

Background

In April 2015, Hotel Dieu Shaver Health and Rehabilitation Centre implemented a new rehab service delivery model, referred to as the POD Model. The goals of this transformation included; adding value to the patient experience, achieving better patient & program outcomes, strengthening interprofessional collaboration and best practice care.

The structure of this model is an integrated Stroke/Neuro Unit (Rehab and Complex Care). Each of this unit's 4 POD teams care for 9 patients who require either high or low intensity rehabilitation. Each team consists of an OT, PT, SLP, SW, RN, RPN, MD & consulting Psychiatrist. Of the total 37 bed unit, an average of 24 (65%) are clients recovering from a stroke.

Since 2015, positive results have been shown in key performance measures; length of stay (LOS), Functional Independence Measure™ efficiency, percentage of patients meeting their target length of stay and patient satisfaction.

In 2017 we celebrated our success and examined opportunities for moving our system forward.

Performance Measures

The indicators monitored through this reconfiguration include;

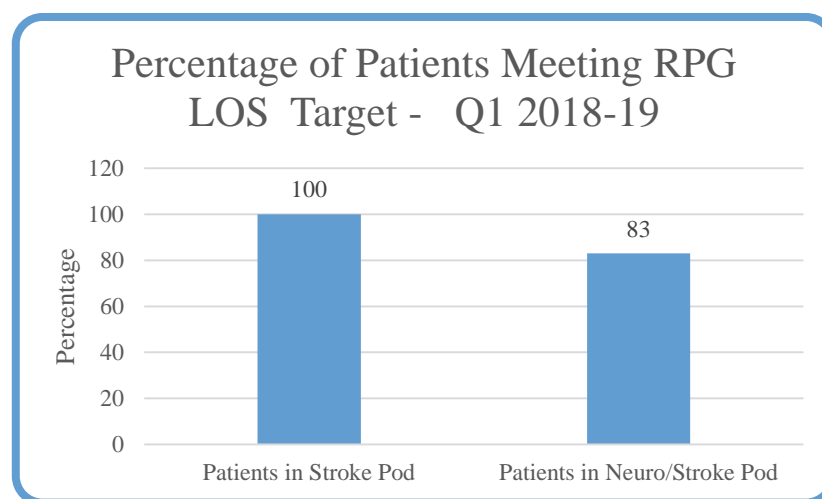
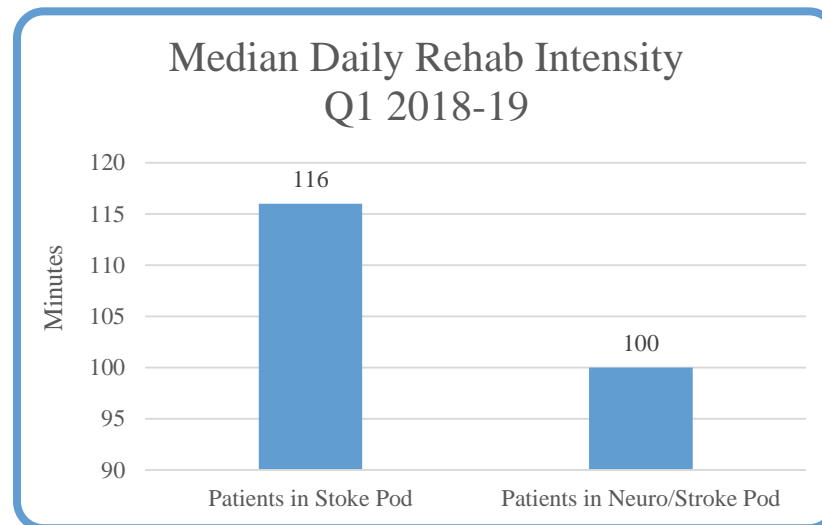
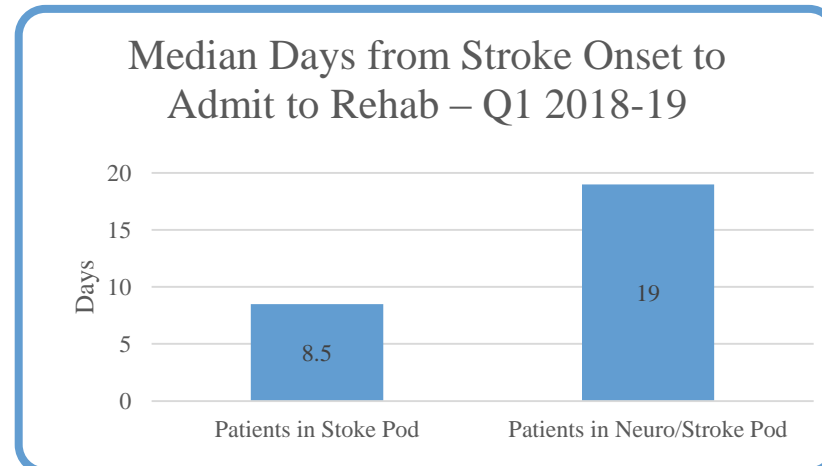
- Rehab intensity time
- Patients meeting their Rehab Patient Group (RPG) target length of stay (LOS)
- Number of days from stroke onset to access Stroke Rehabilitation
- Alignment of program to Canadian Stroke Best Practices

7 of our 14 high intensity Stroke Rehab patients currently receive care in the Stroke Pod. This allows for comparison between those receiving care in the Stroke Pod versus those in a Mixed Pod.



Results

Early results from 2018-19 Q1 are positive since the re-design.



Designing a Dedicated Stroke Pod

In 2017 a Stroke POD Planning Committee's review included examining our;

- alignment with criteria of a dedicated Rehab Stroke Unit & best practices
- role in our district's stroke continuum

Areas for opportunity;

- Dedicating a Pod team to Stroke Care
- Earlier access to high intensity rehab
- Increasing therapist to patient ratios
- Enhancing best practice interventions

In April 2018 the Stroke/Neuro Unit was re-configured. The changes included;

- 1 Dedicated Stroke Pod; high intensity (7 patients)
- 3 Stroke/Neuro Pods; mixed high/low intensity (10 patients each)
- Assigning a Psychiatrist as the Stroke POD lead
- Building staff competency and expertise

Alignment with Best Practice

Our development in this area is evidenced by the following;

- The 7 bed dedicated Stroke Pod meets the criteria of a Designated Rehab Stroke Unit
- Therapist: Patient ratio is approaching the Canadian Best Practice recommendation of 1:6 for OT & PT
- Best Practice Interventions
 - Standardizing use of FES in therapy
 - Offering an aphasia friendly patient experience survey
- Clinical Education
 - Skills training of therapy staff on bed mobility and postural activities
 - Swallowing safety review

Conclusions

Reconfiguring Hotel Dieu Shaver's innovative Service Delivery "POD" Model of care to include one Dedicated Stroke POD is demonstrating early positive results in improving timely access to rehabilitation, increasing patient's time in therapy and maintaining patient flow through our program. This change has contributed to the enhancement of our centre's stroke care interventions and expertise and has advanced the Niagara District's coordinated stroke system.