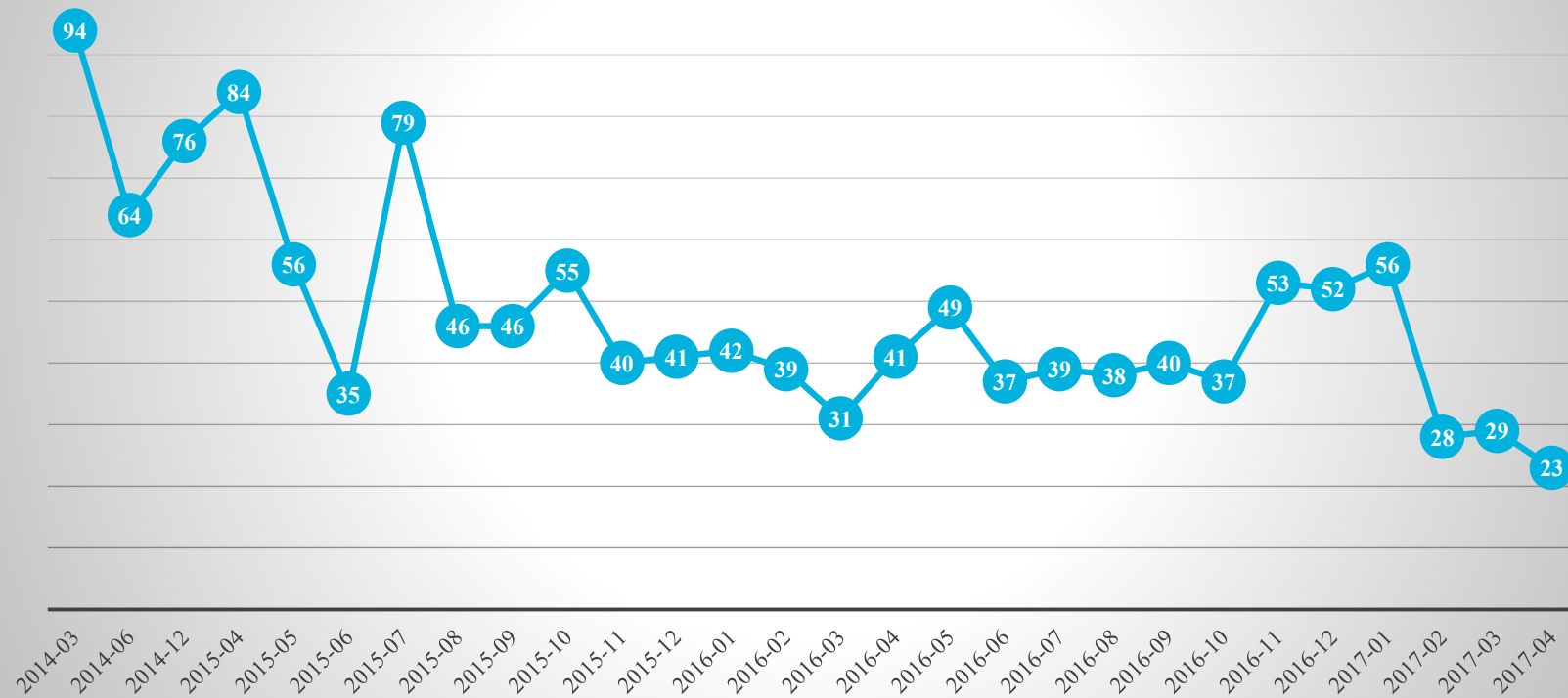
Patient Story with PCVC

<https://youtu.be/H58gZ1S>

Xo4I

Where are we now?

90th Percentile Wait Time from
Community Referral to First Visit



Special Acknowledgement

- Frankie Vitone & Lloy Schindeler, Senior Directors
- Peter Taylor, Director Business Solutions
- Jean Willick, Director Business Intelligence
- Care Coordination and Clinical Services Directors
- Clinical Services Frontline managers
- Front line staff, IT, privacy



Sharing Insight from Frontline Staff

- Panel discussion – Q & A
- Patient impact
- Integration of multiple teams

Thank you!