

Ontario Stroke Network Provincial Rehabilitation Intensity Working Group: Stroke Rehabilitation Intensity Success Story/Lessons Learned

Knowledge Exchange Idea: The Use of Electronic Scheduling to Maximize Rehab Intensity

Key Contact Information: Chris Pollard, Manager, Inpatient Rehabilitation,
Chris.Pollard@hoteldieushaver.org

Facility Name: Hotel Dieu Shaver Health & Rehabilitation Centre, St. Catharines, ON

Exploring opportunities to increase therapy intensity

What we did and why:

Hotel Dieu Shaver reviewed and improved our scheduling software and processes. This included updating our current Scheduling Software program (Appointment AE), installing real-time video displays of patient schedules both on the nursing unit and within the therapy rooms, and re-organizing our clinical schedules and clinical scheduling guidelines. The advantage of implementing this upgraded scheduling system with respect to increasing therapy intensity included: (1) The ability to track each patient's daily rehab intensity; (2) The ability to provide our inpatient schedulers with specific time parameters for various diagnostic groups, i.e. stroke; (3) Implemented strategies to maximize rehab staff schedules to minimize lost therapy time, i.e. filling patient cancellations slots on short notice; and (4) Rescheduled Interprofessional meetings (team conferences) to maximize direct face to face time.

Outcomes and feedback:

- Maximize the potential for rehab intensity that each patient receives
- Improved Interprofessional communication
- Gained portering efficiencies

Lessons Learned: To permit for enough planning, development, and education time prior to implementation. Furthermore, ensure buy-in by all stakeholders intra-organizationally.