

## Stroke Rehabilitation Best Practice Initiatives Environmental Scan: Rehab Intensity

| Organization                       | Contact Person   | Program Initiative/ Overview   | Start Date  | Outcomes to Date  | Success Factors  | Lessons Learned  | Resources   | Future Plans   |
|------------------------------------|--|--|---|---|--|--|---|--|
| <b>West Park Healthcare Centre</b> | Pamela Madan-Sharma, Service Manager, Amputee and Neurological Rehabilitation Services, West Park Healthcare Centre, Toronto, ON | <p>Development and implementation of a workload measurement tool to measure and monitor the intensity of therapy provided by occupational therapy (OT), physiotherapy (PT), speech-language pathology (S-LP) and Rehab Assistants (RAs).</p> <p>Objectives of tool:</p> <ul style="list-style-type: none"> <li>i) To measure and monitor rehabilitation intensity</li> <li>ii) To quantify what severe stroke patients can tolerate and to monitor reasons for why they may not tolerate the intensive therapy.</li> <li>iii) To identify if/when patients or staff may not be available for therapy and the impact on therapy intensity (i.e. outside appointments or staff absences).</li> </ul> <p>An increase in allied health staff to provide therapies on weekends.</p> | <p>Development and implementation of workload measurement tool - started in 2012.</p> <p>Implementation of OT, PT and S-LP therapies on weekends - started on March 13<sup>th</sup> 2014.</p> | <p>The workload measurement tool has been implemented and used by OTs, PTs, S-LPs, and RAs.</p> <p>The team is continually striving towards rehab intensity best practices. Currently, they are providing an average of 2.3 hours of therapy (OT, PT, and S-LP) per patient per day, 5 days per week.</p> <p>Recently hired additional staffing for OT, PT, and S-LP to cover weekends (1 of each for both Saturday and Sunday).</p> <p>OT, PT and S-LP therapy sessions are now being staggered to increase 1:1 face time with patients.</p> <p>Morning huddles have been implemented to coordinate and schedule therapy sessions.</p> | <p>Staff are highly motivated to support Quality Based Procedures for Stroke Care and have been engaged in using the workload measurement tool from its inception.</p> <p>To roll-out the workload measurement tool, a half-day planning session was conducted that included front-line staff (therapists and therapy assistants), managers, decision support and health data records staff.</p> <p>Funding was received to hire additional OT, PT and S-LP staff for weekend coverage.</p> <p>Staggering OT, PT and S-LP sessions was a great way to ensure more 1:1 face time with patients.</p> | <p>Involving front line clinicians, decision support and health records staff at the start of implementation is important for staff engagement and sustainability.</p> <p>Open communication between health care providers and patients/family is important.</p> | <p>Hiring of additional staff for OT, PT, and S-LP.</p> | <p>Phase in additional support for staff and patients on weekdays.</p> <p>Review and integrate stroke best practices into usual care.</p> <p>Review and analyze workload measurement data to inform local and provincial rehab intensity work.</p> |